A DRM's (Divisional Railway Manager) Office, Utilized Matrix Telecom Solution to Overhaul Existing Communication Ecosystem.
Case Study

Application:

Unified Communication Solution,
Multi-location Communication Solution,
VoIP PRI Gateway

Industry:
Government

Location:
Gujarat

Company Overview:

Our client, a crucial divisional office within the Railways Department, plays a vital role in managing railway operations across multiple divisions. As the central administrative hub, the Divisional Railway Manager (DRM) office ensures the safety, efficiency, and reliability of train services, while addressing operational challenges and improving the overall passenger experience. This case study explores the innovative strategy and process, centred around communication, that are adopted by the DRM office to optimize railway management, streamline operations, and deliver exceptional service throughout the region.

Requirements:

The DRM office, required a telecom solution that could overhaul their existing system while enhancing communication efficiency and reliability. Their primary challenges included:

- **Outdated Communication Infrastructure:** The existing system was no longer meeting the operational demands, causing disruptions in internal and external communication.

- **Need for Integration with New Technology:** The office needed a modern, scalable solution that could integrate both traditional telephony and advanced VoIP systems to ensure smooth communication across various departments.

- **Seamless Integration:** The Matrix system (VoIP Gateway) needed to integrate smoothly with an existing third-party PBX, ensuring uninterrupted communication and compatibility with the existing infrastructure.

- **Improved Call Management:** Ensuring smooth and uninterrupted communication between the DRM office and other railway divisions was critical for real-time coordination and operational management.

Solution

The Matrix solution, featuring the Matrix VoIP gateway, was successfully integrated with a third-party PBX system. This integration seamlessly merged modern communication technologies with legacy systems. The solution can be described in detail as follows:

- **Integration with Third-party PBX:** The Matrix VoIP-PRI gateway (SETU VTEP) was seamlessly connected to the third-party PBX, while the Matrix SIP phone (SPARSH VP510) was linked via LAN to the same PBX system.

- **Integration with Railway Network:** The VoIP-PRI gateway establishes a PRI network for Railways, allowing for multiple lines of communication to be efficiently managed.

- **Integration with Traditional Network:** The Matrix FXO and FXS gateway (ETERNITY GENX12S) enabled analog connectivity, which was linked to the third-party PBX through a network switch.

Products Offered

- **Matrix ETERNITY GENX12SAC:**
  - FXO/FXS Gateway
- **Matrix SETU VTEP4P:**
  VoIP PRI gateway
- **Matrix SPARSH VP510E:**
  Premium Standard SIP Phone

Results

The utility of Matrix VoIP Gateway in the suggested solution brought about significant improvements in the DRM office's operations, resulting in the following outcomes:

- **Enhanced Reliability:** The solution ensured uninterrupted connectivity with ETERNITY GENX12SAC across divisions, enabling a continuous and seamless flow of information. This enhanced reliability led to more efficient coordination and accelerated decision-making processes.
- **Seamless Integration:** The Matrix VoIP Gateway seamlessly integrated with the existing third-party PBX, creating a unified and cohesive communication ecosystem.
- Future-Proof Solution: The Matrix solution was scalable and built with modern VoIP technology, making it a future-ready communication system. This allowed the DRM office to easily handle future growth, technology upgrades, or additional\ communication requirements without major changes, ensuring long-term operational efficiency.

The Matrix VoIP Gateway as a solution, thus delivered, a reliable, integrated, and future-ready communication system that addressed the office's immediate needs while positioning it for future advancements.

Solution Diagram
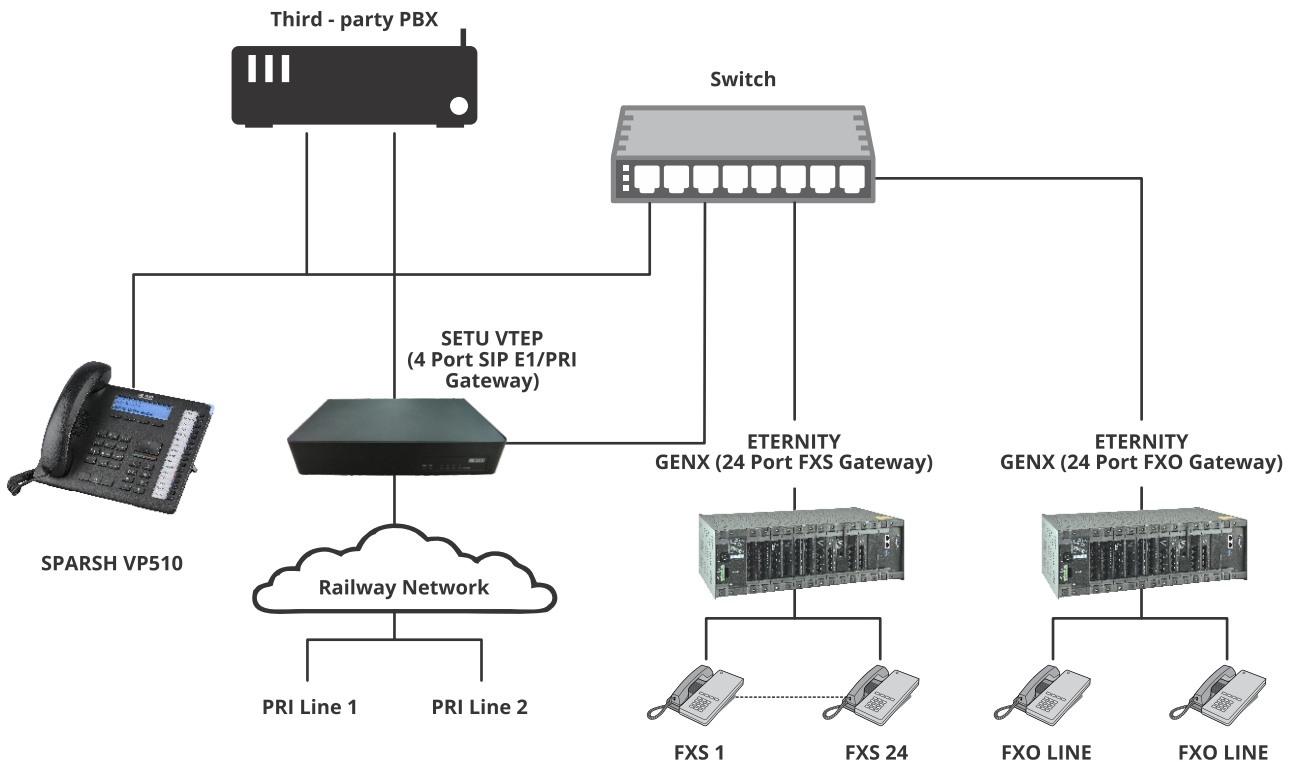
About Matrix

Established in 1991, Matrix is a leader in Security and Telecom solutions for modern businesses and enterprises. As a technology-driven, and customer-focused organization, the company is committed to keeping pace with the revolutions in the Security and Telecom industries.

With around 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like Video Surveillance Systems – Video Management Systems, Network Video Recorders and IP Camera, Access Control and Time-Attendance Systems as well as Telecom Solutions such as Unified Communications, IP-PBX, Universal Gateways, VoIP and GSM Gateways and Communication Endpoints. These solutions are feature-rich, reliable, and conform to international standards.

Having global footprints in Asia, Europe, North America, South America, and Africa through an extensive network of more than 4000+ channel partners, Matrix ensures that the products serve the needs of its customers faster and longer.

Matrix has ISO 27001: 2013, 20000-1 2018, 14001- 2015, and 9001: 2015 certifications for quality management standards. Matrix has also been awarded ZED Quality Certification, and DSIR Certification for indigenous R&D and Manufacturing. Matrix has gained the trust and admiration of customers representing the entire spectrum of industries.

For further information, please contact:

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MATRIX COMSEC

Head Office
394-GIDC, Makarpura, Vadodara-390 010, India.
Ph: +91 265 26137222,
E-mail: Inquiry@MatrixComSec.com
Manufacturing
19-GIDC, Waghodia, Dist. Vadodara-391 760, India.

www.MatrixComSec.com
Call: 1800-258-7747