



## About Raksha TPA Pvt. Ltd

Raksha TPA Pvt. Ltd. is one of the premier and most comprehensive Health service facilitator. With its vast experience as a Health Service provider, Raksha TPA has emerged as one of the leading Third Party Administrators in providing Unique and innovative services through Web based technology linking the Insurer, Insured and Provider has merit of being the ISO 9001:2000

certified company, provided by TUV of Germany.

With their Head Quarters at Faridabad, Raksha TPA has its offices PAN India covering all major cities connected on MPLS network with a PAN India call center at Mumbai.

## Solution Required

The requirement was to have a cost effective converged solution with Unified Communications to connect all major locations through VoIP to make the inter office Voice & Video communication free and to set up a PAN India call center solution at Mumbai. The senior management wanted to have a cost effective Video conference with all major regional offices and a centralized call center at Mumbai.

## Competition

We had tough competition against AVAYA & NEC who challenged us with their brand images and credentials.

## Challenge

A good quality voice & video calling along with a cost effective call center solution with voice logger which should work with low bandwidth.

## Solution offered

EPYGI Quadro Video IPPBX System with built-in firewall and router to be installed at Raksha TPA Mumbai office on MPLS network with IP Video Phones & SIP Cameras at major branch locations and senior management were given IP Video Phones for free video conferencing within their network. The same IPPBX system with Automatic Call Distribution and voice logger also serves the Call Center Solution requirement providing one box solution for voice

We are serving the world with New  
Technology by Converging Voice, Video,  
Data and Mobility on one Platform.



& video conferencing along with a call center solution.

## How our Solution was different than competition

EPYGI Quadro with Cohesive Application on required solution had an edge above the competition and unlike other major competitive products it not only works on MPLS / VPN but also works on normal DSL broadband connection and uses very less bandwidth using G.729 codec for voice and H.264 codec for video and delivers an excellent Video call even at 160 kbps. EPYGI Quadro is a very cost effective one box solution which converges Voice, Video, Image, Surveillance, Access Control, Paging, Unified Communications all together in one box and has very easy maintenance and user friendly operations.

## About Cohesive Technologies

- Expertise in VOIP Solution – Provide state of art technology for voice and video network.
- Dealing with Best Brands
- Act as a consultant / System Integrator – Takes care of customer's current as well as future need.
- Cost effective Solution – Solutions got well fitted in customer's budget
- Reach in PAN India : Cohesive has offices at all Metros /Cosmopolitan cities and have partners across India, which gives confidence to Customer for support and installations

Product used:

