CASE STUDY

COHESIVE Technologies

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About Eco Rent a Car

Eco Rent a Car is a Professional Car rental and Ground Transportation company with our own network across India. An ISO certified co. with outlets in 52 cities across the country.

Eco Rent a Car is fully compliant with all norms and regulations. Established in 1996, ECO Rent a Car leads the industry by setting new benchmarks consistently by serving the world's most respected MNCs, Luxury hotels, Tour Operators, Event in providing our clients with a Safe, Affordable & Hassle-free experience. We service 5 major sectors – Individuals, Hotels, BPOs, Corporates, Tour Operators and Event Management co.'s.

With centralized 24x7 reservations & accounting system, our services are backed by 'best-in-class' technology and processes to ensure accuracy, reliability and swiftness in all areas of operation within the organization as well as during client interface.

Solution Requirement

With their Shift to new corporate office and state of art Infrastructure also wanted to automate their Tele-Booking Services with Skill Base Routing with Campaign Management for different Departments to provide the Best of Feel to all our existing and Prospective Customers who call up our Help desk for any type of services and give them Ease of Connect.

Competition Faced

Competition faced was with Asterisk and Matrix as they were already using the TDM base PBX of Matrix.

Major Challenges

The major challenges was stability, integration with crm & expansion.

Solution Offered

Offered our solution of Contact Centre and IP based PBX which helps them to integrate Help desk with Back office Solution.

How our Solution was different.

The main system for contact centre type of infrastructure is a server (or multiple servers) that operates on top-performing hardware. New applications can be added easily, but the integration of contact centre with IPPBX on legacy trunk circuit created the main differentiation.

Digium powers millions of relationships between companies and their ecosystem of business. Designed to simplify interactions and meet business challenges head on, real-time collaboration, contact center software, networking and related services to companies of all sizes around the world.

Product Used

About Cohesive

Cohesive Technologies is a leading innovator and implementer of business collaboration and communication tools, Cohesive has the competence in unified communication, contact centre and VOIP solutions in telecom & surveillance. It caters to all verticals from a SOHO to big enterprises and plays a key role in making VOIP as a technology of future and delivering the true convergence. Working with the technology partners like Digium, EPYGI, Grandstream, Aculab, 2N and Ameyo helped Cohesive delivering a state of art technology products to premise and cloud based requirements of various companies that span across multiple segments.
Cohesive do cater requirements of SIP based technology from basic SIP phones, ATA, Gateways, SIP surveillance , SIP VDP to SIP based unified communication consulting voice video-IM and email. Cohesive product portfolio dramatically simplifies and accelerates the process of multi vendor products and software applications ensuring reduced operational complexities for effortless management.