

CASE STUDY

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About Fortis Healthcare

Fortis Healthcare Limited is a leading integrated healthcare delivery service provider in India. The healthcare verticals of the company primarily comprise hospitals, diagnostics & day care speciality facilities.

Fortis Hospital, Shalimar Bagh, New Delhi, is a 262 bed, NABH accredited multi speciality tertiary care hospital. We commenced operations in 2010 and since then have established an international reputation for offering the very best healthcare at affordable prices not only in North & West Delhi but also the neighbouring states.

Their approach, based on patient centricity, state-of-the-art emergency response, integrity, teamwork, ownership and innovation, combines compassionate patient care with clinical excellence, to achieve a single-minded objective... Saving and Enriching lives.

About Cohesive

Founded in 2009, Cohesive Technologies is a leading distributor for VoIP and IP Products in APAC and EMEA Region with headquarter in India. Cohesive Product Portfolio includes Surveillance, IP Phones, IPPBX, SS7PRI, Analog & GSM Gateways, and IP Access Control along with IP Paging. As a leader in VoIP solutions, Cohesive integrates and design solutions, which use state of art technology and delivers the Value added solutions, based on customer insights and our promise of Convergence.

To achieve the customer delight and the right solution Cohesive Partners its technology with Digium, 2N, Grand stream, Epygi to cater all verticals from a SOHO customer to a big enterprise or BPO.

Solution Requirement

Fortis was looking for:-

1. A helpdesk system with CRM which takes care of every call with personalized service in most efficient way.
2. Helpdesk system should be integrated to existing PBX system to have better efficiency for back office employees.
3. Real Time panel on helpdesk system which gives a full statistics on call flow & abandon history.

Solution Offered

Offered our solution of Contact Centre Help desk & integrated the same with back office solution on a PRI gateway with different routing tables. It also helps Fortis to manage internal & external calls more efficiently. Fortis also able to manage & connect all abandon & missed calls on Real Time through supervisor panel which in turn made their emergency services more effective.

Competition Faced

The complexity of requirement & its integration with legacy TDM that actually made Cohesive lead the competition. The knowledge of TDM & IP helped us gain confidence of Fortis Team.

How our Solution was different.

The main advantage of helpdesk System with Patients History and getting it integrated with existing PBX not only helped them with getting efficient system but also safeguard their initial investment on Legacy Products. A true integration of IP Based Solution with TDM hardware resulted as a Perfect Converged Solutions. New applications can be added easily, but the integration of contact centre with IPPBX on legacy trunk circuit created the main differentiation.

Product Used



Client Profile

Customer: Fortis Healthcare

Industry: Healthcare

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Product Used:



Our search ended with Cohesive... Robust, effective and economical solution provided by Team Cohesive

Tarsem Singh
Regional Lead
(IT, Fortis Healthcare)