



## Client Profile

**Organization :**  
Apollo Hospital

**Location :** Guwahati

**Industry Segment :**  
Medical/Hospital

## CASE STUDY

### About Apollo Hospital, Guwahati

Apollo Hospitals, Guwahati is a 214-bedded Multi-Specialty hospital that provides tertiary level clinical care, backed by Clinicians from various Super Specialties. One of its core strengths is that it is centrally located in the heart of the city. The Centre of Excellences are Neurosciences, Orthopedics and Cardiac Sciences and associated Specialties include Internal Medicine, Nephrology, Gastroenterology, Pediatrics, Ophthalmology, Urology, ENT, Obstetrics & Gynecology.

Apollo Hospitals, Guwahati(AHG) is a joint venture between Apollo Hospital Enterprise Ltd (AHEL) and Assam Hospitals Ltd. (AHL). Apollo Hospitals, Guwahati is the most sought after healthcare destination in the Northeast region, a one stop Healthcare institution that has been delivering quality and affordable healthcare services for the last 17 years. The organizational principle revolves around Patient Centricity and Service Excellence.

### Customer Requirement

Customer wanted to have an advanced Intercom solution as they use in their own medical field.

### Solution Offered

We had installed Grandstream **UCM6208** with Epygi PRI gateway with more than 200 numbers GXP1625 IP Phones, Few Video phones. Using customer's existing LAN only we had implemented this IP intercom solution. At present they have 8 P&T lines with PRI line from ITSP which has been terminated in this IP-PBX system.

They are using mobile extensions. Administrative staffs & doctors of this hospital are using mobile extensions through their smart phones using their 3G/4G sim and local wifi network. So they are always connected with their hospital's intercom solution through out the time.

Grandstream GXP2160 phones are being used by their call centre agents who are handling huge incoming call loads through PRI quite efficiently.

### Challenges Faced

Their LAN was very poor due to uneven load distribution of network switches, multiple IP-pools were there without V-Lan creation. Due to this network issue we initially faced lots of technical challenges

But at end resulted in smart & converged Voice & Data Solution.

### About Cohesive Technologies

**Cohesive Technologies** is a Global Telecom Solution Provider on VoIP and IP Platform As well a leading Integrator and Solution Provider with the Best Innovative IP Solutions which adds value to Customers through a combination of different high end technologies for a true Converged Solution.

Working with Technology Partners like **CyberData, Grandstream, Epygi, Digium, Milesight, TelephonyKart & Yeastar** helped us delivering state-of-the-art-technology Products to Premise and Cloud based requirements for various companies that span across multiple segments.

### Key Points

- UCM with PRI gateway as central PBX systems for Tele-communication
- More than 200 numbers SIP phones were also installed to create desired IP extensions using LAN infra.
- Their call centre solution was integrated with IP-PBX solution with Grandstream.

### Competition Faced

“  
Competitors like Avaya, NEC & Matrix were also there in the race  
”

### Product Used

