



## CASE STUDY

### About ICL Express

ICL – Integrated Couriers & Logistics is one of the Fastest Express & Freight Forwarding companies operating in India. Has earned the respect of being one of the leading overnight service providers. Their services include Overnight Delivery to key international destinations, Domestic & Worldwide Express, fast Air Freight as well as a unique Gift Delivery Service in selected markets, Having Head office in Hyderabad and Express centers in All Over India.

### Customer Requirement

- They want to shift to an IP based PBX system to streamline and make their telecom more flexible.
- They are looking for a system free from Licensing and are looking for a flexible solution that can be scalable according to their future requirement.
- Multiple levels of IVR as per their business needs.
- Soft extensions as and when required.
- Conference features for handling their conference requirement

### Solution Offered

We have installed Grandstream **UCM6204** along with PRI Gateway QX-E1T1, a 32 Port Grandstream FXS Gateway along with IP Phones **GXP1625**. With the help of UCM IPPBX we were able to deliver features like Voice recording, Conferencing, DID, DOD, IVR. Their existing analog phones were also seamlessly connected with our IPPBX system with the help of the FXS gateway.

With the help of Grandstream and Epygi products we were able to fulfill customers requirements in one go and were able to bring the customer from analogue platform on to the IP platform.

### Challenges Faced

Challenges faced are to combine all the customers telecom into one system (PRI, CO) and the possibility of further expanding to GSM Connectivity (if required). Our system being more flexible for an IP based Intercom and the absence of licensing in our product gave us a great advantage, Scalability of our system proven to be an another advantage.

### 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.

### Client Profile

**Organization :**  
**ICL Express**  
 (Sri Balaji Maxmail)

**Location :**  
 Hyderabad

**Industry Segment :**  
 Logistics

### Key Points

- *UCM6204 + QXE1T1 at their office*
- *GXW4232 for taking their Analog phones into the IP System*
- *Soft Extensions feasibility created and can be used as per requirement.*

### Product Used

