

# CASE STUDY



## Client Profile

**Organization :**  
Moolchand Hospital

**Location :** Delhi & Agra

**Industry Segment:**  
Healthcare

## CASE STUDY

### About Moolchand Hospital

As one of India’s foremost names in healthcare, Moolchand has been setting standards for the past 9 decades. For 60 + years Moolchand has been the trusted healthcare partner of generations of Delhites with care and dedication. With a team of 250+ doctors from 50+ specialties, Moolchand Centers of Excellence brings internationally trained & globally acclaimed physicians, state of the art technology, clinical innovation, world class infrastructure and outstanding quality, as reflected in Moolchand’s JCI and NABH accreditations.

### Customer Requirement

- ✓ Moolchand Hospital was using a traditional EPABX System in their campus and wanted to connect its multiple buildings within campus and its Corporate office for Voice & Video Communication for better Manageability.
- ✓ Detailed Report of Incoming, outgoing calls, Recording Calls, Abandoned call, etc. All reports downloadable in CSV, PDF and Excel format.
- ✓ Centralized Management System.
- ✓ Video Conferencing from Moolchand Delhi Hospital to Moolchand Agra Hospital for Senior Doctors and Consultants

### Solution Offered

Based on the requirement these are the products offered to them:

- Grandstream IPPBX with 1 PRI and 2000 Extensions at Delhi location
- Grandstream IPPBX with 1 PRI and 500 Extensions at Delhi location
- Grandstream Gigabit & PoE IP Phones as Extensions at both the locations
- Single Solution connecting both the Hospital locations, Corporate Office with all blocks and back office operations through existing OFC network made a unique solution.
- With free GS wave application on mobile, the senior doctors and top management enjoy mobility and better manageability.

### Competition Faced

Biggest Competition was Alcatel being their existing EPABX vendors and Matrix who challenged us with their brand images and credentials.

### 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, & Yeastar** helped us delivering state-of-the-art-technology Products to Premise and Cloud based requirements for various companies that span across multiple segments.

### Goal/Purpose of the new deployment

- ✓ To offer cost effective solution which incures zero recurring cost for intra branch connectivity .
- ✓ To offer integretation solution which communications all end points with centralized communication server.
- ✓ To offer Centralised Management System
- ✓ To offer Mobility Solution

### Product Used



- Grandstream UCM6510 IPPBX
- Grandstream Gigabit & PoE IP Phone GXP1628 & GXP1615
- Grandstream 9 Party Video Conference GVC3200 at Delhi and GVC3202 at Agra