



Client Profile

Organization :
Rice Education

Location :
Kolkata

Industry Segment :
Education

CASE STUDY

About Rice Education

RICE Education is the realization of that long-nurtured dream, which was set up with a strong promise of providing quality training and education of young bright-eyed aspirants for government jobs. The aim was to strike a balance between the academic orientation of the mainstream education system and the needs of industry and governance, which has been perfected over the years. Established in the year 1985 and headquartered at Dishari Bhawan (Belgharia), today, RICE has over 17 centres across West Bengal where more than 1,00,000 students have made their career in government jobs after completing their training successfully.

Customer Requirement

Customer wants to use VPN for their data as well as Voice & Call center solution.

Solution Offered

Customer is using their existing VPN and LAN Infra network for Voice communication. Earlier they were using limited/small sized EPABX system. Customer wants single vendor solution. UCM for intercom and Cradle for Call centre. In IP platform customer is using IP phones in their network and VPN tunnel successfully which is completely new to their system. They were struggling in their existing EPABX system and was looking for new technology where they get latest technology integrated which they got after switching over IP platform from TDM platform.

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

- ✓ Grandstream UCM6208
- ✓ Grandstream GXP1620
- ✓ Grandstream GXP2140
- ✓ Cohesive Technologies Headset
- ✓ Cradle for call centre

About Cohesive Technologies

Cohesive Technologies is a Global Telecom Solution Provider on VoIP and IP Platform As well as 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, 2N, 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.

Goal/Purpose of the new deployment

To optimum use of their VPN network and integrated solution for Call Centre and IPPBX servers.



Product Used



- **Grandstream UCM6208 IPPBX**
- **Grandstream Basic & high end IP Phone GXP1620 & GXP2140**
- **Cohesive Headset**
- **Cradle for call centre**

