



## CASE STUDY

### About Kollappallil. Hyper Market

KSC offers a wide variety of products such as appliances, clothing, groceries, vegetables. Get get maximum savings by shopping with us, we use locally sourced and sustainable produce, supplied fresh daily, to create our beautiful plates which elevated with an inspired Italian twist. we offer an exquisite dining experience plus informal accessible, If you only want to catch up with friends for a casual bite discuss work or just chill.

### Customer Requirement

- ✓ They are looking for IP based intercom
- ✓ They are having 2 PRI lines
- ✓ They want 30 concurrent calls, conference bridge, they are looking built in extension
- ✓ They want for senior management video phones and GXP1620 IP Phones for in floors.
- ✓ Operator console for reception.

### Solution Offered

We installed Grandstream UCM6202 with digium 2 port PRI gateway, by meeting customer requirement with 30 concurrent calls, 25participants conference bridge, for senior management we gave video phone, soft phone app GS wave for all employees.

We acted like a one stop solution for the client, he got all the requirements he needed from us and we were able to deliver them the best products in the market. Before buying our products the client compared our products with many competitors mentioned above but he is satisfied only with our solution because we were cost efficient, Innovative, good customer service.

### Competition Faced

Competitors like Avaya, matrix were there in the race and Customer was satisfied with Grandstream

### 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, 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.

## Client Profile

**Organization :**  
Kollappallil  
Hyper Market  
**Location :**  
Kollappallil, kerala  
**Industry Segment :**  
Trading

## Key Points

- UCM 6202 acted as dialer & 5 level IVR
- Video phone 3275 for senior management used for multi video conference for 2 locations
- GXP 2160 acted as a operator console to monitor 24 phones



## Product Used



- Grandstream UCM6202 IPPBX

- Grandstream GXV3275 Android IP Video Phone

- Grandstream Basic & High End IP Phone GXP1625 & GXP2160

- Digium 2 Port Pri Gateway