

# CASE STUDY



Smart Office with SIP telephony for flexible work environments and WFH.

## CASE STUDY

### About Tata Chemicals Ltd

Tata Chemicals Limited is an Indian global company with interests in chemicals, crop protection and specialty chemistry products headquartered in Mumbai, India. The company is one of the largest chemical companies in India with over 7 plants operating in India, Europe, North America and Africa. It has a large R&D unit at Pune. Tata Chemicals is a subsidiary of Tata Group conglomerate with a company turnover of over USD 1.5 Billion in 2020.

### Customer Requirement

- Client wanted a flexible, easy to operate, highly secure and mobility enabled communication system with the latest state of the art unified communication over IP to enable hot desking at work place and work from home concept keeping in mind today changed environment.
- Client has multiple locations across India and Headquartered at Mumbai .
- Client wanted a robust yet unobtrusive and aesthetic large display desktop IP Phone running on POE and browser and Gige E port inbuilt to connect a BOYD computing device eg Laptop as a part of the flexible seating arrangement planned for the new office, along with the state of the art Unified communication platform.

### Solution Offered

We understood customer need and addressed the primary point for a robust, easy to operate SIP based VoIP telephony system that can easily be integrated with their other communication systems at other locations over secure SIP trunks. Grandstream Unified Communication Manager UCM along with intelligent and enabled desktop business phones creating a secure, flexible and seamless enterprise communication platform. In close collaboration with the telecom service provider ie Tata Communications whose preferred vendor for Smart Office solutions is Grandstream , we offered a comprehensive suite of solutions meeting exacting customer requirements.

### Challenges Faced

The customer was moving office to a brand new office infrastructure and therefore we had to assume a consultants mode to ensure optimum network provision and correct solution and configuration to cater to the new demands of the work environment . Since the customer was already using a legacy equipment, the new age end to end IP solution including SIP trunks was a revelation and technology jump for the users. A Proof of Concept demonstration at their Mumbai Head Office with complete live activation of our seamless VoIP solution using Grandstream UCM and endpoints was required and successfully completed.

### About Cohesive Technologies

Cohesive Technologies is a renowned Global Telecom service provider working on the platform of IP and VoIP. We are working with our technology partners like **2N, Cyberdata, Guardian Telecom, Epygi, Grandstream, Milesight, Sangoma, Planet, Wi-Tek and Yeastar** who support us in offering innovative products and solutions for the premise or Cloud-based requirements.

### Client Profile

**Organization:**  
Tata Chemical Ltd.  
(Head Office)

**Location:**  
Wadala, Mumbai

**Industry Segment:**  
Large Enterprise

### Key Points

- Voice over IP applications.
- Coupled with the Grandstream UCM series of IPPBX and GXP series of IP Phones ensured complete seamless integration between SIP appliance and endpoint.
- Integrated IVR, Voice Mail, LDAP with MS office integration and Hot desking functionality with enterprise mobility.



### Competition Faced

Cisco CCM, Avaya as existing vendor.

### Product Used

