



Client Profile

Organization:
Central Depository Services (India) Limited

Location:
Mumbai

Industry Segment:
Enterprise

CASE STUDY

About Central Depository Services (India) Limited

CDSL formed in 1992 is the largest depository in India in terms of number of demat accounts opened. In February 23, CDSL became the first depository in India to open 60 million active demat accounts. As of March 2022, the depository holds assets worth ₹37.2 trillion, with over 580 depository participants associated with CDSL. CDSL was listed on the National Stock Exchange (NSE) through initial public offering(IPO)[8] making it the first depository in Asia-Pacific region and only the second depository in the world to get listed.

CDSL was initially promoted by BSE Ltd. Currently, the top shareholders are BSE Limited, Standard Chartered Bank, PPFAS Mutual Fund, HDFC Bank and LIC.

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 's changed work environment. Client has multiple locations across India and Headquartered at Mumbai and recently expanded their office space. Client wanted a robust yet unobtrusive and aesthetic color display desktop IP Phone running on POE and GigE port in-built 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 with IVR, Voice Mail, LDAP and co-tenant facility with amongst group companies ie CDSLVL,CIRL, CDSL(Commodities Repository) Ltd.

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. In collaboration with our TSP partner ie M/s Tata Communication Ltd, we have installed a UCM6304 server with 120 SIP channels and over 500 SIP Phones.

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, Akuvox, Akubela, Cyberdata, Epygi, Grandstream, Guardian Telecom, Milesight, Snom, Tonmind, Wi-Tek and Yeastar** who support us in offering innovative products and solutions for the premise or Cloud-based requirements.

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 Active Directory over LDAP integration and Hot desking functionality with enterprise mobility

Competition Faced

“ Cisco CUCM, Avaya as existing vendor. ”

Product Used

Grandstream UCM6304 *2,
GRP2612 *550, GRP2636 *15, GXV3470 *8,
Cradle Billing Software,
GUV3050 headsets *25