



Client Profile

Organization :
Secureye

Location :
Delhi

Industry Segment :
Security

CASE STUDY

About Secureye

Secureye took the lead in launching many path-breaking products in its first few years of existence itself. Secureye now is leading the development trend of embedded digital video recorder and has become one of the top 10 brands worldwide. In 2006-2010, the launches of speed dome, decoding card, network video server and network keyboard represented the Total Security and Surveillance Structure of Secureye.

Customer Requirement

Secureye was looking for Contact Centre Suite for the telephonic support, they were also looking for a CRM integrated with Contact Centre to store the basic info. of customer with all history of old calls. Flexibility, Customisation, Stability, and cost effective solution was their basic need they expected from Call Centre Platform.

Solution Offered

- ✓ Cohesive offered Cradle Contact Centre Suite with Unified IPPBX 6510 with in-built PRI Interface.
- ✓ The Unified Appliance 6510 acted as call server & Voice log panel and SIP interface to Contact Centre Suite.
- ✓ The CRM & Contact Centre Suite helped secure eye to get Customer Information / Click to Call / History of Tickets and Agent & Supervisor panel.

Competition Faced

They have considered products from many other manufactures some of them are Avaya, Snom, Sangoma, but no one was able to offer integrated Solution.

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.



Product Used



- Grandstream UCM6510 IPPBX
- Grandstream GXW4108 Analog Gateway
- Grandstream Basic IP Phone GXP1625
- Cradle software based on Call Center Solution

