



Client Profile

Organization:
ADCC Bank

Location:
Akola

Industry Segment:
Banking & Finance

CASE STUDY

About ADCC Bank

Founded in 1908 in Akola. It is a Co-Operative Bank to provide Personal Banking in which they provide Mobile banking, Rupay debit cards, RTGS/NEFT services, ATM facility, SMS alert services, Locker facility, and Gold mortgage. For Agriculture they provide Short term crop loan.

Customer Requirement

Customer require 4 PSTN lines for outsider calling to 10 customer care agents and 110 branch offices should also, able to call on same customer care group through their VPN. The customer wants integration (CLI to be pass) to their existing CBS (their Bank software) for which we can provide Open APIs of our Server to them. Customer want to connect its Head office with Branch offices spread in Akola and Washim District with IP Phones on Their VPN Networks for effective communication with no extra cost.

Solution Offered

We offered them **Yeastar P560 IPPBX** server with **Snom D120 SIP IP Phone** for their Had office as well as Branch Offices for the Voice Communication. Also, we gave them Yeastar Enterprise License plan for SIP server “**P560**” model for call center agents reports and API for third party integration.

Challenge

They are using traditional PCM/TDM technology

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, Akuvov, 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.

Goal/Purpose of the new deployment

- To offer Yeastar SIP server with 200 SIP users and concurrent calls
- Cost effective solution
- Open API Library for Integration with Third Party App

Product Used




Yeastar P560 IPPBX




Snom D120 SIP IP Phone & Cohesive DB10 Headset