



## CASE STUDY

### Client Profile

**Organization:**  
Supreme Court of Mauritius

**Industry Segment:**  
Government

### Goal/Purpose of the new deployment

- UC Application
- Voice mail to Email.
- Outlook Connector.
- Click to Dial feature.
- Audio Conference bridge with recording feature

### About Supreme Court of Mauritius

The Supreme Court of Mauritius is the highest court of Mauritius and is the final court of appeal in the Mauritian judicial system. It was established in its current form in 1850, replacing the Cour d'Appel established in 1808 during the French administration and has a permanent seat in Port Louis.

### Customer Requirement

- They were looking for solution which can have complete UC application, all extensions should have voice mail and if person is out of station than voice main can be forwarded to his mail so that he/she can access the voice mail (to avoid any delay in message), They also want to do video call from one extension to another extension.
- They were looking for features where they can use contact numbers for calling directly from their PC.
- Audio conference bridge with recording feature was also one of their requirements.

### Solution Offered

- Cohesive has given compact, reliable, modular and rack-mountable IPBX from Epygi. Epygi **QX3000** is state of the art PBX with various features like built in IVRS, Voice mail, voice mail to email, outlook connector and click to dial. Over and above we have given licensed features like audio conference bridge with recording feature . EPYGI has optional features which can be used in future like Video Conference bridge, voice logger, webRtc and help desk features.
- He is also recording conference for future reference hence fulfilled all his requirement via single device.

### Challenges Faced

Competitors like Cisco and Avaya are in race and Customer was satisfied with Epygi and Grandstream.

### 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.



### Product Used

