



## CASE STUDY

### About American Multi Speciality Dental & Implant Hospital

American Multi Specialty Dental & Implant Hospital is an International Dental Hospital established in Nizamabad by world renowned dentist, Dr. Krishna Dileep, with a vision to bring world class dental treatments and facilities to Telangana.

### Customer Requirement

- They are looking for a complete IP Telephony solution for their new office Premise.
- Which if possible should also supports Basic Call Centre Features.
- SIP Connectivity along with a future ability to make the IPPBX server redundant.
- License free system with a possibility for future upgrade.
- To accommodate the future growing requirements in their telecom infra.

### Solution Offered

We have installed **UCM6301** IPPBX along with Basic IP Phones of Grandstream and for the Call Centre agents we have given Headsets that are suitable with our IP Phones. Their SIP Service Provider was also integrated successfully with our IPPBX System. We were finally able to achieve integration of SIP Trunk, Call Centre features, CDR, Recording with our Single Box Solution which is also scalable.

This solution from us helped the customer in fulfilling all his requirements.

### Challenges Faced

Due to less awareness towards IPPBX based System, Customer is looking for Legacy PBX systems in the beginning, but we tried to inform customer on the new features available with the IPPBX system that were useful for his requirement like CDR, Call Recording and Basic Call Centre features as well.

### 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:

American Multi Speciality Dental & Implant Hospital

### Location:

Nizamabad, Telangana

### Industry Segment:

Hospital

## Key Points

- IPPBX WITH SIP TRUNK SUPPORT
- BASIC RANGE IP PHONES
- LICENSE FREE
- SCALABLE SOLUTION
- HEADSETS



## Product Used

