

## Client Profile

**Organization:**  
CARE HOSPITALS

**Location:**  
Pan INDIA

**Industry Segment:**  
Healthcare

**Partner:**  
Netfinity Solutions,  
VoViDa Systems

## Key Points

- Inter Branch Call Connectivity.
- Integration with their Call Centre Application.
- Provision for Paging, Audio Conferencing and E-Mail Notification.
- Analogue Phones over IP Network



## Product Used

 **GRANDSTREAM**  
CONNECTING THE WORLD



## CASE STUDY

## About Care Hospitals

Care Hospitals is a chain of multi-specialty healthcare hospitals with 14 hospitals in 6 cities across 5 states of India. The group was founded in 1997. Care Hospital is a specialty hospital for cardiac surgery, critical care and emergency medicine and is a specialist in these segments for over 18 years. Other Key specialties include Neuro Sciences, Nephrology, Oncology and Orthopedics. Their Motto is "To Provide Care That People Trust"

## Customer Requirement

- They are looking for upgradation of their old analogue PBX system to an IPPBX system that can connect all their 14 Hospitals (Combined Extension Availability is 3000 Approx.)
- Interbranch calling to be happen over their MPLS network.
- Integration with their call center application.
- IVR, Audio Conferencing Bridge, Calling Queues, Email Notifications.
- All the existing analogue phones should be able to connect with the new IPPBX System

## Solution Offered

We have installed multiple IPPBX's of Grandstream at all the 14 locations with a combination of all available UCM Series IPPBX's. Gateways for Analogue phones were also installed as needed to achieve the connectivity of all Analogue IP Phones with the IPPBX. All the IPPBX's were connected with each other through SIP/VoIP Trunks which enables the inter Branch calls. We have created a VoIP Trunk with their call center application server so the calls related to Call center are routed accordingly. With the help of the Analogue gateways we were able to bring all their Existing Analogue Phones over to the IP Network. Customer has the provision to have Video calling, Paging when added with the suitable end Points over the Whole part of his network.

## Challenges Faced

- Healthcare Industry with Multiple Site Installation.
- Replacing old PBX comes with huge Capital Expenditure.
- Stiff Competition from Matrix and Huawei Brands was also a challenge.

By providing considerable feature upgrades over their existing system and Our Product's Cost Effectiveness, Our Team's technical Expertise helped us in winning the customers confidence.

## 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, Digium, Milesight, Wi-Tek & Yeastar** helped us delivering state-of-the-art-technology Products to Premise and Cloud based requirements for various companies that span across multiple segments.

