

Client Profile

Organization :
Malabar Hospitals

Location :
Calicut, Kerala

Industry Segment :
Hospitality

Key Points

- UCM6208 acted as dialer & 5 level IVR
- GXP1620 acted as Basic IP Phone for Management

Competition Faced

Competitors like Avaya, panasonic are also in the race

Product Used



- Grandstream UCM6208 IP PBXs
- Grandstream Basic IP Phone
- Grandstream GS Wave

CASE STUDY



CASE STUDY

About Malabar Hospitals

Our unique infrastructure with excellent faculties providing Rx in Urology, Obstetrics and Gynaecology, Infertility and IVF, Laparoscopic surgery, ENT, General Medicine General Surgery, Laparoscopic Hernia Surgery, Physical Medicine, Cardiology, Psychiatry, Paediatric and NICU. Level 3 NICU is the exclusive facility present in our Hospital in Malabar region. We have a dedicated and trained team in all fields of imageology like X-Ray, ECG, Ultra sound scan, medical lab and pharmacy.

Customer Requirement

- They are looking for IP based intercom with incoming and outgoing, complete as required for audio and video communication up to 600 Ext, 6 PSTN lines.
- They want 100 concurrent calls, Conference bridge
- There should be no cost for expanding extensions
- If they are not on their desk/in office the call should land on their soft phone app

Solution Offered

- We installed Grandstream UCM6208, by meeting customer requirement with 100 concurrent calls, 32 participants conference bridge, soft phone app GS wave for all management.
- GS wave the soft phone application matched their requirement if they are not in premises (or) on desk.
- We acted like a one stop solution for the client, he got all the requirements he needed from us and we were able to deliver them the best products in the market. Before buying our products the client compared our products with many competitors mentioned above but he is satisfied only with our solution because we were cost efficient, Innovative, good customer service.

Challenges Faced

Competitors like Avaya, panasonic were there in the race and customer was satisfied with Grandstream.

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, 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.