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## CASE STUDY

### Client Profile

**Organization:**  
Trauma Centre (S.N.M.C)  
**Location:**  
Agra  
**Industry Segment:**  
Hospital

### About Trauma Centre (S.N.M.C)

This is a Reynolds hospital of Agra where every kind of facility is available. The history of this medical college marks the beginning of medical education in state of Uttar Pradesh. tertiary level health care facilities to patients through its well equipped hospital infrastructure. There are a total of 976 beds in various departments and an Out Patient Department with numerous functional specialty clinics.

### Customer Requirement

Customer require Matrix IP PBX and IP Phone conversion Campus

### Solution Offered

We offer UCM 6301 GXW4224 GRP2601P GWN7803P, UCM 6301 is a powerful, All ports have lifeline capability in case of power outage; number of ports can be expanded by peering with an FXS gateway. 320x240 color LCD with touch screen for Shortcut Keys and Scroll Bar voice and fax are Opus, Video Codecs H.264, H.263, H263+, VP8 Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability/ work-load, in-queue announcement Customizable Auto Attendant Up to 5 layers of IVR (Interactive Voice Response) in multiple languages Users: 500 Concurrent calls (G.711): 75 Max concurrent SRTP calls (G.711): 50 4 Video Conference rooms and up to 20 parties with 1080p, assuming 4 video feeds + 1 screen sharing (H.264 & Opus) Voice Conference: Up to 75 parties (G.711) Call Features Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, Free; Available for desktop (Windows 10+, Mac OS 10+), web (Firefox and Chrome Browsers) and mobile (Android & iOS), allows users to join UCM hosted meetings/conferences, communicate with other users/solutions and make/receive calls using SIP accounts registered to a UCM6300 series IP PBX.

### Challenges Faced

The client wanted to install the solution of Matrix and the order was also finalized, then we explained the client about our product and benefited from it. Told him about some extra features that he liked and that's how we worked out the matrix system

### 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, Akuvox, 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
- ✓ We gave him a unique product with new technology
  - ✓ To offer Grandstream IP PBX & IP Phone
  - ✓ To offer Grandstream IP PBX & IP Phone For Better Connective

### Product Used



UCM 6301 IPPBX  
GRP2601P IP Phones  
GWN7803P Network Switches