



**B.R
Singh**

Client Profile

Organization :

B.R.Singh Hospital –
Eastern Railways
(Govt Of India)

Location :

Sealdah - Kolkata

Industry Segment :

Hospitality

CASE STUDY

About *B.R Singh Hospital*

B.R Singh Hospital is named after Baba Ramrik Singh, the First Agent of East Bengal Railways in the Pre-Independent Era and established in the Year 1934. It was established in the form of Health unit to serve the employees of the Traffic Department of Railways of Eastern Region. B.R Singh Hospital started off with just 36 beds but is now one of the best equipped railway hospitals in India which has specialists in all the departments except orthopedics which is dealt by the specialty railway hospital at Howrah.

Customer Requirement

- They were using IP-Intercom solution of Polycom and same was implemented around 7 years back. They wanted to expand the system to 115 extensions but they were not getting any technical support from Polycom due to model got EOL. They implemented IP-PBX solution long time back using their LAN infra when other railway hospitals were installing TDM PBX systems.

Solution Offered

We had installed Grandstream **UCM6208** there with Grandstream IP Phones. In the same network infrastructure, Grandstream products successfully replaced the Polycom intercom systems. We had also integrated the system with Railways intranet system through PRI-PRI. This hospital was using a PRI line provided by BSNL which was integrated in new PBX system through their existing PRI-VoIP gateway so reduce the project costing.

Challenges Faced

Competitors like Avaya, Matrix, Alcatel and NEC were there in the race and we were asked to integrate Grandstream phones with their existing old Polycom IP-PBX system. But we could not register Grandstream phones there SIP protocol was not supported by Polycom. Finally we replaced the entire system there.

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.

Key Points

- UCM6208 as main IP-PBX system for communication, SIP phones as end points in the entire Railway Hospital.
- UCM6208 is connected with Railways centralized intercom system as well as we integrated PRI line through their existing PRI gateway.

Competition Faced

“
Competitors like Avaya, Matrix, Alcatel and NEC were also in the race”

Product Used



- Grandstream UCM6208 IPPBX
- Grandstream IP Phones