

EXCELCARE HOSPITAL



CASE STUDY

Client Profile

Organization :
Excelcare Hospitals

Location :
Boragaon, Guwahati

Industry Segment :
Hospitals

Competition Faced:

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When we first visited the site that time order was about to be placed with EPABX with TDM solution and TDM wiring was about to start in next 5-6 days. Their consultant was very specific about the brands like Avaya, Cisco, NEC, Panasonics and Grandstream was not a tested brand for this consultant.”

About *Excel Care Hospital*

EXCELCARE HOSPITALS is a unit of Asclepius Hospitals & Healthcare Pvt. Ltd. It is a super-specialty hospital located at Boragaon, Guwahati on NH-37. The Hospital is designed to gift the North Eastern Region and its people a world class healthcare institute for a healthier tomorrow.

Solution Requirement

This G+6 storied multi speciality hospital was looking for

- A solution over IP through which they can do voice communication, video conferencing using their existing LAN/WAN.
- A helpdesk system with CRM which takes care of every call with personalized services in most efficient way.
- Real Time panel on helpdesk system which gives a full statistics on call flow & abandon history.
- Improve efficiency of all employees as non answering of incoming patients calls in all departments were becoming high in numbers and hence target benchmarking were never met.
- Helpdesk system should be integrated with PBX system to have better efficiency for back office employees

Solution Offered

We offered Pure IP based Intercom Solution with Grandstream IP-PBX UCM6208, Epygi single port PRI gateway, Grandstream Phones, Grandstream Video Conferencing System & Cradle call centre solution with default CRM. Both cradle and UCM are integrated through SIP trunking over the customer’s LAN network. It also helped Excelcare Hospital to save huge money on analog wiring laying without effecting the infrastructure of beautiful hospital. It helps to manage internal & external calls more effeciently and also able to manage & connect all abandoned & missed calls on real time through supervisor panel which in turn made their emergency, OT, outdoor services more efficient.

How our solution was different over EPABX Solutions

We offered them integrated solution for voice, video & call centre solution all on single SIP platform through their existing LAN infra. We also took challenge of single vendor solution for the end customer and everything will get integrated through their V-LAN where the end customer find our technology User Friendly, cost saving, latest, efficient, low maintenance cost. & useful for their multi specialty’s multi purpose requirement. Call centre solution integrated with PBX system offered them a true integration of IP based solution with hospital intercom system resulted as a perfect Converged Solution.

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, 2N, 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.

Product Used

