



## CASE STUDY

### Client Profile

**Organization:**  
Sky Gold Limited

**Location:**  
Navi Mumbai

**Industry Segment:**  
Gems & Jewelry Exports

### Key Points

- Offer Unified Communication Platform for Voice and Video with the Grandstream UCM server, wide range SIP Based IP Voice and Video Phones, Wifi handsets Paging and CCTV cameras on our Multi-media Video IP Phones.
- Create a robust Wireless Network using Grandstream Wi-Fi AP's Integrate with existing PA system SIP trunk for telecommunication.

### Competition Faced

“ NEC, Matrix,”

### Product Used



## About Sky Gold Limited

Sky Gold Limited is an India based company engaged in the business of designing, manufacturing & marketing of gold jewellery. A listed company on the BSE it is star performer on the stock market with a 26% retail share holding and has its sales office in Kalbadevi and manufacturing unit at Mulund Mumbai. It mainly deals in 22k gold studded with American diamonds or other stones and gems and is renowned for its innovative designs catering to the Indian and overseas market.

## Customer Requirement

The client is a top account of our SI partner Uniview and its brand new Mumbai operations ad measuring 45,000 sq. feet across 2 floors are located our of Nerul Navi Mumbai . They had an existing setup of Hybrid EPABX and PBT's and were looking to migrate to a cost effective, easy to operate IP Telephony solution for their new Corporate office ,as well as satellite offices across 2 locations in Mumbai at Kalbadevi and Mulund. was essential. They wanted a modern and flexible communication system that would ensure a long technological life. Since they also have a large workforce working on the jewels they wanted a integrated PA and Paging system that would seamlessly work with the intercom system as well as their surveillance system.

## Solution Offered

Our team designed the entire topology using our range of GS UCM 63xx series , Wifi AP's & IP Phone's for Voice over IP and Video over IP and our ability to deliver the solution in totality and to ensure 100% uptime as expected from their high profile client across their multiple geographies in India as well as their overseas office. Essence of our solution was seamless connectivity across their locations and safe and secure enterprise mobility using the Wave , with UCM Remote Connect ie cloud companion service with auto NAT traversal service from Grandstream.

A Proof of Concept demonstration at their Mumbai Head Office with complete integration of UCM server with expandability up to 1000 SIP endpoints using our wide range of feature rich, versatile IP Phones and keeping in mind their strict adherence to TRAI regulations. After a successful POC, currently the client has deployed UCM63xx series at their brand new building at Navi Mumbai with over 150 IP Phones, Video Phones and Wif handsets interconnected seamlessly across their Lan network. We have also integrated their existing analog PA system with the IPPBX using our SIP PA adaptors.

## Challenges Faced

Multiple meetings with the client to understand their need for upgrading from legacy analog PBX to IP telephony and convince them with a ROI (Return on Investment) that showed them multiple benefits of a single Unified Communication platform thereby reducing telephony costs , increase productivity by offering video calling and collaboration on the UCM platform, PA system and their surveillance cameras, increase efficiency by sharing a common directory, phonebook ie LDAP server, improve customer interaction with a professional IVR and Voice mail system and above all adherence to all regulations for VoIP setup, all of these built in on the single appliance thus saving in costs and increasing reliability and insure against technology obsolescence at a competitive price point.

## 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.

