

# A leading Pharmaceutical giant seamlessly connects its globally located branch offices with Matrix IP Phone Systems.

A research driven pharmaceutical giant with global operations, required to seamlessly connect all locations without changing existing communication setup. Matrix IP Phone Systems with the ability to meet future requirements of multi-site connectivity and smooth migration towards IP enabled infrastructure was an ideal solution.



## Challenges

- Establish Communication between 20+ Global Locations
- Right Technology Mix to Meet Current and Future Needs
- Hassle of Integration with Multi-Vendor Devices
- Use of existing Telecom & IT Infrastructure

The existing client setup included a phone system that could not support organization's expansion plans and increasing number of user base. On analyzing the complete scenario, the client was skeptical about the solution that can deliver IP enabled services and integration into running communication infrastructure with minimum changes.

## Solution

- IP enabled Phone Systems at Multiple Locations
- Multi-Site Connectivity over IP Networking
- PRI Trunking for Outbound Calls
- Advance Call Management with Class of Services
- Uniform Dial Plan for Inter-Site Calling

The solution offered by Matrix included number of IP Phone Systems with small to large user capacity at headquarters and remote offices interconnected over IP networking. Matrix systems were easily deployed in the existing MPLS network at the customer location. The MPLS infrastructure had a huge data transmission capacity which was underutilized; Matrix IP Phone Systems used this capacity for voice communication. Along with analog and digital phones, Matrix Phone

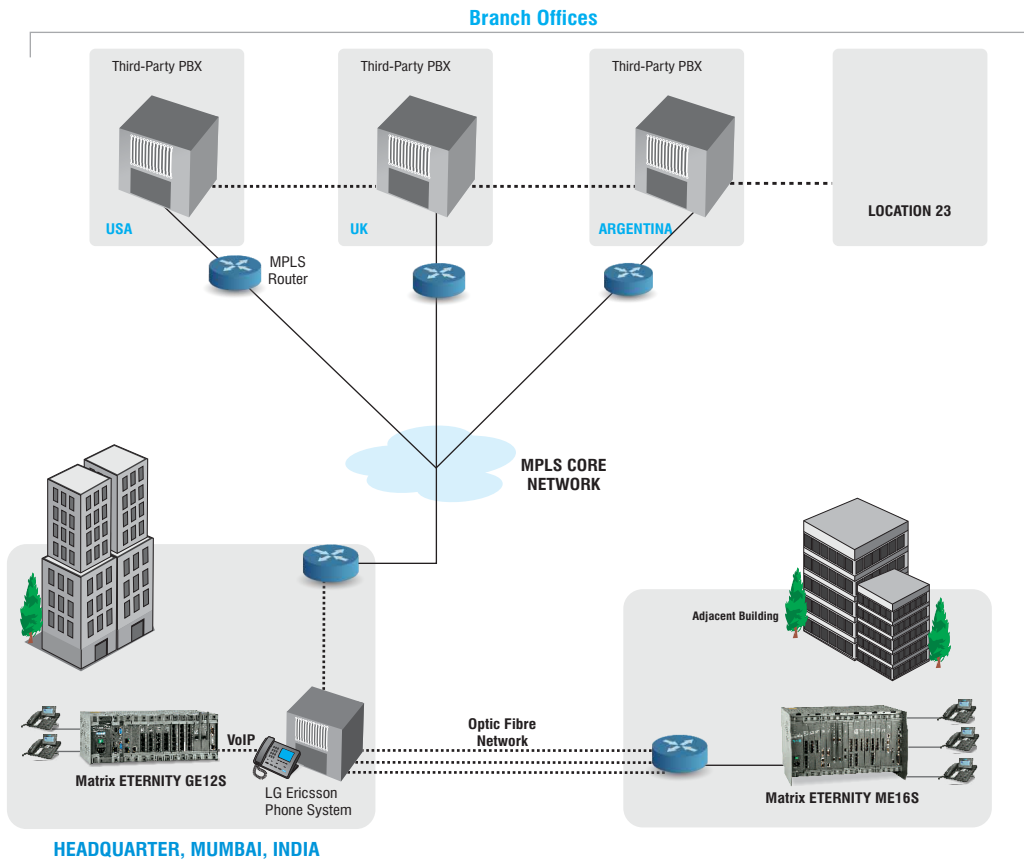
Systems extended ISDN PRI connectivity for regional calling to suffice the need of existing users. Matrix IP-PBX was configured to restrict numbers prefixed with International location codes over PRI line to avoid long distance communication overheads.

Understanding the need to unify the users across locations, closed user group (CUG) feature configured in Matrix systems at each location allowed employees to reach any co-worker by dialing a 4-digit short code.

Matrix with its future ready IP Phone Systems provided flexibility to customers without compromising on the dialing habits and existing telecom infrastructure.

## Benefits

- Easy Integration into Multi-Vendor Environment
- Unification of Dispersed Users across Locations
- Access to New Generation IP Telephony
- Free Inter-site Phone Calls



## ABOUT MATRIX

Established in 1991, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization; the company is committed to keep pace with the revolutions in the telecom and security industries. With around 30% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like IP-PBX, Universal Gateways, VoIP Gateways and Terminals, GSM Gateways, Access Control and Time-Attendance Systems, Video Surveillance System and Fire Alarm Systems. These solutions are feature-rich, reliable and conform to the international standards. Having global foot-prints in Asia, Europe, North America, South America and Africa through an extensive network of more than 500 channel partners, Matrix ensures that the products serve the needs of its customers faster and longer. Matrix has gained trust and admiration of customers representing the entire spectrum of industries. Matrix has won many international awards for its innovative products.



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