

Partnership of Matrix and Drishti-Soft to Offer Services in the Call-Centre Industry

Drishti-Soft Solution, the company behind Ameyo, the award winning IP based communication solution provider and Matrix Comsec, a manufacturer of VoIP products such as IP-PBX, IP-Servers, VoIP Gateways and IP Phones, jointly announced successful interoperability testing and partnership alliance of Matrix VoIP Gateways with Drishti Call Centre Solutions.



The global customer base of Matrix VoIP solutions ranges from leading manufacturing enterprises, corporate and hotels to various size call centers. To further strengthen the position in the call center industry, Matrix Comsec recently tested and integrated the range of VoIP gateways with the contact center solutions from Drishti, India. Sachin Bhatia, VP- Business Development, Drishti-Soft says - "Today's competitive business environment, where success is measured in terms of customer service and customer experience, customer interaction has become the crucial pivot for driving business. To enhance on this and provide added differentiation to businesses, we were looking for a reliable connectivity technology to connect with our communication solution, Ameyo. Matrix, with its extensive experience in Telco and VoIP domain, will enable us to widen market reach to serve more comprehensive set of enterprises and contact centers." "Matrix has developed a fine range of IP-PBX and VoIP Gateways to suit the requirements of all types of inbound, outbound and blended call centers. To increase the customer value, we have identified the need to offer more opportunities to call centers to increase their efficiency and productivity through better call center solutions." said Sajeev Nair, Manager-Product Management for Matrix Comsec. "Matrix VoIP products are loaded with advance features for PSTN, GSM/3G and ISDN network connectivity offering more opportunities to call centers to achieve cost optimization and high level of customer satisfaction. We look forward for a long association with Drishti-Soft through our strategic alliance." continued Sajeev.

PureActiv System Selected and Deployed by United States Army

PureTech Systems recently announced the completed installation of its PureActiv wide area video surveillance system at two United States Army bases, with a third near completion.

The military bases, whose locations must remain undisclosed for security reasons, selected the PureActiv system for protection of its critical infrastructure and key assets and has deployed it sequentially across the three sites. The state-of-the-art installation includes the ability to monitor and generate alarms when a target of interest is detected at the perimeter or near any critical infrastructure. These facilities are spread over an expansive area and incorporate more than 150 thermal cameras. All cameras on the network feed into the PureActiv advanced video analytic system. In addition to thermal video analytics, PureActiv also provides the ability to steer a PTZ camera to the exact point of the intrusion (Slew to cue) and can automatically follow any threat without the need for operator intervention (PTZ Auto Follow). The system monitors the cameras in real-time and can also be used to perform forensic analysis on recorded video.

The Army Corps of Engineers, which oversees all security installations at US Army facilities, chose Williams Electric Company as the primary contractor to be responsible for installation of the entire camera infrastructure. The camera system includes a combination of fixed and PTZ (Pan, Tilt, and Zoom) cameras, with all of the thermal cameras being provided by FLIR, the world leader in this technology. Dave Mooney, Program Manager at Williams Electric Company said "This type of project requires a significant commitment from all parties involved. The Corps of Engineers, PureTechSystems, FLIR and the Army itself were all instrumental in making these installations a success."

