



Matrix Announces Strategic Partnership with Drishti-Soft

Drishti-Soft Solution, the company behind Ameyo, the award winning IP-based communication solution provider and Matrix ComSec, a leading manufacturer of VoIP products such as IP-PBX, IP-Servers, VoIP Gateways, and IP Phones has jointly announced the successful interoperability testing and partnership alliance of Matrix VoIP gateways with Drishti call center solutions.

The global customer base of Matrix VoIP solutions ranges from leading manufacturing enterprises, corporates, and hotels to various size call centers. To further strengthen the position in the call center industry, Matrix ComSec has recently tested and integrated a range of VoIP gateways with contact center solutions from Drishti, India.

Sachin Bhatia, VP-business development, Drishti-Soft, said, "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 domains, will enable us to widen market reach so that we can serve more comprehensive set of enterprises and contact centers with solutions comprising multimedia, dynamic queuing, intelligent routing, and comprehensive reporting, and many more."

Sify Sells Its Full Stake in MF Global Sify Securities India

Sify Technologies has sold its entire stake in MF Global Sify Securities India for ₹139 crore (USD 25 million) in cash. The company has received necessary regulatory and statutory no-objection approvals for change in control. According to an agreement entered with MF Global Sify Securities India, MF Global Overseas and Phillip Capital Group, a Singapore-based financial services company, will buy a majority stake in MF Global Sify Securities India, through its related companies.

Ericsson, Nokia Siemens, Alcatel Lucent, Qualcomm Quit TEMA

Ericsson, Nokia Siemens, Alcatel Lucent, and Qualcomm have quit the TEMA, citing they were not being consulted before framing views on key policy issues. In a joint letter to the Telecom Equipment Manufacturers Association (TEMA), these companies allege that TEMA is coming out with media statements and writing letters to senior government officials on subjects such as manufacturing and green telecom for which TEMA secretariat have neither contacted them nor based their statements on actual facts. All these companies have told TEMA to remove their logos and names from the body's web site and all documents and papers within 15 days.

Tata Communications to Deploy and Manage 14,000 ATMs

Tata Communications Banking InfraSolutions (TCBIL), a wholly owned subsidiary of Tata Communications, specializing in payment solutions for the banking and financial services sector, has signed a contract to deploy and manage nearly 14,000 ATMs for all public sector banks across Tamil Nadu and Puducherry, West Bengal and Andaman & Nicobar, and Andhra Pradesh. With this, TCBIL has become India's largest managed ATM service provider, with almost 27,000 contracted ATMs nationwide.

TCBIL will deploy and manage nearly 14,000 ATMs over a span of 2 years for all 21 public sector banks. Around 50 percent of the total rollouts would be in semi-urban and rural locations and the remaining 50 percent would be deployed in metro and urban markets.

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