

Matrix Comsec gearing up to explore Call Center Industry with Solutions from Teckinfo, India

Matrix Comsec is a leading manufacturer of VoIP products such as IP-PBX, IP-Servers, VoIP Gateways and IP Phones. 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 IP-PBX and VoIP gateways with the contact center solutions from Teckinfo, India.

"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. "After evaluating various call center solutions available in the domestic market, we have selected Teckinfo, for its range of contact center software suite, to integrate with our range of IP-PBX and VoIP gateways."

"Interdialog is a feature rich software suite for modern call centers and has been acclaimed by leading call centers in the domestic market. With this mutual association we look forward to offer our call center customers more flexibility to select software suites for their changing needs and ensure the long-term business opportunities. Besides the domestic market, we aspire to take forward this association to international market to strengthen the position of Matrix as a preferred solution for global call center industry." continued Sajeev Nair.

"Matrix VoIP products are loaded with advance features for PSTN, GSM/3G and ISDN offering more opportunities to call centers to achieve cost optimization and high level of customer services through various channels. To capitalize on the capabilities of our products at the fullest we also tested other stand-alone solutions from Teckinfo such as messaging software, voice loggers, etc. so that our customers can generate more revenues from the single investment in Matrix VoIP products."

GIPL develops smartphone-based surveillance tool

AHMEDABAD: State-run Gujarat Info Petro Limited (GIPL) has developed an unique software based system for smartphone enabled surveillance and tracking, finding diverse applications in sectors like forest and agriculture.

This system will be of great help in conservation of endangered species of Asiatic lions (in Gir) and other flora-fauna found in forests of Gujarat.

"We have developed an unique MIS system on GIS base for surveillance and tracking. It can be run on a Windows operated mobile phone to identify exact location of the trouble prone areas in dense forests," GIPL CEO Vijay Sharma said.

"The system which updates the server over the air (OTR), eradicates the need for physical filing of data on a computer, and can also conduct digital surveys of the agricultural fields," he said.

Management Information System (MIS), till now has been confined to laptop and desktop usage. It is widely used by the industry as a ERP solution, for effectively managing the organisations.

Superimposing, MIS data on Geographic Information System (GIS), for quick referencing had been a challenge so far for the ICT sector.

"A forest beat guard armed with such a software driven mobile phone can help check acts of poaching, fire, tree cutting, encroachments on forest land, by clicking a picture of the site and sending it through SMS to the server," he said.

"The moment a picture (with the location, longitude and latitude) lands on the server an alert is generated to the

concerned person and rescue teams can be rushed to the exact spot in very short time," Sharma said, explaining how the system operates.

"Using the GPS feature the location of forest beat guard can also be tracked, through PDA (smart phone) based mobile surveillance system, so that the forest department can keep an eye on whether they are performing their duties or not," Sharma said.

GIPL, is a wholly owned subsidiary of the state run Gujarat State Petroleum Corporation (GSPC). The company has developed the technology for Gujarat Forest Department.

The company is in the process of developing a system based on similar technology for the Gujarat Seed Certificate Corporation that would help in conducting surveys of the agricultural fields.

"We are developing a system for the state Seed Certificate Corporation that would help in surveying the field area and also help estimate its potential yield," Sharma said.

The states of Andhra Pradesh and Maharashtra have evinced interest in adopting this mobile based invention for surveillance and tracking.

The company recently bagged the best innovation award instituted by state ICT body Gujarat Electronics and Software Industries Association (GESIA).

The project has been supported by the Gujarat's Forest Department.

