



Aljamea-Tus-Saifiyah University Switched to Latest Telecom Technology and Improved Departmental Connectivity through Matrix Telecom Solutions

Case Study

INDUSTRY	Education
CUSTOMER	Aljamea-tus-Saifiyah
LOCATION	Surat
CHALLENGES	<ul style="list-style-type: none"> • Switch to Latest Technology • Connectivity between Different Departments • Heavy Call Traffic • Unavailability of Adequate Number of Calling Channels • Easy Access of Call Management Features • High Communication Costs
SOLUTION	<ul style="list-style-type: none"> • SARVAM UCS • SETU VFXTH0032 • Range of IP Phones • Peer to Peer Connectivity between PBXs • VOIP Connectivity between PBX and Gateways • VARTA License to Avail PBX Features from Laptop/PC
RESULTS	<ul style="list-style-type: none"> • Improved Connectivity between Staff Members • Low Call Drop Ratio • Enhanced Collaboration • Mobility
Partner	Lansar Business Solutions

Educational institutions have to continuously evolve their teaching patterns and struggle with the decreasing resources simultaneously. However, new concepts such as smart classes, Wi-Fi availability all over the campus and changes in the student's demands is forcing the authorities to experiment and introduce new technologies in their existing infrastructure.

Introduction

Aljamea-tus-Saifiayah, located in Surat, is one of the principal educational institutions of Dawoodi Bohra community. The main aim of the university is to educate Dawoodi men and women about the principles of Fatemi philosophy.

The University houses different departments namely faculty of Quranic and natural sciences, faculty of languages, faculty of jurisprudence, faculty of philosophy, faculty of literature and faculty of history. For smooth functioning of all the departments, it was necessary that flow of information is seamless and devoid of any bottlenecks.

After a rigorous study of communication platforms present in the market, the university authorities opted for Matrix communication platforms. The university professionals took the decision in favor of Matrix because of their previous satisfactory experience with Matrix Telecom solutions.

The recently deployed system was interfaced with the previously installed Matrix IP-PBX. The peer to peer connectivity over VOIP streamlined communication between multiple departments.

Challenges

One of the main concerns of the university was to establish a robust communication link between all employees. The officials wanted to leverage the robust connectivity of VOIP network. Since the university was one of the prominent centers teaching principles of Fatemi philosophy, the call traffic was extensive. The faculties were also required to make calls to inform students and parents about lecture timings or give syllabus updates. This congestion of calls utilized calling channels leading to higher call drop ratio.

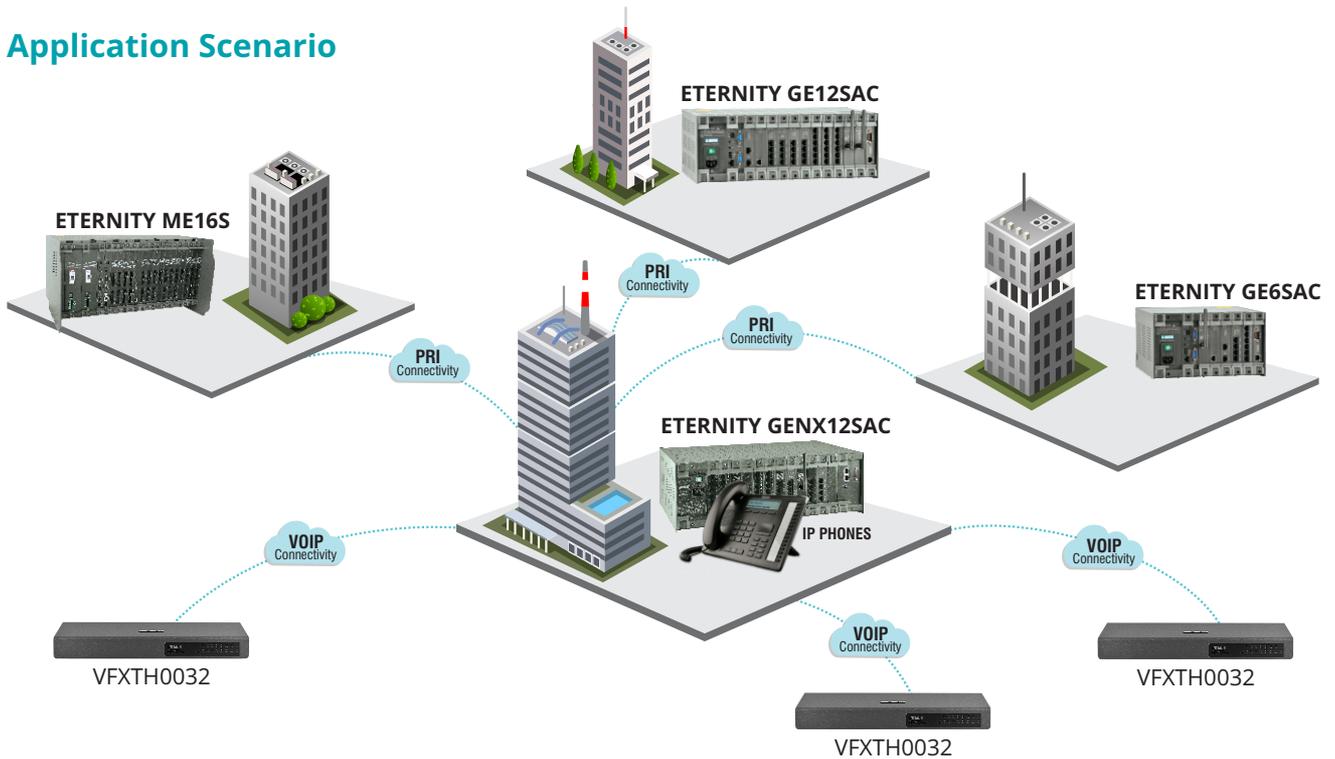
The operator received high number of calls for the faculties belonging to different departments. They had to press a series of keys to transfer the call to the desired party. Therefore, they were looking for a solution equipped with one touch transfer facility and offered the convenience of accessing the desk extension from their laptops/PC.

Solution

A team of agile engineers at Matrix and Lansar Business Solutions came together and designed a solution with following components:

- **Peer-to-Peer Connectivity between PBXs**
The university already had Matrix ETERNITY GE6S, ETERNITY GE12S and ETERNITY ME16S deployed at their facility. The requirement of connecting different departments was satisfied by connecting previously installed PBXs over IP with SARVAM UCS. The peer - to-peer connectivity between PBXs bridged communication gaps between the departments. With IP at core, the platform supported 99 IP trunks resolving, the issue of unavailability of adequate number of calling channels.
- **Proxy Connectivity between PBX and Gateways**
Matrix SETU VFXTH0032 - Fixed VOIP to FXO-FXS Gateway was installed at certain departments to allow the faculty members contact each other through Analog connectivity. The proxy connectivity between VOIP Gateways and the ETERNITY GENX aligned the communication flow between faculty members of the same department and enabled them to connect with staff of other departments at absolutely zero communication costs.
- **VARTA License for Easy Access of Call Management Features**
The operator's need of handling multiple calls from an intuitive screen was solved with the VARTA License. VARTA is a unified user client enabling the user to access desk extension from handheld terminals like Laptops/PC and Android/iOS smartphones and tablets. With the license, operator was able to use features like Call Forward, Call Mute, Drag and Drop Conference and Presence Status from their laptop/PC screen, uplifting communication convenience and boosting productivity.
- **Range of IP Phones for Improved Communication Experience**
Since the faculty members had to call each other frequently, communication convenience was important for university authorities. Therefore, they were looking for ergonomic User Terminals that reduced dialing efforts and allowed the professors to reach each other conveniently. Matrix offered its range of feature loaded IP Phones equipped with features like Call Forward, Call Hold, Call Transfer, Call Back, Audio Conference and Do -not-Disturb to improve communication convenience.

Application Scenario



Results

- **Improved Connectivity between Staff Members**

VOIP connectivity between PBXs and Gateways resolved all connectivity issues and enabled the proper utilization of channel resources.

- **Low Call Drop Ratio**

From a single platform of SARVAM UCS access of different trunks is available. Now, any of the PRI and VOIP channels could be used for calling, resolving the issue of calls being dropped.

- **Mobility**

The operator can now transfer, forward, block or arrange an audio conference from his laptop/PC screen. Thus, the time utilized in juggling between desk extension and laptop screen is saved and productivity is enhanced.

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; Matrix is committed to keep pace with the revolutions in the telecom and security industries. With more than 40% 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, Time-Attendance and Video Surveillance solutions. 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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