An emerging pharma company adopted the Matrix Intercom system to unify and streamline communication.

Case Study

Application:
Unified Communication Solution, Multi-location Communication Solution, Fixed Media Gateways, Digital Key phones

Industry:
Manufacturing

Partner:
Select Engineering and Systems, Hyderabad

Products Offered:
- **Matrix ETERNITY MENX16SAC:** Hybrid PBX System
- **Matrix SETU VFXTH:** VoIP - FXO - FXS Gateway
- **Matrix SPARSH VP510E:** Standard SIP Phone
- **Matrix Digital Key Phone:** Premium Digital Key Phone
- **Matrix UC Client:** SPARSH M2S

Location:
- India

Client Overview:
The pharmaceutical company is dedicated to providing high-quality, safe, and effective medicines that meet customer needs and comply with all statutory and regulatory requirements. Specializing in the production of tablets, capsules, pellets, liquid orals, suppositories, and dry powder syrups, the company covers a wide therapeutic range.

The state-of-the-art manufacturing facility is designed to meet standards outlined by Schedule M of the Indian Drugs & Cosmetics Act, USFDA, and European Regulatory Agency guidelines. Equipped with world-class technology and equipment, the company adheres to current Good Manufacturing Practices (cGMP) to deliver top-quality products on time and at an affordable cost.

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Challenge/Requirements:

The company has three buildings in its perimeter, two production units, and one security unit. They wanted an intercom system, to have seamless connectivity between these buildings and the head office.

The prime requirement of the client was to connect third-party PBX installed at the Head Office with Matrix IP-PBX deployed at the Branch Offices. Furthermore, as part of the intercom system, they wanted mobility extensions for the production unit employees. They required an operator console, which allowed the attendant to transfer calls to the desired station by pressing a single button.

Solution:

Matrix, working along with regional channel partner – Select Engineering and Systems, Hyderabad, understood the requirement of the customer and delivered an intercom system that utilized ETERNITY ME16SAC (Now ETERNITY MENX16SAC) with Gateway license, SETU VFXTH0032, EON48 (Now EON510) – Feature-rich Digital Key Phone with DSS16X4 (Now DSS532) and SPARSH M2S (Now VARTA) as a Mobile Application.

- **ETERNITY ME16SAC as a Universal Media Gateway Solution**
  Since both the production units are located at a distance of a few hundred meters, a common IP-PBX was deployed for both offices. A Gateway license was activated in ETERNITY ME16SAC to avail the Gateway facilities from the IP-PBX. Furthermore, ETERNITY ME16SAC was connected with third-party PBX installed at the Head Office over IP.

- **SPARSH M2S a Mobile Application**
  SPARSH M2S is a mobile application supported on Android and iOS platforms. The mobility solution sufficed the field employees' need for quick connectivity with the in-office employees, making their smartphones their desk extension. The solution redefined the communication experience for field workers by giving them one-touch access to features such as Presence Sharing, Conferences, Video Calling, and more.

- **SETU VFXTH0032 as a VOIP to FXS Gateway Solution**
  The security unit had no communication solution deployed, henceforth, establishing internal connectivity within the Branch Offices and with the Head Office became a problem. SETU VFXTH0032 – Fixed VOIP-FXO-FXS Gateway was offered to fulfill this requirement. 30 Analog extensions were connected over SETU VFXTH0032 to connect in-office employees with the Head Office and other branches. The other two PBXs were connected with the Gateway to leverage the benefits of placing calls through the IP network.

- **EON48S - Feature-rich Digital Key Phone with DSS16x4 Operator Console**
  EON48S connected with the DSS16X4 operator console was offered to fulfill the requirement of transferring the call by pressing only a button. DSS16X4 is equipped with 64 Direct Station Selection keys, making call transferring an easy job. Furthermore, there is a series of BLF (Busy Lamp Field) keys indicating employees' presence status helping the attendant to route calls accordingly.

Results:

- **Anywhere, anytime connectivity with Matrix Intercom system**
- **Faster decision-making and smooth workflow**
- **Optimized communication infrastructure**
- **Transparency of features between two different PBXs**
- **Reduced communication delays**
- **Enhanced productivity with Matrix Intercom system**

Application Diagram

ETERNITY ME16SAC
Universal Media Gateway

Block A

Block B

Block C

VOIP

SETU VFXTH0032

Manufacturing Unit

VOIP

Head Office
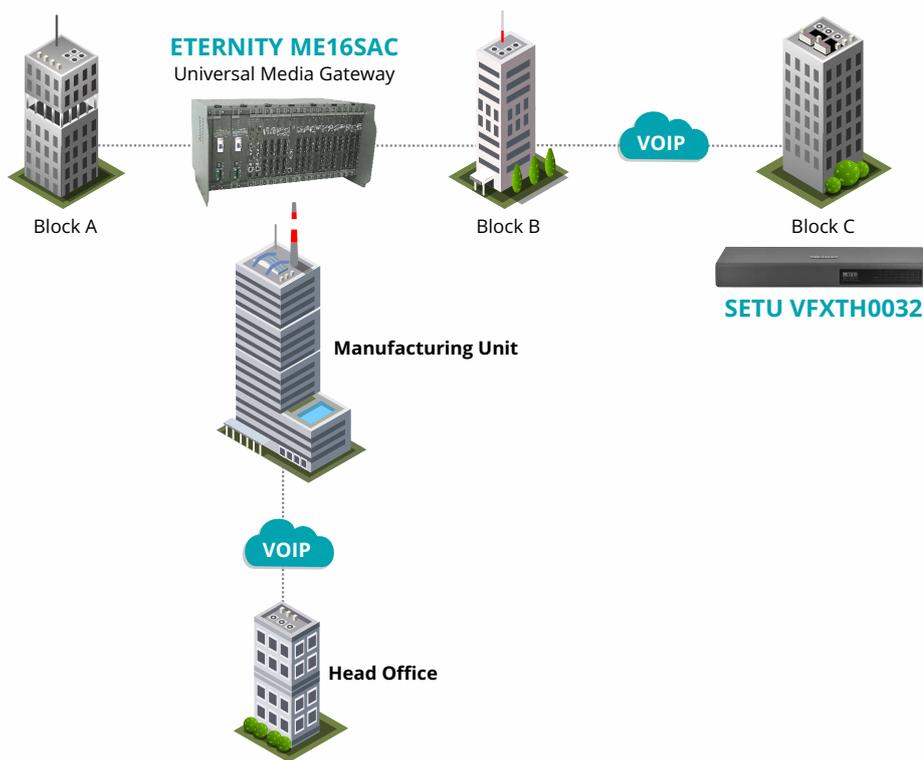
About Matrix

Established in 1991, Matrix is a leader in Security and Telecom solutions for modern businesses and enterprises. As a technology-driven, and customer-focused organization, the company is committed to keeping pace with the revolutions in the Security and Telecom industries.

With around 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like Video Surveillance Systems – Video Management Systems, Network Video Recorders and IP Camera, Access Control and Time-Attendance Systems as well as Telecom Solutions such as Unified Communications, IP-PBX, Universal Gateways, VoIP and GSM Gateways and Communication Endpoints. These solutions are feature-rich, reliable, and conform to international standards.

Having global footprints in Asia, Europe, North America, South America, and Africa through an extensive network of more than 4000+ channel partners, Matrix ensures that the products serve the needs of its customers faster and longer.

Matrix has ISO 27001: 2013, 20000-1 2018, 14001- 2015, and 9001: 2015 certifications for quality management standards. Matrix has also been awarded ZED Quality Certification, and DSIR Certification for indigenous R&D and Manufacturing. Matrix has gained the trust and admiration of customers representing the entire spectrum of industries.

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For further information, please contact:
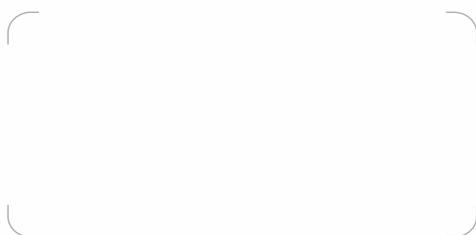
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Due to continuous technology upgradations, product specifications are subject to change without notice.