



Apollo Hospitals opted for Matrix to drive communication between its two branch locations over IP. Reduces communication cost by 45%.

Introduction

Apollo Hospitals is one of the leading integrated healthcare institute in Asia. Its presence encompasses over 51 hospitals, 1500 pharmacies and 100 diagnostic clinics. They wanted to set-up a strong IP based communication backbone between its headquarter and their hospital both located in Bengaluru in India.

Requirements

- Establish Seamless Communication Connectivity
- Reduce Communication Cost
- Technology to meet current and future needs.
- Prompt and Efficient Support

The existing communication setup comprised of a phone system at its headquarter that lacked new features sought by the customer. Adding to it the system was not proving to be a cost effective solution. The client wanted to replace this existing infrastructure with new solution that can deliver IP enabled services, with minimum changes at least cost.

Solution offered by Matrix

- IP enabled Phone Systems up to 1500 users at Headquarter
- Connectivity to Branch Location over IP
- PRI and GSM Connectivity for Outbound Calls
- Matrix Digital Phones

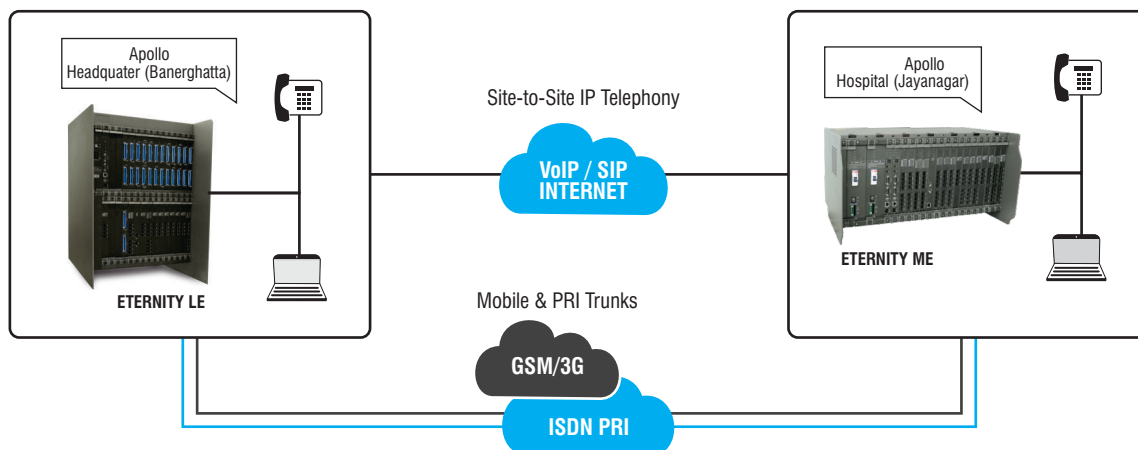
Matrix offered ETERNITY LE – the IP phone system up to 1500 users capacity at customer's headquarter and interconnected it with previously installed Matrix ETERNITY ME at branch hospital over IP. With the new system in place, the customer could avail new convenient features and further reduced communication cost by 45%. Along with digital phones, ETERNITY offered ISDN PRI, VoIP and GSM connectivity for cost effective internal calling.

Specific Feature Requirements Fulfilled

1. Allotment of specific trunk to each users group.
2. Unanswered outbound calls returned to the trunk from which the call was initiated.
3. Using Closed user Group feature users can reach to any co-worker at any location by dialing 4-digit short code.



Application Scenario



Apollo Hospitals at Banerghatta and Jayanagar in Bangalore

Results

-  45% Reduction in Telecom Cost
-  Reduced Inter-branch Communication Cost with IP and GSM Connectivity
-  Connect to Jayanagar Hospital just by Dialing Extension Number
-  Mobility with Softphone providing Direct Extension Dialing
-  Improved Staff Productivity
-  Access to New Generation IP Telephony

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 around 30% 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 and Time-Attendance Systems, Video Surveillance System and Fire Alarm Systems. 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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