



La Maison Royale Chooses Matrix Telecom Solutions for Multi-Site Connectivity

Case Study

COMPANY PROFILE:

La Maison Royale, Nairobi, is a 4-star superior boutique business hotel with a “French taste”, State-of-the-art facility and close to the entertainment in the Westland neighborhood, La Maison Royale is a unique experience.

La Maison Royale prides itself with friendly staff and the practical touches that make being away from home easier, whether a person books their rooms by the day, week or longer. Travelling for business, looking for temporary or corporate housing, needing short-term housing during relocation, or planning a weekend getaway? La Maison Royale has a solution that will fit everyone's budget.

CHALLENGES:

La Maison Royale has their prominent presence across several locations in Nairobi. Considering this, they required seamless connectivity within sites. A system for call accounting, budgeting and routing with hospitality features was their primary requirement. Furthermore, a comprehensive and scalable solution that does not need a transformation in the coming years was their main challenge. The hotel infrastructure required a centralized communication management of all business communication. Besides, they were looking for multi-site connectivity with call accounting and call budgeting.

SOLUTION:

Matrix addressed these challenges by proposing SARVAM UCS, which is a Unified Communication Server for Modern Enterprises that manages all business communications from one place. SARVAM UCS is an enterprise-grade Unified Communications solution that offers La Maison Royale the much needed- Collaboration, Communication, Messaging and Mobility between multi-locational sites. Unifying all the communication networks and devices provides users with the flexibility of accessing the calls, messaging and voicemails from any of the devices irrespective of their location.

- **Industry:** Hospitality
- **Customer Name:** La Maison Royale
- **Locations:** 2 locations (West Land and South C Mombasa Road)
- **Devices:**
 - ▶ Matrix User Terminals
 - ▶ Matrix SARVAM UCS - Unified Communication Server for Modern Enterprises

RESULTS:

- Unified Communication for workforce collaboration and better customer responsiveness
- Call Management and the ability to connect from anywhere, anytime and with anyone
- Simple administration and management due to web-based configuration
- Enhanced customer responsiveness to customer/clients
- Scalability to expand their business footprints in the future
- Leverages existing infrastructure and connect on a common communication platform
- IP-solution at core and application upgradation paths that renews and extends investment

PRODUCTS AND SOLUTIONS OFFERED:

1. SARVAM UCS SME- ETERNITY GENX

SARVAM UCS SME is a server software which runs on ETERNITY GENX– The next-generation hardware platform. The next-generation platform supports up to 99 VOIP (SIP) trunks, 40 GSM ports, 8 T1/E1 ISDN PRI ports, and 64 analog trunks with up to 999 UC users, 96 digital users and 240 analog users. Both AC and DC power supply options are available.

2. SPARSH SERIES OF IP EXTENSIONS

SPARSH Series of IP Extensions are elegantly designed to offer reliable performance, quality of business communication and efficient call management. It provides High Quality Speakerphone, Programmable Feature and DSS Keys, Corporate Directory, Message Wait Lamp, Voice Mail and Intuitive User Interface.

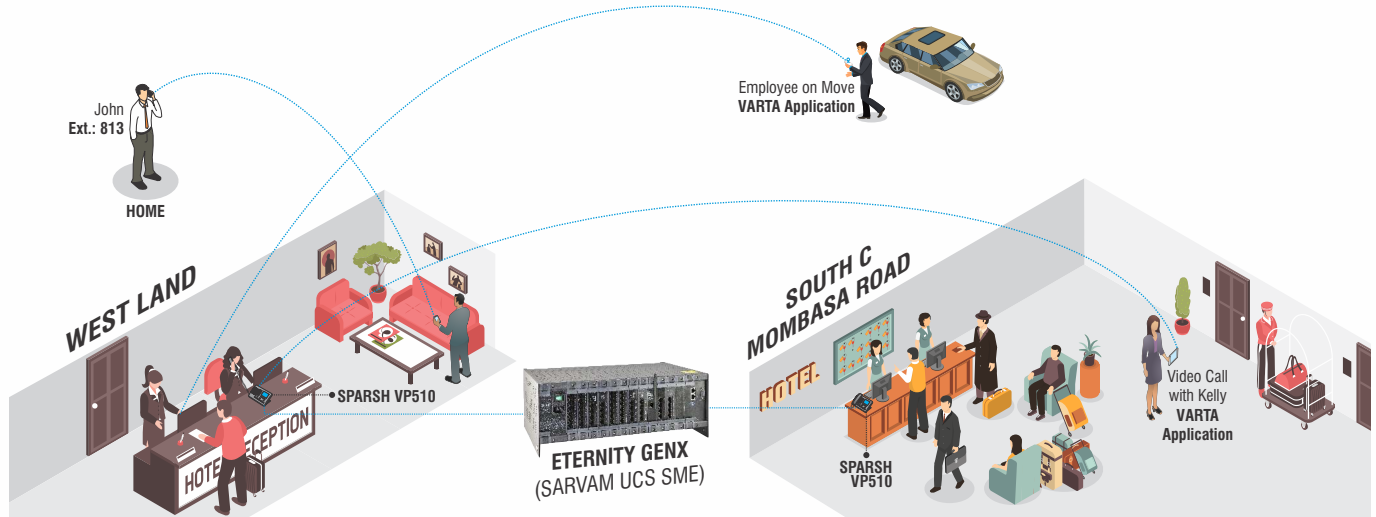
3. HOTEL MANAGEMENT SOFTWARE

Matrix offered complete hotel management software with built-in hospitality features like: Web-based Front Desk Management, Check-in/Check-out, Guest-in/Guest-out, Room Shift, Wake-up Calls and Reminders, Mini-bar, built-in Call Cost Calculation, Emergency Call Detection and more.

4. Mobile Softphone Application for Staff Mobility- VARTA Application

Matrix VARTA Application essentially shifts all of your desk phone functionalities to your smartphone or desktop computer which makes your desks wire-free and clutter-free. Place or receive calls through the extended communication endpoints and give a chance to effective communication without the mess. Furthermore, Softphone offers additional features using your smartphone or desktop computer hardware that adds to staff productivity and easy call management.

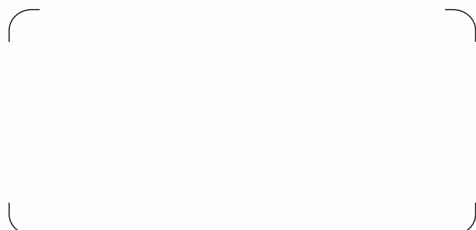
SOLUTION DIAGRAM



ABOUT MATRIX

Established in 1991, Matrix is a leader in Security and Telecom solutions for modern businesses and enterprises. As an innovative, 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 System, Network Video Recorder 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 2,500 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.

For further information, please contact:



MATRIX COMSEC

Head Office

394-GIDC, Makarpura, Vadodara-390 010, India.
Ph: +91 265 26137222, Fax: +91 265 6137223
E-mail: Inquiry@MatrixComSec.com

Manufacturing

19-GIDC, Waghodia, Dist. Vadodara-391 760, India.

www.MatrixTeleSol.com

Call: 1800-258-7747