



AUSTRALIAN COLLEGE ENHANCES COLLABORATION BETWEEN STUDENTS AND FACULTIES WITH MATRIX TELECOM SOLUTIONS

Case Study

CUSTOMER

College based in Beenleigh, Australia

INDUSTRY

Education

LOCATION

Beenleigh, Australia

MATRIX PARTNER

Powertec Telecommunications Pty. Ltd.

CHALLENGES

- Track SIM Card Usage between Teachers and Students
- Improved Connectivity between Faculties and Students
- Automatic Call Distribution
- Bypass Receptionist
- Mobility for the Teachers

SOLUTION

- ETERNITY GE12S– an Advanced Communication Platform for Universal Connectivity
- Connectivity over VOIP Network for Live Call Screening/Supervision
- One Dedicated SIM Card for Every Tutor
- GSM Connectivity for Convenient Communication

RESULTS

- Improved Connectivity between Students and Teachers
- Eliminated the Entire Process of Handling Unnecessary Calls
- Control Call Costs
- Minimal Downtime



Modern education systems no longer demand physical presence of the students. Smart classes and virtual training programs enable the students to attain knowledge from their own place and at any time. However, there are many students who rely on GSM connectivity for remaining connected with teachers while attaining the online programs.

INTRODUCTION

The Australian university offers special diploma courses for beauty, business, information technology, multimedia, travel, tourism, event management and more. The students are allotted personal tutors on their demand to enable them to study from a flexible place and at a convenient time. For Australian students, the university builds blocks for venturing into a successful career.

The students frequently called their tutors to discuss the doubts and new career opportunities. The continuous calls in high numbers increased the burden of the attendant. Therefore, college authorities were looking for a reliable solution that exactly fits their requirements.

The top level professionals of the educational institutes' took a tour of the market before opting for a solution. After carefully going through the specifications of Matrix product portfolio, the authorities opted for ETERNITY GE12SAC – an Advanced Communication Solution for Universal Connectivity.

The owners are highly satisfied with the product's performance. They leveraged benefits of multiple networks from the same platform, bridging the communication gap between students and teachers in the process.

CHALLENGES

The university was looking for a solution that offers them an easy switch between VOIP and GSM networks. They were looking for a solution that enables maximum number of teachers to connect with students simultaneously, without any problem of availability of channels. Their main requirement was to have a solution that enables teachers to call students with one common number. However, when the students called the teachers back, the call should directly land on the GSM number of the particular course advisor. Precisely, they wanted to lower down the burden on receptionists of attending and transferring the calls of tons of students. They also wanted a solution that allows their non-teaching staff to call students to inform regarding the latest activities, fees due date or any examinations coming up.

SOLUTION

The agile team of engineers at **Powertec Telecommunications Pty. Ltd.** and Matrix figured out a solution to every distinct communication needs of the university with:

Matrix ETERNITY GE12S – an Advanced Communication Platform for Universal Connectivity

Matrix ETERNITY GE12S is a hybrid platform offering support for legacy, wireless and modern networks. VOIP and GSM cards were inserted in the system to suffice mobility requirements of the university authorities. The communication solution was tailored by connecting ETERNITY GE12S with session border controller.

One Dedicated SIM for Every Tutor

ETERNITY GE12S platform offers facility of using 32 SIM cards at the same time. Therefore, authorities' need of offering a single GSM number to every teacher was satisfied. The GSM trunks ensured that teachers can be reached even when on the move.

Connectivity over VOIP Network for Live Call Screening/Supervision

The VOIP card was interfaced with session border control to enable teachers to display the same number while connecting with the student. The programming through Matrix Jeeves and session border controller was done to assure that whenever students call back, they directly connect with the dedicated tutor. Furthermore, the authorities' need of monitoring SIM usage was done with the Call Budgeting feature.



RESULTS

The results were eminent. Matrix provided the complete solution with advanced features and connectivity.

Improved Connectivity between Teachers and Students

GSM connectivity boosted collaboration between teachers and students. Now, faculties could be contacted regardless of time and location.

Eliminated the Entire Process of Handling Unnecessary Calls

With students' query calls landing directly on the GSM numbers of the dedicated course advisors, attendant's entire hassle of attending numerous calls and transferring to the teachers was eliminated.

Control Call Costs

Call Budgeting feature on every GSM number allowed the authorities to keep track of the calls between student and teachers and prevent extensive usage.

Minimal Downtime

Web based intuitive management of the system allowed IT administrator to take care of the system remotely, from their own place and reduce system downtime.

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 footprints 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.

For further information, please contact:



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