



The Tamarind Group Opts Matrix for Unified Communications Solution

Case Study

COMPANY PROFILE:

Founded in Mombasa, the Tamarind Group owns and operates some of the most successful restaurants and leisure operations in Africa. Their focus on the original mission of continually improving the quality and value of their services, developing excellent morale in their employees and maintaining superior social and environmental awareness. Tamarind has maintained standards of food and service which rank among the best in the world.

Overlooking Old Town of Mombasa, Tamarind Village is a deluxe accommodation that provides a “home away from home” coastal holiday in Kenya, offering fully-furnished one, two and three-bedroom apartments and all of the services one can expect from a hotel, such as room service, housekeeping, security, maintenance, and much more.

CHALLENGES:

The Tamarind Group has their remarkable presence across two locations in Kenya. Considering this, they required consistent connectivity and workforce collaboration within their two sites. The hotel required seamless Connectivity, Call Management features like accounting, budgeting and routing, extensive Hospitality features like Guest Request, Automated Voice Prompts, Reception Control and Monitoring, along with Managed Guest Check-Ins and Check-Outs. Furthermore, a comprehensive and scalable solution that does not need a transformation in the coming years was their primary requirement. The Group needed a unified communication solution with a strong Built-in Front Desk Management and seamless integration to utilize the Property Management and Fire Alarm Systems.

- **Industry:** Hospitality
- **Customer Name:** The Tamarind Group, Kenya
- **Locations:** 2 locations; The Tamarind Village (Mombasa) and Tamarind Tree Suites (Nairobi)
- **Devices:**
 - Matrix User Terminals
 - Matrix SARVAM UCS - Unified Communication Server for Modern Enterprises

SOLUTION:

Matrix proposed SARVAM UCS to overcome their challenges, which is a Unified Communication Server for Modern Enterprises that manages all business communications from a central location. SARVAM UCS is an enterprise-grade Unified Communications solution that offers The Tamarind Group, Kenya the much needed - Collaboration, Communication, Messaging and Mobility between employees and 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.

RESULTS:

- Reduced Operations Cost
- Increased Staff Productivity and Efficiency
- Enhanced Guest Satisfaction helped gain their Loyalty
- Systematic and Transparent Hotel Operations with integration with PMS
- Unified Communication Platform with Extensive Call Management
- Workforce collaboration and continuous communication
- A future-proof solution that doesn't require the upgradation of their entire IT infrastructure.

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.

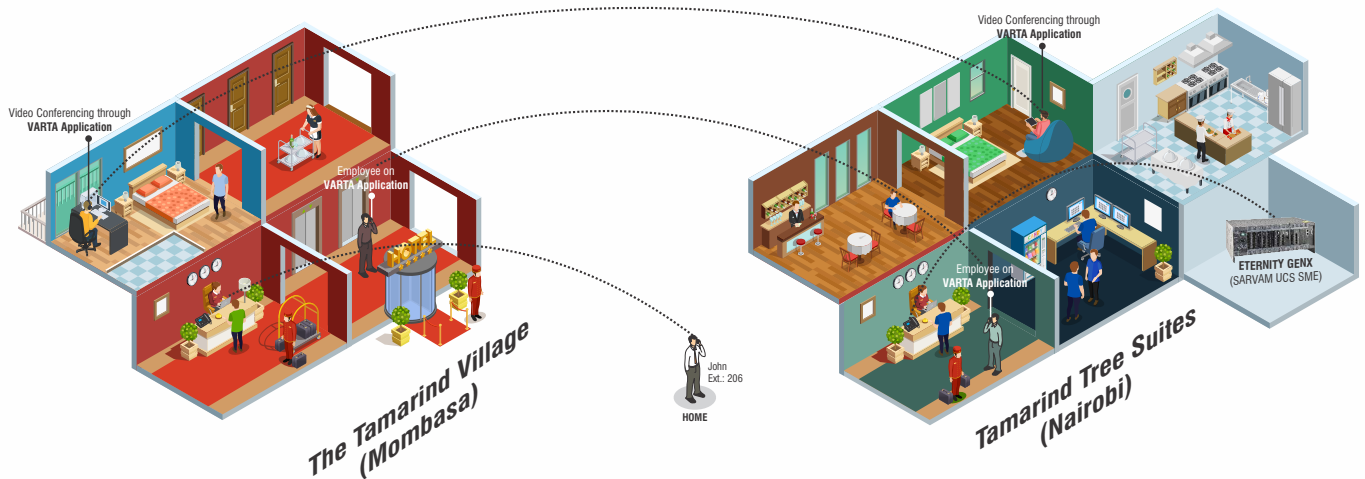
3. HOTEL MANAGEMENT SOFTWARE

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