

# Matrix Offers a Robust, Flexible and Efficient Communication Solution to Glenmark Pharma

## Introduction

Glenmark Pharmaceuticals is a research-driven company with presence over 80 countries. The company aims to emerge as a leading integrated research-based global pharmaceutical company.

## Challenges

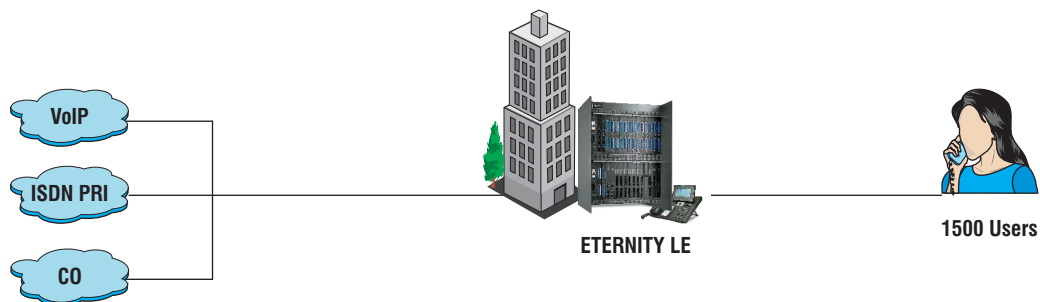
The company is on expansion stage and is investing in man power resources. Hence, they were considering upgradation of their resources including the communication infrastructure. Their existing EPABX systems did not offered flexibility to expand and accommodate their growing requirement. They were using two separate systems for a single office. Users were registered separately in these two systems. They were unable to increase their user capacity and were also facing problem in maintenance of two separate systems. The company was looking for a solution that registers all their users in a single communication system and offer latest features and expandability.

## Solution

Matrix along with its Mumbai based channel partner – Quaitel Automations offered Matrix ETERNITY LE IP-PBX as a solution. ETERNITY LE is a compact, single rack solution supporting up to 1500 ports and offers cutting-edge functionalities eliminating the need of large power stations and multiple cabinets. The solution offered by Matrix also included Matrix Digital Phones (EON48S), ISDN PRI and VoIP connectivity.



MATRIX ETERNITY LE UP TO 1500 PORTS



### SINGLE BOX SOLUTION WITH SCALABILITY UP TO 1500 PORTS

ETERNITY LE perfectly sufficed their increased user requirement and eliminated the usage of two separate systems for their Mumbai office. It also delivered value-added features like Redundancy, Hot-Swap, 45-Party Conference, Computer Telephony Integration, Mobile Extensions, etc.

### REDUCED MAINTENANCE

Glenmark was relieved from the hassle of maintaining two separate phone systems for single office. Now, they have single system – ETERNITY LE accommodating their entire requirement further eliminated the maintenance cost.

### SATISFYING AFTER SALES SUPPORT

Matrix is well known for its after sales support. Glenmark was more than delighted with the promptness and efficiency of the support delivered by engineers of Matrix's local partner - Qualtel Automations. They provided excellent support from the time of installation till the system was live and working smoothly.

### Results

- Unification of Users under Single Phone System
- Support to Organization's Future Scalability Plans
- Reduced Maintenance Cost

Customer's system engineers were satisfied with the easy and remote configuration capability of Matrix System. Matrix ETERNITY LE easily supported the additional communication requirement due to increase in the man power resource. Further, it reduced the maintenance hassles.

Now, Glenmark is driving its communication over an efficient and robust infrastructure and gaining on cost saving and productivity.

## 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.

For further information, please contact:



### MATRIX COMSEC

#### Head Office

394-GIDC, Makarpura, Vadodara-390 010, India.  
Ph: +91 265 2630555, Fax: +91 265 2636598  
E-mail: [Inquiry@MatrixComSec.com](mailto:Inquiry@MatrixComSec.com)  
SMS 'MATRIX' to +91 99987 55555

#### Factory

19-GIDC, Waghodia, Dist. Vadodara-391 760, India.  
Ph: +91 2668 263172/73

[www.MatrixTeleSol.com](http://www.MatrixTeleSol.com)