

# Case Study



GRANDSTREAMBANGLADESH

## Grandstream Solutions Anchor Popular Diagnostic Center's Communication Network



Popular Diagnostic Center's Network running on Grandstream Solutions:

In the medical industry, a delay of just a few seconds can make a life or death difference. Hospitals and emergency response teams throughout the world require quick and efficient communication with callers, patients, doctors, nurses, ambulances, police and all other ends of the emergency response channel. They require flexibility and speed in call routing, tools to manage and record calls, and the ability to handle hundreds of calls. It is critical that a Diagnostic Center's communication platform is easy-to-use, fast and fail-proof. The network has to operate at the highest-level possible all the time.

Popular Diagnostic Center in Bangladesh needed to deploy a new, modern communication solution to improve communication throughout the Diagnostic Center and the performance of their emergency response team. They previously were using a limited and outdated analog network. The Diagnostic Center needed to keep 130 rooms and 176 doctors easily connected. They needed to be able to fully customize their call-routing processes throughout the Diagnostic Center, route calls as quickly as possible, handle more calls and dispatch emergency teams faster. They also needed to ensure that their network had failover options. The Diagnostic Center analyzed many different high-end communication solutions from major vendors including Cisco, Avaya and Panasonic, but in the end chose a solution designed by Excel Intelligent Solution using Grandstream products.

- ✓ Call-routing
- ✓ Analog phones
- ✓ E1 cabling
- ✓ 700 daily calls



### The Solution





Two Grandstream UCM6510 IP PBXs anchor the solution designed by Excel Intelligent Solution Limited. These award-winning enterprise-grade IP PBXs support up to 2000 endpoints, 200 concurrent calls, and support the E1 cabling that is commonly used in the region. The UCM6510 anchored network currently handles almost 300 phones and over 700 daily calls via E1 and FXO gateways. One UCM6510 was installed as the primary device and a second UCM6510 was linked to it through Grandstream's HA100 High Availability Connector to offer a secondary, backup IP PBX that could also allow the Diagnostic Center to scale-up their network.



The UCM6510 also offers the Diagnostic Center a number of high-level features specifically for call centers that allow them to improve their performance. These features can be easily accessed and managed through the UCM's web UI, and new call queues can quickly be added and edited through the Call Queue menu. In addition to basic Queue functions, the Call Queue functionality offers industry features such as a virtual queue, position announcements, switchboard, and call queue statistics.



Excel Intelligent Solution deployed three of Grandstream's GXW4248 FXS gateways in order to maintain the Diagnostic Center investment in 60 analog phones. These robust FXS gateways allow the Diagnostic Center to use those analog phones on their new, more-powerful, cost-saving VoIP network. Each GXW4248 offers 48 FXS ports, while also offering numerous failover options as well.



For the new endpoints, Excel Intelligent Solution Limited deployed 130 of Grandstream's award-winning GXPseries IP Phones, including the GXP2170 and GXP1625, along with the GXP2200Extension Module. Though the UCM series is an open-source SIP PBX, using Grandstream IP phones with the UCM series adds a number of benefits. It makes setup, installation, and on-going management much quicker and easier thanks to its "zero config" provisioning process, which can be done on-site or remotely. In order to ensure that doctors and managers could be reached anywhere, the free Grandstream Wave softphone app was installed on those employees' mobile devices, which allows them to make and receive calls using their Diagnostic Center phone lines on any Android or IOS device.

### Easy Installation and Drastically Improved Performance

Popular Diagnostic Center's new communication solution was built in parallel to the outdated analog system they were replacing, which allowed Excel Intelligent Solution to simply migrate the lines and analog phones to the VoIP gateways when launched. This migration was done without any downtime. Thanks to Grandstream's wide-range of world-class VoIP solutions, Excel Intelligent Solution was able to build a fast, powerful, customizable, redundant network for Popular Diagnostic Center that has drastically improved the Diagnostic Centers' performance, response time and effectiveness.

### Excel Intelligent Solution Ltd



With more than 20 years of experience, "Excel's IT Experts" is a Enterprise Solution Provider based in Dhaka, Bangladesh. With five different business lines (Telecommunications, IT Systems, Software, Cybersecurity and Cloud Computing), the company is able to provide a full technological service to its clients, with a total customer centric approach. For more information, visit [www.eisltd.org](http://www.eisltd.org).

Excel Intelligent Solutions Ltd.

### About Grandstream

Grandstream Networks, Inc. has been connecting the world since 2002 with SIP Unified Communications solutions that allow businesses to be more productive than ever before. Our award-winning solutions serve the small and medium business and enterprises markets and have been recognized throughout the world for their quality, reliability and innovation. Our open standard SIP-based products offer broad interoperability throughout the industry, along with unrivaled features, flexibility and price competitiveness. Grandstream was named the 2016 Global Enterprise IP Endpoints Company of the Year by renowned market research firm, Frost & Sullivan



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