

Case Study

ORIGINAL

Deployment of GS Unified Communication Solution

Company Overview

Original Store Ltd. was established in 2010. It is a giant retail seller of world renowned brands like TP-Link, HP, Dell, Canon, Epson, Kaspersky etc. It has 6 offices and branches throughout the capital city of Bangladesh. They have more than 250 employees.

Website: www.originalstorebd.com.

Previous Scenario

They used traditional PSTN for their head office as well as multiple branches (5 branches). Also, they used GSM for internal communication by individual employee resulting in huge cost.

Requirement

It is required by them that only one number will be used centrally for all branches. This change should lead to cost cutting of communication for individual employee. They want to keep track on their call recording and Call Detail Record.

Solution

Grandstream Bangladesh provided solution with the deployment of GS IP Phones in all branches which are connected with UCM6202 server. Also, employees are now connected to the SIP server using GS Wave via internet. They can also keep track of their call recording and CDR by connecting external storage through the USB port of UCM6202.



GXP1610

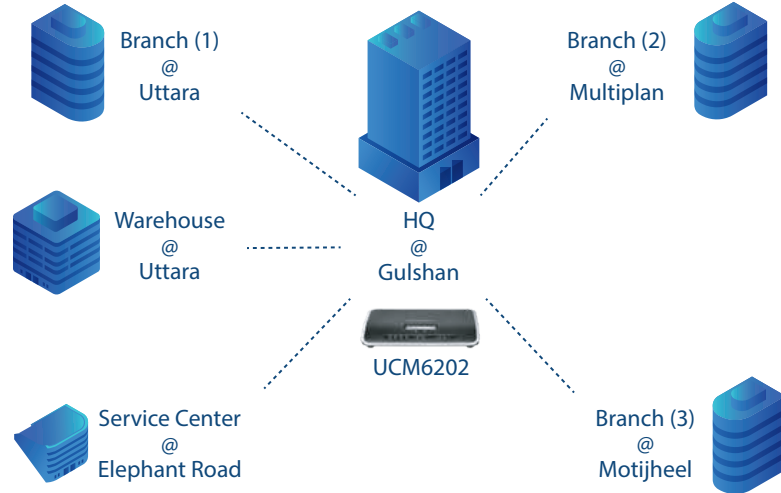


GXP1625



GS Wave

In total, two hundred GXP1610 and twenty GXP1625. And, more than 250 extensions were given for GS Wave.



Now anyone can communicate with any of their branches by just calling registered SIP number directed by IVR which provides a unique communication identity. Their intra branch communication cost reduced to zero as they are using extension based communication. As Original Store Ltd. has over 150 employees working in different locations besides their branches, they can be connected to each other via GS Wave through internet. Thus, it helped remote workers to be connected with each other from anywhere. Eventually, it made them more productive and their communication cost reduced to 50%.

Outcome



About Excel Technologies Ltd.

Excel Technologies Ltd. is a leading ICT company in Bangladesh that has established a strong foothold in this competitive market. Since the inception in the year 1999, the company is trying in the most pragmatic manner to provide excellence in products and services to its customers that suits their interest perfectly. With the huge range of products from internationally reputed hardware manufacturers the company emphasizes on providing customers with prompt, effective and sophisticated products and services that is specially designed for them.

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.

