



ENKAY CONVERGED TECHNOLOGIES LLP  
(A Lalbhai Group Company)

## CASE STUDY

MODERN, SIMPLIFIED & COST-EFFECTIVE  
COMMUNICATION INFRASTRUCTURE  
ENABLING EMPLOYEES TO COMMUNICATE  
WHILE ON THE MOVE.

### CUSTOMER

A well-known Consumer Electronics

### INDUSTRY

Electronics Manufacturing

### CHALLENGES

- Outdated and obsolete communications systems and lack of modern telephony features.
- Absence of centralized management dramatically increased infrastructure and support cost.

### SOLUTION

- A complete and cutting-edge communication technology that meets modern communication needs offering best investment protection.
- Backed by professional SLA covering implementation, training and after sales support ensuring “close to zero” downtime and phenomenal cost reduction by means of centralized management.

The company is a leader in diagnostic imaging, image-guided therapy, patient monitoring and health informatics, as well as in consumer health and home care.

### CHALLENGE

The company had installed communication system at their corporate office, their voice infrastructure was outdated and needed to upgrade their old system, disparate nationwide voice offerings. Nothing was linked or converged, creating a sea of separate systems, high on communication costs for IT and telephony. Old systems were unstable without software integration, lack of advanced features and most importantly without maintenance contract being at the end of support/life. All communications were problematic without centralized management view and there was a danger of entire communication breakdown.

### RESULTS

- Greater mobility with simplified technology connecting high-end assembly workplace and the employees on the move.
- Minimize investment incurred from communications and operational costs
- Advanced telephony features, increasing responsiveness and security.

## ABOUT ENKAY

A Lalbhai Group company – Enkay Converged Technology LLP designs and executes a wide range of technology solutions for your enterprise – your customers, people and processes, to help you compete in a fast-paced technology landscape.

With 37 years of industry experience, Enkay today, has a significant presence in the enterprise business such as BFSI, healthcare and manufacturing and enjoys leadership position in hospitality segment. Enkay has been rated among the best in terms of having strong after sales support set up backed by professional SLA.



AV Integration  
& Automation



Enterprise  
Communication



Network  
Infrastructure



Security &  
Surveillance

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## SOLUTIONS PROPOSED

Alcatel-Lucent OmniPCX Enterprise (OXE) IPPBX Release 11.1 with Call Servers Duplication at Centralized location and IP Media Gateways at 5 remote Locations viz. Mumbai, Kolkata, Chennai, Pune-1 & Pune-2.

## SOLUTION OFFERED

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Media Gateways at Remote locations with survivability
- IP Desktop Softphone to address user/s mobility
- Entry Level IP Desk Phones Delivering Outstanding Communication Experience to users
- Leveraging existing CISCO SIP Enabled Desk Phones, thus protecting investment
- OmniVista 8770 NMS offering centralized management

## CUSTOMER BENEFIT

The client is now equipped with complete converged, fully integrated, reliable and robust solution offering high availability with optimum ease of installation configuration and use.

- Mobility of users is now possible and allows them to be more active as they roam the site and between sites, bringing access to new applications and services, making the users more productive, reachable with secure and high performance solution allowing the customer to focus on business enhancement and strategic innovation.
- Solution offered is modular and flexible supported by professional SLA ensuring minimum investment to start with and investment protection over many years.