

Communication Solutions



**Smart choice boosts
productivity by 70%
with significant calling cost
reductions between H0
and all branches.**



LOCATION:
City of Manipal,
India

DATE:
2019

CLIENT:
Manipal Technologies Limited

PRODUCTS SUPPLIED:
- PANASONIC KX-NS1000 x2
- PANASONIC KX-NS300 x 20

Manipal Technologies Limited (MTL), based in the city of Manipal, India, opened for business in 1941 as "Manipal Power Press", offering print services to banks. Over the years MTL has grown into an end-to-end secure print service provider offering a vast catalogue of services including security, digital and book printing, banking cards, smartcard manufacturing and card management services, outsourced print management, packaging solutions, payment systems and examination solutions. MTL is specialised in offering solutions to banking, publishing, government, telecom, retail, pharma and FMCG. Their

customer base is now spread over the globe with units in all metropolitan cities in India, Kenya, Nigeria and Germany.

CHALLENGE

Manipal requested that Panasonic integrate into their legacy switchboard telephone system and deliver a demo. We started by integrating 2 units of Panasonic KX-NS1000 IP and SIP network communication server at HO with IP trunking, and KX-NS300 Smart Hybrid PBX units in 20 branches. Despite the challenge of pairing with concurrent legacy devices, we were able to successfully complete our demo with one test location.

IP-PBX KX-NS300 at 20 branches, all integrated as ONE solutions with Ext to Ext calling. Panasonic has also integrated call center solutions using Tek Info software. Manipal is now one among many happy users worldwide of a state-of-the-art telecom network built around our flagship KX-NS1000 Business Communication Server. This core hardware is designed to deliver Panasonic solutions by integrating hardware and software components in a modular way, allowing Manipal to tailor a communications system to their specific needs.

Communication servers used for business should provide solutions to current real world business requirements, such as: simplifying and improving communications, lowering costs, improving productivity, supporting SOHOs and diversifying the workplace. They should do all of these while flexibly adapting to the way each organisation works.

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PANASONIC VALUE PROPOSITION

Panasonic provided and installed within a mere 15 days 2 IP-PBX KX-NS1000 units at HO and Hybrid



KX-NS300

KX-NS1000



The KX-NS1000 Business Communications Server by Panasonic is designed to deliver these solutions by integrating hardware and software components in a modular way, allowing the tailoring of a communications system to specific needs.

KEY FEATURES AND BENEFITS

- ▶ Simplified and improved internal and external communication efficiency
- ▶ Lower costs through all channels of communication
- ▶ Productivity improvement verified by daily user high satisfaction
- ▶ Full continuous operation even in the event of a network outage
- ▶ Remote system maintenance performed via secured connection

BENEFITS

Since installation, MTL has seen productivity increase by a tangibly measurable 70% with significant calling cost reductions between HO and all branches through a user friendly intercommunication system, confirming the smart choice of our solutions.

Future upgrades will open up further possibilities with KX-NS300 – 25 nos for new branches. MTL is considering having fully fledged call center solutions deployed with data base integration offering such features as:

- ▶ Reporting Facilities: Real time, Agent wise, Abandoned & lost, GUI Reports, Talk time Waiting time, Ext Status, CLI Reporting, UCD – Through the applications

- ▶ Agent status report for supervisors
- ▶ PRI Voice loggers
- ▶ Mobility - SIP Ext on 3G / 4G

FUTURE OPPORTUNITIES

Add-on functionalities with KX-NS1000 and KX-NS300 communication platforms can open up a whole new world of convenience to maximize staff mobility like:

- ▶ UC Pro integration connecting multiple devices such as desktops and mobile phones
- ▶ Support for Mobile Phone Apps

Further in the distance, a new campus is coming at Manipal that will call for an additional 500 Extensions, allowing Panasonic to support MTL expansion in the long run. ■