

# Customer story

INDUSTRY:

ENGINEERING &amp; MANUFACTURING



## HIGHLIGHTS

Secure Communication via Viva Meet with domestic and international calling for world-class Engineering and Manufacturing

### CLIENT

An engineering and manufacturing company based in Chennai, specialising in the design, development, and fabrication of various products and equipment.

### REQUIREMENT

For inbound/outbound calling, the factory used IP-PBX, Intercom hardware systems, and CUG.

- The client was also interested in a Managed VoIP solution to automate its processes to manage the operations of Reception, Sales, Production, and Accounts.
- They required a scalable and reliable system for replacing their existing hardware setup to optimize various departments.

### CHALLENGE

600+ employees work on a rotational shift basis, the use of mobile phones inside the factory has increased, and the management implemented a new regulation to prohibit mobile phones in working areas while also improving their existing Tele Communication system.

- Due to the prohibition of mobile phone use within the factory, the client lacked a managed communication system for handling inbound and outbound calls.
- Some mechanical departments, such as welding and fabrication, must also be tele-connected internally with management.
- Desire to replace IP-PBX, CUG, and Intercom hardware to reduce annual Capex investment.

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## SOLUTION

### [ Viva Meet - Cloud Telephony App ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Viva provided an Inbound/outbound plan using Viva Meet and included some of the managed features and benefits listed below.
- Domestic calling plans were provided at just ₹799/-
- An Additional inbound channel for Virtual Number at just ₹499/channel/month.
- The “Pay as you go” model was also provided and activated a global calling plan with 19 Users initially.
- Country-specific Virtual Numbers (DID) with the inbound channel at just ₹799/number/month.
- Audio conferencing, unlimited calls between Internal extensions, voicemail to email, IVR, call queuing, call forwarding on busy or no answer, call waiting, and much more.