CASE STUDY

Client Profile

Customer: Max Healthcare

Industry: Healthcare

About Max Health Care

Max Super Speciality Hospital, Shalimar Bagh . is a leading integrated healthcare delivery service provider in India and covers 2.98 sq. ft. area and stands 12 floors tall. Their team of expert medical professionals offer best treatment to their patients The health− care verticals of the company primarily comprise hospitals, diagno−stics & day care specialty facilities.

With over 2600 beds and 13 top hospitals in Delhi-NCR, Punjab and Uttarakhand, 2300 world-class doctors, Max Healthcare is one of the leading chain of hospitals in India. With over 500 ICU beds, the most advanced technology and state-of-the-artinfra structure, Max healthcare is one of the best hospitals in India.

Their approach, based on patient centricity, state−of−the−art emergency re-sponse, integrity, teamwork,owner-ship and innovation, combines com-passionate patient care with clinical excellence, to achieve a single−minded objective... Saving and Enriching lives.

Product Used

About Cohesive

Founded in 2009, Cohesive Technologies is a leading distributor for VoIP and IP Products in APAC and EMEA Region with headquarter in INDIA. Cohesive Product PorVolio includes Surveillance, IP Phones, IPPBX, SS7PRI, Analog & GSM Gateways, and IP Access Control along with IP Paging. As a leader in VoIP solutions,

Cohesive integrates and design solutions, which use state of art technology and delivers the Value added solutions, based on customer insights and our promise of Convergence.

Solution Requirement

Max Hospital was looking for:−

1. A helpdesk system with CRM which takes care of every call with personalized service in most efficient way.

2. Helpdesk system should be integrated to existing PBX system to have better efficiency for back office employees.

3. Real Time panel on helpdesk system which gives a full statistic on call flow & abandon history.

4. Improve efficiency of all employees as non-answering of external calls in all departments were becoming high in numbers and hence target benchmarks were never met.

Solution Offered

Offered our solution of Contact Centre Help desk & integrated the same with back office solution on EPYGI PRI gateways with different routing tables.

It also helps Max Hospital to manage internal & external calls more efficiently. Max Hospital is also able to manage & connect all abandoned & missed calls on Real Time through supervisor panel which in turn made their emergency services more effective.

Competition Faced

The complexity of requirement & its in-tegration with legacy TDM that actually made Cohesive lead the competition. The knowledge of TDM & IP helped us gain confidence of Max Team.

How our Solution was different.

The main advantage of helpdesk System with Patients History and get-ting it integrated with existing PBX not only helped them with getting efficient System but also safeguard their initial investment on Legacy Products. A true integration of IP Based Solution with TDM hardware resulted as a Perfect Converged Solutions.

New applications can be added easily, but the integration of contact center with IPPBX on legacy trunk circuit cre-ated the main differentiation.

To achieve the customer delight and the right solution Cohesive Partners its technology with Digium, 2N, Grand stream, Epygi to cater all verticals from a SOHO customer to a big enter-prise or BPO.

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Our search ended with Cohesive....Robust, effective and economical solution provided by Team Cohesive

Azad Kumar
Sr. Manager - IT
(Max Super Specialty Hospital)

info@cohtechnologies.com

+91 - 120 - 4830000

www.cohtechnologies.com