

OpenpbX.io

ANANDRATHI

OpenPBX.io

Agami Tech's all-new Office telephony Solutions OpenPBX.io is a customizable & flexible web interface to the very powerful & highly scalable IP PBX which provides businesses with cross-channel service capabilities & comprehensive customer information within one powerful console. It offers unprecedented ease of use, designed to simplify multi-channel communications & build a knockout mobile customer experience.

OpenPBX.io provides the functionality that business needs & offers enterprise-grade telephony features to businesses of all sorts & sizes.



SALES & MARKETING
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INTRODUCTION

Anand Rathi is a leading full service investment bank founded in 1994 offering a wide range of financial services and wealth management solutions to institutions, corporations, high-net worth individuals and families. The firm has rapidly expanded its footprint to over 350 locations across India with international presence in Dubai , Hong Kong & New York. Founded by Mr. Anand Rathi and Mr. Pradeep Gupta, the group today employs over 2,500 professionals through out India and its international offices.

Source: [Anand Rathi](#)

BUSINESS CHALLENGES

During our initial brand audit, we figured out that the client was facing frequent hardware changes and an unnecessarily high TCO due to their existing archaic telephony system, hardware & decentralized setup. The client had no interconnectivity between its offices located in Mumbai (HQ), Bangalore, Hyderabad & Ahmedabad.

Effective and uninterrupted communication, both internal and external was one of their major priorities.

It was thus apparent that the client required to migrate to a modern IP telephony system which could seamlessly leverage and integrate with their existing MPLS & VPN systems.

CASE STUDY

CLIENT: ANAND RATHI FINANCIAL SERVICES LTD.
INDUSTRY: FINANCIAL SERVICES
HEADQUARTERS: MUMBAI

CLIENT REQUIREMENT

- Effective & uninterrupted business communication
- Inter-office connectivity using existing MPLS and VPN
- Unify all business communication
- Video calling/conferencing & other modern telephony features
- IP telephony system integration

RESULTS DELIVERED

- Caller ID
- Voicemail
- Detailed Call logs
- Call Recording
- Centralized & interconnected Setup
- Conference Bridge
- Reduced TCO

SOLUTION PROVIDED

For this project, we partnered with Sangoma Technologies and developed a robust and scalable solution using OpenPBX.io and its dynamic integration capabilities, which became the backbone for the client's entire business communication.

A centralized management system was set up in the client's Mumbai HQ. Our OpenPBX.io solution was seamlessly integrated with the client's existing MPLS and VPN systems, along with Sangoma's IP telephone systems, ensuring the interconnectivity of all 6 office locations.

Key Features & Functionalities delivered:

- Conference Rooms
- Detailed Call Logs & Reporting
- Video Calling
- Phonebook Directory
- Follow me
- Call Forwarding
- Do Not Disturb
- Hunt/Ring Groups
- Multiple Trunks

ABOUT AGAMI TECH

Headquartered in Mumbai, India, Agami Tech is a multi-cultural Information Technology Solutions and Business Consulting Company.

We believe in building rock-solid relationships with our clients, to conceptualize and realize technology driven business transformation initiatives in the world of Unified Customer Interaction Management and Analytics.

Our vision is to become a world-class provider of consulting & information solution services focusing on and leveraging the synergies between three core areas of operations, telecommunications, Information Technologies and IP telephony.

We take pride in the fact that we have helped our clients achieve superior returns on their technology investments, which we have delivered through our best in class industry solutions, passion, the immense collective domain expertise of our people, and our global approach towards each project.

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