Infrastructure Firm Relies on Grandstream to Manage a Busy Highway in India

The customer

NICE Limited is an infrastructure and construction firm located in Bangalore, India. They built and now manage the NICE Highway in Bangalore, one of the most-travelled roadways in a city with almost 9 million residents. To manage this busy highway, they have seven toll gate plazas, an administrative office, a central office and mobile highway patrol staff.

The need

NICE was using an analog solution that consisted of separate networks for telephony, mobile and video security - all with outdated features and limited functionality. The telephony network only allowed toll booth operators to call the main office – not other operators, paging and announcements were limited, call recording, history and conference calls were not supported and more. The GSM mobile network used by highway patrol was a completely separate network, preventing the entire company aside from one SIP line in the main office from communicating with them. NICE Limited also had a video surveillance network throughout the toll plazas, and that network was separate as well. Their goal was to bring all of their communication networks together under **one, simple, modern solution** that could grow with them into the future.

The solution

NICE Limited reached out to local systems integrator, Bridge2IP Telecommunications Pvt. Ltd, who recommended a Grandstream solution consisting of the UCM6202 IP PBX and GXP1625 Basic IP Phones. This **UCM6202** allowed NICE Limited to build a powerful new platform that brought their telephony, mobility and video networks all under one solution. It allowed them to update their telephony network with nearly unlimited call handling and routing options – all accessed on their PoE-capable **GXP1625** Basic IP Phones to cut down on wiring. For highway patrol, a GSM gateway integrated with the UCM6202 allowed their mobile network to be integrated with the rest of NICE's telephony network. Finally, they were able to integrate their IP video surveillance network to manage that using the UCM6202 while allowing cameras and IP phones to communicate.