Vindhya E-Infomedia Private Limited a BPO started in the year 2006 with the vision of bringing Business and Philanthropy together employs close to 1400 employees with many of its production staff comprising physically challenged, hearing impaired, socially disadvantaged women and border cases of Autistic.

A unique “For Profit” Organisation serving diverse verticals in the voice and non voice business process segments has won several accolades and recognition including Shell – Helen Keller Award, NDTV business leadership award and one of the 100 women achievers of India by Ministry of Women and child development.

Vindhya has received support and positive response from several Organizations. This has been possible due to a strong belief by every vindhyan that they are second to none. Vindhya’s vision is to reach 5000 employees by the year 2020, increase delivery centres across India and serve global customers. To provide every one with disability an opportunity to work to their Abilities.

**COMPANY** : Vindhya E-Infomedia Private Limited  
**PRODUCT** : SIP Trunk  
**HIGHLIGHT**: End-to-End voice connectivity

The challenges identified were:
- How to have scalable voice infrastructure without incremental cost
- How to provide billing to individual processes on common Telecom Infra
- How to change CLI for outbound process if Pilot number is blocked
- High availability of Telco resources

• Helped Vindhya to save on the incremental cost of Call server PRI cards.
• Proposed dual last mile on Fiber and RF for high availability of SIP.
• Proposed CLI as DIDs in case Pilot number is blocked by the end users and not taking the calls.
• The call setup time for outbound process will be fast on SIP when compared with traditional PRI which would increase the productivity of agents.

**Solution**

- Proposed SIP trunk with dual which is scalable up to 300 channels on the single trunk where in the traditional PRI is 30 channels.
Tata Tele services Limited (TTL) is one of India’s leading mobile telecommunications service providers delivering mobile connectivity, content and services to consumers across the country. Tata Teleservices Limited (TTL) is one of India’s leading mobile telecommunications service providers delivering mobile connectivity, content and services to consumers across the country.

The company has been at the forefront of redefining the telecom experience in India, launching technologically advanced innovative products and services, playing an enabling role in simplifying consumer lives and expanding digital inclusion.

Having a pan-India presence across India’s 19 telecom circles, Tata Teleservices Limited operates in more than 450,000 towns and villages across the country.