PROACTIVE™
Enhancing Digital Experience

LOHIA GROUP

Customer Success

How Webex Cloud Calling Transformed Lohia Corp's Collaborative Environment

A First in Indian Manufacturing Sector

Meet the Client

Lohia Corp Limited is a globally renowned manufacturer of machinery for producing plastic woven fabrics. Their expertise spans weaving, extrusion, and winding, addressing diverse needs of the plastic woven fabric industry. They have achieved a remarkable annual plastic processing capacity of over 5.67 million metric tons and installed over 1,650 extrusion lines and 70,000 circular looms in 90+ countries. Lohia Corp Limited is the flagship company of Lohia Group, an industrial powerhouse with diverse business interests.

Business Problems

- **Intersite Call Communication:** Legacy analogue PBXs could not communicate seamlessly across sites, creating silos
- **Remote Work:** The existing infrastructure did not adequately support a remote work environment, impacting productivity
- **Connectivity During Travel:** The communication setup was not optimised for employees on business travel, leading to connectivity disruptions
- **High Costs:** Maintenance and upgrading of traditional on-premises PBX systems demanded substantial upfront and maintenance expenses

Challenges

Before switching to Webex Cloud Calling, legacy analogue PBXs at each location of Lohia Corp operated as isolated systems, lacking the capability to communicate seamlessly across sites. This led to communication silos, and hampered collaboration.

The previous solution had a limited scope to support remote work. Employees working remotely faced difficulties in accessing essential tools and resources to perform their job functions. It also lacked in providing a seamless collaboration experience to travelling employees.

Maintaining and upgrading traditional PBX systems was costly. These challenges demanded a modern, robust, cost-effective solution for improved communication.

> **After the successful implementation of Webex, the transformation was evident. Our collaboration and connectivity significantly enhanced our operational efficiency.**
>
> - *Jagdip Kumar, CIO, Lohia Corp Limited*

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Solution

Proactive Data Systems implemented Webex Cloud Calling at Lohia Corp to create a seamless communication infrastructure

Deployment of Webex Calling with MPP phones and Local Gateways aimed at ensuring a robust and scalable communication system

Integration of tools like Webex Teams facilitated seamless collaboration and virtual meetings

> **Remote work scenarios are now supported seamlessly, and our mobile workforce stays connected effortlessly, boosting productivity.**
>
> - *Manoj Kumar, IT Head, Lohia Corp Limited*

Results

Webex Cloud Calling brought several tangible benefits to Lohia Corp. It improved communication across the organisation, enabling seamless collaboration. This supported remote work, allowing employees to stay connected from various devices and ensuring productivity regardless of their location. Additionally, the solution improved connectivity for users on business travel, enabling uninterrupted communication. Better virtual collaboration also significantly reduced travel costs while improving productivity. Moreover, Webex Cloud Calling eliminated significant upfront costs associated with legacy PBX systems.

Furthermore, the integration of tools like Webex Teams facilitated seamless information sharing, document collaboration, and virtual meetings. This integration not only enhanced communication but also streamlined workflows, allowing teams to work together efficiently regardless of their physical location. The ability to share information, collaborate on documents in real time, and conduct virtual meetings contributed to a more agile and productive work environment for Lohia Corp.

What's Next?

Having successfully deployed Webex Cloud Calling, Lohia Corp is aiming to further leverage the capabilities of Webex. The next steps involve exploring features like advanced analytics and integrations to enhance operational efficiencies.

About Proactive

Proactive Data Systems is an enterprise IT infrastructure and services company. For more than three decades, Proactive has designed, deployed, and operated the technology foundations behind some of India's most demanding enterprise environments. A Cisco Preferred Partner under the Cisco 360 Partner Program and a Cisco Advanced Customer Experience Specialised Partner, the company serves more than 1,500 customers across banking and financial services, manufacturing, healthcare, public sector, IT and ITES, retail, education, and global capability centres.

Headquartered in Delhi NCR, with offices in Mumbai, Bengaluru, Pune, Hyderabad, Chennai, Indore, and Singapore.

pro@proactive.co.in
www.proactive.co.in

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