

Statewide automated customer services connectivity solutions

Client: Regional Director of Municipal Administration

What was the customer's requirement?

The customer planned to setup automated multi-purpose collection centers in various parts of Tamil Nadu towards extending customer facilities like tax remittance, land registration etc.

Possible Connectivity Solutions:

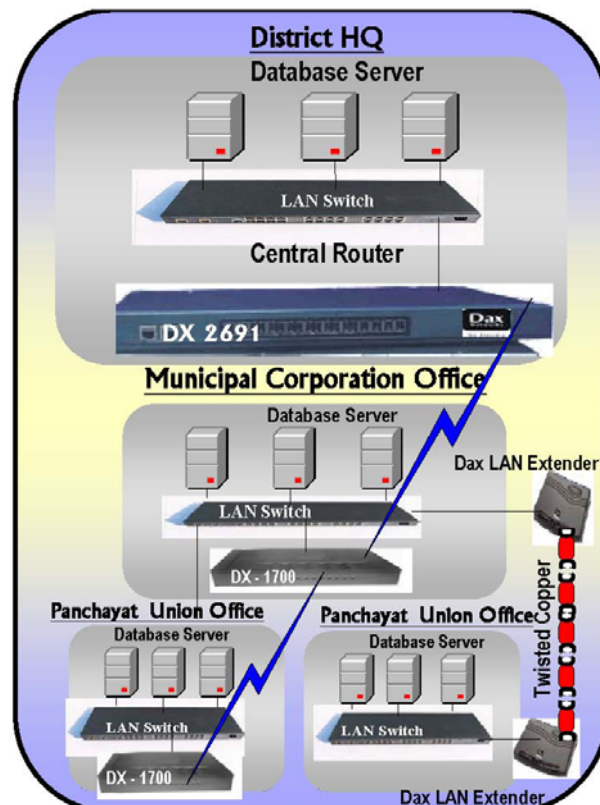
Dax understood the requirement clearly as a three-tier critical, always-on connectivity starting from district Headquarters to Municipal Corporations attached and the last mile Panchayat Union offices thereof. This would allow users to access the automated applications at any of the state offices/billing counters that would get updated dynamically in the central database server.

Dax viewed the requirement as a whole, though the project was planned for execution in various phases. Thus, Dax gave a total proposal for the multi branch connectivity requirement across 108 locations, suggesting dedicated leased line with auto ISDN back-up option as the ideal, value-for-money option. Additionally, Dax realized that some of the always-on connectivity points were within a distance range of 6-10 kms. Dax realized that such connectivity could very well benefit from cost-efficient LAN extender based routing solutions.

Our recommended Solution with products suggested:

For the District Head Quarters, Dax suggested DXMP-2691 Modular Enterprise routers while positioning 4 WAN slot Modular Access routers, DXMP-1700 at all the branch locations. For as many as 143 connectivity points, Dax LAN Extender pairs were suggested as routing solutions.

Network Layout for Regional Director of Municipal Administration WAN set-up



Challenges faced:

The customer approached the project with an alternate brand in mind and the initial tender was floated based on that brand, carrying proprietary features. Dax addressed this by reiterating to the customer that a proprietary solution would result in locking itself with a particular vendor and losing out on price advantage. Thus, Dax ensured a generic tender being floated for the said requirement, allowing level playing field.

The customer was very keen on scalability options of the WAN setup at all levels, since they had planned for increasing the connectivity points (billing counters) in the near future to provide easy accessibility for users logging in.

Both the central site option (DXMP-2691) and the branch site option (DXMP-1700) have scalable open WAN slots, allowing easy upgradation on a “pay-as-you-grow” basis. Infact, the 4 WAN slot modular access router (DXMP-1700) allows mesh connectivity option as well (connectivity to the adjacent branch), in addition to leased line with auto ISDN back-up option connectivity to the District HQ.

Some of the District Head quarters had larger number of Municipal corporation offices converging at its end. Hence, the customer needed the central router to support Channelized E1 connections, allowing easy management of the WAN link. By virtue of supporting Channelized E1 as well as PRI lines vide universal WAN module, DXMP-2691 proved the right fit for these high density Head quarter offices. Thus, Dax realized a uniform central site & branch end routing solution for the spread out WAN network, ensuring easy manageability and maintenance for the customer.

The combination of technical and commercial feasibility helped Dax to emerge as L1 and win the prestigious order for 8 district Headquarters, 108 Municipal Corporation offices and Panchayat Union Offices. The connectivity was established through central site Modular Enterprise routers, Modular Access branch routers and LAN extenders that support routing.

Key Benefits articulated by the customer:

- Scalability of the existing solution both at the central and branch site meant that the future connectivity requirements are addressed, thereby securing the critical network infrastructure investments.
- The auto ISDN back-up option available in both the central and branch routing platforms ensures the customer to readily avail it as needed and benefit from maximum network uptime.
- Since both Dax and its partner had national presence, localized support was realized by the customer.
- The comprehensive 3-year warranty with first year Instant Replacement Anywhere (IRA) as applicable ensured low total cost of ownership and total peace of mind for the customer.

Note: “DXMP” is the Co-branding between Maipu and Dax, and Maipu is the OEM.