MGCL

Miraloyd Global Consult Limited

Communicate. Connect. Build. Transform.

IP PBX Solutions for Healthcare

Communication for patients, clinicians and hospital teams



www.miraloyd.com

Why *astTECS for your hospital

A flexible phone system for hospital teams and patient calls.



Built on open-source technology

Straightforward setup and web-based management

No licence fees

Open-source technology without vendor lock-in.

TEC-certified IP PBX

Certified by TEC under India’s Department of Telecommunications.

Daily communication tools

Practical tools for hospital communication.

Existing system support

Integration with your PBX and compatible third-party applications.

What sets us apart

Open-source expertise

15+ years of experience with open-source communications. No licence fees or vendor lock-in.

Deployment options

Unified communications with deployment options to suit your organisation.

Room to grow

Expand the system as your hospital grows.
99.9% uptime.



Customisation

Adapt the system to your hospital’s workflows and communication needs.

System integration

Connect your existing PBX and compatible third-party applications.

24/7 global support

Support across 45+ countries by phone, email and chat.

IP PBX for healthcare

Support patient communication and staff coordination with one connected phone system.

AI-assisted communication, with integration into your existing infrastructure.

AI features are optional.



AI voice assistant and IVR

Appointment booking and reminders

Emergency code alerts

Automated notifications to response teams

Smartphone extensions

Hospital calls on a compatible mobile app

Paging and announcements

Messages across wards and departments

Receptionist console

Call handling through a web browser

Call recording

Incoming and outgoing call records

AI appointment booking

Patients can book by phone without waiting for an agent.
When a query needs a person, the assistant routes the call.

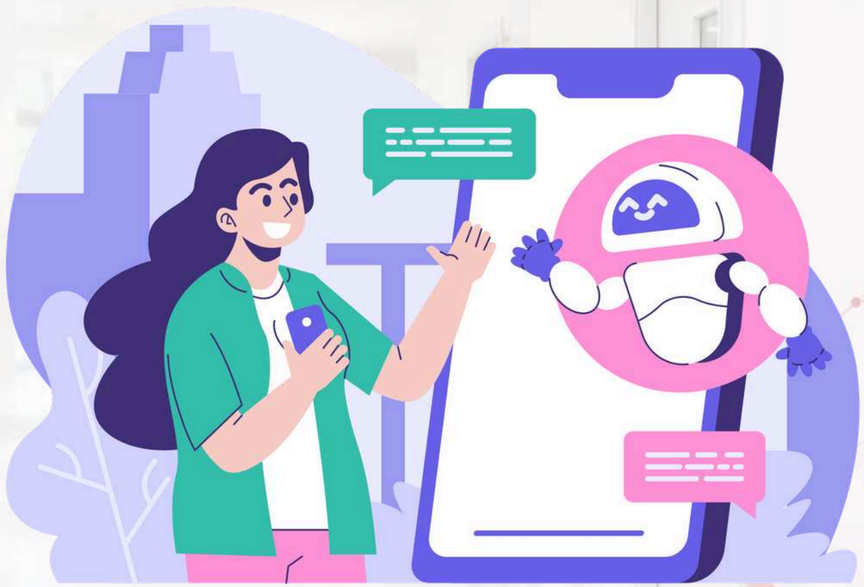
Book appointments by phone

Route callers to the right team

Send reminders by SMS or WhatsApp

Share appointment updates in real time

***astTECS AI virtual assistant**



Your hospital extension, on your smartphone

Connect through a SIP extension over hospital Wi-Fi. Doctors and staff can stay reachable as they move between departments.

- Forward PBX calls to your smartphone
- Receive voicemail for missed calls
- Record calls
- Make video calls
- Review call logs and history

***astTECS Softphone**



Emergency alerts by code

Predefined emergency codes trigger alerts and announcements to the response team.

Code triggers
Staff dial a designated code to activate an alert.

Hospital broadcasts
Send alerts to IP phones, speakers or nurse call systems.

SMS and WhatsApp notifications
Notify response teams through connected channels.

Department and zone alerts
Direct each alert to the relevant area of the hospital.

Connected response systems
Link nurse call and paging systems to reduce manual steps.

A coordinated response



Dial emergency code

Notify the response team

Paging and public announcements

Make announcements directly from a PBX extension, across the hospital or in selected wards and departments.

Emergency announcements

General information and awareness

Patient notifications

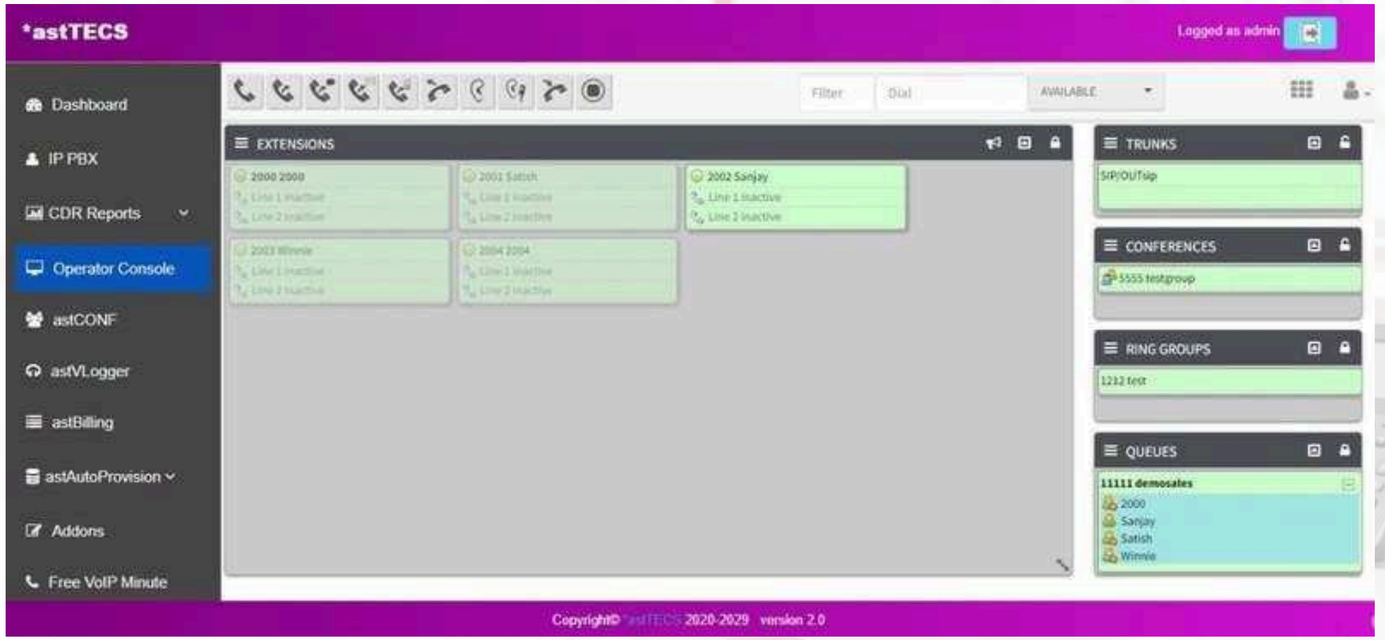
Ward and department announcements

Announcements where they are needed

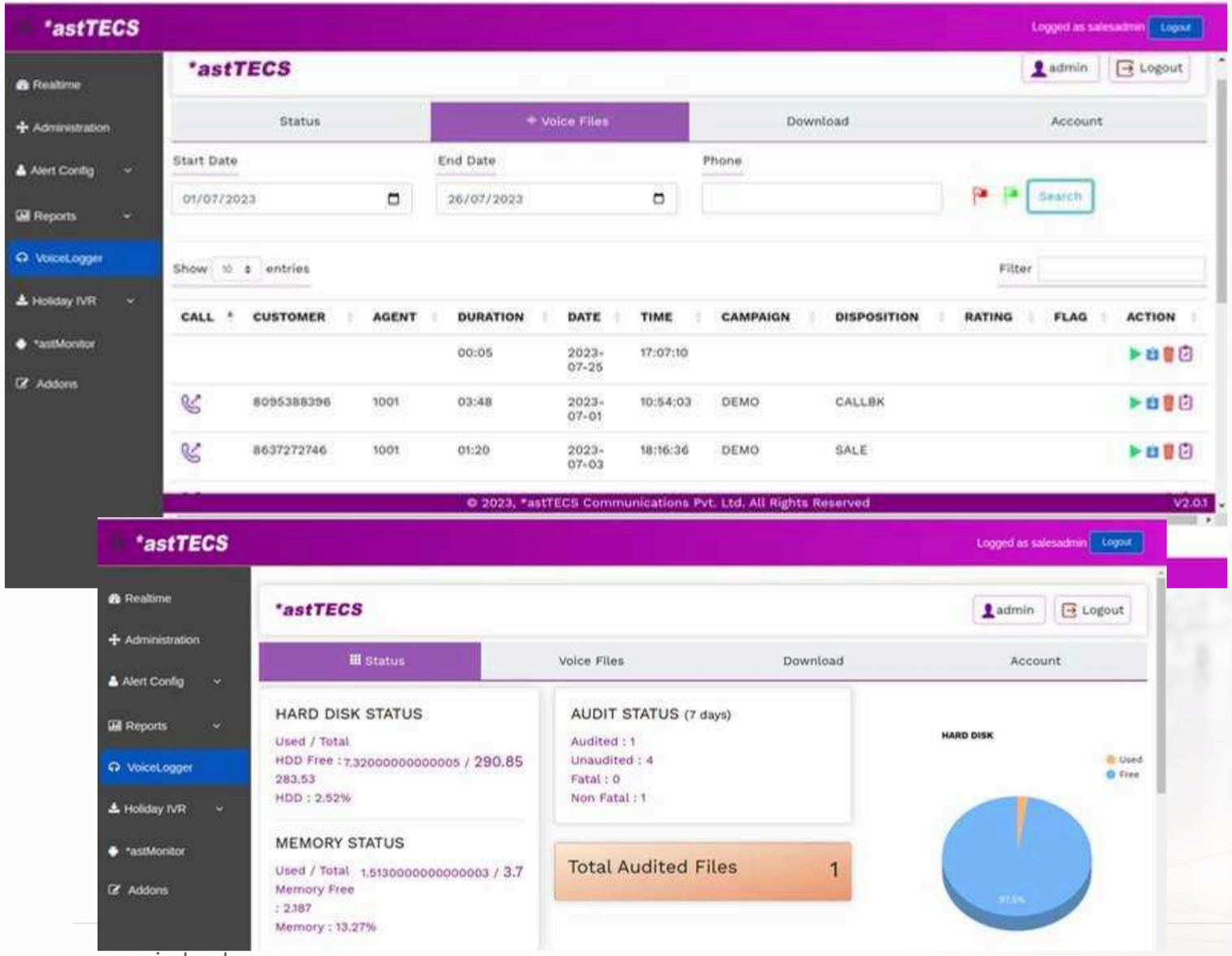


Web-based receptionist console

See PBX activity in real time and handle everyday calls through a web browser.



- Make, answer and handle calls
- Transfer, conference and redial
- Access multiple directories
- Listen, monitor and record calls
- Use click-to-call
- Review call history



Call recording

*astTECS Voice Logger

Record incoming and outgoing calls with the built-in voice logger.

PBX interoperability

Works with compatible PBX systems.

Flexible file formats

WAV and GSM recordings.

Searchable call records

Find files by date, time, source, destination and duration.

Browser-based management

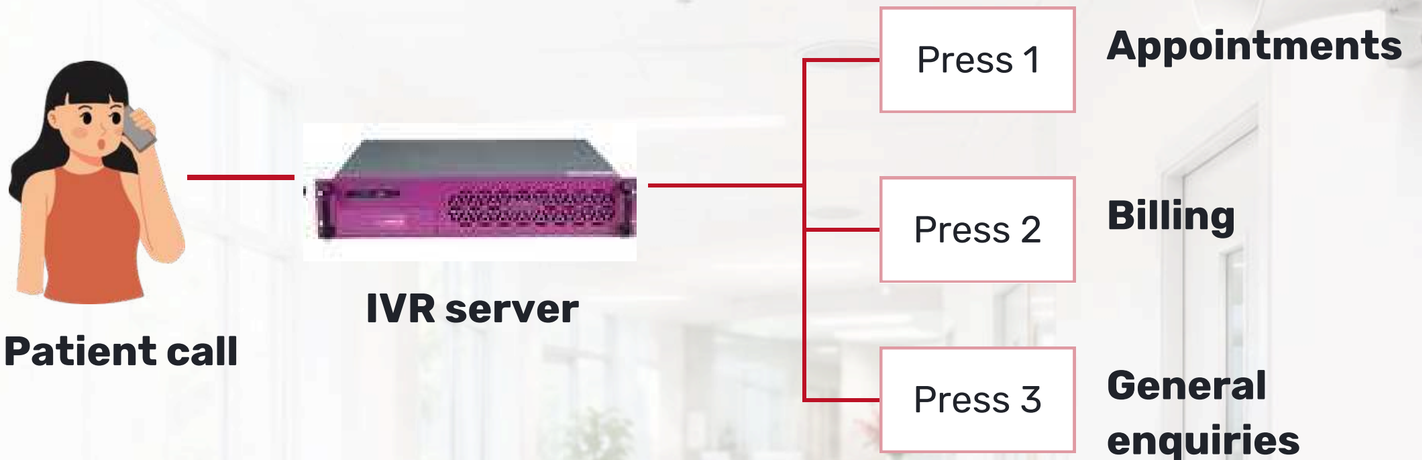
Configure, report and download recordings through a web browser.

Interactive voice response

Route patient calls around the clock with greetings and menu options tailored to your hospital.

- Up to 9 menu levels and 9 sublevels
- Custom greetings
- Voicemail by phone or web
- Custom music on hold
- Multiple language support

How the call is routed



Everyday uses

Appointment booking

Bill payments

Patient enquiries

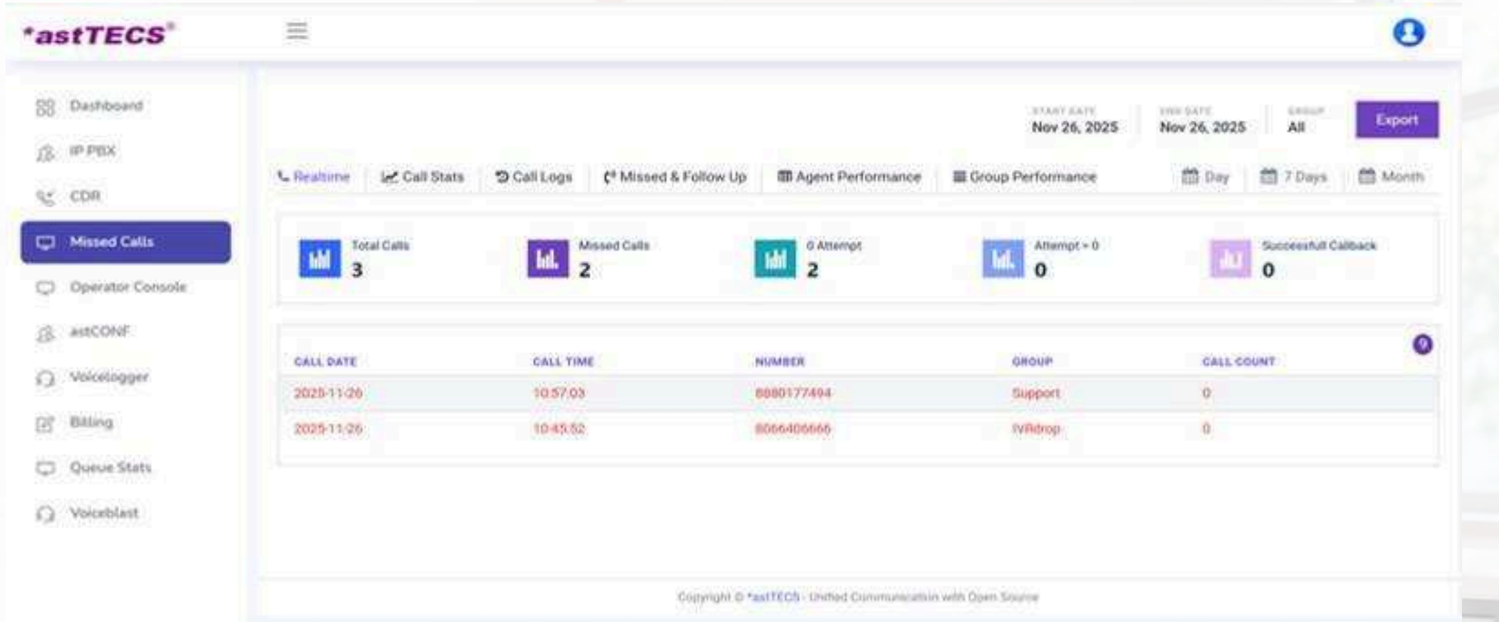
Patient feedback

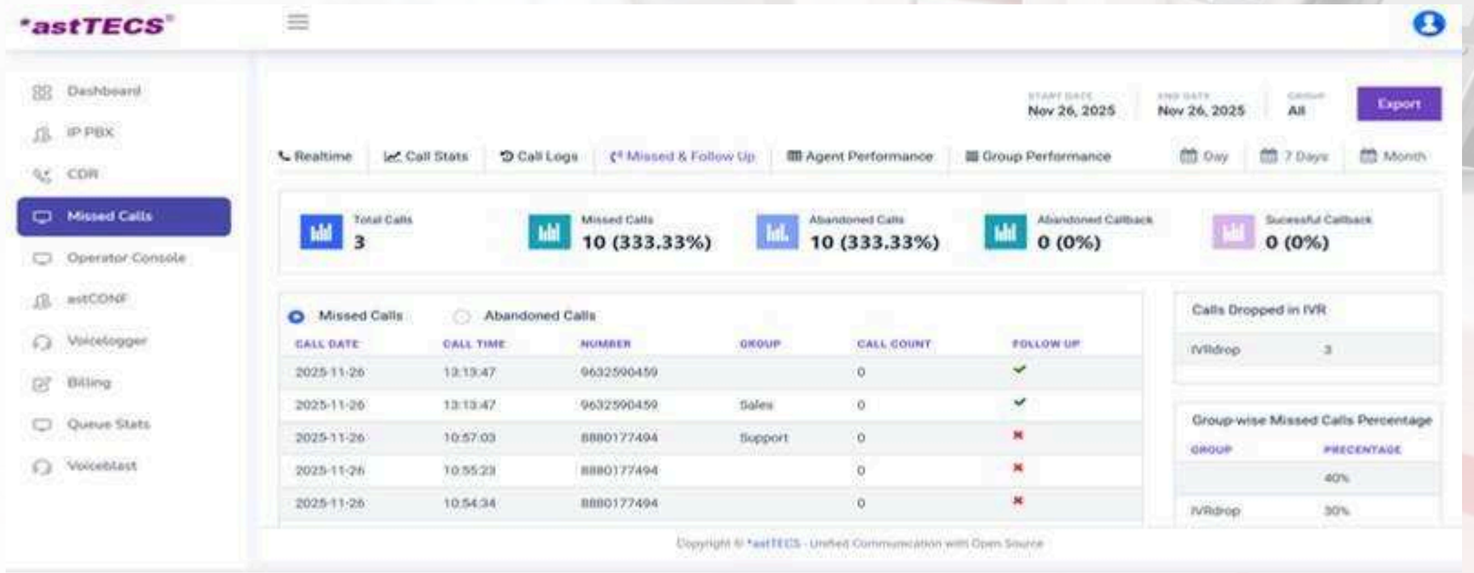
Surveys and polls

New patient leads

Missed calls across sites

Bring missed calls from all branches into one place, so teams can see who needs a call back.





Central call capture

Collect missed calls from all branches.

Admin dashboard

Manage the service from one interface.

Agent portal

Give agents a clear view of missed calls.

Additional features

Call handling

Music on hold
Ring groups
Do Not Disturb (DND)
Least Cost Routing (LCR)
Call blocklists
Blind transfer
Automatic callback
Follow-me calling
Call queuing
Parallel ringing

Team communication

Audio conferencing
Video calling
Conference bridging
Dial-in conferencing
Voicemail
Voicemail to email
Remote call pickup
Roaming extensions

Administration and connectivity

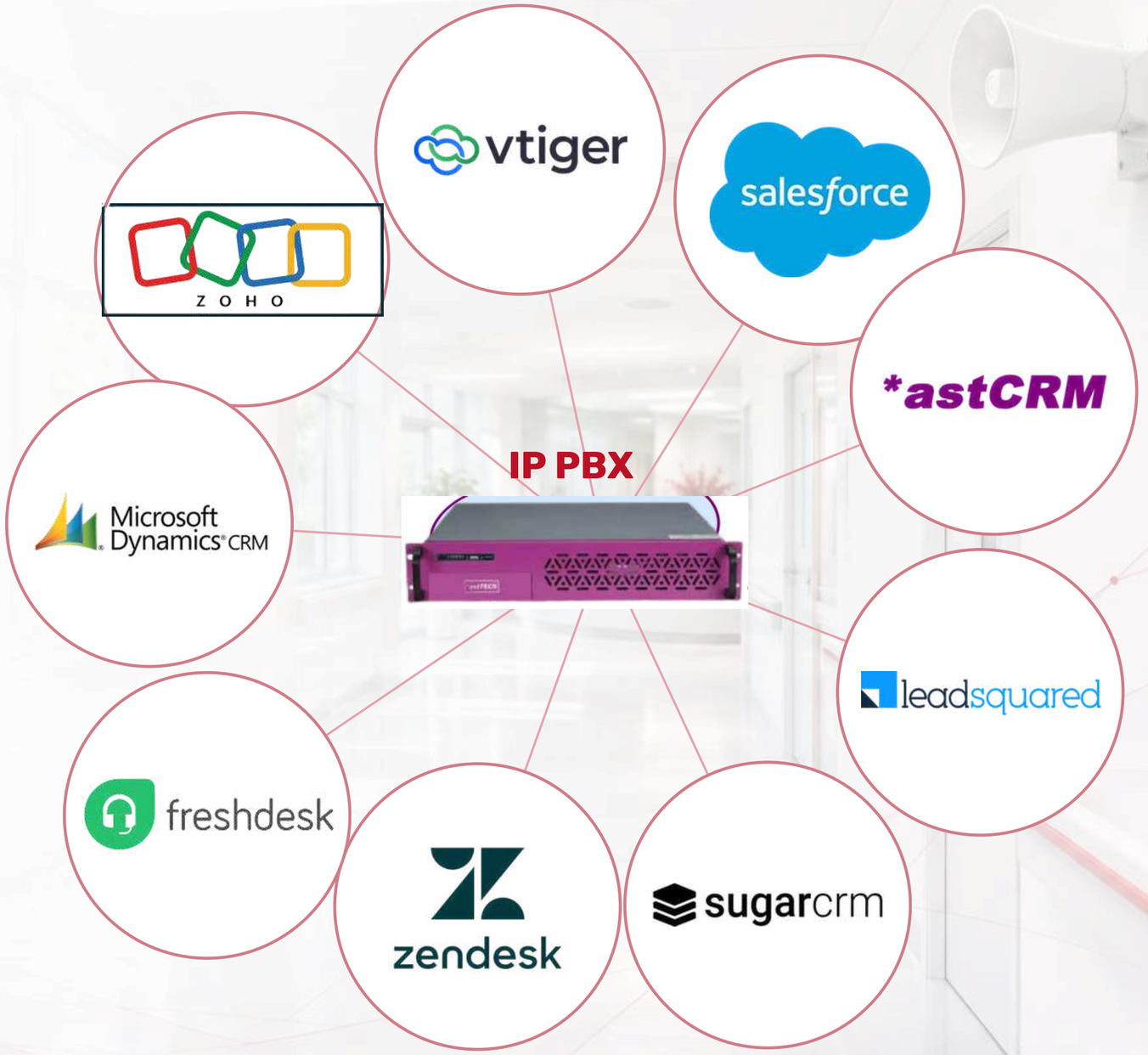
Multiple office locations
Call detail reports
Room or extension billing
Existing PBX integration
Call recording
Remote office support
Fax support



CRM and HMS integration

Connect your phone system to supported customer relationship and hospital management software.

Calls and customer records in a connected workflow



Integration with other applications

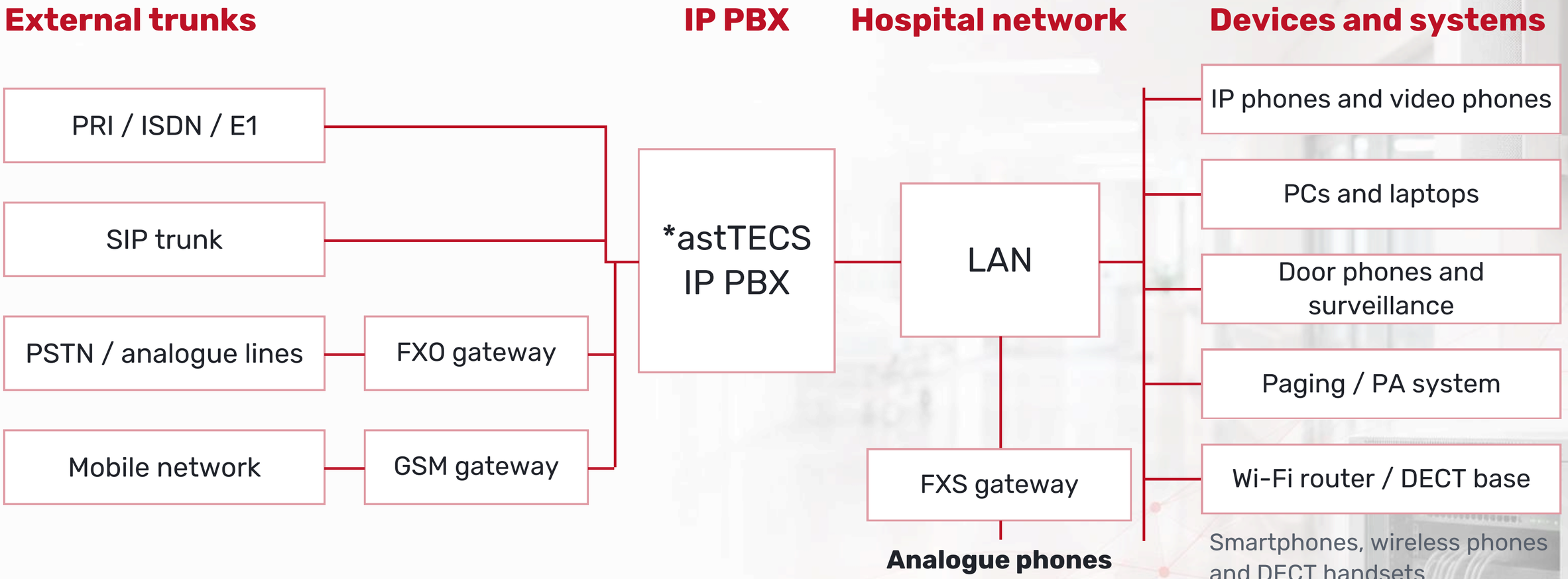
Connect *astTECS IP PBX to compatible business applications to support everyday operations.

Messaging, business software and your existing PBX

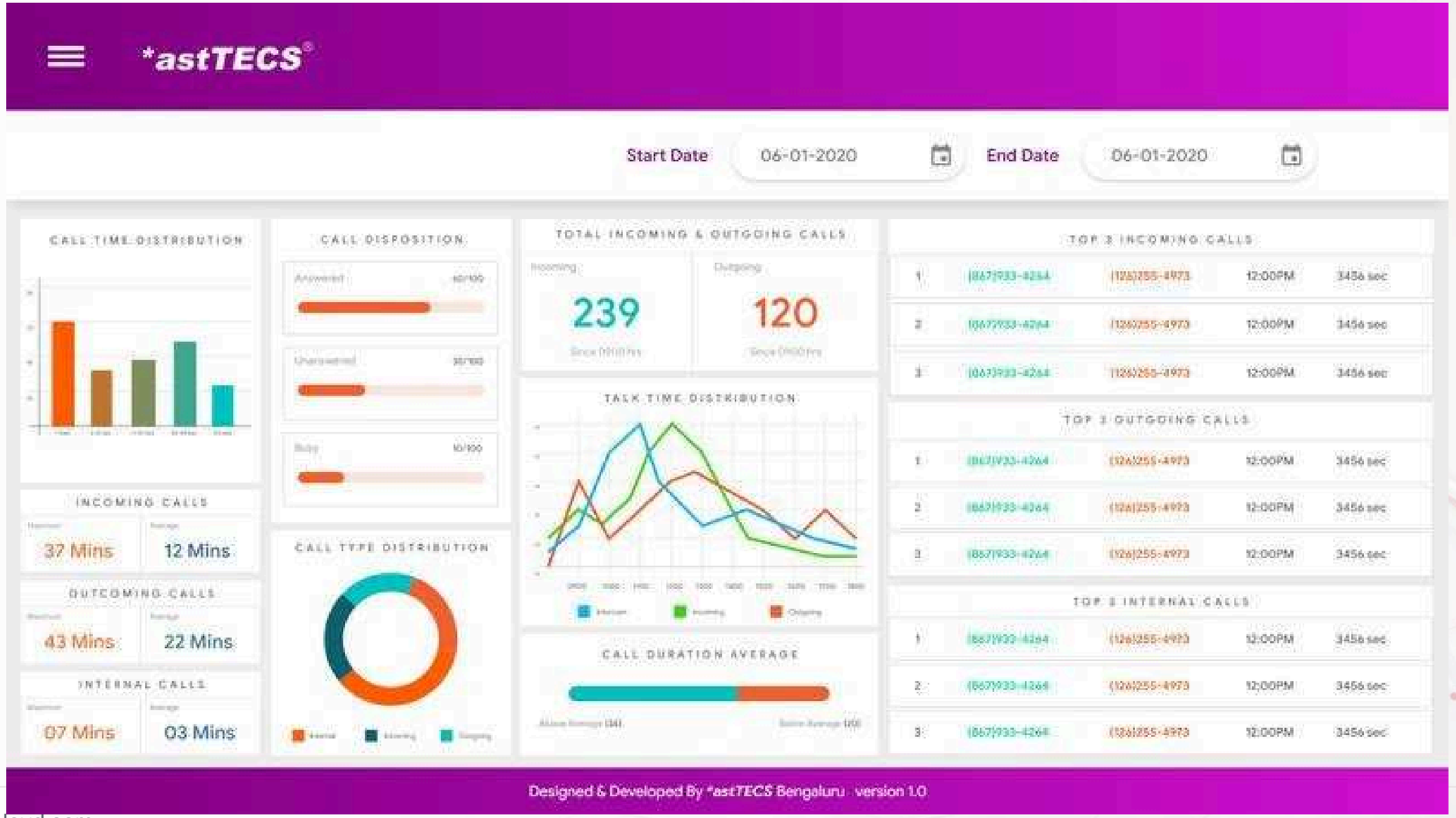


IP PBX architecture

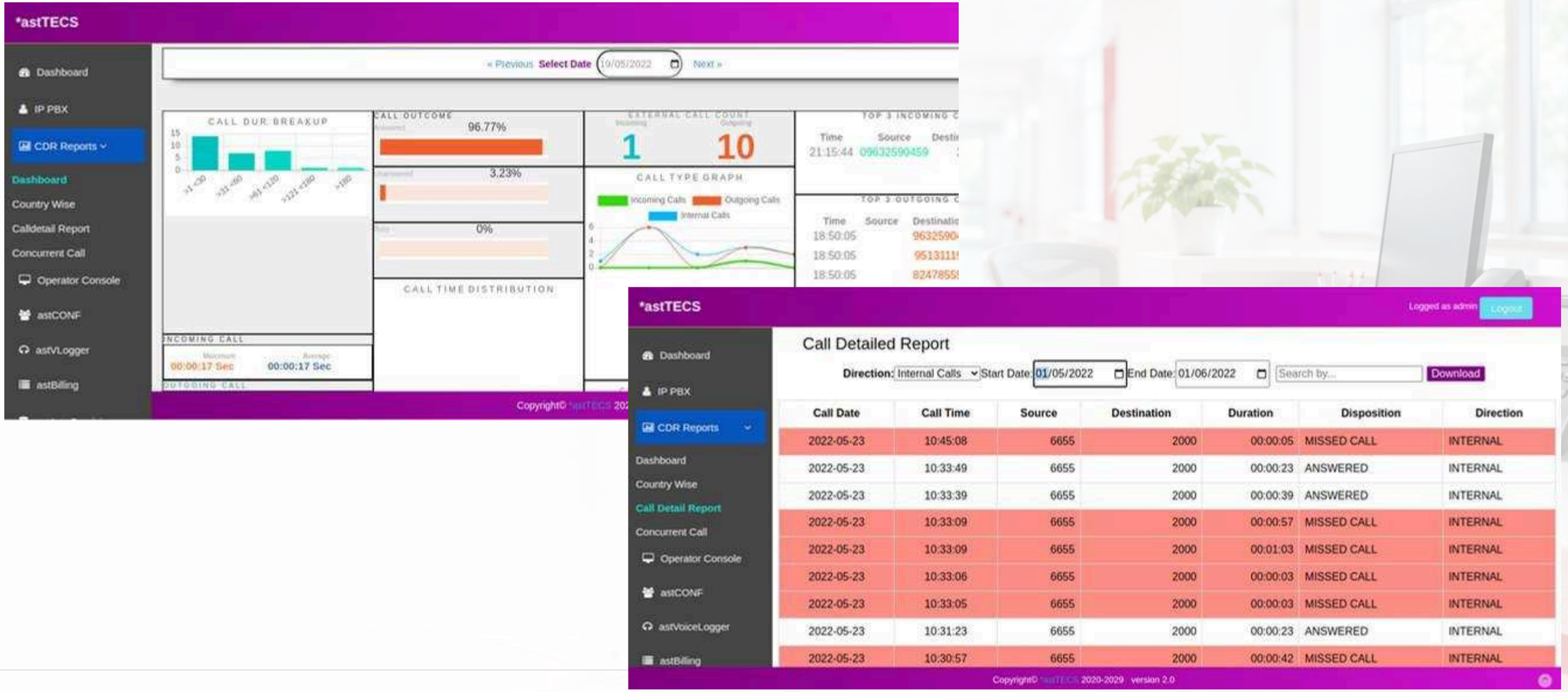
External trunks, the hospital network and connected devices



Real-time dashboards



Call detail reports



ABOUT US

ABOUT MIRALOYD

INTEGRATED TECHNOLOGY SOLUTIONS

Miraloyd Global Consult Limited is an integrated technology solutions provider that designs, deploys and supports communication, connectivity, software and IT infrastructure for businesses, institutions and public-sector organisations. Our work helps people communicate better, keeps offices and remote locations connected, supports the development of digital systems and strengthens the IT infrastructure behind everyday operations.

Services include unified communications, internet connectivity, software and digital solutions, cloud and data centre infrastructure, cybersecurity, backup and disaster recovery. We also provide managed IT services and technology consulting.

Communications is a core part of our work. Our services cover cloud and on-premises IP telephony, contact centre solutions, customer engagement platforms and mobile communications. We also provide IVR, voice services, AI-powered communication and collaboration tools.

We provide the networks and infrastructure that keep offices, staff and systems connected. We also develop and integrate software, digital tools and AI solutions to improve business processes and connect the systems an organisation uses.

COMMUNICATE
Unified Communications

CONNECT
Connectivity& Internet

BUILD
Software,Digital & AI

TRANSFORM
Cloud,Infrastructure & IT

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*astTECS®
Unified Communication with Open Source
ISO 9001:2015 CERTIFIED

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