

Centralized communication in public services with iPECS UCP

iPECS
Your Communications Solution



300-600 Ext.



Government



iPECS UCP



PTSP Jakarta Mall
of Public Service



About the client

PTSP Jakarta Mall of Public Service is one stop service center for public affairs in Jakarta, Indonesia. Where the Service Center provides convenience in the processing of permit letters in the forms as below:

- Investment permit
- Immigration permit
- Police permit
- Import and export permit
- Various license permit management

<https://pelayanan.jakarta.go.id/>

Summary

Mall of Public Services of Jakarta, Indonesian Capital City is a public service and community activity served by trained and qualified human resources. The one stop integrated services facility is established to provide an easy permit process from the public when someone applies for a license application.

In search for communication solutions, the Mall of Public Services had to be connected with Town House Offices and many locations of District Office and Village Office. iPECS UCP is the core platform, and UCS is the application providing Unified Communication. Deployment of iPECS UCS, LIP-9070, and iPECS Report on iPECS UCP platform satisfied their search, making the journey finalized.

Challenge

The mall consists of all government agencies, ranging from Police, Immigration, Land, to the Ministry of trade. To improve public services, Jakarta required a smart communication solution in one single platform that was easy to manage and a provided in a centralized point of install.

In addition to the Public Service Mall needed to be able to communicate with every location in the public service mall DKI Jakarta, communications needed to be integrated to the sub-districts and villages which only have an one-door service in the management of letters or important documents. Communication needed to be managed by monitoring and recording for cost efficiency and effectiveness.

Products

System

- iPECS UCP600
with local Redundancy

Terminal

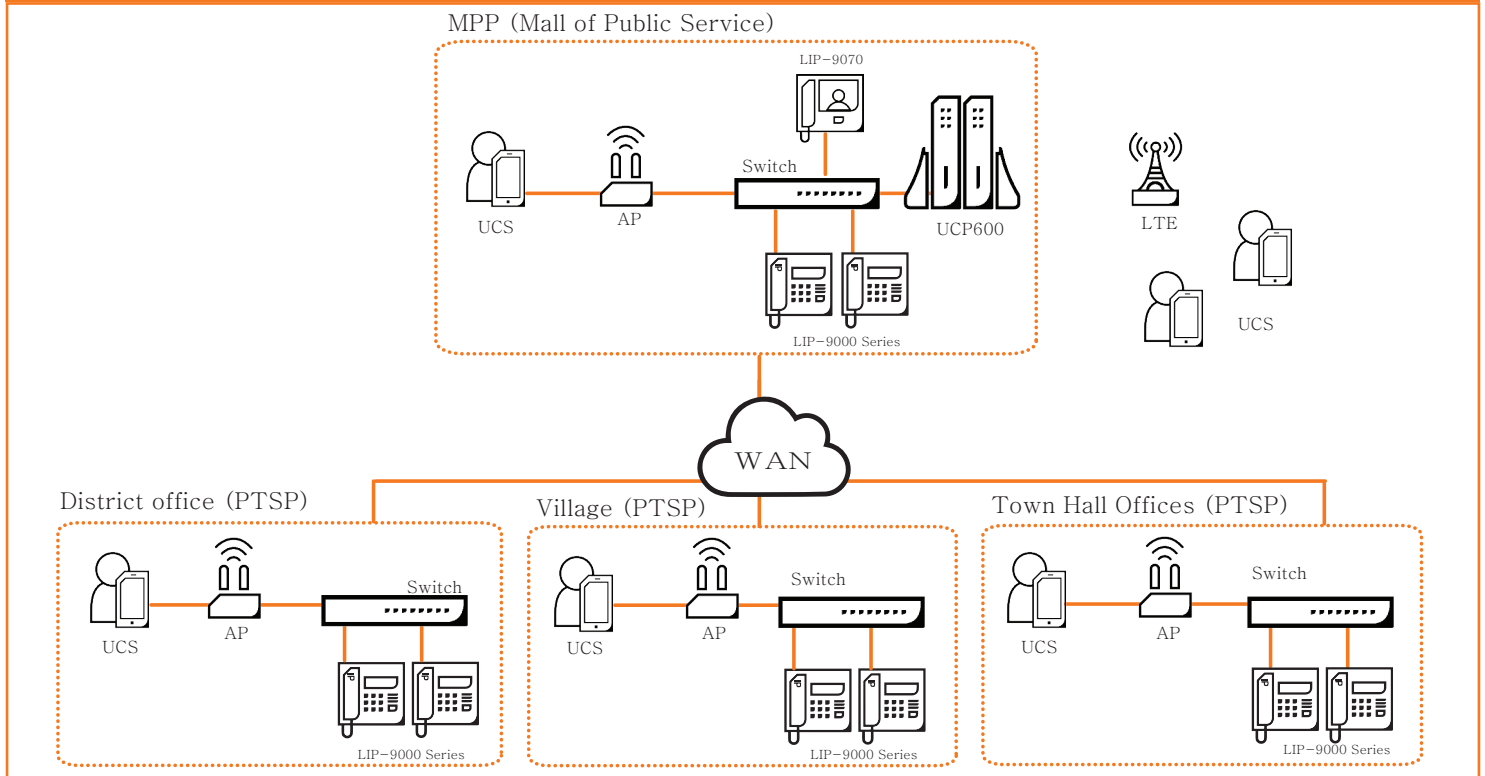
- iPECS LIP-9000 Series
- iPECS LIP-9070

Application

- iPECS Report Plus
- iPECS UCS Mobile Client



Utilizing iPECS Technology for centralization of public service



Solution

- An iPECS UCP600 deployed in addition to full Cat 6 cabling
- LIP-9000 Series installed for main users and LIP-9070 installed for multi-media communication
- iPECS Report Plus, set up for the calculation of the cost of using the telephone, to each part of the integrated service
- UCS Mobile Client, provided for the convenience of the staff to coordinate easily with the integrated services, while they are not on premises either away from the office or outside of the facility

Benefits

The iPECS UCP, LIP-9070, and UCS are intuitive video and audio communication solution with mobile application designed for easy collaboration with colleagues. Using the presence information reduces communication latency and communicate with others in the most appropriate formats of Instant Message, Voice, Video Call & Conference, SMS and more.

iPECS UCP employs a full distributed modular architecture to deliver all the advanced of VoIP. It's possible to provide economical communication environment such as managing multi village office sites and mobile employees in one. Using iPECS Report Plus is very useful in providing reports of communication costs, recorded within the iPECS Report Plus, and any agencies or division within the public mall can be informed of the cost of usage of outgoing communication which is intended to serve the residents of Jakarta.