Successful modernization project of large enterprise customer with iPECS

About the client

PT Kereta Api Indonesia (Persero), better known as KAI, is the state-owned railway company in Indonesia, providing both passenger and freight train services across the country. KAI operates various types of trains, including executive class, business class, and economy class, offering different levels of comfort and amenities to passengers.

Summary

KAI aims to modernize its service with enhanced transportation options, improved connectivity, and a more comfortable and efficient travel experience for passengers across the country. Part of that process involves upgrading the company's old telecommunications system.
KAI wanted to move to a more advanced, IP-based system with greater reliability and scalability. In choosing a supplier, KAI carefully considered a number of factors. These included the features of the communication platforms, but also quality of service with regard to installation, maintenance, and training. After comparing providers, KAI selected iPECS UCP as a communication platform. KAI's stakeholders are already delighted with the platform itself and the service they have received.

Challenge

- The replacement of the old system with a new one will be carried out gradually, according to the available needs and budget.
- The new system should be capable of interconnecting with other systems according to the required capacity, but also able to operate independently in case of disruptions to the main system and network.
- Internal communication between extensions should be recorded effectively, and the recording data should indicate which extension made the call and which one received it.
- Comprehensive technical service support, including planning, installation, programming, maintenance, and troubleshooting during usage, is a requirement that can be fulfilled by the supplier.

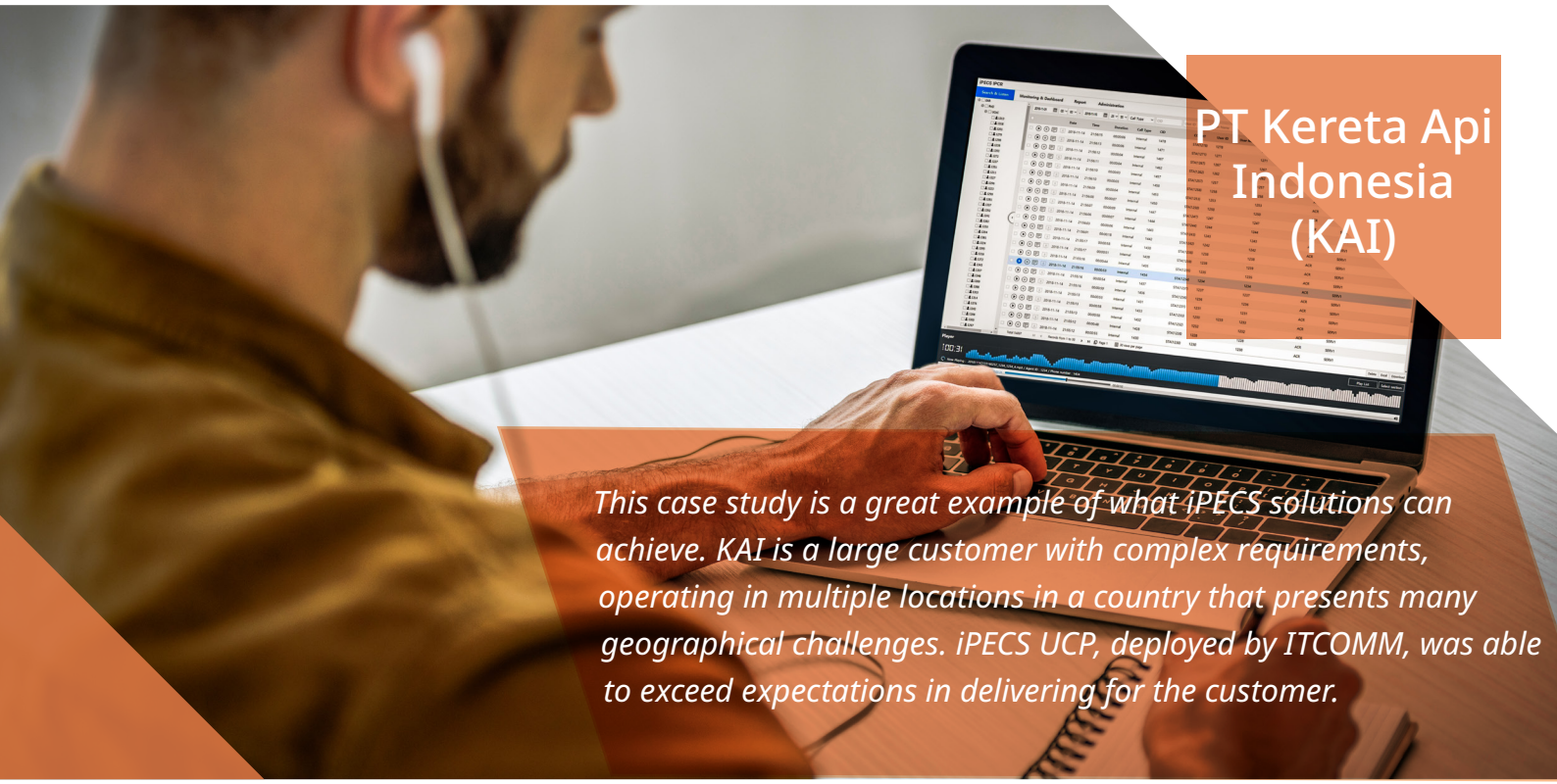
Product

Platform
- iPECS UCP

Terminal
- iPECS 1000i

Application
- iPECS IPCR

Over 1K Ext. | Corporate | iPECS UCP | PT Kereta Api Indonesia (Persero)



PT Kereta Api Indonesia (KAI)

This case study is a great example of what iPECS solutions can achieve. KAI is a large customer with complex requirements, operating in multiple locations in a country that presents many geographical challenges. iPECS UCP, deployed by ITCOMM, was able to exceed expectations in delivering for the customer.

Solution

These were complex requirements, but iPECS solutions were more than capable of meeting them.

- Different types of iPECS UCP call servers were installed depending on the capacity of the station office. Each station, management office, and operational office is equipped with iPECS UCP according to their respective capacity needs.
- The iPECS UCP call servers are interconnected using IP networking and programmed according to the rules and requirements that have been determined within their respective authorities. This means that it is a fully networked solution.
- IPECS IPCR was installed to handle call recording data effectively.
- In order to provide comprehensive technical service and maintenance, ITCOMM appointed a dedicated systems integrator (SI) partner who is experienced in handling network systems at KAI. The SI partner also provided training and mentoring for ITCOMM's technical team, allowing them to conduct installation and maintenance independently.

Benefits

- This has been hugely beneficial for the customer already. KAI is extremely satisfied with the solutions ITCOMM has provided, leading to the implementation of the solution in all stations, management offices, and operational offices.
- The networking between different call servers has already helped increase productivity, by allowing KAI to distribute call volumes across different sites.
- Meanwhile, the call recording solution has also benefited KAI. Having a record of phone conversations can be crucial in resolving disputes or addressing misunderstandings between parties. Voice recordings by iPECS IPCR can provide an accurate account of the conversation and help resolve conflicts quickly and transparently.
- Finally, choosing the right SI partner has resulted in a smooth process, putting the project in a great position from day one.

IPECS Co., Ltd.
(08503) 189, Gasan digital 1-ro, Geumcheon-gu, Seoul, South Korea
www.iPECS.com