

# Boosting collaboration and productivity: transitioning to fiber optics and IP telephony

## About the client

Kastam Diraja Malaysia Kompleks Pencegahan Negeri Pulau Pinang is a critical hub for customs enforcement and trade regulation in the state of Penang. Strategically located in this major economic center, the complex oversees the flow of domestic and international cargo, conducting inspections and investigations to combat smuggling, tax evasion, and other customs infractions. The complex also plays a vital role in facilitating legitimate trade and upholding the integrity of the country's customs system within the state.

## Summary

The Kastam Diraja Malaysia Kompleks Pencegahan Negeri Pulau Pinang successfully upgraded their cable infrastructure to network cables and fiber optics, along with implementing a new IP PBX system. After the upgrade, the complex experienced clearer voice quality with the IP phones compared to the old analog phones. They were satisfied with the enhanced features and capabilities of the new IP phone system. The infrastructure and IP PBX upgrades have enabled the complex to operate more efficiently in their internal and external communications.

## Challenge

The complex faces challenged in upgrading infrastructure to link telephone extensions to another building. The customer was advised to use network cables over telephone cables, as they align with IP-based technology trends. Linking extensions with telephone cables requires many cable pairs, which is costly. They were also recommended fiber optics instead, as they can reduce costs compared to traditional telephone cables, while providing a more robust, scalable system.

This upgrade also involved replacing the existing PBX system with an IP PBX. Transitioning to network cables, fiber optics, and an IP PBX system allows the complex to adopt modern IP-based technologies, reduce cabling, and future-proof its communication systems to accommodate growing needs and technological advancements.

## Product

### Platform

■ iPECS UCP100

### Terminal

■ iPECS 1000i



100 ~ 300 Ext.



Government



iPECS UCP

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*"The enhanced voice quality and advanced features of the IP phones have made a real difference in our daily work. We're really pleased with how the modernized communications technology has boosted our productivity."*

## Solution

Kastam Diraja Malaysia Kompleks Pencegahan Negeri Pulau Pinang took the advice of their consultants and decided to upgrade their communications infrastructure. As part of this solution, they selected the iPECS UCP100 IP PBX system to modernize their telephony capabilities. By transitioning to this IP-based PBX, Kastam Diraja Malaysia was able to take advantage of the latest communications technology. The UCP100 system enabled them to improve the efficiency and effectiveness of internal and external communications across the organization.

## Benefits

The successful implementation of the IP-based PBX has proven to be a valuable investment, positioning the organization for continued success in the digital era. The modernized communications technology has improved productivity and collaboration across the organization. They've experienced:

- Enhanced voice quality and clarity for both internal and external communications.
- Advanced features that improved productivity and collaboration across departments.
- The ability to seamlessly link the PBX system to other department buildings, facilitating cross-functional coordination and information sharing.
- Reduced cabling costs compared to a traditional PBX system, as IP-based technology requires fewer physical connections.
- Future-proof scalability to accommodate the organization's growing communication needs.