

## Case Study

# MedcoEnergi

Indonesia's largest private national oil and gas company reduces costs and enhances productivity with Microsoft unified communications solution implemented by Aspect

### The Company

MedcoEnergi, founded in 1980, is the largest privately-owned national oil and gas company in Indonesia. With US\$667 million revenue turnover in 2009, the company employs 4,000 staff in five countries.

### The Business Challenge

Faced with an aging telephony infrastructure and the need to improve communications for its mobile work force, MedcoEnergi was in need of a new infrastructure that could efficiently support a wide range of electronic communications across multiple business units and geographically distributed operations. Relying on electronic communications as the primary mode of sharing information, the company needed a full range of communications and presence capabilities to maximize productivity and improve employee collaboration.

MedcoEnergi began using email extensively in 1999. The company also consolidated voice mail and email into one inbox for unified messaging with Microsoft® Exchange Server 2007 Enterprise Edition. It had invested in a new datacenter in 2008 and moved to a new office in 2009. Its contract with its private automatic branch exchange (PABX) vendor was also expiring. So, the company was looking for a new solution that could integrate seamlessly with its new IT investments and could scale and support its rapid growth.

"With a large and geographically dispersed workforce, we required a scalable, easy to use solution that would empower our employees with a full range of communications and presence capabilities to maximize productivity and improve employee collaboration while reducing telephony and infrastructure costs. Implementing this solution is a crucial first step for us to embark on integrating UC into our communications infrastructure," said M. Ageng Wiryawan, Business Relations Manager of Information Services, PT Medco E&P Indonesia.

### The Solution

After a review of a number of vendors, MedcoEnergi chose to implement the Microsoft® Office Communications Server 2007 R2 Server 2010 platform, a company-wide unified communications solution. With Aspect's help, MedcoEnergi deployed the software's conferencing, chat, live meeting, instant messaging (IM) and presence capabilities to a select group of pilot users. The solution was subsequently rolled out to all 2,000 users across Indonesia.

The Aspect® Professional Services team was chosen as the quality control partner to help MedcoEnergi ensure the reliability of the unified communications capabilities. Following a thorough evaluation of the company's OCS infrastructure, the Aspect team developed the architecture topology to improve the system performance and reliability, especially in system redundancy of high availability. The team also designed a voice and data network architecture to support business and technical strategies and requirements.



### Benefits

#### Aspect Services Benefits

- Enables fast, seamless implementation, leading to quicker ROI
- Provides path for future implementations

#### Aspect Solution Benefits

- Integrates with existing infrastructure
- Improves workforce mobility
- Eases development, IT management

### Software and Services

- UC RapidStart from Aspect
- Microsoft® OCS 2007 R2
- Microsoft® Lync™ Server 2010
- Microsoft® Exchange Server 2007 Unified Messaging

"Aspect helped us to define how unified communications capabilities fit into our existing environment, to develop the architecture topology, and to design a voice and data network architecture to support business and technical strategies and requirements."

**M. Ageng Wiryawan**  
Business Relations Manager, IT  
PT Medco E&P Indonesia



With the successor to Microsoft® Office Communications Server 2007—Microsoft® Lync™ Server 2010—having just become available in late 2010, MedcoEnergi also chose to implement the Microsoft Lync Server 2010 platform, as it provided synchronous communications capabilities and presence management with enhanced support and service capabilities for MedcoEnergi's employees working across different offices. It consolidated the communications needs of multiple offices in one centralized location, which reduced the travel, telecommunications, and IT operating costs.

"Our engineers are based in Jakarta, but they travel to a lot of remote areas," says Cecep Saefudin, Manager, Infrastructure Services at MedcoEnergi. "So email is an important tool, and most of our business processes are electronic—we don't use paper very often."

The solution provides synchronous communications capabilities and presence management with enhanced support and service capabilities, and consolidates the communications needs of multiple offices in one centralized location, reducing travel, telecommunications, and IT operating costs. The UC platform also allows better collaboration and communication among employees driving greater productivity, efficiency, and overall employee satisfaction.

### Benefits

Following the implementation, MedcoEnergi immediately improved productivity with the Microsoft OCS and subsequent Microsoft Lync platform. With synchronous communications capabilities and presence management, the company increased operational efficiency and also enabled detailed billing per user, which can be integrated with business process management approvals.

This also benefited the geographically dispersed workforce enabling better collaboration with business partners through Microsoft Lync federation, which allows MedcoEnergi employees to easily and securely view presence, send instant messages, and place computer-to-computer voice calls to individuals within other organizations that have implemented Microsoft Office Communications Server or Microsoft Lync and have been designated as federated partners. With access to remote office capability when travelling, leveraging the Lync Server 2010 platform also represented a long-term savings and reductions in business travel.

Overall, the unified communications implementation at MedcoEnergi has helped drive 80 percent of calculated savings in PABX monthly rental and maintenance costs.

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### M. Ageng Wiryawan

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### About Aspect

Aspect is a global software and IT services firm specializing in applying Microsoft unified communications and collaboration to help customers achieve optimal results through enhanced business processes across the enterprise and in the contact center. Aspect provides IT consulting, integration services and business applications. For more information, visit [www.aspect.com](http://www.aspect.com).

