



# CASE STUDY

## Overview

The Kencana Petroleum Group today possesses an enlarged integrated services offering that encompasses the core business of providing Engineering and Fabrication services as well as Marine Engineering and Operations Services businesses.



With strengthened capabilities and expertise, a workforce of 5,000 employees and an international footprint encompassing the Asia Pacific region, Africa and the Middle East, the Kencana Petroleum Group is committed to driving strong performance and delivering exceptional value.

**“it was an easy pick, Intuittech’s Asterisk solution met all our requirements.”**

*Dato’ Mokhzani bin Mahatir - Group CEO Kencana Petroleum*

## Challenge

With multiple offices throughout Malaysia and many users from the engineering division being mobilized to sites; both locally and internationally, cost of communication was on the rise.

Kencana was sourcing for a reliable, flexible, expandable and costs effective unified communications platform for its new headquarter in Kuala Lumpur consolidating all offices in to a single location spanning over 10 floors and cater for 1200 users. furthermore the solution needs the capability to grow (in-terms of capacity and features) with minimal operational cost.

Many other traditional/ legacy PBX’s were evaluated and a comparison chart was tabled out by Kencana.

The Asterisk solution proposed and presented by Intuittech championed in all aspects with flying colors.

**Solution** After much information exchange, Intuittech tailored a comprehensive unified communications platform for Kencana that includes: presence management, internal company wide chat facility, mobility within the organization, e-faxing and standard enterprise PBX functionalities (Hot-Desking, Conference Bridge, Voice mail to email, etc..).  
Intuittech's engineering team had a detailed discussion and highlighted several key components required for the success of this project.

Building a highly available clustered Asterisk Telephony solution combined with openfire and hylafax provide Kencana with a complete unified communications platform to cater for their requirements.  
Asterisk was integrated into the company's active directory structure to simplify user management.

**Result** Intuittech's integrated solution, customized call routing has helped improve communication tremendously throughout the organization. Immediate savings were realized within weeks of deployment.

**About Intuittech** Since our inception, Intuittech has been providing quality-assured, end-to-end integrated Asterisk based Telephony and Nagios Monitoring solutions.

With offices in Malaysia, USA, Singapore, Thailand, Philippines, Hong Kong and China, we design, build, implement and maintain cutting-edge telecommunications and monitoring solutions that leverage on the latest in open source technologies to empower our clients businesses, providing CIO's and technology leaders solutions that deliver business results rapidly, are value driven and affordable.

2009 Digium Innovation "Big Biz" Award Winner  
2011 APICTA (Asia Pacific ICT Award) Best of Telco Applications Winner