



CASE STUDY

Overview

The Selangor state Development Corporation (PKNS) was founded on 1. August 1964 under the Selangor State Development Corporation Enactment as a corporate body and an agency for development at state level by distributing and spurring socio economic growth on Selangor.

PKNS is the owner of multiple subsidiaries specialized in building maintaining and managing properties and its development with one goal to drive the state of Selangor into a green and prosperous future.



“Our business was expanding and we needed a affordable enterprise telephony platform to accommodate our expanding business needs, Intuittech with its Asterisk based solution was a perfect fit” -

Saharom Bin Moni, Director IT, PKNS

Challenge

Having multiple offices all over the state it became difficult and expensive for PKNS to communicate with its staff and subsidiaries. consolidation of multiple smaller offices into a new location was a first step to help the business.

continuous expansion, project offices and new business vertical such as Hosted and Virtual offices added to the complexity while sourcing for a new communications platform. Scalability, cost efficiency, simplicity, VoIP and call centre functionalities are some of the main requirements that had to be fulfilled.

In addition, the need for flexibility and integration into customer relationship solutions (CRM) for its new virtual office business where key to the success of the solution itself.

Solution Starting with a highly available Asterisk Cluster in the new headquarters the foundation for PKNS new telecommunications infrastructure was laid out.

With scalability to serve more than 4000 users without adding additional hardware, PKNS gained a future proof easy to use telephony platform. Possibilities to integrate all the site offices as well take care of all the back office staff in the headquarters are met.

For it's new Virtual Office business (VIO), Intuittech Sdn Bhd installed and additional Asterisk Cluster at VIO office in Shah Alam, creating a full fledged inbound call centre solution based on Asterisk. Intuittech integrated the call centre with a CRM solution that provides information to VIO on their clients and inbound callers, helping to increase the service level to their customers.

Result With Asterisk, the open source telephony platform from Digium, Intuittech provided a flexible, scalable and fully VoIP featured telecommunications solution that fits all the requirements of PKNS. With its inbuilt call centre capabilities, ease of use and ability to integrate into CRM solution it just was a perfect fit.

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