



SOLUTION REVIEW: TELKOM

Largest Telecommunications Provider in Indonesia Implements Centralized EPPM Solution for Standardization, Collaboration, and Maximum Efficiency

ABOUT TELKOM

PT Telekomunikasi Indonesia, commonly known as Telkom Indonesia or Telkom, is the largest and only state-owned telecommunications enterprise and telecommunications and network service provider in Indonesia. Telkom serves millions of customers throughout Indonesia with a complete range of telecommunications services that includes fixed wireline and fixed wireless connections, mobile communications, networking and interconnection services, and Internet and data communication services. Telkom also provides various services in the field of information, media and edutainment, including cloud-based and server-based managed services, e-Payment services and IT enabler, e-Commerce, and other portal services.

THE CHALLENGE

Telkom's different departments had been using disparate project-tracking systems, mainly Excel spreadsheets and manual processes, which led to redundant, inconsistent, compartmentalized, and unreliable information. The confusion among the different data silos made reporting difficult, time-consuming, and inaccurate, with almost no executive visibility. As a result, project tracking and accountability was non-existent, making it difficult to drive and align projects with corporate priorities.

THE SOLUTION

Gaea implemented Primavera Instantis in order to establish a single system of truth for end-to-end project execution, providing standardization, coordination, and collaboration throughout the entire organization. Gaea's implementation of Instantis created high operational efficiency and better alignment of projects and programs with strategic business objectives. By leveraging a single source of truth, program and project data is accurate and consistent, resulting in significant productivity gains, better control, improved project management, and improved service quality.