



ANGKASA PURA II PREPARES FOR THE UNEXPECTED WITH MOTOROLA SOLUTIONS

MOTOROLA'S TETRA SOLUTION REINFORCES AIRPORT EFFICIENCY AND SECURITY MEASURES



BACKGROUND

Soaring towards first-class standards

Indonesian aviation services and infrastructure facilities provider Angkasa Pura II took the leap from analog radio to digital two-way radio in 2011, and has never looked back since.

Headquartered at the Soekarno-Hatta International Airport in Tangerang, Banten, the state-owned enterprise provides services at 13 airports in Western Indonesia. It has a vision to become a leading world-class airport operator, and strives to develop more infrastructures and facilities and improve on its services. Angkasa Pura II will have completed the development and expansion of Terminal 3 in the Soekarno-Hatta International Airport in Tangerang, Banten, lifting its capacity to serve more than 20 million passengers in 2017.

Seamless communication is one of the key factors to ensure smooth operations within an airport environment. At Angkasa Pura II, the communication systems are used by security officers, customer service staff, first aid personnel, firefighters, monitoring centers and more. These systems are also vital in facilitating intensive coordination efforts by authorities such as Customs, Immigration and Quarantine (CIQ), Tower or Air Traffic Services, as well as the police force.

THE CHALLENGES

Building a seamlessly connected workforce

Angkasa Pura II used to rely on an analog radio-based communication system. However, the system was often crippled due to high operational and maintenance costs as well as low availability of spare parts. Users also found that the system was unable to meet the rapidly

CUSTOMER'S PROFILE

Company:

PT. Angkasa Pura II (Angkasa Pura II)

Application Partner:

PT. Mobilkom Telekomindo

Industry Name:

Transportation and Logistics

Key Benefits:

- Clearer and more reliable communications
- Increased ability to coordinate seamlessly across 13 airports
- Heightened security and privacy during calls
- Real-time alerts for emergencies

Product Name:

- TETRA MTS2
- TETRA MTS4
- Motorola MTP850
- Motorola MTM800E
- Dimetra IP

increasing call volume requirements – this led to disruptions during calls at times.

As a major gatekeeper of national security, it is essential for airports to safeguard themselves against potential threats. This can be achieved through high-tech communication – which gives airport personnel the ability to connect and respond swiftly to emergencies. To realize its goal, Angkasa Pura II needed a solution to ensure that its teams could always be in sync and on high alert to make the best decisions fast.

THE SOLUTION

Making a smooth landing

Recognizing the need for new and world-class standards in technology communications, Angkasa Pura II explored the latest radio technologies deployed by civilian and military airports around the world. In 2011, it decided to employ the services of Motorola.

Migration was rolled out in three phases from 2011 to 2014. The first phase was carried out at the Soekarno-Hatta International Airport, and the subsequent phases at the remaining 12 regional airports, six at a time.

TETRA systems MTS2 and MTS4 and Motorola portable radio devices MTP850 and MTM800E were implemented first. Users were presented with sophisticated features which were previously unavailable in the analog radio system, such as group talk and interoperability across airports in the region.

Later, supported by PT. Mobilkom Telekomindo (Mobilkom) – a leading radio trunking provider in Indonesia, Motorola helped Angkasa Pura II ensure smooth coordination, control and monitoring between its head-quarter and its other 12 airports. Today, Motorola's entire digital radio system is synced with Angkasa Pura II's Integrated Ground Communication System at all 13 airports – supporting more than 1,300 units of digital radios.

To find out more about TETRA technology, and its solutions and applications, contact your local agent at

www.motorolasolutions.com

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“PT Mobilkom Telekomindo is committed to supporting smooth radio communications across airports even beyond those under Angkasa Pura II's management. Our priority is to provide support for infrastructure reliability and as well as provide our customers with training and development in information technology.”

Satrio Koentjoro, Marketing Director,
PT. Mobilkom Telekomindo.

THE BENEFIT

Taking off with superior communication standards

Motorola's TETRA digital radio solution has transformed the way Angkasa Pura II works. The company now enjoys reliable communication with enhanced clarity, as well as the ability to set up multiple group conversations without disruptions or cross-call interference. In the event of an emergency, all airport personnel can receive alerts instantly, and in real-time. In this way, crisis control operations can be executed in less than three minutes – a standard superior to the analog system.

Coordination between all 13 airports under the company's purview has become seamless. Besides paving the way for excellent crisis management, this newfound efficiency has improved customer satisfaction as well.

“With the new communication system, our coordination processes with 12 other airports and in every airport zone can be done efficiently without disruption. Thus, we can further increase passenger satisfaction,” noted Marzuki Battung, Vice President, Infrastructure & Facility Maintenance of Angkasa Pura II.



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