



My PGN Portal : A Borderless Environment

PT. Perusahaan Gas Negara (PGN) realizes that the needs of accessing information throughout the organizations is a must and should not be limited by problems of accessing the information. Centralized information—critical mission data—must be easily accessible by all employees in order to build satisfaction and trust to customers as well as to investors. Along with the needs of information access, PGN feels that the improvement of inter-employee 3C functions (Communication, Collaborations and Cooperation) is the next item on its agenda.

PT. Perusahaan Gas Negara (PGN) as the state-owned company that has an exclusive task to distribute and develop natural gas, realizes that the effectiveness of information accessing and inter employee coordination is one of the key factors to increase company competitive advantage.

Whenever you think that PGN was lack of IT knowledge and their employees were lack of collaboration, then you are wrong. PGN used to implement Lotus Solutions (Domino and Notes) to overcome their inter-employee communications problem and their daily business activity. However, what happened next was, PGN did not find Lotus functionality in solving or helping their daily business activity. However, by using eBdesk through the PGN Portal (<http://pgn.co.id>), their over 1500 employees got the same information and can collaborate each other effectively and intensively in a one single-unified web-based portal interface.

Except for messaging (mail), PGN saw that other Lotus services were useless. They found it difficult to implement, and they did not find any technical support to help them to solve their problems. Moreover, Lotus solutions also did not give them a portal solution, so that the employees cannot reach



the corporate knowledge while they are out of the office. And its branch offices also did not get the same data as other employees got in the Headquarter. Getting aware of those conditions, PGN was looking for an alternative solution to provide them with an access to the corporate knowledge at any time and anywhere. At the end, again, eBdesk can provide them with what they have been looking for.

PGN realizes that they need a better seamless communication among its branches as well as to their employees. eBdesk provide PGN employees with the most user-friendly messaging tools, starting with Mail, Chat, Group, etc.

Benefits

1 **Cost Reduction**

Lower TCO from Lotus Notes to eBdesk Portal on Linux

2 **Less Paper**

Increasing information flow between employees, increasing productivity

3 **Sharing**

Real time sharing between branches, within a secure environment

4 **Maintenance**

Easy to maintain since all applications on server, with an internet browser on users

5 **Integration**

Integration of division's apps and report into personalized portal



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The better functionality of messaging tools, in accordance with PGN organizational structure, has made PGN communication process more efficient, and employees can easily send their mail to specified formal department in a one click instead of writing each member's mail address.

For inter-employee coordination, PGN fully rely on eBdesk other standard applications. Employees can arrange their agenda with others effectively, and coordinate their project within the same page and application. Hence, eBdesk has fulfilled the PGN needs for more effective and coordinated works.

At the same time, PGN also enjoy the centralized information storage, which let employees to find the information they need and make the corporate knowledge easier to acquire. Employees among branches are easily get their documents or archives since all the corporate knowledge is stored in an order way and can be accessed at anytime and anywhere, as shown in fig. 1.

Highlight FEATURES

Infrastructure :

Compaq Server PIII-500 MHz
1GB RAM, 34 GB disk storage

Environment :

OS Linux Red Hat 6.2
Database MySQL 3.23.22
Web Server Apache 1.3.12

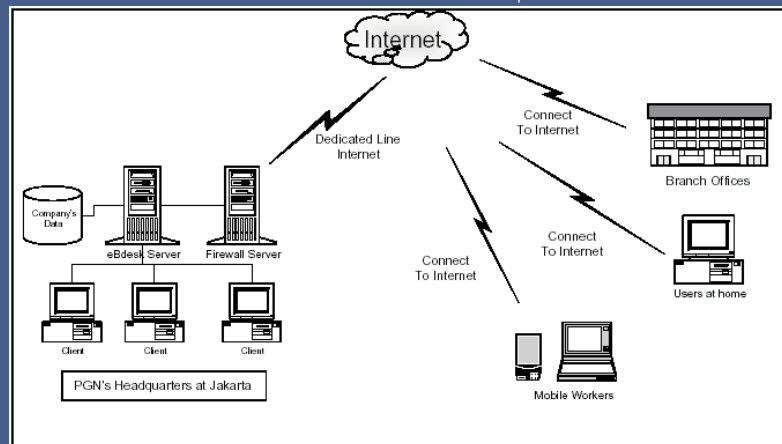
Application :

eBdesk Corporate Portal v3 Linux

User Licenses :

Unlimited licenses, used by more than 1000 users

At the end, PGN seen their portal as a new way of accessing information and as a replacement of their traditional information sharing and analytical works that previously considered as a less productive environment for employee business activities.



About PT PGN

PT. Perusahaan Gas Negara (Persero) / Indonesian state-owned company with seven branches through out Indonesia, has an exclusive assignment to develop and distribute natural and manufactured gas for domestic market.

About eBdesk

feBdesk Ltd was established in 1998, focusing on corporate portal software as its core product. eBdesk is international company with worldwide partners and customers. eBdesk framework consists of eBdesk Portal Builder, SDK , Connectors, Collaboration, Workflow, Knowledge & Document Management

eBdesk corporate portal software is an integrated platform to deploy personalized portal as gateway to information and applications inside or outside corporation. It connects employees, managers, owners, suppliers, partners, and customers in a single information exchange.

On the information searching, eBdesk Corporate Portal Software provides source of information from the internal data repository and from any Internet content sources, which can be customized in accordance to PGN needs. The employees can get and search any information easily, since all information is also structurally stored.

Company critical-mission data from the existing back-end applications, are easily published in this portal. Using the *eBdesk DB Connector*, the back-end database can be pulled and generated into reports in many forms (chart, pivot table, etc). Therefore, employees can get the latest related data, e.g. to the company's sales report or cash flow.