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## **PT. Perusahaan Gas Negara Indonesia (Indonesian State-Owned Gas Company) creates a borderless working environment with eBdesk Corporate Portal Software**

### **Company**

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.

### **Business Position**

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.

### **The Technology**

#### **Software**

eBdesk Corporate Portal Software v3.0

O/S Red Hat Linux 6.2

DBMS MySQL 3.23.22

Apache Web Server 1.3.12

#### **Hardware**

Compaq Server with Pentium III 500-Mhz processors, 1 GB of RAM, and 34 GB of storage.

### **PGN Portal powered by eBdesk Corporate Portal**

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.

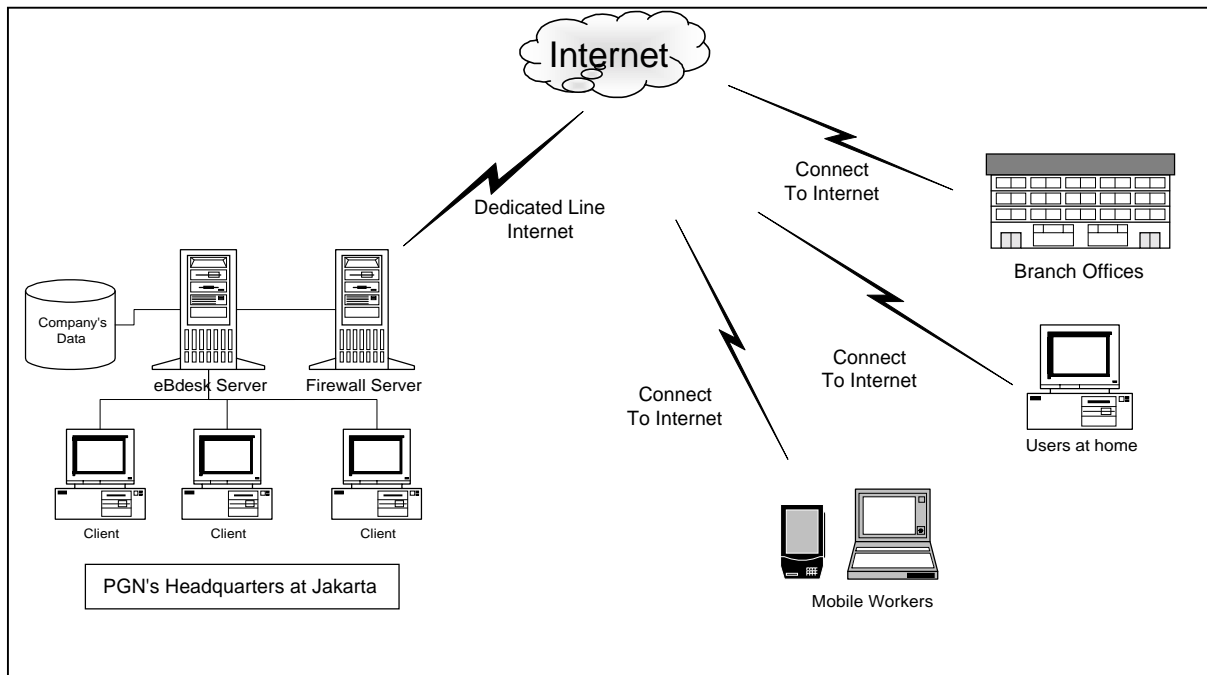
Whenever you think that PGN was lack of IT knowledge and their employees were lack of collaboration, then you are wrong. PGN used to implement Lotus Solutions (Domino and Notes) to overcome their inter-employee communications problem and their daily business activity. However, what happened next was, 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. 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.



**Figure 1. PGN Portal, which will connect their branches and employees at anywhere and anytime**

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.

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.