Full network visibility, shorter response time for Indonesia's leading in-flight operator

Aerofood ACS
GARUDA INDONESIA GROUP

Industry: Catering & Logistics Services

Solution Area: Networking

"We wanted a partner who can deliver a consistent, reliable network experience and is able to monitor the quality of our network. The partner must be able to do troubleshooting, make quick and timely decisions to resolve our IT problems, and keep us updated regularly."

Mr Muhammad Irfan,
Senior Manager
Aerofood ACS

PACKET SYSTEMS
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The customer

Aerofood ACS, a subsidiary of Indonesia's national flag carrier, Garuda Indonesia, known for its premium class services, is today a market leader in delivering quality catering and in-flight logistic services across Indonesia.

The challenge

Aerofood ACS' previous computing environment comprised a number of networks that were operating in silos, resulting in lack of visibility and control as well as an inconsistent user experience.

As a result, Aerofood ACS was unable to monitor network usage and performance. It could not diagnose or troubleshoot problems effectively and decisions could not be made quickly.

The difficulty in troubleshooting also significantly added to the cost of running the network and the lack of network performance monitoring metrics also meant that processes could not be optimised or scaled effectively as the business expands.

The solution

Packet Systems Indonesia (PSI) was selected as Aerofood ACS's new managed services provider, taking care of the backbone network, including network monitoring, maintenance and troubleshooting. Aerofood ACS now has better control and network visibility and is able to integrate and centralise the different network environments.

There is improved troubleshooting and network problems can be resolved quickly, sometimes as fast as 15 minutes. The costs savings have enabled Aerofood ACS to reduce the IT budget by 15 percent and it now takes 50 percent less time to respond to customers.

"Once PSI came on board, we immediately saw improvements in our infrastructure support. Our IT support is now more knowledgeable and we can now give priority to our privilege users. We also get regular monthly reports on network transactions, activity and usage across all our assets in our nine locations."

Mr Muhammad Irfan, Senior Manager of Aerofood ACS

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