

PT Fiber Media Indonesia

Improving network and customer experience for a growing business.

“ALE has provided excellent assistance from both technical and business perspectives to help make our business expansion project a success.”

Budi Aditya, CEO, PT Fiber Media Indonesia

PT Fiber Media Indonesia (FMI), as part of PT Remala Abadi Tbk, has been in the field of telecommunications infrastructure services since 2009. Since then, FMI has grown rapidly and now provides telecommunications services for various industries, primarily in the Greater Jakarta area, in both the government and private sector.

CHALLENGES

Solution reliability is critical for service providers like FMI who cannot afford any downtime in service delivery to their customers. FMI was looking for a solution that would help improve the network's performance and reliability in their existing and new infrastructure.

In addition, FMI was looking for a scalable solution with fast convergence time and multiple optimal paths for bridged and routed traffic to ensure that if there was a problem in the network, it would recover quickly.

- Reduce latency for better customer experience and connection speed supported by real-time connection
- Increase connectivity by providing higher access bandwidth for subscribers, and increase the backbone connectivity with 40/100G port density

ACTION

Alcatel-Lucent Enterprise performed a trial that showcased how we could improve their network performance through our Shortest Path Bridging (SPB) feature.

The new infrastructure, based on Alcatel-Lucent OmniSwitch® platforms, delivers a higher connection speed with real-time connections and has helped to reduce latency for a better customer experience. The solution provides higher access bandwidth for subscribers and increases backbone connectivity as well.

PRODUCTS AND SOLUTIONS

[Alcatel-Lucent OmniSwitch® 6900C32E](#)

[Alcatel-Lucent OmniSwitch® 6900X24](#)

RESULTS

Technical Benefits

- SPB delivers traffic on shortest path available and enables network virtualization in carrier-grade networks
- SPB ensures security by separating different types of traffic into “containers” to prevent unauthorized access
- SPB minimizes downtime and improves network convergence time

Financial Benefits

- Operational costs reduced by up to 15% as it takes less time to resolve diverse connectivity issues
- Reduced OPEX while still meeting growing demand for high-speed, reliable and innovative services

User Experience Benefits

- Reduced complexity and greater time-savings for IT/OT team because SPB enables team to easily identify the problem source, allowing them to focus on key tasks
- Higher connection speed and higher access bandwidth for FMI subscribers

WANT TO TALK WITH SOMEBODY?

CONTACT US



Customer Story

MARKET: SERVICE PROVIDER

IMPLEMENTED: 2023

COUNTRY: INDONESIA

USERS: 100+ENTERPRISES

ORGANIZATION:

FIBER MEDIA INDONESIA (FMI)

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