

# Enhanced safety communications: oil & gas

Leading Indonesian oil and gas company relies on MOTOTRBO™ for mission-critical communications for improved safety, productivity, and efficiency

Established in 1993, PT Mobilkom Telekomindo is Indonesia's leading trunking radio operator, licensed by the Indonesian government for the 400 MHz & 800 MHz (VHF & UHF) frequency bands.

Mobilkom is a full-service solution provider offering conventional radio solutions, digital trunking services for voice and data, microwave links, project consultancy, and contractor services. It services more than 350 customers (over 5000 subscribers) from the public and private sectors through its distributed public and private networks, including a leading Southeast Asian energy and natural resources company that focuses on the exploration and production of oil and gas in Indonesia, alongside clean power, power generation, and copper and gold mining. This energy and natural resources company is listed on the Indonesia Stock Exchange and promotes safe and sustainable operations, environmental stewardship, and responsible growth.

## Customer

Energy and natural resources company

## Industry

Oil and Gas

## Partner

PT Mobilkom Telekomindo (Mobilkom)

## Location:

Indonesia

## Solutions

- MOTOTRBO™ Capacity Max
- MOTOTRBO™ Capacity Plus
- MOTOTRBO™ SLR 5300 repeaters
- MOTOTRBO™ SLR 8000 repeaters
- MOTOTRBO™ XiR P8668 intrinsically safe portable two-way radios with IMPRES™ batteries
- MOTOTRBO™ XiR M8688 mobile radios



**MOTOROLA SOLUTIONS**



## Challenges

This energy company has exploration and production operations across Indonesia, predominantly in West and South Sumatra. It had previously been using an analogue radio system.

However, the system had been in operation for many years and had become outdated; sometimes the radio signal was weak or there was interference from other channels and users, which created confusion and delays when communicating messages.

This affected team coordination and efficiency, especially when immediate decisions and actions were needed. It also compromised worker safety.

Moreover, the analogue systems could not offer functionality such as radio traffic analysis, which the company needs for its future communication project plan, call queuing, over-the-air programming, or enhanced safety and security features.

Therefore, in a drive to optimise its field operations and services, the company decided to look at upgrading to a digital radio system that could deliver reliable, clear, instant communications between users and with the site offices. They needed a rugged, easy-to-use device, suitable for potentially explosive environments, that could deliver loud, crisp audio and safety features such as emergency calling.

Other key requirements were the security of the communications, as increasingly sophisticated cyber-attacks are a growing threat to the energy sector, and the need for cost-effective, future-proof and scalable technology to ensure a successful long-term investment.







## Solutions

Mobikom conducted thorough site assessments before drawing up proposed installation schemes. Then it ran small-scale Proof of Concept (PoC) demonstrations to test signal coverage. Following the success of these trials, Mobikom deployed MOTOTRBO™ Capacity Max and MOTOTRBO™ Capacity Plus systems at the customer's exploration and production sites, supporting users with training on how best to store the radios and utilise them for effective, safe communications. This training and Mobikom's ongoing 24/7 service and support help to keep the customer's systems working effectively, so the business operates efficiently, safely, and more productively.

The MOTOTRBO™ radio networks provide robust, blanket coverage across all areas of the sites, connecting all team members, from operational zones such as drilling, production, and storage to administrative office zones. In this way, radio users can receive instructions, deploy personnel, confirm job status updates, raise issues, and address any safety or security concerns, all in real-time, knowing their messages will be heard the first time. The networks are heavily used; currently, most communications are individual calls, however, various talk groups have also been established to ensure effective coordination between relevant groups.

## Benefit

The MOTOTRBO™ systems are delivering 100% coverage and 100% availability. Teams can now collaborate effectively in real-time, which helps them work more efficiently and productively. Managers can quickly dispatch the closest support technicians whenever issues occur on-site, manage operational changes, and maintain an on-time schedule. Moreover, communications are secure, as all voice, data, and control traffic is encrypted, all radios have secure authentication and remote device disabling or re-enabling, in case any devices are lost or stolen. The system is also easy to use and to manage, with features such as over-the-air programming, call prioritisation, and load balancing, to monitor traffic load per repeater.

Most importantly, the solution enhances worker safety, as it offers capabilities such as emergency calling and transmit interrupt. In the future, further features such as GPS tracking, lone worker, voice-recording, and Man-Down alert could all also be easily implemented. MOTOTRBO™'s functionality helps to keep workers safe, and the customer estimates that safety has improved by 50%. Moving forward, the company hopes to interconnect all its MOTOTRBO™ systems and link them to its HQ, to ensure further operational visibility and collaboration across the whole business.

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Our customer's MOTOTRBO™ radio systems deliver reliable, robust communications to enhance safety and boost productivity and efficiency at their production and exploration sites across Indonesia. Moving forward, we hope to interconnect these networks and link them to their HQ, for even greater operational visibility and collaboration across the business.

– Risky Sudjatmoko, Marketing and Sales Director, PT Mobikom Telekomindo







## Mission-critical communications with MOTOTRBO™ for improved safety, productivity, and efficiency

- The MOTOTRBO™ systems deliver robust, reliable coverage across all areas of the sites, with 99% system availability
- The customer estimates that team safety has improved by 50% since deploying MOTOTRBO™
- The instant communications are boosting worker efficiency and productivity. All information, orders, and reports can now be received and recorded in real time
- Users appreciate the exceptional audio clarity (noise cancellation), as well as the robust, easy-to-use design of the radios and their long battery life
- The networks can be interconnected in the future for greater operational visibility and cross-business collaboration
- The company is benefitting from an ongoing managed service, with installation training and ongoing 24/7 customer service & support, to ensure its systems keep working as they should

To learn more, visit: [www.motorolasolutions.com](http://www.motorolasolutions.com)

