



# Success Stories

## CUSTOMER PROFILE



Established in July 1972, Tokai Corporation, one of the world largest manufacturers and marketers of disposable cigarette lighters and multi-purpose utility lighters, is headquartered in Tokyo, Japan. The company has factories and sales offices in 9 countries and 11 locations around the world including America, Europe and Asia. Tokai Corporation's Extensive overseas network serves as the backbone for their status as a leading international branded manufacturer and marketer.

In 1990, Tokai Corporation expanded the business in Indonesia with 450 employees as PT TOKAI DHARMA INDONESIA.

## PT TOKAI DHARMA INDONESIA

Since Toshiba Strata CTX100 was installed, there is no more PABX failure caused by Lightning and telephone cost has been reduced by 30%

Mr. Agus  
IT Manager  
Tokai Dharma Indonesia

## THE SITUATION

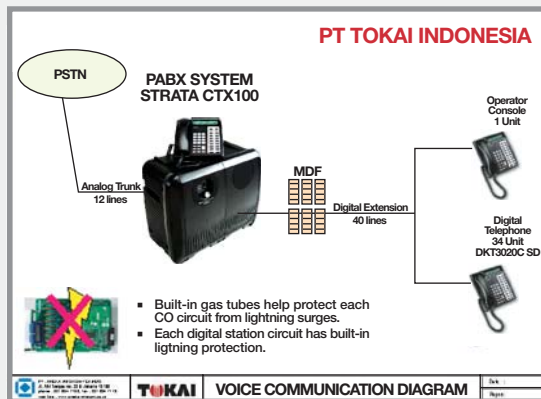
Tokai's factory is in an area with a lot of lightning. Electronic equipments that were not equipped with good surge protectors were destroyed. This also happened with Tokai other brand PABX. The voice communication system gets disconnected many times due to lightning and the existing PABX is not able to prevent such occurrences.

Tokai also have problem with telephone cost. Staff who have the lowest level of COS (Class of Service), that is, those who do not have authorization to make an external phone call, are still be able to contact their friend's fixed phone and even mobile phone. They used mobile phone DTMF signal as a PABX access code.

## THE CHALLENGES

- Eliminate PABX equipment from being destroyed by lightning.
- Eliminate calls being made by non-authorized personnel.

## THE SOLUTIONS



Based on problems that appeared in Tokai, PT Aneka Infokom Tekindo, Toshiba Partner in Indonesia, provided the solution using Toshiba Strata CTX100 with full digital extension. It is safe from lightning. The required PABX capacity is 12 lines analog trunk, 40 lines digital extension and 1 unit operator console.

PT Aneka also programmed the Personal Identification Number to ensure the PABX security. Toshiba

Strata CTX100 give guarantee to customer that only authorized staff is able to make an external call.

## THE RESULT

Mr. Agus, IT Manager Tokai Dharma Indonesia said that "Since Toshiba Strata CTX100 was installed in 2003, there is no more PABX failure caused by Lightning and telephone cost has been reduced by 30%". The new PABX system has reduced maintenance and telephone cost.

## SOLUTION PROVIDER



PT. Aneka Infokom Tekindo