



# Supporting free speech

## Indonesia's election supervisory board relies on Avaya Scopia®

Badan Pengawas Pemilihan Umum (Bawaslu) relies on videoconferencing to reduce the costs and complexity of monitoring elections across the 33 provinces of Indonesia. By changing to Avaya Scopia, it has become even more efficient – reducing its communication costs by 200% compared to its previous solution.

With an electorate of around 187 million, Indonesia is the world's third-largest democracy – but also one of the most geographically complex. The country consists of 33 provinces and over 1300 islands, including the most densely populated island in the world – Java – and some of the least populated.

### The 2014 elections

Since 1999, Indonesia has undertaken substantial reform of its electoral system. In 2004, it held its first ever presidential elections; in July 2014, the third such election took place, following legislative elections in April 2014.

Bawaslu is the organisation responsible for supervising the elections, and ensuring they take place freely and fairly. Its role begins before voter and candidate registration, and continues right through vote counting, right up to the inauguration of the president, and it is recognised both nationally and internationally as a vital part of the process.

To perform its role, Bawaslu has a team in each of the country's provinces, working with a central office in Jakarta, Indonesia's capital. The local teams monitor the electoral process in the province, reporting back on issues and

requesting advice and support from the central team when necessary.

### Video collaboration the key

Clearly, communications between the teams play a vital role – and to support such communications and collaboration, Bawaslu relies on videoconferencing. It holds daily briefings with all local offices, as well as ad hoc video calls with individual offices as required.

This process began for the 2009 elections, but for 2014, Bawaslu wanted to update its video systems to take advantage of new capabilities and higher quality audio and video, and increase reliability.

Initially, it proposed simply to move the latest version of the solution it had. But Avaya gold partner Kayreach System offered an alternative: Avaya Scopia.

Scopia is one of the most advanced, yet user-friendly video conferencing solutions on the market. It offers a comprehensive range of products, from multipoint conferencing units and management software to desktop and mobile clients that can be deployed rapidly. Crucially, Scopia is also standards-based, which means it can work with conferencing platforms from other vendors.

### Comprehensive and cost-effective

When Bawaslu's Head of IT Network Security, Mr M Idham, looked at the solution Kayreach proposed, it was clear that Scopia's endpoints offered the reliability and functionality that his organisation needed, including the option to record calls locally. But crucially, it offered that functionality at a substantially lower cost than the incumbent solution. Mr Idham chose to introduce Scopia.

"As a publicly-funded organisation, it is our responsibility to operate as cost-effectively as possible," he confirms.

"Scopia gave us an ability to reduce the costs of video communication by 200% compared to our previous solution. That meant we could use it more and, with additional mobile client options, we can save more travel time and cost. Equally importantly, field teams can get the support they need from the centre faster."

### A perfect solution

Kayreach installed Scopia XT5000 endpoints in each of the 33 provinces in a series of phases, ready for the July legislative elections. It ensured they worked with the MCU, from the previous vendor, and also provided local support and training, helping users understand how to operate the client software. The system worked perfectly, and an additional three endpoints were then installed for the presidential elections. Throughout, Scopia lived up to its promise of offering the same – or better – functionality at a lower cost, vital for the integrity of Bawaslu and the entire monitoring process. Field teams can be briefed on new issues simultaneously, and when remote offices want the support from the centre, they can contact experts by video. As well as the

obvious advantage of face-to-face communication, this allows them to show things on screen such as suspicious registration documents.

Bawaslu too recognises that, to date, it has not used all of the capabilities of the Scopia platform. In particular, the organisation is keen to make use of Scopia Mobile Applications, allowing individual members of the team to collaborate from in the field itself, rather than from remote offices. That's just one part of a broader collaboration solution that Bawaslu is currently considering, which also includes the use of Avaya one-X® Mobile on smartphones and tablets. Together, these mobile clients will transform not only the cost of collaboration but also the flexibility of the Bawaslu workforce.

This is essential as the role of Bawaslu will continue after the Presidential elections. The next task will be monitoring regional elections in different provinces. The role of Scopia will therefore continue too, helping Bawaslu fulfil its vital duties as cost-effectively as possible.

## Learn More

For more information, contact your Avaya Account Manager or a member of the Avaya Connect channel partner program, or access other collaterals at [www.avaya.com](http://www.avaya.com).

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

## Applications, systems and services

Avaya Scopia® XT5000

Avaya Scopia® XT4200

Avaya Scopia® Mobile

Local support from Kayreach System

## Challenge

Reduce the costs of the videoconferencing solution that provides the vital link between the election supervisory board's central office and 33+ field teams.

## Value created

- Improved video quality while reducing total costs of the system by 200%
- Simplified information-sharing with remote teams
- Updated endpoints without needing to change the MCU, thanks to Avaya use of open standards
- Considerable savings on travel time and costs throughout the election process

“As a publicly-funded organisation, it is our responsibility to operate as cost-effectively as possible. Scopia gave us an ability to reduce the costs of video communication, and increase its usage.”

— Mr M Idham, Head of IT Network Security, Bawaslu

## ABOUT BAWASLU

Badan Pengawas Pemilihan Umum, commonly abbreviated to Bawaslu, is the election supervisory board of Indonesia. It was formed as part of the electoral reforms introduced in 1999, and its role and status are defined in Indonesian law. [www.bawaslu.go.id](http://www.bawaslu.go.id)

## ABOUT KAYREACH SYSTEM

Kayreach System is one of Indonesia's largest and most successful systems integrators. Based in Jakarta, it is an Avaya Gold Business Partner and has particular expertise in video conferencing and unified communication. [www.kayreach.com](http://www.kayreach.com)