ConnexCS helps build and deliver a Light Communication Product to fulfill the Unique Communication Requirements of an Off-shore Oil Rig Operator

Overview

Our client wanted to provide a bespoke communications product for one of their clients who operates in the Oil and Gas Industry. Their client operates multiple offshore oil rigs near the coast of Western Africa.

They wanted to provide communication facilities to everyone stationed on their oil rigs. There were certain unique requirements for this deployment along with the ability to deliver calls internationally.

About the Client

Our client is a reputed telecommunications company registered with the Nigeria Communications Commission (NCC) and the Association of Telecommunication Companies of Nigeria.

They offer a multitude of VoIP and Unified Communications Systems to businesses operating on various levels and scales.

ConnexCS enables them to deliver bespoke communication products to serve the unique requirements of these industries and businesses.

The Challenge

Our client's customer required a light communication system that would enable them to provide a communication facility to everyone stationed on the platform. The specific requirements were as follows:

1) Each employee will be assigned a 5 / 6 digit employee ID.
2) Each employee will be allocated credits every month in the form of minutes.
3) In order to talk to someone, an employee needs to use a desk phone, authenticate their identity using the employee code and then dial in the destination number.
4) The duration of the call made shall be deducted from the available credit balance with the specific employee.

While this seems simple in theory, it is complex to implement considering the system needs to be light, easy and quick to deploy in multiple instances.

ConnexCS's Solution

Our platform and its core solutions can work together to offer an ever-increasing range of possible solutions for any communication requirement. In this case, each of our three core solutions worked as follows.

The IVR / Class 5 PBX

The SIP desk phones deployed on these oil rigs connect directly into our Class 5 PBX solution deployed with our client. The moment an employee picks up the phone, they're greeted by the IVR menu.

The IVR menu asks the employee to authenticate their identity by inputting their employee ID. The employee ID is then verified and if it checks out, the employee is taken to the next menu.

In the next IVR menu, the employee has a quick option to dial their emergency contact or primary home contact. The other option lets them dial in any number to place a call.

Once the call finishes, the duration of the call is deducted from the credit limit allocated to that particular employee.

ScriptForge

Script Forge is our logical processor that can run all forms of script to manage and manipulate communication and calls through all our offerings.

Script Forge works in tandem with the IVR / Class 5 PBX. Specifically, it manages the employee authentication function, call routing and credit calculation and management.

It can be used for various different scenarios where an IVR menu can be used to process complex and logic-intensive tasks.

SIP Trunking

Delivering the calls to the right destinations is equally important. ConnexCS has a worldwide presence which allows it to deliver calls anywhere and everywhere.

Thus, every employee stationed on the multiple oil rigs now has the option to call back home, irrespective of where their home might be.

Having our own servers spread across the globe also helps ConnexCS deliver the best audio quality and an overall seamless communication experience.

The Result

A Unique product for a unique set of requirements was delivered to our client in one week. The light application was put together, tested and made ready for deployment, all within a week.

The best part is that this light application can be further tweaked to support additional functions and logic.

At ConnexCS, we understand that opportunities can come at any moment and we can assist you to make the most of these opportunities before anyone can steal them.

Possible Applications

You can develop similar light communication products using ConnexCS as your CPaaS. ScriptForge allows for an endless level of complex logic processing and management. Combine that with our communication services and you can quickly deliver a full suite of communication.

This particular light product developed for the oil rigs can also be deployed for:

1) Offshore construction or any offshore site.
2) Any far-off or remote business operation with a sizable workforce.
3) Research vessels or sites located in far-off regions.
4) Offshore or remote Observatories or outposts.

As long as the site has an active internet connection, via satellite or Starlink, fully-fledged and managed communication capabilities can be delivered.