



Improving Collaboration & Security

# How PT Kereta Api Indonesia (PT KAI) Streamlined Communication with Zimbra

CUSTOMER ORGANIZATION NAME

PT Kereta Api Indonesia (PT KAI)

INDUSTRY

Transportation

PT Kereta Api Indonesia (Persero) ("PT KAI") is a state-owned enterprise engaged in the field of rail transportation services. PT KAI is the biggest operator of public railways in Indonesia. Their vision is to be the best transportation ecosystem solution for Indonesia.

## The Challenge

PT KAI serves as Indonesia's national railway operator with over 27,000 employees and handled 39million passenger journeys in January 2025 alone—with exceptionally high volumes of both internal and customer data under its responsibility. As this involves a vast amount of sensitive information—ranging from employee payroll, passenger biometrics, identity records to operational dashboards, PT KAI needed to adopt data security and privacy as core, non-negotiable principles, embedding them into every phase of its IT lifecycle—from design and deployment to day-to-day operations and system governance.

## The Solution

PT KAI partnered with PT Excellent Infotama Kreasindo and PT Arulogic to deploy Zimbra:

### • Initial Setup

Implemented Zimbra Community Version for core email and calendar functionality.

### • Upgrade

Migrated to Zimbra for enhanced security, scalability, and system integration.

## The Results

Zimbra enabled PT KAI to:

- Improve operational efficiency through shared calendars, task management, and document collaboration.
- Strengthen communication security with LDAP and Two-Factor Authentication (2FA).
- Reduce phishing and spam risks with robust access control and encryption.
- Seamlessly integrate with third-party applications.

## Partner Insight

PTKAI's deployment of Zimbra was anchored by a deliberate, community-driven partner strategy. They were on Zimbra community version, supported by PT Excellent Infotama Kreasindo and upgraded with the help of PT Arulogic.

Far beyond simple vendor handoff, both partners delivered continuous engagement across configuration tuning, security hardening, and lifecycle maintenance. Their fast response times and deep subject-matter expertise empowered PTKAI to adapt the platform instantly to internal requirements, avoid operational disruptions, and steadily increase platform maturity and resilience.

For more on Zimbra's enterprise solutions and case studies, visit [zimbra.com](https://zimbra.com).

## Headquarter

Bandung, Indonesia

## Why Zimbra

- **Flexibility:** Open-core, customizable
- **Security:** LDAP, 2FA, and anti-spam tools
- **Scalability:** Grows with workforce and needs
- **Efficiency:** Simplified workflows and user management

**"Zimbra offered the flexibility and scalability we needed to manage complex communication requirements. Its open-source nature helped us customize the platform without vendor lock-in."**

**— Rizky Taqwa Perdana**  
Specialist of Application Management, PT KAI

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