



Kenya Airways Operations Control Centre finds new focus with Teltronics Recording Solution

Kenya Airways is the flag carrier airline of Kenya, based in Nairobi. It started operations on 4th February 1977, and operates scheduled services throughout Africa, Europe, the middle East and Asia with its main base at Jomo Kenyatta International Airport, Nairobi. Moi International Airport in Mombasa serves as a focus city.

Kenya Airways Brief

Kenya Airways required a voice recording solution for their Operations Control Centre (OCC). They were committed to reducing crew and staff communication discrepancies. They also had a need to track fault logging for the purposes of Health & Safety.

Kenya Airways decision to bring in a recording solution was driven by a requirement to record VoIP extensions for compliance purposes and communication verification. The solution had to have the ability to expand with the OCC's growth, have a strong emphasis on reporting along with the ability for expansion to radio/mobile phone recording via Nokia's second generation PremiCell terminal TFE-2 for Fixed Wireless solutions based on wireless radio technology.

"The **praetorian** VOICE RECORDER™ has been a valuable tool in reducing crew and pilot shift discrepancies," said Walton Otunga, Kenya Airways Communications Engineer. "Before the introduction of the Teltronics recording solution the OCC where unable to confirm that crew had been updated with changes to shift patterns. We are now able to cross reference our records with voice recordings and prove pilots have been informed. All personnel are aware of the recording tool in place; we have therefore been able to streamline the OCC's operational procedures."

Key Benefits to Kenya Airways

- Improved analysis of call patterns and call durations
- Enhanced quality of OCC fault logging data submission
- Disputes are resolved quickly and efficiently

Kenya Airways reviewed several voice recorders during their tender process and chose the Teltronics solution based on it's simplicity and price.

"After our 6 month review procedure, which included customer site visits for each tender submission, we found the Teltronics voice recorder to be the most cost effective and feature rich solution available", said Walton Otunga. "We were struck by the recorders user friendly search, retrieval and playback functionality."



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