

# SUCCESS STORY

## Operations Control Center Finds A New Focus With Teltronics Call Recording Solution



### HigherGround®

**Client:** Kenya Airways  
**Location:** Nairobi, Kenya  
**Industry:** Service  
**Solution:** Call Recording

**History:** Based in Nairobi, Kenya Airways is the flagship carrier airline of Kenya. The airline began operations in February of 1977 and conducts scheduled services throughout Africa, Europe, the Middle East and Asia, with its main base at Jomo Kenyatta International Airport. Moi International Airport in Mombasa serves as a focus city for Kenya Airways.

*"Teltronics Call Recording solution has been a valuable tool in reducing crew & pilot shift discrepancies. Before it's introduction, the OCC was unable to confirm that crew members had been updated with shift pattern changes. We are now able to cross reference our records with voice recordings & prove pilots have been informed, streamlining the OCC's operational procedures."*

▲ **Walton Otunga,**  
**Communications Engineer**  
**for Kenya Airways**



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### THE CHALLENGE

Due to the sensitive nature of the airline business, Kenya Airways recognized that a reporting tool was necessary for compliance purposes and communication verification. The company was committed to reducing staff communication discrepancies and also needed to track fault logging for the purposes of passenger and staff health and safety.

### THE SITUATION

The call recording solution required the ability to expand with the Operations Control Center's (OCC) growth, have a strong emphasis on reporting, as well as progression to radio/mobile phone recording via Nokia's second generation PremiCell terminal TFE-2 for Fixed Wireless solutions based on wireless radio technology.



### WHY TELTRONICS?

Throughout the selection process, Kenya Airways reviewed several voice recording solutions and eventually chose the Teltronics solution based on its simplicity and price.

*"After our six month review procedure, which included customer site visits for each potential vendor, we found the Teltronics call recorder to be the most cost-effective and feature-rich solution available," said Walton Otunga. "We were struck by the recorder's user-friendly search, retrieval and playback functionality."*



### THE RESULTS

Key Benefits to Kenya Airways:

- Improved analysis of call patterns and call durations
- Enhanced quality of OCC fault logging data submission
- Quick and efficient resolution to disputes

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