MULTIPOLAR
TECHNOLOGY
GROUP

ARCHITECTING
YOUR IT

TABLE OF CONTENTS

003

002

008

101

113

129
112

000

324

543

236

4

ARCHITECTING YOUR IT

Information Technology (IT) goes beyond creating frameworks and structures that support operational systems. It should be about designing and delivering valuable technology solutions that align with the clients' goals, needs, as well as the benefits that they can provide for their own customers.

We believe that IT solutions should be designed appropriately, built from the ground up and delivered as key pieces that fit into and help actualize the clients' goals and fulfill their needs. Several things need to be assessed in order to do so: the staff's skill level, the business process and the existing IT environment.

It is our role at Multipolar Technology (MLPT) to architect appropriate IT solutions by leveraging the right technologies and providers that not only help businesses achieve specific short-term goals but also pave the way for their overall growth in the long run. The key is positioning ourselves in a value chain with our clients, working toward a common goal of an ever-greater end: customer satisfaction.

By providing added values on our end that are aimed toward benefiting their customers, our clients are empowered to improve customer experience on their end and enabled to grow their businesses as well as the industry they are in.
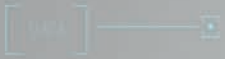
ABOUT MULTIPOLAR TECHNOLOGY

In 1975 we started laying the foundation of experience and innovations — a direction that led to our current state as a prominent System Integrator.

Multipolar Technology offers one-stop Information Technology services and solutions that aim to give our clients a competitive edge amid the rapid growth of IT utilization across all industries.

With constant updates and developments happening very rapidly, we are committed to bringing values by driving new improvements to our services and preparing new solutions to be offered to our clients, be it infrastructure, integration, business solutions, professional services, managed services and data center services, all the while contributing to the overall growth of IT business.

Having earned a strong reputation in a list of comprehensive services and solutions such as Project Management and Core Banking Integration, we are constantly working on new initiatives that focus on our clients' business process and their customers' experience.

Together with our subsidiaries PT Visionet Data Internasional (VisioNet) and PT Graha Teknologi Nusantara (GTN), our competent and committed team consists of more than 2000 dynamic individuals with hands-on experience in handling projects with a wide range of size and complexity. Since they hold such vital roles in offering the best technology services to our clients, we constantly maintain and support their capabilities by sharpening their skills, adding new knowledge and encouraging personal growth.

As the trusted partner of renowned technology providers such as IBM, Cisco, HPE, NCR, Lenovo, Microsoft and Oracle, we are able to extend world-class technology to our solid partnerships with our clients. Our large clientele includes all BUKU 4 and key private banks, top-tier telecommunication companies as well as major corporations in financial, government, oil and gas, retail and manufacturing industries.

We are setting our sights on consistent and sustainable growth by constantly seeking new business opportunities and sustaining the increase of operating profit.

CORE VALUES

Our Vision

To be an admired technology services company, delivering sustainable value to its stakeholders, and positively impacting lives

Our Mission

- Embracing trusted partner relationships through the provision of excellent solutions

- Adhering to our corporate philosophy for the highest quality standards of our Human Capital, so as to ensure the sustainable growth of our enterprise

Our Philosophy $M=IQ^2$

M

MULTIPOLAR TECHNOLOGY

We believe in three factors that uniquely shape our identity in relationships with our customers, our people and the community. Those factors are:

I

INTEGRITY

Inspire our people to apply ethical business practices with pride

Q

QUALITY OF SERVICE

Meet or exceed customer's expectations

Q

QUALITY OF WORK-LIFE

Encourage individual dignity and growth

we CARE

We CARE

Work Ethic CARE is the spirit at work and characteristic of Multipolarians which must be internalized wholeheartedly and become the base of behavior in performing their roles optimally, better and with utmost quality. Therefore, Multipolarians can be a professional of character, high integrity, continuous development and competiveness.

C

COMPETENT

We pledge to be competent in our expertise to deliver the highest service quality to our customers

A

ACTIVE AND PROACTIVE

We take an active and proactive role in creating appropriate solutions for our customers

R

RELIABLE

We are a reliable business partner who delivers what we have committed

E

EMPATHETIC

We are empathetic towards our customers' needs, therefore we align our solutions to meet their requirements

9

MILESTONES

For more than four decades, we have been continuously taking strategic actions that keep us relevant to the ever-changing market and make way for the ever-evolving technology to bring value to the customers. Every flagship project, strategic partnership, business evolution, acknowledgement and recognition is a significant milestone that built us up to our present state as the prominent information and management technology organization.

1970s

1 Electronic Retailer

Brought an entertainment console to Indonesia that paved the way for electronic gaming in the following eras

1980s

2 Semi-automated Banking System

Introduced the first semi-automated banking system that initiated the banking operation era in Indonesia and improved its efficiency and effectiveness

3 Banking Automation Infrastructure

Became one of the first IBM Business Partners and introduced a mission-critical system that helped Indonesia's banking and other industries

1990s

4 Integrated Core Banking System

Introduced fully integrated banking system, eliminating any manual works and improved capabilities in controlling and reducing risks, following our first implementation of semi-automated banking system in the previous decade

5 Interactive Voice Response (IVR)

Became the first in facilitating banks in Indonesia with an automated telephony system that interacts with callers, gathers information, and routes calls to the appropriate recipients, which allowed them to offer 24x7 banking information services to their customers

6 Credit Card Solution

Pioneered the implementation of credit card processing solutions using IBM midrange servers

7 Automated Teller Machine (ATM)

Commenced in providing automated cash transaction systems that revolutionized banking automation transaction at the start of the electronic channel era

8 Analytics and Data Warehouse

Began implementing analytics systems that delivers business insights from raw data to useful information for decision makers

9 Internet Protocol (IP) Network

Supported the IP network in Indonesia to efficiently reduce the cost of installation and telecommunication by bringing the necessary resources and skills in the first implementation of Cisco IP Telephony which connected multiple offices with a full IP network

10 e-Channel: Internet Banking, SMS Banking and Mobile Banking

Recognized the importance of customer experience in banking by developing internet banking, web teller and mobile banking solutions and introducing the first e-Channel platform that is fully integrated with core banking

11 IT Consulting

Introduced the IT Consulting services that are based on IT-and-business strategic alignment, enabling the clients to have practical and suitable IT planning-development-operations that support and drive the business to achieve the business goals and transformation

12 Electronic Switching

Answered the need for efficiently handling transaction volumes as the electronic channel era unfolded by implementing high-performance transaction processing and ATM switching

13 IT Managed Services

Established PT Visionet Data Internasional (VisioNet), a fully managed IT outsourcing services, that offers a nation-wide coverage of service points throughout Indonesia focusing on helping and supporting our customers in managing their IT operations and ensuring optimal effectiveness, reliability, and performances of their day-to-day activities

14 Virtualization

Brought in the skill set and know how to provide flexible and agile IT environment as the foundation of digital business in Indonesia

15 IT Application Integration

Facilitated the alignment of businesses to IT of multiple enterprises with the implementation of Service Oriented Architecture (SOA) that initiated the formation of integrated business ecosystems during the onset of the digitalization era

16 Data Center

Established PT Graha Teknologi Nusantara (GTN) which manages GTN Data Center Rated 3 that understood and answered the specific demand for an integrated and complete IT intensive data center solution that meets the international standard of 24x7 service

17 Next Milestone

To launch digital solutions and prepare platforms for clients to enter the digital business by providing software-defined infrastructure, cloud-based platform, solution and analytics paving the way for an API economy era and Artificial Intelligence (AI)

SOLUTION PILLARS

Our service portfolio is designed as layers and pillars that facilitate and support business customers in the construction of IT strategy, planning and governance, the development of IT systems that include hardware and software, the monitoring of IT operation and security and the provision of a trusted operational data center. Each pillar is designed, assembled and continually improved by dedicated business entities of focused expertise and all-round superiority.

STRATEGY AND PLANNING

- Digital Transformation Planning
- IT Strategy & Planning
- IT Operation & Governance
- Independent Validation & Verification (IVV)
- IT PMO Set Up & Operation Assistance
- Data Center Consulting
- Data Governance

CUSTOMER EXPERIENCE PLATFORM AND SERVICES

- e-Channel
- Mobility
- Communication System & Collaboration
- CRM
- Digital Marketing
- Business Process Outsourcing
- Branch IT Services

DIGITAL INSIGHTS

- Big Data & Analytics
- Business Performance Intelligence
- Artificial Intelligence

DIGITAL CORE APPLICATION PLATFORM AND SERVICES

- Banking Solutions
- ERP
- Smart Office
- EPM
- Field Operations
- Merchant IT Services
- IT Application Managed Services
- IT Operation Managed Services

INTEGRATION PLATFORM AND SERVICES

- Blockchain
- IoT
- OS & Virtualization
- Database Platform
- SOA
- Container Management
- API Management

INFRASTRUCTURE PLATFORM AND SERVICES

- ICT Infrastructure
- Colocation Services
- Data Center Managed Services
- Cloud Services (IaaS, PaaS)
- DRaaS

SECURITY PLATFORM AND SERVICES

- Security Solutions
- Managed Security Service Provider (MSSP) / Security Operation Center (SOC)

13

Strategy and Planning
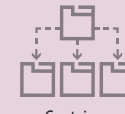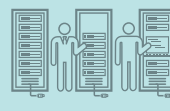
SERVICES / SOLUTIONS	BUSINESS BENEFITS
Digital Transformation Planning	MLPT's Consulting Services provide your company with Digital Transformation Planning services, so that you will be ready for the impact of the transformation. Though the growth may seem deceptively unattractive at the beginning, you don't want to miss the momentum to disrupt and gain exponential growth over your competitors.
IT Strategy & Planning	MLPT's Consulting Services approach will ensure IT can support the achievement of your business goals with the right IT plans and guidelines by involving the business users in defining their requirements based on well-known international frameworks (TOGAF).
IT Operation & Governance	MLPT's Consulting Services will provide proper ITSM consulting services to your business and ensure that your business is able to manage the operations and disruptions by preparing the right policies, standards, procedures and also guidelines to implement based on well-known international frameworks (ITIL).
Independent Validation & Verification (IVV)	MLPT's Consulting Services will enable you to properly perform IT solution acquisition and implementation by utilizing the right methodology in capturing the real user requirements and providing prove that the application is successfully implemented.

SERVICES / SOLUTIONS	BUSINESS BENEFITS
IT PMO Set Up & Operation Assistance	Enable your business or organization to maximize the benefits and minimize the risks of your project portfolios by implementing proper selection and prioritization approach that fits to your business strategic objectives as well as taking into account your available funds and resources. The set up PMO will also make it easier for you to constantly monitor and measure the performance of your project portfolio execution by employing the right enterprise project management tools and standard practices.
Data Center Consulting GTN DATA CENTER	Plan your business continuity and consult your data center needs with an experienced team of experts.
Data Governance	Enable your company to build capabilities on the overall management of the availability, usability, integrity and security of data used in your enterprise. A sound data governance program includes the governing body or council, a defined set of policies and procedures, and plan to execute those procedures. You will be ready then for situations like data loss, poor data quality, misuse of stolen data, etc.

Customer Experience Platform and Services

SERVICES / SOLUTIONS	BUSINESS BENEFITS
e-Channel	Ensure your customers receive consistent standardized delivery of information and services that is low cost, convenient, and flexible.
Mobility	Make the most of mobile devices to maximize overall efficiency in data collection, application access, report review and collaboration.
Communication System & Collaboration	Distribute information and build relationships more productively and efficiently across your entire organization including its partners and customers.
Customer Relationship Management (CRM)	Improve your relationship with existing customers, find new prospective customers, and win back former customers by collecting, organizing, and managing your customer information.
Digital Marketing	Maintain a dominant online presence by delivering well-designed content to customers, especially on mobile. Employ a smart digital marketing strategy with higher ROI and revenue by gaining true insight into audience's behavior for easy analysis, adaptation and conversion optimization.

SERVICES / SOLUTIONS	BUSINESS BENEFITS
Business Process Outsourcing **VisioNet** TOTAL IT MANAGED SERVICES	Improve your business productivity, save costs, and effectively utilize resources by outsourcing internal business functions and focusing more on your core business.
Branch IT Services **VisioNet** TOTAL IT MANAGED SERVICES	Gain access to a secure network with reliable management for local services without relying on a centralized IT hub.

Digital Insights

SERVICES / SOLUTIONS	BUSINESS BENEFITS
Big Data & Analytics	Maximize the business benefit of your data to save money, reduce risks, and gain new revenue streams by having access to valuable market insights when choosing the right business strategy.
Business Performance Intelligence	Get accurate operation and customer data, trends and forecasts, important business metrics and performance reports from one source that is accessible from your mobile device. Have your business questions immediately answered, decisions quickly made and operations easily streamlined.
Artificial Intelligence	Stay competitive and drive revenue by utilizing cognitive computing to gain valuable insights from unstructured content such as customer feedback, social media posts, images and videos.

Digital Core Application Platform and Services

SERVICES / SOLUTIONS	BUSINESS BENEFITS
Banking Solutions	Elevate your banking experience and increase customer loyalty by interconnecting branches and providing a multitude of transaction convenience through e-Channels. Increase operational efficiency and reduce support expenses as well as time-to-market with a streamlined process and immediate access to Compliance & Analytics.
Enterprise Resource Planning (ERP)	Automate operations, centralize data, forecast results and self-create reports in order to increase efficiency and productivity, all the while ensuring regulatory compliance and data security.
Smart Office	Easily manage information, smartly monitor activities, collaborate efficiently, and improve employee productivity by providing avenues to manage and streamline processes in your organization by taking advantage of a more agile and interconnected workforce.
Enterprise Project Management (EPM)	Plan, schedule and control any project with ease, from the simplest to the most complex. Ensure its success by distributing the best resources, tracking progress, communicating performance, analyzing options and reallocating budget.

Digital Core Application Platform and Services

SERVICES / SOLUTIONS	BUSINESS BENEFITS
Field Operations **VisioNet** TOTAL IT MANAGED SERVICES	Gain access to experienced engineers to support Branch and Merchant IT Services with more than 2000 personnel nationwide, dashboard for performance monitoring, and tablet equipped for job assignment.
Merchant IT Services **VisioNet** TOTAL IT MANAGED SERVICES	Give your customers flexibility in making payment transactions while at the same time gain access to the latest payment technology with a full range of device maintenance support to ensure the speed and transparancy of transactions, as well as deliver reliable reports with valuable data accuracy.
IT Application Managed Services **VisioNet** TOTAL IT MANAGED SERVICES	Improve application performance and achieve better business results by leaving your day-to-day application management development and operations to us and focusing on your core business.
IT Operation Managed Services **VisioNet** TOTAL IT MANAGED SERVICES	Hire trained, experienced, qualified and certified IT operatives on a need basis with minimized risks associated with sensitive information.

Integration Platform and Services

SERVICES / SOLUTIONS	BUSINESS BENEFITS
Blockchain	Reduce the time it takes for a transaction to take place, remove overhead costs and intermediaries, reduce risks, and increase trust by utilizing a shared ledger that is immutable, transparent, traceable, and secure.
IoT	Connect with your suppliers, customers and partners to increase productivity, enable process automation, and optimize your value chain by linking processes to cyber-physical systems and evolving to be a part of a networked economy.
OS & Virtualization	Increase IT agility, flexibility and scalability with significant cost savings in multiple aspects, enabling business continuity and disaster recovery.
Database Platform	Gain faster data access, storage and manipulation, and systems in managing vast quantities of data of your business.
Service Oriented Architecture (SOA)	Align your business with IT using services that can increase business agility, improve business workflows, enable an expandable architecture, enhance reuse, and expand life spans of applications.

Integration Platform and Services

SERVICES / SOLUTIONS	BUSINESS BENEFITS
Container Management	Transfer data and software in your internal organization or to external locations in a secure, flexible, auditable, and cost effective platform.
Application Program Interface (API) Management	Provide access to your business to gain efficiency internally with automation and obtain a wider reach to your customers through integration, apps, and personalizations.

Infrastructure Platform and Services

SERVICES / SOLUTIONS	BUSINESS BENEFITS
ICT Infrastructure	Reduce downtime and costs by using a tailor-made set of high performance infrastructure which is delivered by our certified experts of in-depth experience in large and complex projects.
Colocation Services **GTN** DATA CENTER	Expand your data center to a state-of-the-art highly secure facility and infrastructure and gain access to better reliability, more power, and larger storage space.
Data Center Managed Services **GTN** DATA CENTER	Benefit from a green data center to ensure your environment's reliability and scalability, enhancing your organization's information availability and data performance with excellent connectivity, and a multi-layered security system. Focus more on your core business and strategic projects and let us take responsibility for the day-to-day management of your data center infrastructure across your network, server, storage, and software.
Cloud Services (IaaS & PaaS) **VisioNet** TOTAL IT MANAGED SERVICES	Benefit from an agile infrastructure to support your business growth and get the freedom to leverage more time and resources in bringing innovations through applications and solutions by taking advantage of a pay-per-use subscription model.

Infrastructure Platform and Services

SERVICES / SOLUTIONS	BUSINESS BENEFITS
Disaster Recovery as a Service (DRaaS) **VisioNet** TOTAL IT MANAGED SERVICES	Be prepared in handling unforseen events that can affect your business's ability to operate through reliable and professional services that will enable you to continue serving your customers even after a disaster happens.

Security Platform and Services

SERVICES / SOLUTIONS	BUSINESS BENEFITS
Security Solutions	Protect your business, employees and customers from unauthorized access attempts, abuse of authority and damage to assets and information with our end-to-end security solutions.
Managed Security Service Provider (MSSP) / Security Operation Center (SOC) **VisioNet** TOTAL IT MANAGED SERVICES	Gain access to a dedicated team of cybersecurity experts, a unified incident response framework and a 24x7x365 security barrier that detect, identify, counteract and protect your business from security threats.

STRATEGIC ALLIANCES

"IBM is currently focusing its business as a Cognitive Solution and Cloud Platform company, and for that choosing the right partner is a key. We partner with Multipolar Technology to grow our business and assist clients to transform in today's digital era."

Hans Dekkers, President Director, IBM Indonesia

"As one of Cisco Gold Certified Partners, Multipolar Technology together with Cisco have grown together and shaped the technology landscape in Indonesia. From the era of simple networking to current trend in cloud, security and digitalization, this partnership will stand the test of time and deliver our combined and unmatched value proposition to numerous customers in Indonesia."

Charles Sutanto, Director Partner Organization, Cisco Systems Indonesia

"At VMware, we're dedicated for every customer's success. It's extremely critical to work with trusted and reliable partner like Multipolar Technology, which combined their technology expertise along with services to deliver Cloud infrastructure solution addressing specific customer needs."

Cin Cin Go, Country Manager Indonesia, VMware

BROAD CLIENTELE

BANKING

"*Multipolar Technology's team gave satisfying services during the project. Not only were they acting as the sales while providing the right solutions for us, but they also took the role as a consultant who gave advice on which solutions would best meet our expectation.*"

**Jeffry Sugiharto, IT Manager,
PT Bank JTrust Indonesia Tbk**

"*After Multipolar Technology implemented the solutions for Datawarehouse, our banking operational system got more effective and efficient. It brought valid and reliable data to our management. And we're very happy with this improvement.*"

Saladin D. Effendi, Head of Information Technology, PT Bank Muamalat Indonesia Tbk

FINANCE (NON-BANKING)

"From the redesign process all the way to its overall implementation throughout our 17 branch offices, Multipolar Technology succeeded in delivering the best products and advanced technology with high professionalism, good work ethic and competent knowledge. The resulting improvements in network architecture enabled us to increase the security posture over our network infrastructure and provide services with high availability for our consumers."

Rei Munisati, Head of IT Security and Compliance, PT Sompo Insurance Indonesia

MANUFACTURING, RETAIL AND E-COMMERCE

"By colocating our Data Recovery Center at GTN Data Center, availability for business and decision-making process is unfailingly supported with the use of cold containment system, dual active power supply and DRUPS as a backup power supply. Its reliable security system safeguards our equipment and transaction data while allowing access at all times. To top it all off, its premium commercial location, invaluable Managed Services and Japanese Quality Standard make GTN Data Center a superior, well-rounded choice for data center."

Johan Soegiarto, Head of IT, PT Matahari Department Store Tbk

TELECOMMUNICATION

"Answering the need to increase our fiber capacity, Multipolar Technology together with Cisco was able to offer an optical solution that stood out in not only flexibility and competitive pricing but also the ability to remotely configure each site as needed. As a result, we were able to accelerate time-to-market and reduce the possibility of human error in our Metro Jabodetabek DWDM project."

Desmond Poon, CTO, PT Link Net Tbk

OTHERS

"In facing the challenges of keen competition in the TV industry and transformation of huge analog database to digital database over the past decade, Metro TV formed a sustainable relationship with Multipolar Technology. The partnership resulted in not only smaller operational costs, reduced telecast delays and easier network infrastructure maintenance, but also successful transformation on the digital broadcast system."

Waspan Arifin, Chief IT System and Network Administrator, PT Media Televisi Indonesia (Metro TV)

RECOGNITION

CONSISTENT PERFORMANCE

- IBM Power Systems Specialty Partner
- IBM Systems Storage Specialty Partner
- One of three F5 Guardian Professional Services Installation Providers in Indonesia (2016)
- The first IBM Platinum Business Partner in Indonesia with IBM Power Systems Expert and IBM Systems Storage Expert certifications (2017)
- IBM Choice Award 2016 for Top Strategic Business Partner in Asia-Pacific
- IBM Best Business Partner
- Cisco Gold Partner

GOVERNANCE & COMPLIANCE
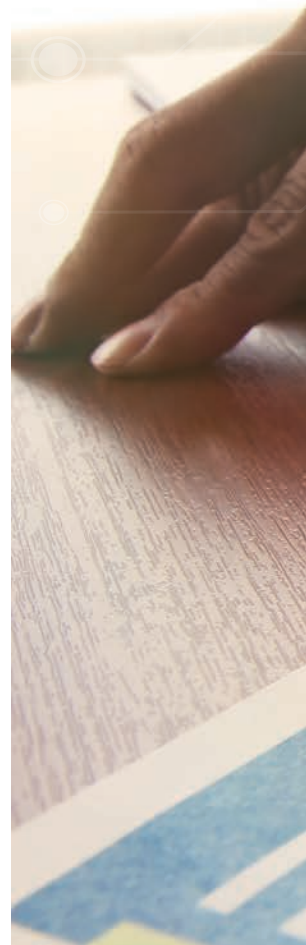
MULTIPOLAR TECHNOLOGY GROUP

- ISO 9001:2015 for Quality Management System in Hardware, Software and Professional Services
- Occupational Safety and Health Management System in IT Industry

VisioNet TOTAL IT MANAGED SERVICES

- ISO 9001:2008 for Quality Management System in Operation and Maintenance Services (Electronic Draft Capture / EDC, Desktop Server Network / DSN and Information Technology / IT) & Quality Management System in Contact Center Services
- ISO 27001:2013 for Information Security Management System (ISMS) in Data Centre Management (including System Server and Network Managed Services)

GTN DATA CENTER

- ANSI / TIA-942:2014 Rated 3 for Telecommunications Infrastructure Standard for Data Centers
- ISO 9001:2015 for Quality Management System in The Provision and Operation Data Center Services
- ISO / IEC 27001:2013 for Information Security Management System in the Provision and Operation of Data Center Services
- PCI Data Security Standard Version 3.2
- Green Building Council Indonesia

ARCHITECTING YOUR IT

Teknologi Informasi (TI) memiliki peran yang sangat penting dalam membantu mencapai tujuan perusahaan dan memberikan nilai lebih bagi pelanggan. Dengan semboyan Architecting Your IT, Multipolar Technology (MLPT) berkomitmen untuk membangun solusi TI yang tepat guna dan memiliki fondasi yang sesuai, dengan mempertimbangkan pertumbuhan klien dalam jangka panjang, kepuasan pelanggan di akhir rantai nilai, dan pertumbuhan industri secara umum.

TENTANG MULTIPOLAR TECHNOLOGY

Dengan pengalaman yang didapatkan dan inovasi yang dilakukan sejak didirikannya pada tahun 1975, Multipolar Technology menawarkan layanan dan solusi TI menyeluruh yang bertujuan untuk memberikan keunggulan kompetitif kepada klien di tengah maraknya pemanfaatan TI di segala sektor industri.

Kami senantiasa mengembangkan diri dan menyertakan teknologi terbaru yang tepat guna untuk memberikan nilai tambah melalui jajaran layanan dan solusi yang komprehensif, mulai dari infrastruktur, integrasi, solusi bisnis, *professional services*, *managed services*, hingga *data center services.*

Sumber daya manusia merupakan aspek yang sangat penting di dalam TI. Bersama dengan anak usaha kami, PT Visionet Data Internasional (VisioNet) dan PT Graha Teknologi Nusantara (GTN), kami memiliki lebih dari 2000 personil yang didukung dengan pengalaman, kompetensi, dan komitmen yang tinggi dalam menangani proyek dengan berbagai skala dan kompleksitas.

Reputasi kami telah terbukti melalui kemitraan dengan perusahaan-perusahaan teknologi kelas dunia seperti IBM, Cisco, HPE, NCR, Lenovo, Microsoft, dan Oracle, serta dengan klien-klien yang meliputi bank BUKU 4 dan bank-bank swasta ternama, perusahan-perusahaan telekomunikasi terkemuka, serta berbagai perusahaan terdepan di industri keuangan, pemerintahan, migas, ritel, dan manufaktur.

NILAI-NILAI INTI

Visi Kami

Menjadi penyedia jasa teknologi terkemuka, yang memberikan nilai berkesinambungan bagi para pemangku kepentingan dan dampak positif bagi kehidupan

Misi Kami

- Menjadi mitra terpercaya melalui penyediaan solusi yang terbaik
- Menyediakan sumber daya manusia yang berkualitas tertinggi dengan mengacu pada filosofi Perseroan, guna menjamin pertumbuhan yang berkesinambungan

we **CARE**

Filosofi Kami M=IQ²

M
MULTIPOLAR TECHNOLOGY

Kami meyakini tiga faktor yang secara unik membentuk identitas kami dalam hubungan dengan pelanggan, personel, dan masyarakat. Faktor-faktor tersebut adalah:

Q
KUALITAS LAYANAN

Memenuhi atau bahkan melampaui harapan pelanggan

I
INTEGRITAS

Menginspirasi penerapan praktik bisnis yang etis dengan rasa bangga

Q
KUALITAS PEKERJAAN DAN KEHIDUPAN

Mendorong martabat dan pertumbuhan individu

We CARE

Etos Kerja CARE adalah semangat kerja dan ciri khas Multipolarian yang wajib dijiwai sepenuh hati dan menjadi dasar perilaku dalam menjalankan perannya secara optimal, lebih baik, dan dengan kualitas yang setinggi mungkin. Dengan demikian Multipolarian dapat menjadi seorang profesional yang berkarakter, berintegritas tinggi, semakin berkembang dan berdaya saing.

C
KOMPETEN

Kami bertekad terus mengasah kompetensi diri agar mampu memberikan layanan dengan kualitas tertinggi bagi pelanggan

R
ANDAL

Kami adalah mitra bisnis yang andal; sanggup menjalankan apa yang menjadi komitmen kami

A
AKTIF DAN PROAKTIF

Secara aktif dan proaktif kami menyediakan solusi yang paling tepat bagi pelanggan

E
EMPATIK

Kami menunjukkan empati dalam memenuhi kebutuhan pelanggan; mampu menyelaraskan solusi dengan kebutuhan pelanggan

REKAM JEJAK

Selama lebih dari empat dekade, serangkaian proyek unggulan, kemitraan strategis, evolusi bisnis, serta pengakuan dan penghargaan yang kami dapatkan menjadi rekam jejak yang membangun dan mengantar Multipolar Technology menjadi penyedia dan pengelola layanan teknologi informasi terkemuka di Indonesia.

1970an

1980an

1990an

1 Peritel Elektronik

Membawa perangkat hiburan ke Indonesia dan membuka jalan bagi permainan elektronik di era selanjutnya

2 Sistem Perbankan Semi Otomatis

Memperkenalkan sistem perbankan semi otomatis pertama yang mengawali era operasional perbankan di Indonesia serta meningkatkan efisiensi dan efektivitasnya

3 Infrastruktur Otomatisasi Perbankan

Menjadi **salah satu Mitra Bisnis IBM** yang pertama dan memperkenalkan sistem *mission-critical* bagi perbankan dan berbagai sektor industri lainnya di Indonesia

4 Sistem *Core Banking* Terintegrasi

Memperkenalkan sistem perbankan yang terintegrasi penuh guna menghilangkan pekerjaan manual serta meningkatkan kemampuan mengendalikan dan mengurangi risiko, menyusul penerapan sistem perbankan semi otomatis pertama di dekade sebelumnya

5 *Interactive Voice Response* (IVR)

Menjadi yang pertama dalam memperlengkapi bank-bank di Indonesia dengan sistem *telephony* terotomatisasi yang memungkinkan interaksi dengan penelepon, mengumpulkan informasi, dan mengalihkan panggilan ke penerima yang dituju, guna menyediakan layanan informasi perbankan 24x7 bagi nasabahnya

6 Solusi Kartu Kredit

Memelopori penerapan solusi pemrosesan kartu kredit menggunakan IBM midrange server

7 *Automated Teller Machine* (ATM)

Mulai menyediakan sistem transaksi tunai otomatis yang merombak transaksi perbankan terotomatisasi di awal era *channel* elektronik

8 *Analytics* dan *Data Warehouse*

Memulai penerapan sistem analisis yang mampu menghasilkan persepsi bisnis dari data mentah menjadi informasi yang berguna bagi pengambil keputusan

9 Jaringan *Internet* Protocol (IP)

Mendukung jaringan IP di Indonesia yang secara efisien menekan biaya instalasi dan telekomunikasi melalui penyediaan sumber daya dan keahlian yang dibutuhkan dalam implementasi pertama Cisco IP Telephony yang menghubungkan beberapa kantor melalui jaringan IP

10 *e-Channel: Internet Banking, SMS Banking* dan *Mobile Banking*

Mengidentifikasi pentingnya pengalaman pelanggan dalam perbankan dengan mengembangkan solusi *internet banking*, *web teller*, dan *mobile banking* serta memperkenalkan

platform e-Channel pertama yang terintegrasi secara menyeluruh dengan *core banking*

11 *IT Consulting*

Memperkenalkan layanan *IT Consulting* yang didasarkan pada keselarasan yang strategis antara TI-dan-bisnis, yang memungkinkan klien memiliki perencanaan-pengembangan-operasional TI yang praktis dan sesuai untuk mendukung dan mendorong bisnis dalam mencapai tujuan dan transformasi bisnis

12 *Electronic Switching*

Menjawab kebutuhan akan penanganan volume transaksi secara efisien di era *channel* elektronik dengan menerapkan

pemrosesan transaksi berkinerja tinggi dan ATM *switching*

13 *IT Managed Services*

Mendirikan PT Visionet Data Internasional (VisioNet) yang menyediakan layanan *outsourcing* TI secara menyeluruh dengan titik layanan di seluruh Indonesia, yang berfokus membantu dan mendukung klien dalam mengelola operasional TI dan memastikan efektivitas, keandalan, dan performa yang optimal dalam kegiatan harian

14 Virtualisasi

Menyajikan keahlian dan kecakapan teknis guna menyediakan lingkungan TI yang fleksibel dan tangkas sebagai landasan bisnis digital di Indonesia

15 Integrasi Aplikasi TI

Memfasilitasi keselarasan antara bisnis dan TI di banyak perusahaan dengan implementasi *Service Oriented Architecture* (SOA) yang mengawali terbentuknya ekosistem bisnis yang terintegrasi menjelang era digitalisasi
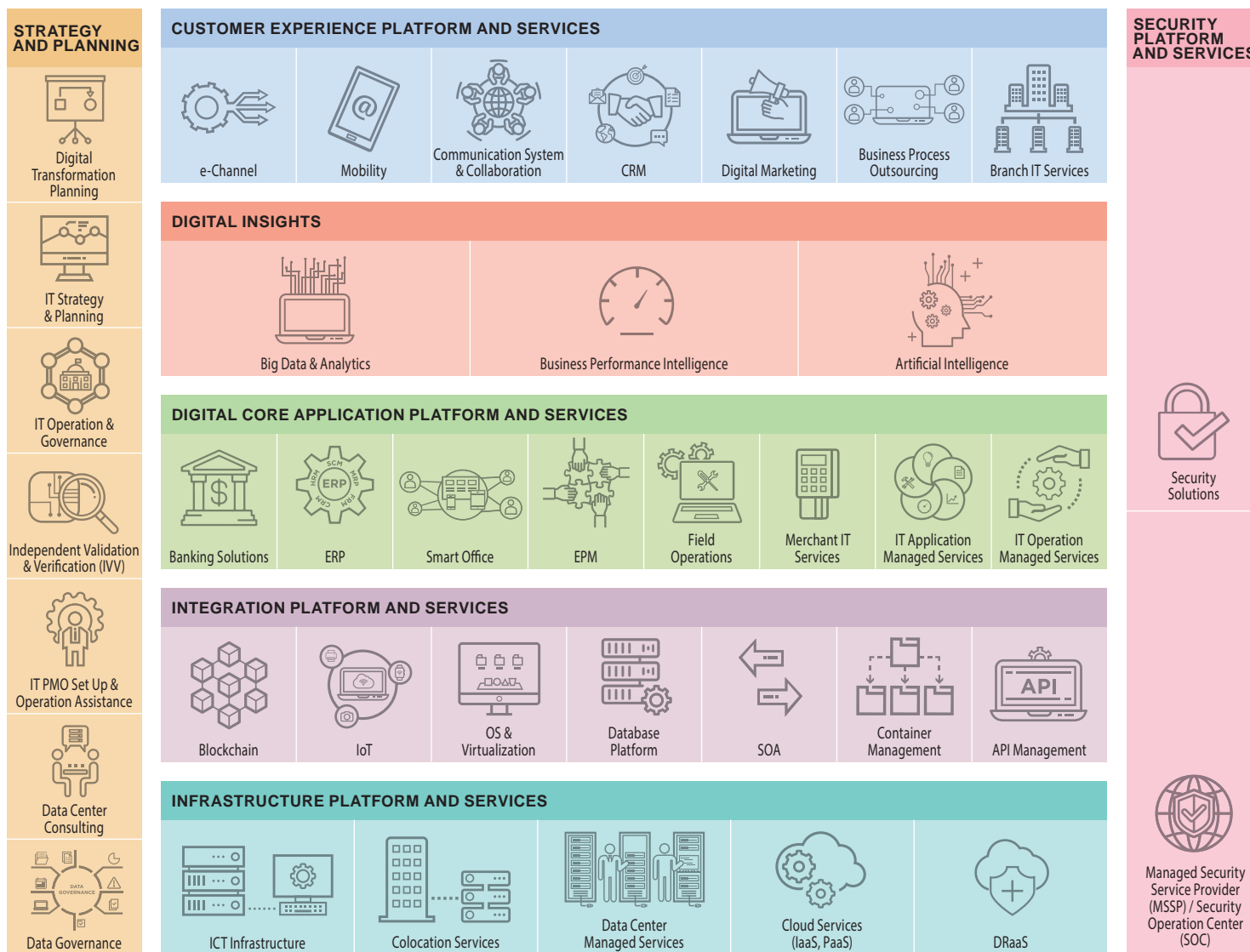
16 *Data Center*

Mendirikan PT Graha Teknologi Nusantara (GTN) yang mengelola GTN Data Center *Rated* 3 guna menjawab permintaan khusus akan solusi TI intensif *data center* yang terintegrasi dan lengkap sesuai standar internasional layanan 24x7

17 Langkah Berikutnya

Meluncurkan solusi-solusi digital dan mempersiapkan *platform* bagi klien dalam memasuki bisnis digital dengan menyediakan infrastruktur berbasis *software*, *platform* berbasis *cloud*, serta solusi dan analisis yang membuka jalan bagi era ekonomi API dan *Artificial Intelligence* (AI)

PILAR SOLUSI

STRATEGY AND PLANNING

- Digital Transformation Planning
- IT Strategy & Planning
- IT Operation & Governance
- Independent Validation & Verification (IVV)
- IT PMO Set Up & Operation Assistance
- Data Center Consulting
- Data Governance

CUSTOMER EXPERIENCE PLATFORM AND SERVICES

e-Channel	Mobility	Communication System & Collaboration	CRM	Digital Marketing	Business Process Outsourcing	Branch IT Services

DIGITAL INSIGHTS

Big Data & Analytics	Business Performance Intelligence	Artificial Intelligence

DIGITAL CORE APPLICATION PLATFORM AND SERVICES

Banking Solutions	ERP	Smart Office	EPM	Field Operations	Merchant IT Services	IT Application Managed Services	IT Operation Managed Services

INTEGRATION PLATFORM AND SERVICES

Blockchain	IoT	OS & Virtualization	Database Platform	SOA	Container Management	API Management

INFRASTRUCTURE PLATFORM AND SERVICES

ICT Infrastructure	Colocation Services	Data Center Managed Services	Cloud Services (IaaS, PaaS)	DRaaS

SECURITY PLATFORM AND SERVICES

- Security Solutions
- Managed Security Service Provider (MSSP) / Security Operation Center (SOC)

KEMITRAAN STRATEGIS

KLIEN DARI BERBAGAI INDUSTRI

PERBANKAN

FINANSIAL (NON-PERBANKAN)

MANUFAKTUR, RITEL DAN *E-COMMERCE*

TELEKOMUNIKASI

LAINNYA

PENCAPAIAN

KINERJA YANG KONSISTEN

- IBM Power Systems Specialty Partner
- IBM Systems Storage Specialty Partner
- Satu dari tiga F5 Guardian Professional Services Installation Providers di Indonesia (2016)
- IBM Platinum Business Partner pertama di Indonesia dengan sertifikasi IBM Power Systems Expert dan IBM Systems Storage Expert (2017)
- IBM Choice Award 2016 untuk Top Strategic Business Partner di Asia-Pasifik
- IBM Best Business Partner
- Cisco Gold Partner

KETAATAN PENUH

MULTIPOLAR TECHNOLOGY GROUP

- ISO 9001:2015 untuk Quality Management System in Hardware, Software and Professional Services
- Sistem Manajemen Keselamatan dan Kesehatan Kerja (SMK 3) di Industri TI

VisioNet TOTAL IT MANAGED SERVICES

- ISO 9001:2008 untuk Quality Management System in Operation and Maintenance Services (Electronic Draft Capture / EDC, Desktop Server Network / DSN and Information Technology / IT) & Quality Management System in Contact Center Services
- ISO 27001:2013 untuk Information Security Management System (ISMS) in Data Centre Management (including System Server and Network Managed Services)

GTN DATA CENTER

- ANSI / TIA-942:2014 Rated 3 untuk Telecommunications Infrastructure Standard for Data Centers
- ISO 9001:2015 untuk Quality Management System in The Provision and Operation of Data Center Services
- ISO/IEC 27001:2013 untuk Information Security Management System in the Provision and Operation of Data Center Services
- PCI Data Security Standard Versi 3.2
- Green Building Council Indonesia

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