

PT MULTIPOLAR TECHNOLOGY Tbk

Company Profile 2021



➤ ABOUT MULTIPOLAR TECHNOLOGY

INNOVATING
experience



Profile of Multipolar Technology

Trusted partner in the planning, design, and development of innovative digital technology and business transformation



Leader and Credible

- Prominent System Integrator since 1975
- IPO on July 8, 2013 – Trade, Services and Investment Sector (ticker code MLPT)
- Certified in each business line



Subsidiaries



PT Visionet Data Internasional (VDI)

TOTAL IT MANAGED SERVICES

Digital IT Managed Services with nationwide coverage throughout Indonesia



PT Graha Teknologi Nusantara (GTN)

Focusing on Rated 3 Data Center Operations and Managed Services



End-to-End Solutions and Services

- Strategy & Planning
- Hybrid Infrastructure Platform & Services
- Hybrid Integration Platform & Services
- Business Solution Platform & Services
- Digital Insights
- Customer Experience Platforms & Services
- Security Platforms & Services



World Class Technology Partner

Cisco, Dell, F5, Google, HPE, IBM, Lenovo, Microsoft, NCR, Nutanix, Oracle, VMware



Large and Solid Client Based

- Since 1975 serves leading government banks, regional banks (BPD), private banks and other financial institutions
- Public sector
- Telecommunication
- Health care services, Education, Oil & Gas, Retail & Distribution, Manufacturing



Competent and Committed Team

- Staffs over 2,900+
- In-depth experience in large and complex projects with industry knowledge, certified personnel and proven methodology



Consistent and Sustainable Growth

Always seek new business opportunity and sustain operating profit growth

Core Values



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

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

Philosophy |

M=IQ²

M = Multipolar Technology

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

Work Ethic |

weCARE

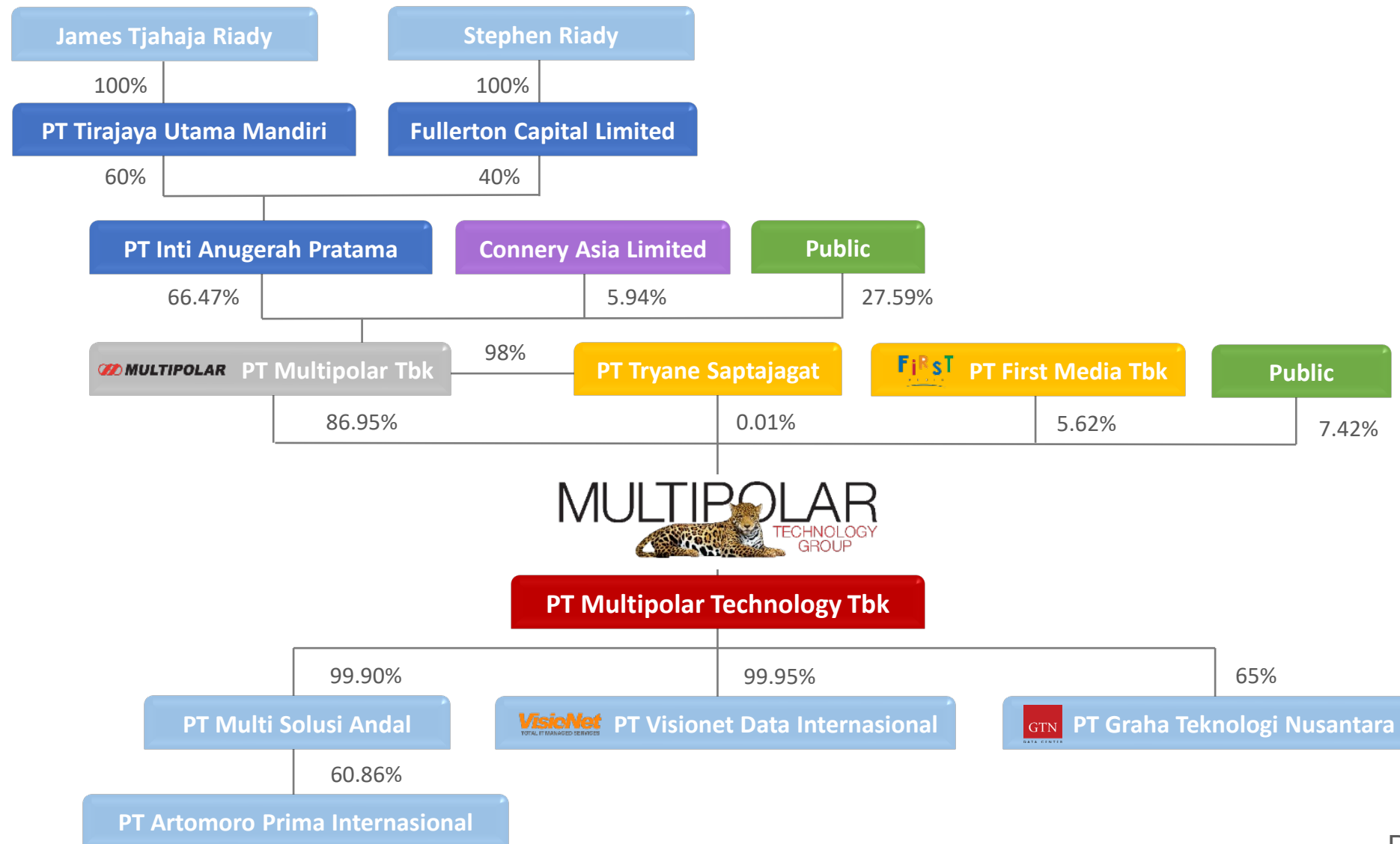
Competent

Active & Proactive

Reliable

Empathetic

Shareholders Structure



Per July 31, 2021

Milestone

1970_s

1. Electronic retailer

Started the business by bringing entertainment devices to Indonesia and paving the way for electronic games in the next era

1980_s

2. Semi-automated banking system

Started an era of banking operations that is more efficient & effective through a semi-automated banking system

3. Banking automation infrastructure

One of IBM's first business partners to introduce mission-critical banking systems

1990_s

4. Integrated Core Banking System

Introduced a fully integrated banking automation system that is able to control & reduce risks

5. Interactive Voice Response (IVR)

The first in equipping 24x7 banking information services with an automated telephony system

2000_s

6. Credit card solutions

Pioneered the application of a credit card processing solution with IBM midrange server

7. Automated Teller Machine (ATM)

Started to provide an automated banking cash transaction system at the beginning of the electronic channel era

8. Analytics and Data Warehouse

Began the application of analytic systems that transform raw data into information that is useful for decision makers

9. Internet Protocol (IP) Network

Supported installation & telecommunications cost efficiency through the implementation of the first Cisco IP Telephony that connects multiple offices through IP networks

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

Identified the importance of the customer's experience by developing internet banking, web teller, mobile banking solutions & introducing the first e-channel platform that is fully integrated with core banking

2010_s

11. IT Consulting

Introduced IT Consulting services to help clients align IT & business planning to achieve business goals and transformation

12. Electronic Switching

Implement high-performance transaction processing & ATM switching to efficiently handle transaction volume in the era of electronic channels

13. IT Managed Services

Established PT Visionet Data Internasional (VisioNet)

14. Virtualization

Present expertise & technical skills to provide a flexible & agile IT environment as a foundation for digital business

15. Integration of IT Applications

Facilitated alignment between business & IT with the implementation of Service Oriented Architecture (SOA) that began the formation of an integrated business ecosystem before the era of digitalization

2020_s

16. Data Center

Established PT Graha Teknologi Nusantara (GTN)

17. SaaS Core Banking

Provide more agile and flexible solutions that meet core banking needs of financial institutions through the SaaS model

18. Business Automation

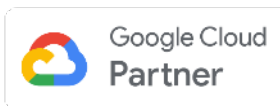
Present Robotic Process Automation (RPA) and Artificial Intelligence (AI)-based technologies combined as solutions that empower rapid end-to-end business process automation and accelerate digital transformation

Comprehensive Solution Pillars

Accelerating the digital transformation in Indonesia



World Class Strategic Alliances



Diversified Customer Based



Banking



Telecommunication



Manufacturing



Retail



Other Financial Institutions



Others



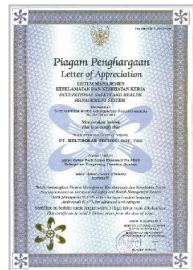
Certified in Each Business Line



- Increase customer trust in service quality
- Improve operational efficiency and effectiveness
- Continuously improve process performance
- Establish guidelines and best practice for security and operational standards



ISO 9001:2015



SMK3



Quality Management System - EDC, DSN, IT



Information Security Management System Data Center Management



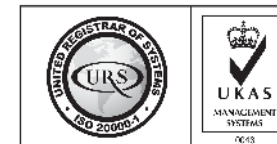
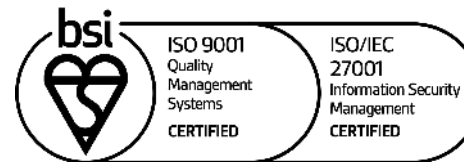
Quality Management System - Contact Center Services



PCI-DSS 2.0 for Field Operation



PCI-DSS 2.0 for Data Center



No: 62201609190001
19 September 2016

2019 Achievements



Principal

- IBM

- 2018 IBM Business Partner Award Top Analytics Business Partner
- 2018 IBM Business Partner Award Top Security Business Partner
- 2018 IBM Business Partner Award Best Marketing Business Partner
- 2018 IBM Business Partner Award Top Software Business Partner
- 2018 IBM Business Partner Award Top Systems Business Partner
- 2018 IBM Business Partner Award Top Commercial Business Partner
- 2018 IBM Business Partner Award Top Business Partner of the Year

- Huawei

- Rising Star Award – 2019 Southern Pacific Partners Appreciation Day

- Cisco

- Cisco SP Partner Day – SP SDN Champion Partner 2019

- F5

- Indonesia Growth Velocity Partner Award 2018

- Lenovo

- Best Value-Added Partner FY1819

- Best Platinum Partner FY1819

Partner

- SWG

- Best Business Partner 2018

- Tech Data

- Top Contributor Award from Tech Data Indonesia

- CTI

- Golden Circle Award 2018

2019 Achievements



Media

- Warta Ekonomi
 - Warta Ekonomi – Living Legend Company 2019
 - Warta Ekonomi – Indonesia Digital Innovation Award 2019
 - Warta Ekonomi – Indonesia Most Admired Company 2019: Pilihan Generasi Millennial
- Infobank
 - 100 Fastest Growing Companies 2018

2020 Achievements



Principal

- **IBM**
 - 2019 IBM Business Partner Award Best Marketing Program
 - 2019 IBM Business Partner Award Top Commercial Business Partner
 - 2019 IBM Business Partner Award Top Integration Platform Business Partner
 - 2019 IBM Business Partner Award Top Security Business Partner
 - 2019 IBM Business Partner Award Top Software Business Partner
 - 2019 IBM Business Partner Award Top Systems Business Partner
 - 2019 IBM Business Partner Award Partner of the Year
 - Asia Pacific Winner IBM Cloud Marketing Business Plan Readouts
- **Red Hat**
 - FY20 Red Hat ASEAN Partner Synergy Awards - Ready Partner of The Year

Partner

- **SWG**
- **Helios**
- **CTI**
- **Tech Data**
 - Best Business Partner 2020
 - Top Achiever Partner 2019
 - Golden Circle Award 2019
 - Top Contributor Award FY2020

Media

- **Warta Ekonomi**
 - Top 4 the Most Valuable Company Award 2020 with Best 5-Months Stock Performance, Sub-sector Computer Services & Other Devices

➤ OUR SUBSIDIARIES

INNOVATING
experience



PT Visionet Data Internasional/VisionNet (VDI)

The first Digital IT Managed Services with the widest reach in Indonesia



Pioneer of IT Outsourcing in Indonesia

- Established on January 18, 2006
- The 1st and largest IT Outsourcing in Indonesia
- Shareholders: PT Multipolar Technology Tbk (MLPT) 99.94% and Tryane Saptajagat 0.06%



Nationwide Coverage

140+ service points in 130+ cities
across 34 provinces



Service Support

- Competent and experienced team
- Contact Center 24x7
- Centralized operation and control



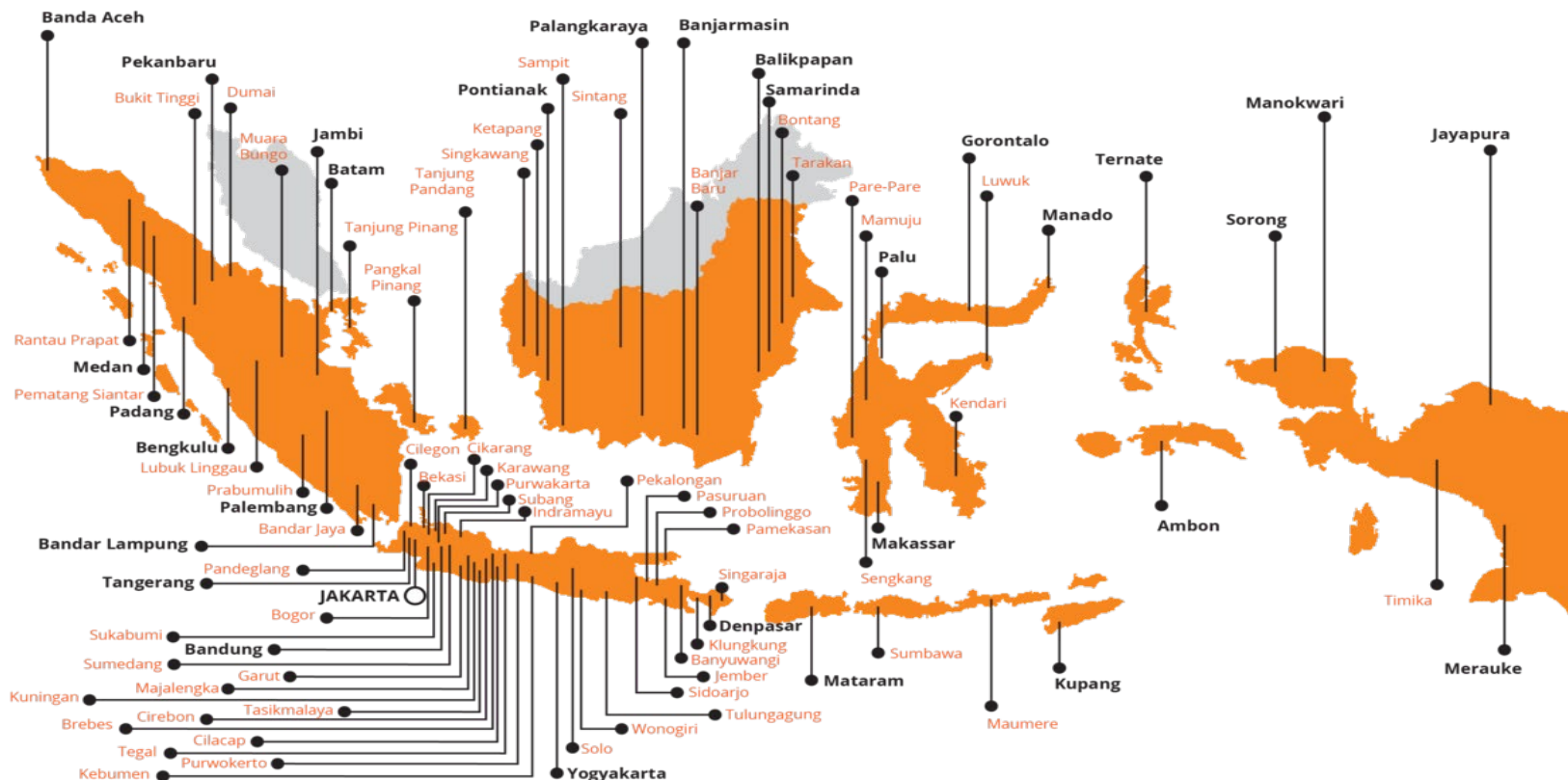
Digital IT Managed Services

- EDC Managed Services
- ATM Managed Services
- Branch IT Managed Services
 - Branch IT Maintenance
 - Seat Management
 - IT Roll-out Services
- Managed Print Services
- IT Security Managed Services
- Hybrid Cloud Managed Services
 - Co-Location
 - Private Cloud
 - Public Cloud Managed Services
 - Server Managed Services
 - Network Managed Services
 - Contact Center Services

Quoted in [The Gartner CRM Vendor Guide 2015](#) in the category of Outsourcing Providers with Capabilities in the Asia/Pacific Region

Nationwide Coverage

Ensuring services can reach wherever our customers are
130+ cities in 34 provinces with 140+ service points | Centralized operation and control



- EDC Managed Services
- ATM Managed Services
- Remote Office Branch Office (ROBO)
- Managed Print Services
- Hybrid Cloud Managed Services
- IT Security Managed Services
- Contact Center Services

Certification



ISO 9001:2015

Quality Management System - EDC, DSN, IT,
ATM, Contact Center Services



ISO 20000-1:2011

Information Technology Service Management
System – Service Management System of Data
Center Operation, Infrastructure and
Application Managed Services that Support
External Customers



ISO 27001:2013

Information Security Management
System in provision of Data Center
Management (including System Server and
Network Managed Services)

Quick Facts



PT Graha Teknologi Nusantara (GTN)



Rated 3 ANSI/TIA 942B

- Established on April 9, 2013 (joint venture in 2014, commence operation in 2016)
- Disaster Recovery Center & Business Continuity Planning and Implementation
- Shareholders: PT Multipolar Technology Tbk (MLPT) 65.00% and Mitsui Co., Ltd. (Mitsui) 35.00%



Reliable Services and Innovative

- In depth experience in Data Center: MLPT since 2006 and Mitsui since 1998
- Highly skilled and certified team



Japanese High Quality Management Systems 3S

- Safe (Strategic and secure location)
- Stable (Dual grid power system)
- Sustainable (Kinetic energy UPS)



Green Data Center and Reliable Infrastructure

- Environment friendly and energy efficient
- High speed broadband
- 7-layer security system
- Dual source power supply



Easy Access and Safe Location

- Located in a prime location at Lippo Cikarang premium commercial area
- Away from risks of natural disasters

International Standard Data Center



Cooling System



Efficient and environmentally friendly cooling system (cold aisle containment racks)



N+1 chilled water system

Dual cooling system

- N+ 1 chilled water system
- N+ 1 CRAC system
- Cold aisle containment racks
- PUE < 2.0

Water source

Local water source from Lippo Cikarang Treatment facility, groundwater tank and roof tank

Water storage

- Groundwater tank 1,200m³
- Roof tank 70m³

Location/Site



- Premium location at commercial area, 35km from central of Jakarta & 1.2km from Cibatu toll gate
- Safe from flood, tsunami and earthquake
- 15,050m²
- Land owned by GTN

Safety and Security Systems



Fire detection system

- HSSD fire and smoke detection system
- Sensor for water, temperature, humidity, electrical leaking

Fire suppression system

Inert gas system (IG55)

Perimeter

- Road blocker, bollards, auto gate, security guards
- IR perimeter detector



Access control

- CCTV 24x7
- Multiple levels of 24x7 biometric and card security check system
- Auditable access logs for all systems
- Mantrap doors

Security features powered by SECOM

- Top Japanese security firm
- Strong presence in Indonesia with 50+ projects

Power Supply

2N active-active

2 separate power plants from Cikarang Listrindo and 1 passive power plant

Backup power

- N+1 DRUPS
- 72 hours non-stop
- 3-day fuel tanks



Service Offerings

SLA 99.982%

A rated 3 facility, TIA-942B

Network neutral DC

Multi carriers such as Icon+, iForté, Indosat, Link Net, Lintas Arta, Moratel, NTT, Telkom, XL

Colocation services

- Comprehensive facilities (tools, big capacity room, network)
- Shared area 42U rack and secure private cage

Data center managed services

Operate and manage DC, Data Recovery, Cloud services

IT consultancy services

Professional advisory services, Business Continuity Planning

Additional services

- Remote hands and resource monitoring
- Meeting room and lounges
- Emergency transport service by chopper from/to Jakarta

Prime Location at Lippo Cikarang



Indonesia



Jakarta, Cikarang



Certification, Compliance, and Organization



Certification

- TIA 942 RATED 3 Facilities
- ISO 9001 Quality Management System (QMS)
- ISO 27001 Information Security Management (ISMS)



Compliance

- Payment Card Industry Data Security Standard (PCI DSS)
- Financial Services Authority (OJK) Regulation
- Threat, Vulnerability and Risk Assessment (TVRA)
- 8RS Earthquake Resistance



Thank You



PT Multipolar Technology Tbk



PT Multipolar Technology Tbk



@multipolartechnology



@multipolartech



Multipolar Technology



TechLign Podcast

Operational Office 1

Sopo Del Office Towers & Lifestyle
Tower B, 18th Floor
Jl. Mega Kuningan Barat III, Lot 10. 1-6
Kawasan Mega Kuningan
Jakarta 12950

Operational Office 2

Cyber Office
Boulevard Gajah Mada No. 2025
Lippo Cyber Park, Lippo Village
Tangerang 15811

T: (+62-21) 546 0011 / 55 777 000

F: (+62-21) 546 0020

center@multipolar.com

www.multipolar.com