



Your Digital Transformation Partner

Company Profile

PT SINERGI INFORMATIKA SEMEN INDONESIA

2024

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Your Digital Transformation Partner

We Are

- ▶ Established since June 2014, PT Sinergi Informatika Semen Indonesia (SISI) is a subsidiary of PT Semen Indonesia (Persero) Tbk, now as known as SIG.
- ▶ The core ICT Operational Development and Support team for SIG and all its subsidiaries.
- ▶ A shared services and a digital e-commerce platform provider for the SIG Group of companies' ecosystems.

We Do

- ▶ Actively contribute in the IT sector in innovation, development, and sustainability throughout SIG and all subsidiaries, as well as in other State Ownership Enterprises (SOEs).
- ▶ Sharing experience expertise with other businesses and industries in a mutually beneficial scheme.
- ▶ We also contribute to communities and countries to increase the adoption of digitalization to grow competitiveness and make life easier.

Shareholders





Advancing IT solutions and innovation

Our values that we use as the fundamental for managing human resources and running the company's business.

▶ **Service**

Customers are always our focus. Our commitment is to deliver the excellent service with all our heart and our best capabilities.

▶ **Integrity**

We put professionalism and responsibility in providing services to customers.

▶ **Sustainability**

Always build long-term relationships with our customers as our commitment to become a trusted partner in providing business solutions throughout the information and communication technology sector.

▶ **Innovation**

Always innovate to find the best solutions for customers and society. We had believed that innovation is an important factor to develop and to sustain the company's business.



To become a competitive Shared Services & Digital Solution company by providing the best services & solutions, and to contribute an added value for our customers & stakeholders.

Our commitment to achieve our company vision are:

- ▶ Develop innovative Shared Services and Digital Solutions to increase business competitiveness and convenience for customers and stakeholders.
- ▶ Develop a system management for developing, providing, and managing excellent Shared Services and Digital Solution services that focused on customer satisfaction.
- ▶ Providing the best service to achieve customer satisfaction while guaranteeing work quality, speed, accuracy, and competitive prices.
- ▶ Improve capabilities and optimize the management of superior and trustworthy human resources.
- ▶ Continually improves company's values daily.



Your satisfaction is our top priority

We do consistent work to support our company's growth through our products and services.

► Shared Services

- Financial & Accounting Operation
- Human Resources Operation
- Purchasing Operation
- IT Operation
- Service Desk

► Digital Solution

Software as a Service

- FORCA ERP
- FORCA CRM
- FORCA PoS
- FORCA HR
- EPOOOL

Digital Assessment

E-Commerce

- SobatBangun

► System Integrator

- Planning, Training, & Supervision
- Application Development
- Business Analytic
- Hardware & Software
- Procsi
- Firms
- Oksia
- Siklog
- Safeins



Shared Services

Maximum effectiveness and efficiency in business operations will encourage companies to focus more on strategic functions and business growth.

Our Shared Service Center (SSC) is an end-to-end solution for business process management based on digitalization. Its' a centered service unit by consolidating the company's non-core or transactional business operational activities.

We have implemented Information Technology Service Management (ITSM) based on the Information Technology Infrastructure Library (ITIL) framework in accordance with world standards and best practices.

Services

► Financial & Accounting Operation

Services that cover a comprehensive accounting process starting from billing and invoicing, income collection, debt management, income reporting, treasury management, to the issuance of financial statements according to standards.

► Human Resources Operation

End-to-end services from the recruitment, contract issuance, payroll, employee lifecycle management that's covered personal details, working hours management to the employment termination.

► Purchasing Operation

This service covered of purchase orders and delivery, requisition, and strategic at procurement support not limited to invoice verification, query management, and reconciliation statement.

► IT Operation

We provided experienced technicians in managing application operations & infrastructure that ensure effective ERP operations, data center, network, and end-user devices support.

► Service Desk

A Single Point of Contact (SPoC) throughout ticketing system, phone and e-mail support as well to document all the service requests related.

Our Competitive Advantages

Professional & Expertise

We have an experienced and certified team with a wide range of skills to support our services, such as Global Shared Services, Project Management, Financial & Accountancy Management, HR Professionals, Communication Specialists, to RPA Developers.

Service Excellence

Our reliable and professional team has adopted multinational company standards with set of service level agreement. We demonstrate our best services practice throughout value culture that promote enthusiasm and sincerity at work.

ICT Management Operational

We have implemented Information Technology Service Management (ITSM) based on Information Technology Infrastructure Library (ITIL) framework that comes with the world leading company's standard and practice.

Security & Privacy

Customer privacy and confidential information is at our top priority. We adopt the best practice to guarantee and ensure comprehensive security of our customer data and information we managed.

Our Satisfied Clients





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This certificate was issue
An electronic certifi

ISO 9001:2015 Quality Management System

We express our commitment throughout our Shared Services.
Our Shared Services has certified with ISO 9001:2015



bsi.



Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

PT Sinergi Informatika Semen Indonesia
Graha Aktiva Building 11th Floor
Jl. HR Rasuna Said Kav. 3
South Jakarta
Indonesia 12950

Certificate No:

FS 698989

operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

The provision of IT managed services specific on IT Operational Support, Seat Management, Call Centre and Business Service Center.

Previous certificate expires on 22/11/2021
Recertification audit ended 28/09/2021

on behalf of BSI:

Chris Cheung, Head of Compliance & Risk - Asia Pacific

Registration Date: 2018-11-23

Issue Date: 2021-12-01

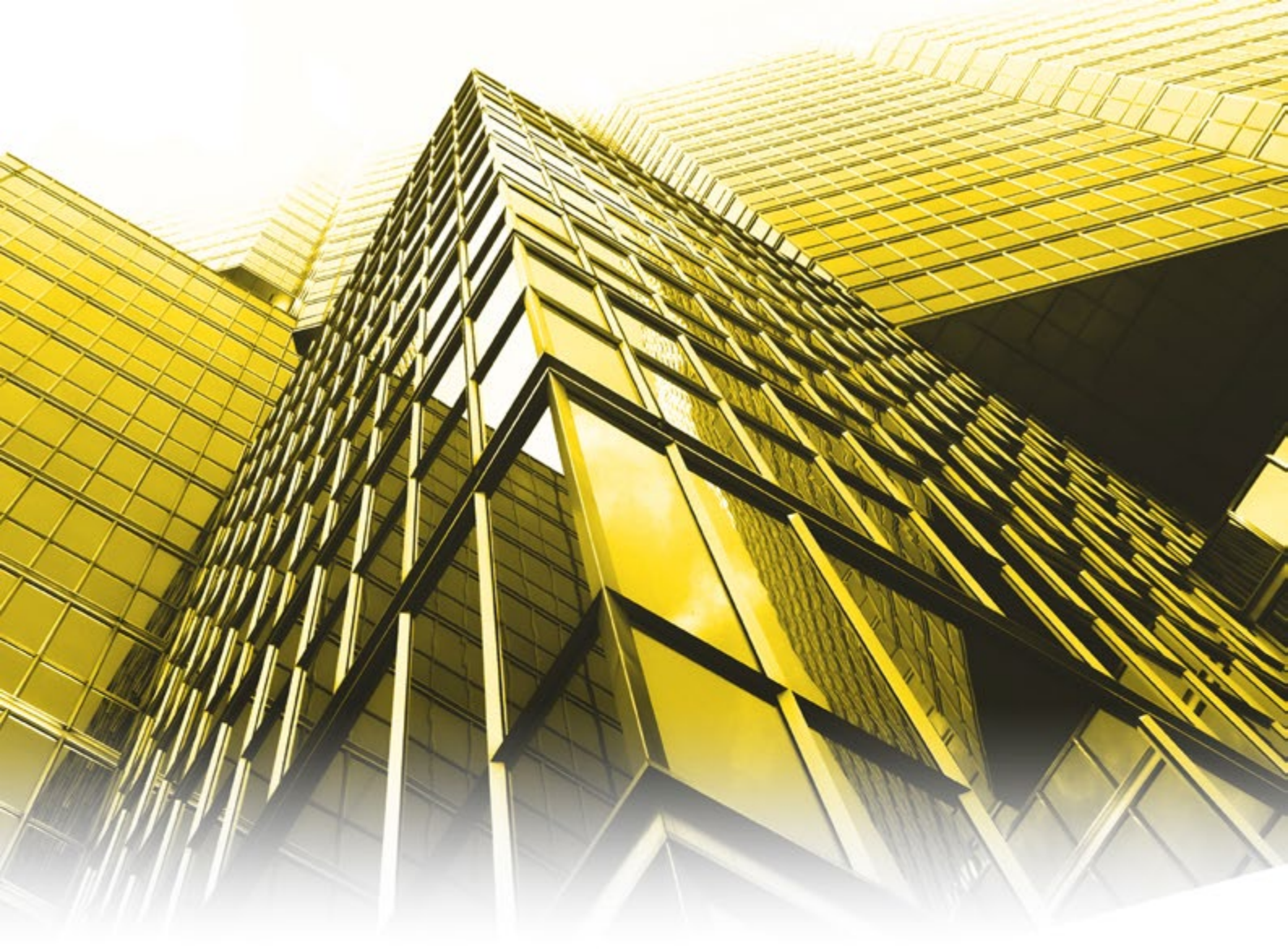
Effective Date: 2021-12-01

Expiry Date: 2024-11-22

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...making excellence a habit.™



Digital Solution

The system is the main driving tool for the company. Selection of a system that suits the needs will be significantly improve the company's performance.

Our Digital Solution will assist your company in carrying out digital transformation through end-to-end services for various industries.

We come with various solutions for business needs including Software as a Service (SaaS) and Digital Assessment. Through this service, the company can improve business performance well.

Software as a Services (SaaS)



► FORCA ERP

FORCA stands for InFORmation CAPital. The purpose of FORCA itself is to help the organization to manage its information capital.

FORCA ERP has the capacity to integrate business processes and provide an effective and efficient way to run a business.

Modules

FORCA ERP Has 4 main modules, consist of:

Financial Management

Manage your finances by allocating receipts and expenses through invoices, reconciling with bank and cash statement, define of payable periods, journal records and financial reports at your own convenient.

Material Management

Plan and manage your product stock through resource procure, storage management, and resource management.

Sales Management

Document release, product delivery process, to billing to customer with the issue of commercial document to the buyers, invoice summary reports.

Asset Management

Effectively manage company's asset; start from asset procure, asset identification, depreciation to the expense management.

Our Competitive Advantage

Best Practice Adoption

Our expertise team has a year of experiences to implement the world's Top ERP that have been recognized and used by world-class companies.

Private Cloud

We do guarantee your company's data with a private cloud that located in Indonesia that has encrypted infrastructure and disaster management procedures.

User Friendly

Our user-friendly interface comes with configurable reporting that adjust with local taxation regulations that helps user to easily navigate through the platform.

Our Satisfied Clients





FORCA PoS

► FORCA PoS

A web and mobile-based application that is used to facilitate sales and purchase transaction activities. FORCA PoS will increase the efficiency and performance of the company.

By integrating the purchasing system from suppliers to sales to end parties, FORCA PoS will maximize performance and document transactions accurately and in real-time.

Features

Product Management

The feature is to manage all the products list, add a new product, pricing configuration, expiration information, and product adjustment.

Order Management

The feature is to do purchasing, order payment, sales transaction, customer engagement and to modify delivery order status.

People Management

Manage your employee through pre-defined access according with the roles and responsibilities; get more of the benefits at your business environment.

Bulk

Effective data export management for business decision-making support. Get more benefits throughout the data management features while adding the customer data.

Dashboard

Providing a business information throughout various of visualization. Real-time basis information to helps in making an effective decision making.

Our Competitive Advantages

Compatible Android

FORCA PoS application can be used with an older to the most updated android version.

Easy & Practical

Access and manage business information from the inventory to promotion on a real-time basis; easily connected to relevant hardware.

Our Satisfied Clients



100 ++ SIG's distributor





FORCA CRM

► FORCA CRM

A cloud-based application that is used to maintain and build customer loyalty to your company. This application will store all forms of information regarding marketing activities, stages, and customer data.

Through structured activities and real-time sales performance reports, FORCA CRM will increase sales and manage your business processes.

Features

Client Management

Manage your clients starting at the enterprise level to personal to improve the effectiveness of communication, relationship management, and optimize lead management.

Leads Management

Pipeline prediction to define the sales target while maintaining important information such as: pipeline agreement, annual achievement, and people involved.

Sales & Marketing Management

Manage and get comprehensive visibility related to the history of orders (leads, leads conversion, and admitted revenue). Measure your campaign effectivity and identify your client's LTV.

Dashboard & Reporting

Providing business information throughout various of visualization. Real-time basis information to helps in making an effective decision making.

Benefit

Loyalty Program

As a media to connect company and its customer. Better activities and communication strengthen the customer and company relationship.

Increase Sales

Manage and control marketing activity through pre-sales to post-sales. The relationship with the customer will be more structured and impact the repeat order.

Our Satisfied Clients





► FORCA HR

Plan, manage, and evaluate company's human resource management. A well-managed human resources will optimize the performance of company so goes its people.

Features

Organization Management

This feature enables the comprehensive visual views about your organization.

Personal Administration

Employee is an organization' asset. This module helps the organization to manage all the information and the data about employee.

Time Management

Simplify your time management and employee working schedule dynamically and variative according with the needs.

Payroll

Manage your payroll wisely and precisely. This module will support the process effectively and efficiently.

Employee Self-Service (ESS)

FORCA ESS is a stand-alone service from FORCA HR that helps your company to observe employee performance and discipline which aims for productivity.

Attendance

The feature enables employees to manage their attendance (clock in and clock out) through mobile. The data will be recorded on a real-time basis on FORCA HR.

Leave Submission

Leave request and approval will be just as simply as typing on your mobile phone.

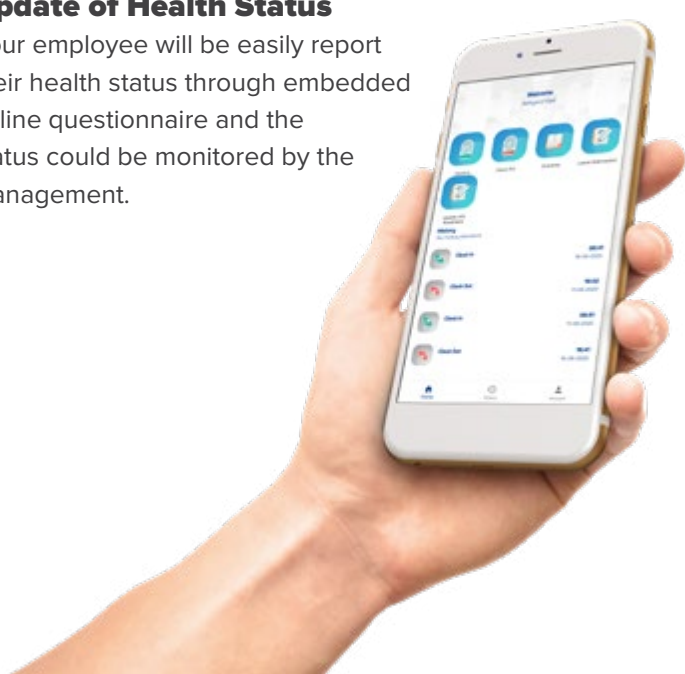
Overtime

Easily overtime request from your mobile accordingly. Approval will be sent directly to the superior.

Update of Health Status

Your employee will be easily report their health status through embedded online questionnaire and the status could be monitored by the management.

Our Satisfied Clients





▶ EPOOL

Logistics problems have become a common problem faced by various companies in Indonesia. The portion of logistics costs is known to account for 40% of the price of retail goods. Moreover, the biggest component of logistics cost overruns is the cost of transportation or delivery of goods.

EPOOL is a transportation management system solution that will help your company manage your business to grow faster. With EPOOL you can save on logistics costs and run your business effectively right now.

Features

Order Management

Helps you to match between the order received and the available operator by calculating the type, capacity, and readiness.

Fleet Management

Monitor your fleet on a real-time basis; features include an information that related to Fleet Status, Driver's KPI, Route Optimization, and Fleet Maintenance.

Proof of Delivery

Automate Surat Perintah Jalan (SPJ), Proof of Delivery (PoD) to optimize business process and to prevent orders's misused.

Our Satisfied Clients



Digital Assessment



SISI's partnership with the Stated Ownership Enterprise (SOE) throughout the FORTI BUMN to support the improvement of IT Maturity at SOE Ministry.

Advancing business through maturity of IT operation

Our Digital Assessment has offers its capabilities to measure, planning, and to improve company's IT Management that will be in line with your business strategy.

Features

IT Maturity Score

Get your objective benchmark and maturity score of IT using a measurement framework that has follow standard and best practice of most world industries.

IT Governance Recommendation

Increase company's IT level of maturity with the recommendation based on areas for improvement and high-level strategy that aligns with company's business.

IT Governance Checklist

Achieve the best IT Management throughout implement of comprehensive standardization followings the principles and policies of SOE IT Governance.

Our Satisfied Clients



E-Commerce



► SobatBangun

SobatBangun is a digital platform that moves with the mission of developing the development process and renovation of homes in a better and sustainable manner.

Services

Renovation

House renovation is just as expected. Improve, change, or any additions at your home with our experienced and reliable expertise.

Choose Your Design

Choose and pick your ready-to-build design from our country's best architect, exclusively at SobatBangun. A growing house concept that easily to develop and environmentally friendly energy efficiently.

Choose Your Material

Get various of high-quality materials easily and fast. Safe delivery and monitored to ensure timely development.

Add-On Technology

Make your home smarter and more energy efficient with our sustainable add-on technology package from SobatBangun.

Bangun Rumah

An end-to-end solution to build your home.

Benefit

Trustable Partner

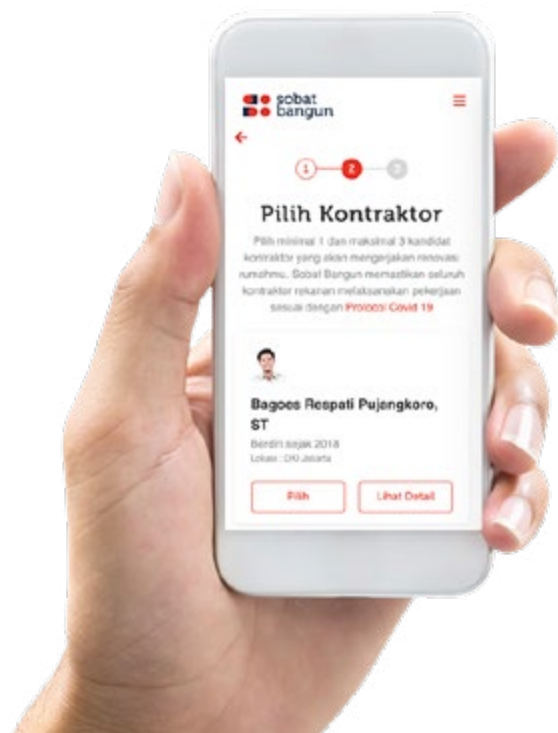
No longer asks your friend or family about the reference. SobatBangun has partnerships with qualified, trustable, and experienced architects and contractors in country.

Safe And Transparent Development

No longer worry about a chance of being scammed or low-quality results. All the development process is transparent and fund realization will be justified on output results.

Sobat Konsul Assistance

You'll never walk alone through the development and renovation period. Sobat Konsul will be there to give you an assistance from design consultation with architect, budget plan discussion with the contractor to construction results.





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ISO 27001 Information Security Management

We express our commitment throughout our Digital Solution.
Our Digital Solution Services has certified with ISO 27001.



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Certificate of Registration

INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2013

This is to certify that:

PT Sinergi Informatika Semen Indonesia
Graha Aktiva Building 11th Floor
Jl. HR Rasuna Said Kav. 3
South Jakarta
Indonesia 12950

IS 749715

operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013 for the following scope:

The management system of information security in
- design and development web and mobile application of AksesToko.
- design, development and operational web application of Sobat Bangun for Architect Lane and Contractor Lane
This is in accordance with the Statement of Applicability Revision 01 dated 3 June 2021.

Chris Cheung, Head of Compliance & Risk - Asia Pacific

Registration Date: 2021-08-09
Issue Date: 2021-08-09

Effective Date: 2021-08-09
Expiry Date: 2024-08-08

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System Integrator

In the world of fast-paced competition, companies need to be adapted to the new technology to manage their business processes. Finding the right IT solutions is mattered to ensure the effectiveness and convenience of a company's business.

Our reliable and trusted service for the fulfillment of IT solutions ranges from consultancy, software development, to the provision of hardware-software for your company. We provide integrated IT solutions with the best quality and price.

► **Planning, Training, & Supervision**

Work with us to plan, train and supervise an objective and comprehensive ICT Service. This service supports your organization to define, supervise, and to helps your company adopt the right technology and business transformation plan.

- **ICT Master Plan**
- **ICT Infrastructure Solution Architect**
- **ICT Training Service**
- **ERP Planning & Implementation**
- **ERP Extended Application**

► **Application Development**

A service to provide application development that fulfills business needs. This service will support your company's transformation with a best practice business process with a new trend technology.

- **Web Based/Desktop Application**
- **Mobile Application**

► **Business Analytic**

Take advantage of Industry 4.0 benefits to improve your competitiveness through Big Data & Analytic solution we had offered.

► **Hardware & Software**

Rely on reliable and trusted services for the fulfillment of your company's IT solutions, both hardware and software. We provide integrated IT solutions with the best quality and competitive offerings.

- **Network & Infrastructure**
- **Smart Office & Multimedia Appliances**
- **End User Computing**
- **Software Licenses**
- **Industrial Internet of Things**
- **Cloud Computing**

Our Competitive Advantages

Expertise Consultant

Our expertise and experienced team has set of skills and experiences working with leading companies in Indonesia to give such advisory related.

Development Management & Seemly Integration

We have adopted AGILE Methodology to develop our software development project. Our software development seemly integrates at your company.

Best Practice

Our years of experience have helped us to implement the best world IT leading solutions. We glad to partnership with you to provide an IT solution to improve your company's performance.

OTOBOS Delivery (On Time, On Budget, On Scope)

Timely IT solution fulfillment aligned with given timeline, budget, and scope agreed.



Our Satisfied Clients



Our Solution Partners





► Procsi

Perceive of transparent, competitive, and accountable corporate governance throughout the procurement process by applying of Good Corporate Governance (GCG).

Procsi is our solution for the procurement process which is one of the pillars in the company's supply chain management. Through the convenience offered, companies can conduct procurement digitally, interactively, and seemly integrated.

Modules

Vendor Management

Manage your vendor with online registration function, vendor qualification, and vendor performance features effectively. Better management would help the company to access to reliable, competitive, and expeditious vendors.

Tender Management

Digitalized company procure, purchase requisition, to the tender activity that covers invitation, aanwijzing, quotation, bid opening, negotiation, evaluation, and winning notification.

Invoice Management

Supplier partner can get the benefit of convenience of invoice processing, billing monitoring, transparent of effectivity and efficiency verification.

Expediting Management

Monitor your purchase order progress throughout communication with Vendor.

Dashboard

Access to real-time information to assist management on strategic decision-making.

Benefit

Continuous Improvement

Adopting the best practice from the leading industries would help your company to improve its procurement process continuously.

Cost Reduction

Enablement of reliable supplier management, procurement, and pricing set-up standardization to ensure the effectiveness and efficiency of company's performance to gain more benefits.

Integrated with ERP

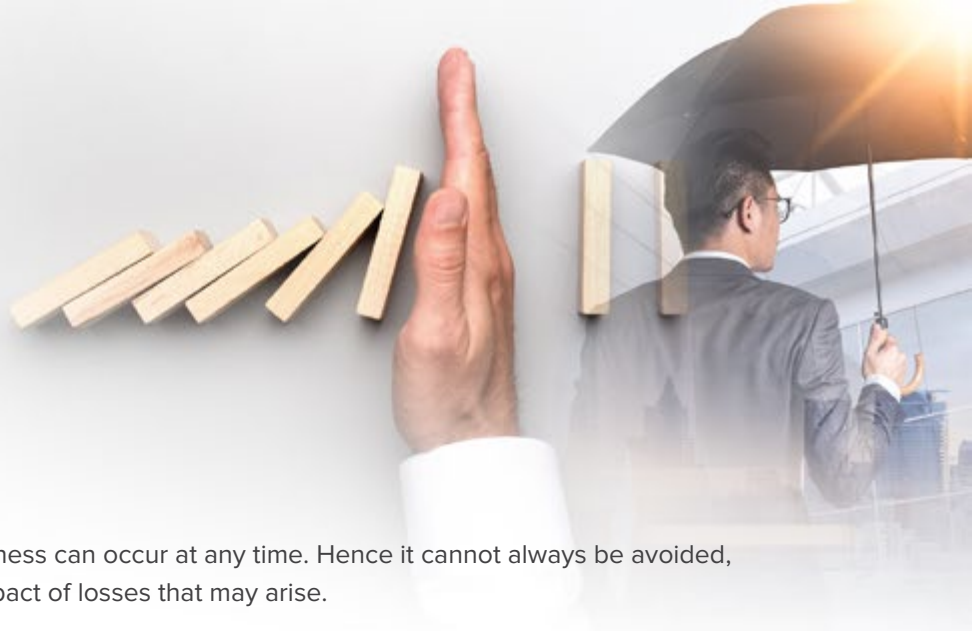
Integrate your system effectively throughout seemly integration points; vendor master data, material, purchase requisition, purchase order, and invoice document.

Our Satisfied Clients





Firms



► Firms

While it can't be predicted, risks at business can occur at any time. Hence it cannot always be avoided, risks can be mitigated to reduce the impact of losses that may arise.

Firms application offered a combination of technology and business; get the benefits of Enterprise Risk Management (ERM) to manage the balance between risk and opportunity in creating the best alternative for your business.

Features

Risk Catalogue Management

Manage your risk with complete catalogue that consists of risk categories, risk realization, and level of risk according to your needs.

Risk Assessment

Utilized the feature to allow your company to plan and to execute activities involved: risk register, risk realization monitoring, risk level progress, and approval workflow.

Reporting & Dashboard

Real-time information visualized to helps the decision makers to make a right decision through deep analysis, faster and more accurate.

Our Satisfied Clients



Benefit

Transparent Information

Learn to know about business risks on a real-time basis. Records and report the risk comprehensively at various of departments to assist management to prevent a potential business risk.

Increase Productivity

Wisely make a business decision, planned preventive risks to helps your organization to increase productivity.

Integration Between Divisions

Effectively access between corporate and operational risk would help to make a faster response to prevent the risk that has impact to the organization's goals.

Effortless Analyzed

Helps your company to conduct structured analysis as part of evaluation to mitigate the same mistakes. ERM helps the decision makers to make accurate decisions.



► Oksia

Oksia is human resource management (HR) application that will assist you in managing employees and serving the needs of employees.

Get the benefits and ease of HR management and development that comes with a combination of technology and business in one Oksia application.

Modules

Basic Employee

Features offered are organization management, employee management, time management, benefits management, and payslip requests.

Advanced Employee

Combined with basic features offered and as well personnel development, performance management, benefits management, and job management.

Reporting & Dashboard

Real-time access of information that has offered on basic and advanced features.

Benefit

Increase Productivity

Effectively employee management, overtime and absenteeism management, and payslip delivery.

Accurate Data

Systematically manage your human resources to ensure better data accuracy.

Geolocation Absence

Wherever you are, records your attendance easily and flexibly.

Easily Customized

Taylor-based experience based on the company's needs.

Our Satisfied Clients





► Siklog

Offers material standardization that will assist on cleansing material process.

It aims as a to ensure that list of products would be well aligned and standardized.

Features

Cataloguing Tool

Features consist of raw data, enrichment, confirmation & performance report, and material duplication report.

Material Master Management

The features offer master data material management; activities might involve material registration and material updates.

Reporting and Dashboard

The feature offer reporting and dashboard of cataloging tool and material master data information.

Integrasi SAP

It has the capability to integrate with SAP.

Benefit

Material Browsing

Offers search features that helps to understand noun, modifier, attributes and similar material name and related information.

Similarity Suggestion

Suggestion feature when conducting register and search of material information.

Parameterize Knowledge Based

Configuration for defining and compiling a material naming structure according to the results of cataloging.

Cataloging Collaboration

Collaborate feature between member and holding company.



► Safeins

Safeins is an application that developed to optimize the management and implementation of safety and health at the working place.

A complete and integrated Occupational Health and Safety (OHS) management automation to achieve a zero accident at the working place.

Modules

Unsafe Action & Condition

Records, monitor, and analyst various critical data of peril activities as results of human error and workplace situation.

Visible Safety Leadership

Encourage the leadership role to create Occupational Health and Safety (OHS) of employee through the field observation and workplace's habit.

Incident

Generate the accidents reports occurred in the working place with its categories and its relationship with another data.

Knowledge Repository

A safety alerts, safety events, safe working procedures, and all reports related as well as best practices well archive throughout a modern and practical documentation system.

Inspection Fire Equipment

Fire equipment management for protection while running the work activities.

Sustainability Monitoring

Sustainability target achievement's history according with SDG'S (Sustainable Development Goals).

Dashboard Report

Manage the data on the system into meaningful information presented into graphic or chart and table report.

Benefit

Interdivision Integration

Ease of access between sections can provide the right response in improving Occupational Health and Safety (OHS).

Comprehensive Process

OHS optimization through complete features and integrated with each other.

Improve a Security & Safety

A more structured risk analysis and mitigation that benefits companies to improve work safety and convenient.

Accurate Assessment

A decision making will be more accessible and accurate throughout the support of complete data and assessment.



**With 300+
professionals,
we break barriers
& serve customer
nationwide**

► **Head Office - Jakarta**

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E. ptsisi@sis.sig.id



We keep our commitment to provide the best solutions

We will continue to work and provide excellent services to support our client's business growth.



For further information please contact

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Simplify Business & Life



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