



Your Digital Transformation Partner

Company Profile

PT SINERGI INFORMATIKA SEMEN INDONESIA

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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

- Enterprise Resource Planning (ERP)
- Customer Relationship Management (CRM)
- HR Management
- Enterprise Risk Management (ERM)
- Transportation Management System (TMS)
- E-Procurement
- Digital Assessment
- Health, Safety, & Environment (HSE)

Digital Assessment

E-Commerce

- SobatBangun

► System Integrator

- Application Development
- Hardware & Software
- IT Management Consulting
- Cyber Security
- Training & Supervision



ISO 9001:2015 Quality Management System

Quality is more than a standard — it's a commitment.

Through ISO 9001:2015 certification, every process is designed to ensure consistent, measurable, and customer-focused results. It reflects a continuous dedication to improvement and service excellence at every level.



ISO 27001 Information Security Management

Trust begins with security.

With ISO 27001 certification, the assurance of confidentiality, integrity, and data availability becomes a core foundation of every digital solution delivered. Information protection isn't an option — it's a promise.



ISO 20000 1 – IT Service Management

Excellence in IT services starts with structure and strategy.

ISO 20000-1 certification represents a globally recognized standard of service management — ensuring every IT solution is delivered efficiently, effectively, and aligned with modern business goals.



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

► IT Operation

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

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**

Layanan *end-to-end* mulai dari melakukan proses perekrutan, penerbitan kontrak, *payroll*, serta pengelolaan *lifecycle* karyawan mulai dari detail personal, manajemen jam kerja hingga pemutusan hubungan kerja.

► 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.

► **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. yang dimiliki oleh pelanggan kami.

Our Satisfied Clients





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)



► Enterprise Resource Planning (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





► E-Procurement

Achieve transparent, competitive, and accountable procurement management aligned with the principles of Good Corporate Governance (GCG).

FORCA PROC is an integrated e-procurement solution designed to streamline and digitalize the entire procurement process — helping companies manage their supply chain with greater efficiency, accuracy, and transparency.

Through an intuitive and flexible digital platform, organizations can manage procurement activities in a secure, measurable, and centralized way.

Modules

Vendor Management

Manage suppliers easily through online registration, verification, and performance evaluation to ensure credible and competitive partnerships.

Tender Management

Digitize the tender process from planning to evaluation ensuring every procurement stage is transparent, efficient, and traceable.

Invoice Management

Simplify invoice tracking, approval, and payment status updates through a centralized system that reduces manual work and errors.

Expediting Management

Monitor and analyze spending patterns to optimize budgets and ensure alignment with company financial policies.

Dashboard

Access real-time data and analytics for smarter, faster decision-making with a user-friendly and interactive interface.

Benefit

Continuous Improvement

Adopt best practices from various industries to enhance efficiency and ensure sustainable procurement performance.

Cost Reduction

Cut unnecessary expenses through transparent processes, automated workflows, and improved vendor management.

Integrated with ERP

Seamlessly connects with enterprise systems (ERP, HR, or Finance) for synchronized data and efficient operations.

Real-Time Insight

Empower decision-makers with accurate and up-to-date insights for better business outcomes.

Our Satisfied Clients





► Customer Relationship Management (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





► Human Resource Management

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



SINAR SUKSES MANDIRI





► Enterprise Risk Management (ERM)

Every business faces risks — today or in the future. While risks can't always be avoided, they can be identified, assessed, and mitigated to minimize potential losses and uncover new opportunities.

FORCA ERM combines technology and business strategy to help organizations manage risks effectively.

This solution empowers decision-makers to maintain balance between risk and opportunity, ensuring business resilience and sustainable growth.

Features

Risk Catalogue Management

Organize and manage business risks through a comprehensive catalogue that includes risk categories, relationships, and levels tailored to your organization's needs.

Risk Assessment

Simplify the entire risk assessment process — from maintaining a risk register to monitoring realizations, tracking progress, and managing multi-level approvals efficiently.

Reporting & Dashboard

Gain real-time visibility through interactive dashboards and reports that enable faster, data-driven decisions with clarity and precision.

Benefit

Transparency & Visibility

Access real-time insights into potential and existing risks across departments. Complete documentation and reporting help management respond proactively to business challenges.

Increased Productivity

Plan risk mitigation strategies more effectively. With better decision-making and proactive management, productivity and performance can grow sustainably.

Cross-Unit Integration

Seamless connectivity between corporate and operational risk units ensures timely responses to risks that may impact business objectives.

Simplified Analysis

Conduct structured and insightful analyses for evaluation and improvement. With ERM, decision-makers gain confidence in creating accurate and strategic business actions.

Our Satisfied Clients





► Health, Safety, & Environment (HSE)

Create a safe, healthy, and sustainable workplace.

FORCA HSE is a digital solution that optimizes the management and implementation of occupational health and safety in every work environment.

Through an integrated and automated system, this platform helps organizations achieve the goal of Zero Accident by strengthening prevention, monitoring, and compliance within one unified ecosystem.

Modules

Unsafe Action & Condition

Record, monitor, and analyze potential hazards caused by human error or environmental factors to prevent incidents before they occur.

Visible Safety Leadership

Empower leaders to actively promote a safety culture through real time behavioral observation and performance based safety initiatives.

Incident Management

Enable quick and structured reporting of workplace incidents by category, integrated with related safety data for accurate analysis and action.

Knowledge Repository

Store and manage digital archives of safety alerts, events, procedures, and best practices through an easy to access documentation system.

Fire Equipment Inspection

Manage and monitor fire protection equipment to ensure readiness and compliance with safety standards.

Sustainability Monitoring

Track and analyze sustainability targets aligned with the United Nations Sustainable Development Goals to support long term corporate responsibility.

Dashboard Report

Access important information through visual dashboards, charts, and tables that provide real time data for informed decisions.

Benefit

Cross Unit Integration

Improve coordination between departments with easier access and connected workflows to strengthen workplace safety and health.

Comprehensive Process

Optimize occupational health and safety management with complete and integrated features that support every implementation stage.

Better Safety and Comfort

A structured approach to risk analysis and mitigation helps create a secure and comfortable working environment.

Accurate Assessment

Gain precise evaluations and make smarter decisions with complete and real time data.



► Transportation Management System (TMS)

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.

EPOOOL is a transportation management system solution that will help your company manage your business to grow faster. With EPOOOL 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

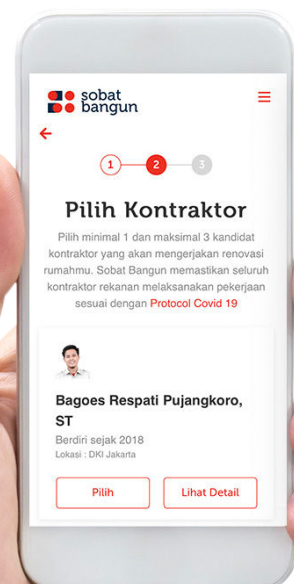
No longer asks your friend or family about the reference. SobatBangun has partnerships with qualified, trustable, and experienced architects and contractors in country.

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.





Social Brand Management

Social Brand Management is a strategic service designed to help businesses build a strong and influential digital presence.

Beyond managing social media channels, this service transforms digital platforms into powerful business tools — expanding reach, strengthening reputation, and enhancing customer loyalty.

Benefit

1. Strengthen Brand Image & Awareness

We help your brand gain wider recognition through relevant, creative, and business-aligned communication strategies and content.

2. Boost Audience Engagement

Our ideas and content executions are crafted to encourage natural interactions, build connections, and grow a loyal community around your brand.

3. Data-Driven & Consistent Social Media Strategy

With a data-centric approach and trend analysis, every communication effort is designed to be effective, measurable, and aligned with your business objectives.

4. Integrated & Trend-Relevant Content

We create complete digital materials — text, photos, videos, and designs — tailored to the latest trends to keep your brand message engaging and impactful

5. Comprehensive Performance Reports & Insights

Every month, we deliver detailed reports containing reach, engagement, and strategic recommendations to continuously strengthen your brand's digital growth.

Supported Platforms



Clients





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.

► IT Management Consulting

Our consulting services help organizations plan, monitor, and execute digital transformation strategies effectively.

- **IT Master Plan/RSTI**
- **IT Planning & Implementation**
- **IT Maturity Assessment**
- **ISO Implementation**
- **ERP Planning & Implementation**

► Application Development

We deliver customized application development services tailored to your business needs. Our solutions are designed to enhance productivity, streamline operations, and keep your business aligned with the latest technology trends.

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

► Hardware & Software

We offer trusted solutions for your IT infrastructure needs, providing high quality hardware and software with seamless integration and optimal performance.

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

► Training & Supervision

Rely on our objective and comprehensive training and supervision services to support your organization in adopting and mastering new technologies effectively.

► Cyber Security

We provide advanced digital security solutions to protect your infrastructure, networks, devices, and business systems from potential cyber threats and attacks.

Our Competitive Advantages

Expertise Consultant

Our team of skilled and experienced consultants has a strong track record in managing IT operations across major enterprises in Indonesia.

Development Management & Seemly Integration

We adopt the AGILE methodology, a leading approach in modern software development. Our solutions are designed for flexibility and easy integration within your existing IT environment.

Best Practice

With extensive experience in designing and implementing world class IT solutions, we are ready to help you enhance your company's performance and competitiveness.

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

We are committed to delivering IT solutions that meet agreed timelines, budgets, and scopes with precision and accountability.



Our Satisfied Clients



Our Solution Partners

Cloud



IoT & Analytics



Network & Hardware



Security



Software Licenses



Others







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



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.



BUMN Entrepreneurial
Marketing Awards 2024

For further information please contact

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Simplify Business & Life



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