

Atelindo Karyamandiri Profile





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FROM A MODEST BEGINNING

Founded in 1996, Altelindo started its business activities as a data cabling infrastructure implementor for the local subsidiary of one of the world's largest bank. As the number of our customers grew, we continued to expand our portfolio of services. Over the years we have built a wide range of capabilities to handle various IT implementation projects including system integration. Infrastructure has remained one of our main areas of expertise and has been a driving force behind our growth.

Another area of competency that we at Altelindo have developed is the provision of IT support. Demand for this service has arisen from the increasingly fiercer business competition and the tighter budget allocated to IT divisions. By leveraging our capabilities in delivering IT services, we help our customers achieve and maintain excellent IT operations through our Managed IT Services. These services help our customers derive maximum value from their IT infrastructure investments at every stage of the technology lifecycle.

In fact, Altelindo has today become one of the largest IT managed services provider in Indonesia with more than 500 engineers deployed all over the country. Altelindo's commitment is to deliver quality and dedicated IT infrastructure support services.

We take pride in our flexibility in the scope of work that we do. We offer flexible and custom services to accommodate rapid business changes and to help them manage complex systems. Our portfolio also includes providing system administration and helpdesk services, asset management services, network operations management services and project management services. Based on customer requirement, we can also set up his internal IT support organization.

MISSION

To create added value for the customers and business partners by providing effective information and communication technology solutions that meet our customers' requirements.

VISION

Altelindo is the leader in providing information and communication technology through continued development and quality management with long term and mutually beneficial partnership.

QUALITY POLICY

We live by our professional standard and our commitment to delivering the most effective information and communication technology solutions to our customers

OUR STRENGTH

Our many years of serving our customers have taught us that they prefer dealing with providers that can address their needs from-end-to-end. In response to their wishes, we offer them an expanding range of IT total solutions featuring the best IT sources, including our pool of professionals and the most advanced products from our technology partners. Our strength is our own people and the strategic alliance with the world's leading technology providers.

To keep our engineers technologically updated, we regularly send them to training programs both locally and overseas. A large number of them have obtained certification from our technology partners, enabling them to ensure our customers can recoup their IT investments. Ultimately, we measure our success by how successful our customers are in boosting their profitability and in expanding their business.

OUR APPROACH

In helping solve the unique requirements of our customers, we begin each of our projects by designing an efficient project management flow. We put our project team's expertise to work as we create the plan, and this helps us ensure consistently high quality project execution. Every project is different, and we

close every one of them with a rigorous acceptance test.

To ensure our customers get the best project results and to spare them from costly business disruptions, we have made the best effort to comply with internationally-accepted standards. We are, for example, ISO 9001-2000 and OHSAS 18001:2007 certified. In fact, Altelindo was the first IT company in Indonesia to receive the OHSAS 18001:2007 certification. With this in mind, our customers can have the confidence in knowing that they are served by a provider with consistent business processes and occupational best practices.

OUR PORTFOLIO

● Cabling Infrastructure

Altelindo built its business from doing the installation of cabling infrastructure. The business has not changed since 1996, as companies of all sizes still require the service of a contractor with plenty of know-how. We do in-building voice and data cabling, both horizontal and vertical. We work with both copper and fibre optic cables. As our customers become more distributed, we also install terrestrial fibre-optic infrastructure.





- IT Operation Outsourcing

IT Divisions are challenged by shrinking budget while their users are getting more sophisticated. To enable the IT teams provide uncompromised support to the users, companies are turning to IT outsourcing companies for help. Altelindo was one of the first to recognize the shift and build the capability to provide the outsourcing services. Thanks to the quick response, it has become an outsourcing company of choice among large enterprises, including the banks. Our IT outsourcing services include helpdesk services and on-site PC support, system performance monitoring, data center operation and management.

Our industry knowledge has also enabled us to provide IT infrastructure consultancy. We help customers design and build their data center. We also consolidate customers' data center to help them achieve a higher level of efficiency.

- Payment System & Integration

Having been involved in the development of infrastructure for the banking sector, we have also accumulated the knowledge of how the business operates. Combined with our IT expertise, this specialized knowledge enables us to build utility payment switch in addition to integrating the core banking system with the satellite systems.

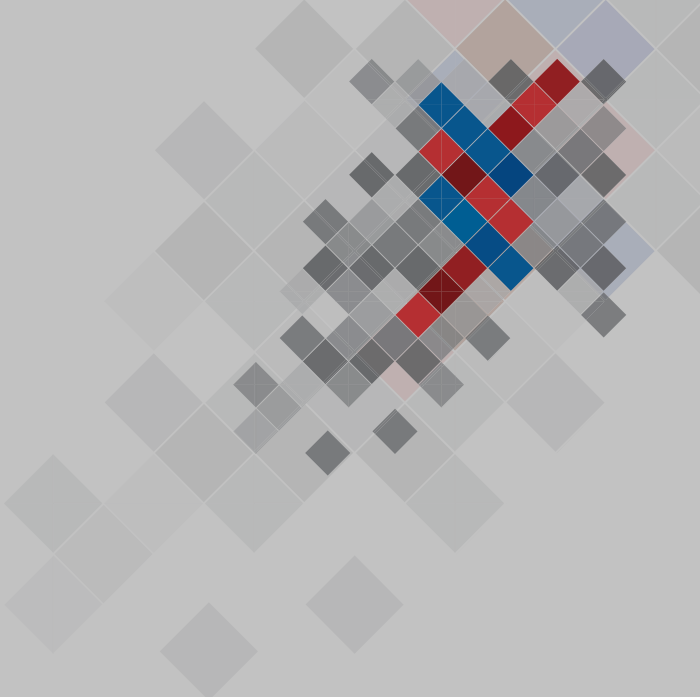
- Telecommunication Services

Through our strategic alliances, we have become one of the first IT companies to offer Broadband over Power Lines (BPL). It will be the trend of the future, given the penetration of the power grid and the cost-effectiveness of the infrastructure.

In addition, as companies with distributed operations continue to seek low cost but effective communication, we cooperate with Cisco Systems to build Unified Communication infrastructure for our customers.

- IT-based Business
Process Outsourcing

As companies continue to look for ways to lower their operational costs, they have begun to entrust their business processes to a third party. We have grabbed the new opportunity and provide such companies with business process outsourcing services.



Altelindo



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