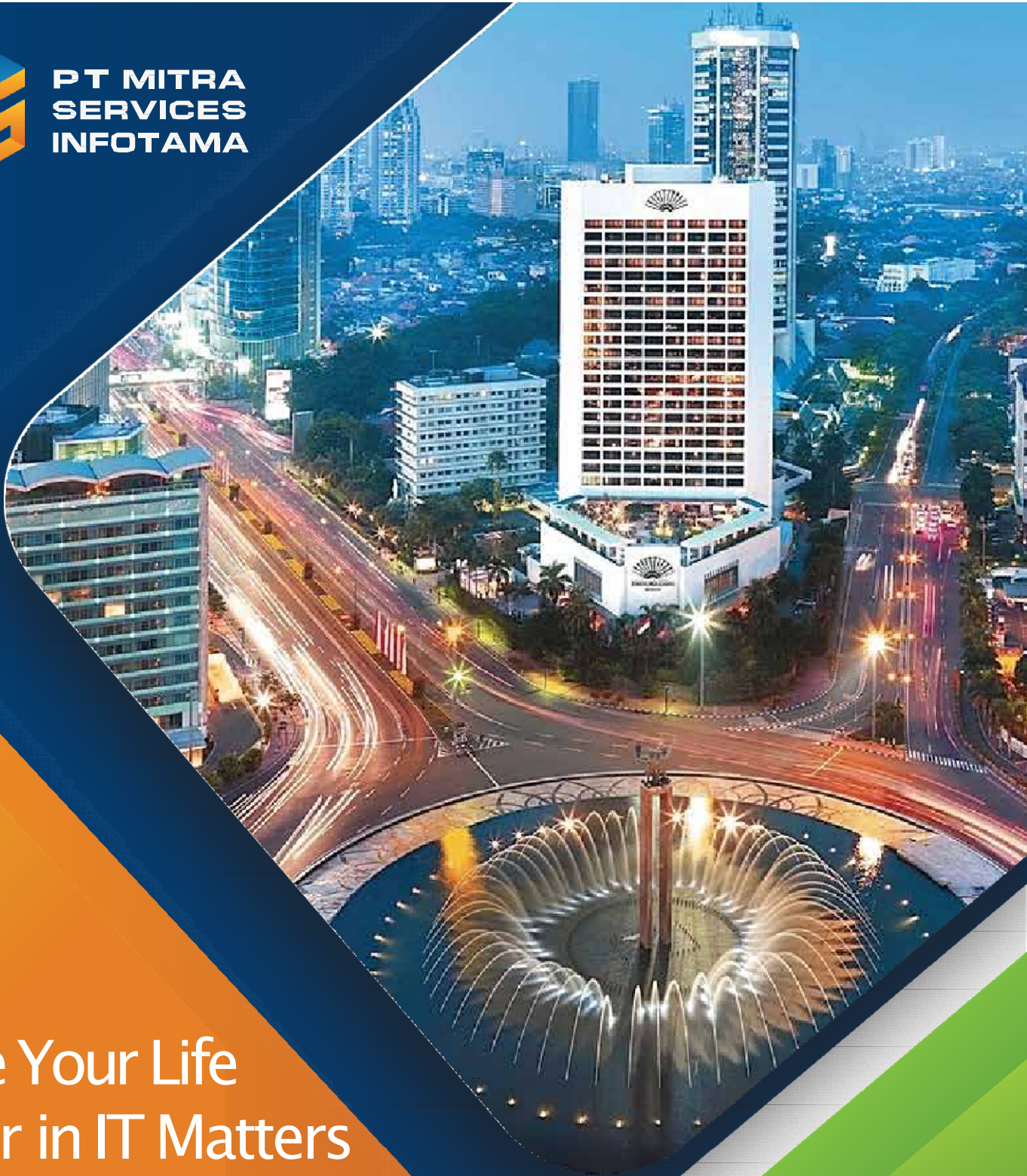




**PT MITRA  
SERVICES  
INFOTAMA**



**Make Your Life  
Easier in IT Matters**

**Company**

**Profile**



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# ABOUT US

## Who We Are

Founded in 2016, come out with the name MITSERI, which was founded with a team that has more than 10 years of experience in IT services. With the ability and reliability in the IT Service business, we build a company in accordance with our coverage area to expanded with scale of nation wide support. Provide various facilities and experienced personnel IT skills to strengthen our business.

We have more than hundred engineers across Indonesia and our support coverage for more than 500 cities in Indonesia.

## Our Vision

To be a trusted IT Services Partner. Who deliver engineers that solve your complex problems in a beautifully uncomplicated way and in an optimal solutions with quality and services at reasonable prices. For us, customers satisfaction is mandatory given to the top place support services.

Our customers are in various geographies and verticals, but have one thing in common – they understand the value of IT and the impact great technology makes on their business operations. Our mission is to help customer focus to get the most out of their technology investment.

# OUR MANAGE SERVICES

We Hihgly Innovative Company Give The Best IT Support Services solution are mainly in our business scope.



## CONTRACTUAL MAINTENANCE SERVICE

Maintenance Hardware Enterprise (Network equipment, Server, Blade Server, Storage).  
Corrective Maintenance  
Regular Preventive Maintenance  
Extended Warranty Services (Out Of Warranty)  
Part replacement



## IT ASSET MANAGEMENT

Set of business practices demanding for inventory asset complex based on IT equipment



## MANAGED SERVICES

Manage all existing IT equipment with Service Level Agreement (In warranty and out of warranty devices). Single point of contact for multi vendor. Maintaining all multi brand hardware and software. (Desktop, Notebook, Printer, Video conference, Projector, CCTV, Local LAN, Wi-Fi Routers, Access Point, Local Server, UPS and OS refresh).



## ON SITE SUPPORT

We provide IT support in all cities in Indonesia with qualified engineers who can handle simple to the most complex IT problems.



## SEAT MANAGEMENT

Support services for new hardware and software.  
Pre-deploy activity : Imaging, Labelling.  
Deployment : Data migration from old device to the new device and integration all devices environment.  
Asset management, IMAC, Corrective maintenance, Regular Preventive maintenance, Reporting KPI performance.



## MAN POWER

Outsourcing engineers available for mandays, monthly or yearly contract. With specific skill, job or task.  
Hand and eye support services.

# ENGINEERS CERTIFICATION

## Network Certifications



## Server Certifications



# FACILITIES

**Provide facilities and reliable IT Services Solution through our services point**

in many cities in Indonesia with a standardized services and expertises.



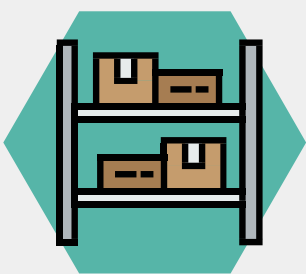
## IT HELPDESK CALL CENTRE

With online support called Mitsuri Helpdesk to fully support our customer. We ready 24 hours helpdesk support stand by.



## TICKETING SYSTEM

Deliver the “state of the art” application to simplify communication and monitor cases on line and in real time based.



## WAREHOUSE

Provide center points for collecting back up units in the issue of resolution time according to service level agreement.



## IT TOOLS

Tools is a mandatory equipment for our engineers onsite readiness to solve problems.

# COVERAGE AREA

We have more than hundred engineer across Indonesia to cover support services for more than 500 Cities in Indonesia.

We are very confident to cover needs of our customer or partner in several big city.



# OUR CLIENTS

## BANKING



## BUMN



## FINNANCE



## GOVERMENT



## HOTEL



# OUR CLIENTS

## INSURANCE



## MANUFACTURED



## ONLINE SERVICES



## OIL



## PHARMACY





**PT MITRA SERVICE INFOTAMA**

COMPANY PROFILE