

# **Company Profile**

20 23



# That Technology Can Build a Better World

Technology makes it possible to create simpler and powerful solutions. Our Mission is to leverage technologies to design and engineer the solutions that matter. Solution that will touch everyone, everyday and in every way.

# About Us

**Docotel is an information technology** company, using our experience and expertise we create solutions, solutions that matter, solutions that are efficient, economic, and bring value to the customer and their clients.

We create solutions that solve the problems, The spirit of this family is in our tagline "Better Through Technology".

# PT Docotel Teknologi

# Established 2011

# **Head Office**

### Jakarta

Jl. Arteri Permata Hijau, Grand ITC Permata Hijau Blok Ruby No.9, Grogol Utara, Kby.Lama, Jakarta Selatan, DKI Jakarta 12210

### **Branches**

### Bandung

JI. DR. Setiabudi No.301, Kel. Isola, Kec. Sukasari, Kota Bandung, Jawa Barat, 40154

# Branches

### Yogyakarta

Jl. Prof. DR. Soepomo Sh No.30A, Warungboto, Kec. Umbulharjo, Kota Yogyakarta, Daerah Istimewa Yogyakarta 55164



# Our Dream Make a better world through Technology

# Vision

To be the first name that comes to mind when people think about technology

# Mission

To be innovators and enablers in legacy and next generation technologies. To be the leading providers of "effective and economic" technology products, services and solutions.

# **Core Values**







Integrity



Professionalism



Involvement



Commitment

# **Company Structure**



PT Docotel Teknologi System Integrator

**Ø**SPE

PT Solusi Pembayaran Elektronik Fintech Citraraya Nusatama

PT Citraraya Nusatama Healthtech TILAKA

PT Tilaka Nusa Teknologi Digital Signature



# Commissioner



# Randy Bimantoro Commissioner

With more than 10 years of experience in business areas, Randy Bimantoro has a strong background in Leadership Management which has been taught by a proven mentor.

At the earliest stage, Randy began his professional career which focused on developing software for education platforms and onwards raise the bar in achieving the establishment of a modern holding company with more than 1000+ employees. Furthermore, serving as the Chairman of his own Groups, his deeply concerned and passion about the IT industry. Given by rich knowledge and extensive networks, he strives to become an impactful professional figure who contributes to the nation's development agenda and future creates Indonesian Valley in reforming landscape as the center of IT business areas in Indonesia.



# Commissioner



### Nico Amon Chief Executive Officer

Great experience and interest has prompted Nico Amon to explore the world of IT, with his educational background in the IT field as well as the habit of reading books further strengthens his ability to lead the company as the CEO of Docotel Group. At this company, he had the opportunity to undergo responsibility as a programmer as well as architecting databases. His unyielding character and quick learning made him sure to set up an IT company with several friends in 2011.



#### Vincent E. Gunawan Chief Business & Finance Officer

He earned his academic degree from Canisius College (Menteng, Jakarta) with a science major in 2000 and Bina Nusantara University (Kemanggisan, Jakarta) with Industrial Engineering and Information System major in 2005.

Joined Indonusa Group in April 2010 and Docotel Group in January 2015, currently, he is serving as CBO of Docotel Group, and CFO of P2P Lending Cairin. id, and Commissioner of SPEsolution.com.



# **Our Team**

**Meet The Team**, Docotel Teams consist of dedicated individuals who have the experience and expertise to analyze and provide transformative products and services.





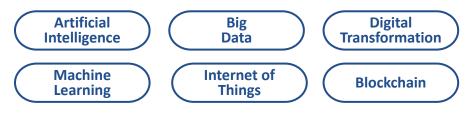
# **Our Services**



Website & Application Development



# **Our Technology**







# **Our Products**



# **Business Automation**



# **Graph Database**



A database that uses **graph structures** for **semantic queries** with nodes, edges, and properties to **navigate**, **represent** and **store data**.

# Robotic Processing Automation



A software technology that allows a user to configure one or more scripts to activate specific keystrokes in an **automated** fashion to perform **repetitive business tasks** and **processes** (as "digital workers").

# **Fraud Detection System**



A set of processes and analyses by using setting indicators and parameters that can produce an assessment/scoring to allow business to **detect**, **identify** and **prevent** unauthorized financial activity (Scam/fraud) through false means.







# **Business Support**

# **Digital Signature**



A modern alternative to signing document digitally by a mathematical scheme for verifying the authenticity of digital messages or documents.

- Military Grade Security
- Fully Encrypted for your data Privacy
- Comply to **Regulations**
- 24/7 Customer Service
- API Integrations & On-Premise
- Available on web portals & mobile apps



**Miss Call OTP** 



An SMS OTP, with Cheaper Cost and Better Reliability.

### Features

- Delivery status provided
- Auto-verify for android

#### Benefits

- Easy integration
- Pay only for delivery success
- The higher delivery success rate
- Less complaints undelivered SMS



# **Payment Point Online Banking**



A service solution that helps customers to have more practical and faster bill payments.

### **Billing Payment Core PPOB**

Aggregators from PPOB are service providers from various vendors who communicate via API services between PPOB Core and vendors and between PPOB Core and client service application users.

# **Business Support**

# Whatsapp API



An official WhatsApp Business Solutions Provider. Focus on communication solutions, especially the use of WhatsApp services.

### Features:

- Open API
- Broadcast Web Portal
- Web Panel



Robocall



A technology that allows humans to interact with AI and help businesses automate calling procedures.

# Features:

- Telemarketing Robot
- Collection Robot
- Info Checker
- Quality Assurance Robot



Robochat



A platform that helps to automate customer chat support. Enable you to build intelligent bots fast, and easily, and no coding skill is required. **Features:** 

- Chatbot studio
- Omnichannel



# **Healthcare Solution**

# **HMIS**



Our Health Management Information System is full stack end-to-end solutions by web-based monitoring information system. Manage from pre-to-post treatment with a data collection system specifically designed to support planning, management, and decision making in health facilities /organizations.



# Telemedicine



Remote medical consultation solutions that can be **integrated with HMIS**. So the **patients and doctors** can **meet virtually** to help and facilitate the healthcare facilities in providing services.



LIS



Laboratorium Information System is a solutions that processes, stores, and manages data from all stages of medical processes and tests. It also can be integrated with HMIS to assist the healthcare facilities in providing patients test report results.



# **Security Device**

# Hard Disk Shredder



Storage media shredder to physically destroys a hard drive, SSD, CD, Floppy, and mobile phone into small size pieces (± 20mm).

# Hard Disk Destroyer



\*\*\*\*\*\*

Hardware Encrypted FIPS Validated, Help to protect private and confidential data, eliminate data leaks and protect digital files.

# Hard Disk Degausser



**Hard Disk Degaussing** is a process of reducing or getting rid of residual magnetic fields. Degaussing usually induces a very small field that is known as bias.







# **Security Device**

# **Security Key**



**Physical device** that's used with a unique PIN to sign in to your account. Its require to have the physical device as **verification method**.

# **Secure Data**



Hardware Encrypted FIPS Validated, Help to protect private and confidential data, eliminate data leaks and protect digital files.

# **Cyber Security Training**



An Employee have to aware, understand and actively engaged in cyber security through continuous training.

#### **Benefits**

\*\*\*\*\*\*

- Employee Test
- Employee Engagement
- Educate Employee
- Pay only for delivery success













15+

**Hospital** 





#### **OMNICHANNEL**

Toyota Astra Motor 2021 - Present

Implementation Omnichannel Contact Center at PT Toyota Astra Motor.

The Omnichannel application combines various communication channels that make it easy to monitor and manage your business needs. This project focused on:

- Create an effective conversation with a customer
- Create a wider market reach
- Increase customer satisfaction and customer loyalty

### WhatsApp Business API (WAPPIN)

Artaboga (OT Group) 2022- Present

PT Artaboga (OT Group) is on a mission to modernize and scale up business using state-of-the-art technologies and CRM. To achieve this vision, Artaboga chooses Docotel to provide WhatsApp Business API (WAPPIN).

Gathering and analyzing the current state, Docotel will provide Business Initiate Message, Manage CMS Dashboard Broadcast, and Manage CMS Dashboard User-Initiate. The result: using WhatsApp Business API (WAPPIN) will make it very easy for both the sales team and the company's customer service to serve customers quickly and in an organized

### Set Up Environment Apps

PT Bank Negara Indonesia 2023

Docotel is trusted to assist Bank BNI in setting up server and optimizing remittance services in the Bank BNI iBank application.

The set-up process is carried out on the infrastructure used on the iBank remittance application server starting from the frontend, API authentication to the repository aggregator.



#### **Manmonth Outsource**

PT Erafone Artha Retailindo 2022

PT Erafone Artha Retailindo is one of the largest distributors and retailers of mobile products and services in Indonesia. Currently, PT Erafone Artha Retailindo has 230 outlets both managed by themselves, and local partners and they plan to add more outlets throughout Indonesia in 2023

PT Docotel was chosen to help PT Erafone Artha Retailindo provide the best personnel, so they can assist in the development of the ROP App to make it easier for them to carry out controls from preparation to stores ready to serve customers.

#### Robocall

Danareksa Investment Management 2022

Robocall is one of the best solutions to manage your call communication with the customer. PT. Danareksa Investment Management uses Robocall to fulfill its target in customer acquisition with the strategy below

- Calling dormant customers to re-activate their account on the Investasik apps
- Calling the customer who has incomplete registration Phase to complete their registration and make some investment in Investasik apps

#### **Aplikasi TLHA**

Bank DKI 2021-2022

eTLHA is the application owned by the internal Audit team at Bank DKI. The purpose of this application is to maintain and track any audit findings and all of the processes until the audit is completed



# Maintenance Website Covid-19

KOMINFO 2020 - 2022

Docotel Teknologi as a holding with subsidiary Docotel Teknologi Informasi (DTI) proud has been trusted by the Ministry of Communication and Informatics (KOMINFO) to manage the Indonesian COVID 19 web portal since 2021.

The function of the Indonesian COVID-19 web portal is to provide information and data disclosure related to the handling of COVID-19 in Indonesia.

#### **AHU Online**

Direktorat Jenderal Administrasi Hukum Umum 2020

AHU ONLINE is an Online Public Service system provided by the Directorate General of General Law Administration, Ministry of Justice and Human Rights Republic Indonesia. AHU online is an effort initiated by the Directorate General of AHU to realize excellence in service for society by creating a 'good governance model' to 'enable a clean government', AHU Online service consists of Limited Liability Companies, Foundation, Associations, Testament, Search Data.

#### **MANTABS**

PT Mandala Multifinance TBk 2019-2020

Mandala was looking for a partner to design and develop the 4th generation Multifinance core system.

From loan origination to financial management it was looking to overhaul its entire core. Docotel took up this opportunity to create a core system that would provide easy management, and easy upgrades and would enhance productivity.

Later on, we will be developing AI modules to support decision making, fraud detection.



### **IT STRATEGIC PLAN**

**PT BNI Life** 

PT BNI Life is on a mission to modernize its insurance business using state-of-the-art technologies and data sciences. To achieve this vision it launched the creation of an IT Strategic plan. Docotel is proud to announce that they were chosen to provide consulting services to develop 3 years BNI Life IT Strategic Plan. The plan will cover Applications, IT Infrastructure, Organization, business processes, data structures, and Governance. Gathering and analyzing the current state, Docotel will provide a target operating model and a modular design to execute the architecture design. The result: automation, digitization, and AI to assist in fraud and claims management.

#### Yap!

PT Bank Negara Indonesia 2017-2022

Yap! is a QR Code based application for payment transactions. With Yap!, you can connect directly to a debit account, credit card, or UnikQu. Yap! application has 2 functions.

- Yap! Customer used to scan the QR Code at a merchant establishment
- Yap! Customer Features: Add Source of Fund, Scan QR Code, Push Notification, and Transaction History. Yap! Merchants used to generate QR Codes and record transactions. Yap! Merchant features: Generate QR Code, Transaction History, Dashboard, Settlement, and Reconciliation.

#### **BNI e-collection**

**PT Bank Negara Indonesia** 

BNI eCollection is a solution specifically designed to assist companies in managing revenue (collection) funds optimally, with various advantages.

BNI eCollection is the answer to the company's needs for banking solutions supported by effective, efficient, easy, and safe corporate financial assistance programs.



#### SPBE

Development and Harmonization of SPBE at Direktorat Jenderal Aplikasi Informatika Kementerian Komunikasi dan Informatika 2020 A government application platform that assists the

- Ministry of Communication and Information in carrying out the mandate of Presidential Decree no. 95 Tahun 2019. covering the development and harmonization of these applications :
- 1. Performance-Based Budgeting Cloud Application
- 2. Staffing Cloud Application
- 3. Archive Cloud Application
- 4. Community Complaints Cloud Application
- 5. Registration of the Electronic System and SPBE Repository
- 6. SPBE Service portal
- 7. SPBE application dashboard

### Sistem Management Kerentanan

BSSN 2019

Docotel (Mahapatih) delivered the first module of the SePatih, security operation platform which is the VMS (Vulnerability management system) Module. The system provides deep insight and automatic analytics for security analysts. We combine scanning result data from our VA Box and 3rd party threat intelligent and do correlation to rank critical vulnerability issues.

BSSN need to manage security issue from all government institution asset.

### **BINMAS**

Bhayangkara Pembina Keamanan dan Ketertiban Masyarakat (Bhabinkamtibmas) 2017

Binmas Apparatus is a Mobile Application that can be used by Bhabinkamtibmas across Indonesia. It enables them to report to Binmas. Binmas Apparatus is an application idea of Binmas Police Headquarters. Bhabinkamtibmas are police under Binmas assigned to villages.



#### SIAB

Korps Brigade Mobile (BRIMOB) 2017

SIAB (BRIMOB Administration Information System) is an electronic system that deals with personnel, secretarial and financial issues of the oldest (Korps) units within the Indonesian National Police (Polri).

#### SIDBANKUM

Badan Pembianaan Hukum Nasional 2017

SIDBANKUM Online is an Information System Database created for and used by the Legal Aid Organization for filling out a legal aid application.

#### **E-Passport**

Direktorat Jenderal Imigrasi 2017

E-passports have complete and accurate data, biometrics that includes fingerprints, as well as passport holders' face shapes stored on the chip and can be identified by scan. Biometric data in e-passports comply with standards issued by the International Civil Aviation Organization (ICAO) and has been used in other countries' passports such as Australia, the United States, Malaysia, Britain, Japan, New Zealand, Sweden, and other countries.



#### E-Pasti

Direktorat Jenderal Administrasi Hukum Umum 2016

E-Pasti AHU is an online administration system created for organizing administrations of Iaw (AHU) as part of the Ministry of Justice and Human Rights. E-Pasti is an application system that is created and developed according to AHU needs in running administrative systems and operational.

### **Notariat Online**

Direktorat Jenderal Administrasi Hukum Umum 2014

Notariat Online is a Notary publication formation system, Through real-time publication, the formation of a notary is determined based on population quota, economic level, and growth of the banking sector in a region. The size of the quota affects the appointment of a person become a Notary.

#### **Fiducia Online**

Direktorat Jenderal Administrasi Hukum Umum 2013

Fiducia Online was created for the Directorate General AHU to facilitate the request, arrangement, and fiduciary services for the community.



### Web & App Development | Kementerian & BUMN

- Ditjen Peternakan & Kesehatan Hewan
- Ditjen Pengembangan Ekspor Nasional
- DJPU
- DJP
- DJKN
- Sekjen Kementerian Keuangan
- DJPB
- DJPPR
- Pusintek
- Kementerian Agraria dan Tata Ruang
- Ditjen Dukcapil
- Badiklat
- Pusdiklat
- KLHK
- Ditjen Aptika
- BBPPT
- Ditjen Binmas

- Kemenko Polhukam
- Sekretariat Komisi Kejaksaan
- PT Bank Negara Indonesia
- PT Bank BNI Syariah
- PT BNI Life Insurance
- PT Bank DKI
- Bank Indonesia
- PT Bank Pembangunan Daerah Papua
- Perum (LPPNPI) / AirNav
- PT Sucofindo Advisory Utama
- PNRI
- PT ASDP Indonesia Ferry Indonesia (persero)
- PT Kereta Api Indonesia (persero)
- PT Kereta Api Logistik
- PT Krakatau Posco
- Primer Koperas Karyawan Krakatau Steel
- PT Krakatau Bandar Samudera

- PT Pesonna Indonesia Jaya
- PT Kliring Berjangka Indonesia (Persero)
- PT Telekomunikasi Selular
- PT Pins Indonesia
- PT Sigma Cipta Caraka
- PT Jasa Marga (Persero)
- PT Pupuk Kaltim
- Sekjen Kementerian Hukum dan HAM
- Itjen
- Ditjen PP
- Ditjen PAS
- BPHN
- Kantor Imigrasi Kelas I Tangerang
- Ditjen Imigrasi
- Kantor Imigrasi Kelas I Non TPI Tangerang
- Ditjen AHU
- DJKI



# Web & App Development | Kementerian & BUMN

- SKK Migas
- KPK
- Bakamla
- Pusdiklat APUPPT (PPATK)
- BSSN
- Badan Pengkajian dan Penerapan Teknologi
- Binmas Polri
- Korps Brimob Polri
- Korlantas
- Pemkab. Bangka Barat
- Pemkab. Belitung Timur
- Pemprov. DKI Jakarta
- Pemkab. Soppeng
- Badan Keamanan Laut

# Health Care Solution | Hospital

- RS Mayapada Surabaya
- RS Mayapada Bogor
- RS Mayapada Bandung
- RS Mayapada Kuningan
- RS Mayapada Jakarta Selatan
- RS Mayapada Jakarta Garden City
- RS Mayapada Tangerang
- RS Umum Adhiyaksa
- RS Kramat 128
- RS Santo Yusup
- RS Daerah Mangusada
- RSPAD Gatot Soebroto
- RS Bhayangkara Brimob
- RS Umum Daerah Cibabat
- RS Dr Rivai Abdullar



### Web & App Development | Enterprise

- Danareksa Investama
- PT Bank CTBC Indonesia
- PT Bank Amar Indonesia
- PT Bank Commonwealth
- PT Paramount Land Development
- PT Lunaria Annua Teknologi
- PT Intav Prima Solusindo
- PT Cipta Laras Sepadan
- Makarim & Taira S
- PT Kelola Santana Graha QQ Singgasana Hotel & Resorts
- PT Bumi Serpong Damai
- PT Jaya Guna Nusantara
- PT Absolute Connection
- PT Bintang Indokarya Gemilang
- PT Orori Indonesia
- PT Karya Harmoni Indonesia

- PT Arwuda Indonesia
- PT Metrocom Global Solusi
- PT Solusi Megah Ramah Teknologi
- PT Aretech Smart Asima
- PT G4S Security Services
- PT My Icon Technology
- PT Realnetworks Indonesia
- PT Mandala Multifinance, Tbk.
- PT Pratama Solusi Armindo
- PT Indo Global Traktor
- PT Indotruck Utama
- PT Indo Traktor Utama
- PT Wahana Inti Selaras
- PT Agincourt Resources
- PT Mastercard Indonesia
- PT Visa Worldwide Indonesia
- Badan Kontak Majelis Taklim (BKMT)

- PT BFI Finance Indonesia, Tbk.
- PT Artajasa Pembayaran Elektronis
- PT Tata Consultancy Services Indonesia
- PT Indocyber Global Teknologi
- PT Toyota Astra Motor
- PT Alumagubi Raya Indonesia
- PT Indonusa Dwitama
- PT Nusapati
- PT Aplikasi Hidup Bahagia
- PT Idana Solusi Sejahtera
- PT Amanah Karyananta Nusantara
- UNDP Indonesia
- PT Circles Teknologi Indonesia
- The Asia Foundation
- Kemitraan Partnership
- Hong Kong Economic and Trade Officer



- Indo Claro
- Club 21 Jakarta
- AEG INDOTAMA
- Kelapa Dua Town House
- XL Planet Digital
- Home Direct Indonesia
- PHD Indonesia
- jeunesseglobal
- Singgasana
- Harapan Prima
- Sofitel Luxury Hotel
- Wilshire JKT
- AirNav
- PT Indonesian Capital Market Electronic Library
- PT Redkendi Andalan Mitra
- CV Flazz Technologies
- BUMAME

- PT Aichat Teknologi Indonesia
- PT Hotel Murah Travelindo
- PT Fiwi Lestari Internasional
- PT Hipernet Indodata
- PT Mitra Mas Sentosa
- PT Witami Tunai Mandiri
- PT Menara Visi Investama
- PT Finansial Integrasi Teknologi
- CV Mitra Jasa Insurance
- YAY Pendidikan Universitas Presiden
- Amarelo Hotel
- Andy's Gallery
- Area Magazines
- PT Smart Wisdom Group
- PT Bank Victoria International Tbk
- PT XL Planet
- Citas Konsultan Global

- PT Printcom Solusi
- Citasco
- Rajasa Mitramedia
- PT Bhakti Adi Karya
- Inlingua
- Indoputra Swadaya
- Rakuten
- Majalah Area
- Advance Medicare
- Bank BNI
- Bank BTN
- Otel Lobby
- PT Yabeshindo Kharisma Putera
- PT Metra Digital Media
- Grand Melia Hotel Jakarta
- PT Sari Melati Kencana
- PT Novo Nordisk Indonesia



- PT Puri Dharmawangsa Raya Hotel (The Darmawangsa Jakarta)
- PT Sinarwisata Lestari
- PT Astra Otoparts Tbk
- Korea International Trade Association KITA Jakarta
- PT Rentokil Indonesia
- PT ICI Paints Indonesia
- PT Bank Resona Perdania
- PT Wijaya Pratama Raya
- Hotel Rooms Inc
- Swiss German University
- PT Metra Net
- Ezeelink Indonesia
- CV Elmaro
- Bank Mandiri
- PT Bahana Securities

- IB Solutions
- Adaro Energy Tbk
- PT Tiki Jalur Nugraha Ekakurir (JNE)
- Brother Indonesia
- Management Asia
- Ditjen AHU
- AUG Study
- Trikarsa
- 5asec Indonesia
- Seventh Grace Consulting
- Trader Academy
- Alumni Prasetiya Mulya
- Astra Otoparts
- PT Dinamika Mitra Global
- Red Piramid
- QIS
- Smart Bisnis

- Le Green Hotel
- PT Duta Makmur
- Danar Hadi Batik
- JJSEA
- Pamerindo Indonesia
- Jakarta Allum Foil
- Trattoria Puri
- Aptisitata
- Kawanlama Retail
- Antavaya Events
- KopeLand
- Pulau Dua Resto
- MSW
- Majalah Tambang
- jakartainfopromo
- RSM Consultant
- Light House



- Werkudara Travel
- Interna IPD
- Jasuindo
- Metranet
- Voice Of Indonesia
- Podomoro University
- Tetomo
- Premier
- JW Marriott Jakarta
- ESQ Leadership Center
- Mas Travel Biro
- d'consulate lounge
- KIA Travel
- Cipaganti Hotel
- Prasetiya Mulya
- Apple Consulting
- Promoda

- Kem Travel
- PT Sarana Teknik
- PT Indocore
- Eureka
- Phoenix
- YPIA
- M\_Plus
- Intercontinental MidPlaza Hotel
- Hotel Kristal
- Gogomall
- Apsda Indonesia
- Partner
- MD Media
- Al Azhar Peduli
- Minerva Motor
- SWA Media Group
- Suzuki

- Toko Kurio
- Venosan Clinic
- IPBLondon
- Logisera
- Travels 101
- Alfa Online
- Merpati Air
- Dulux
- Karya Megakencana
- Raja Karcis
- Pajak Jaksel
- Deal Going
- Majalah Infobank
- Prima Nusantara
- Dino Office Furniture
- Intericad
- Jwinehouse



- PT Intervisual
- Global
- Makarim
- Pharma Pro
- Jogja Expo Center
- Faims Media
- Universitas Prasetiya Mulya
- Blue Bird Group
- Kantor Pajak Pratama Tebet
- Bowel Express
- PT Prima Tigon Global
- allesscia flower
- Michael Bolton Music Konser
- PT Muara Jaya
- Yayasan Takrimul Quran
- PT Aqueo
- Universitas Trilogi

- Dale Carnegie
- Esqtravel
- marketing.acsgroup
- Sodexo
- Yulika Florist
- Segarra Resto
- Omex Consulting
- Holiday Inn
- Hotel Dharmawangsa
- Autec Group
- YBM BRI
- MMPMBS
- Tmitrainers
- ESQ Store
- Hisense
- EF English
- Cobra Dental Indonesia

- Sekpro
- RockstarGym
- RANTI Advertising & Promotion
- Uniqpak
- Lembaga Bantuan Manajemen
- Cipta Busana Jaya
- Bootika



Company Profile Docotel

www.docotel.com





Company Profile Docotel ww

www.docotel.com



