Mastersystem
ICT Solutions

MASTERSYSTEM AT A GLANCE

With over 27 years of operations, Mastersystem has become one of the leaders in Indonesia's system integration industry, providing end-to-end information and communication technology ("ICT") infrastructure technologies and advanced solutions to renowned corporations.

The Company undertakes projects throughout Indonesia covering Java, Sumatra, Kalimantan, and Papua, with a head office located in Jakarta and supported by a representative office in Surabaya.

600 employee with over 400
highly Certified Technology Professionals

Largest system integration revenue in the industry of
USD 210 Million

Partnership with more than
30 globally renowned principals

CISCO Partner | Hewlett Packard Enterprise Platinum Partner | vmware Partner Connect | citrix Partner Platinum Plus | f5 Gold Unity Partner Value Added Reseller | aws

Principles

Vision

To be Indonesia's leader in ICT industry

Mission

Bring value to all the stakeholders. Empowering business with innovative technologies, solutions, and services

Core Values

E T H I C

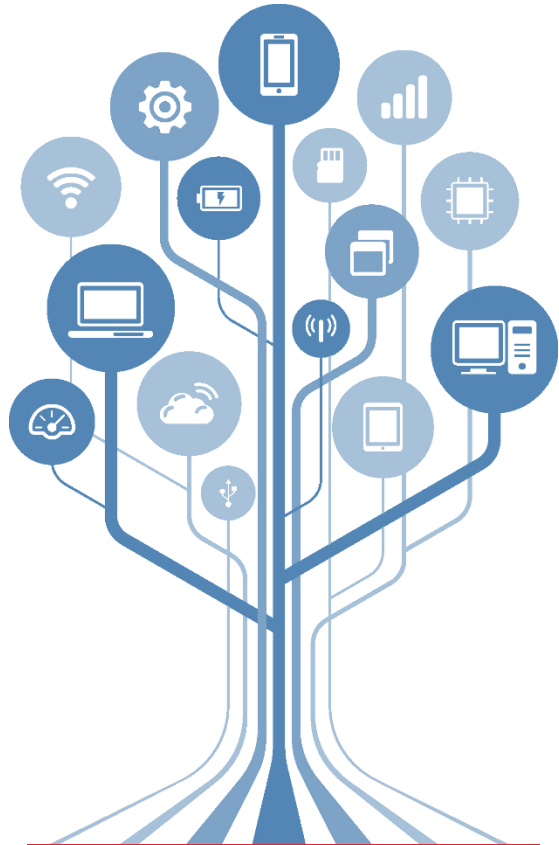**E**xcellence | **T**eamwork | **H**onesty | **I**nnovation | **C**ompetence

Office

02 JAKARTA
SURABAYA

RANGE OF END-TO-END SOLUTIONS

Mastersystem builds a comprehensive infrastructure network with various supporting solutions that will provide the customer an end-to end solutions for their business

Data Center and Cloud Infrastructure

- *Cloud Platform*
- *Enterprise Networking*
- *Server & Storage Modernization*
- *Hyper Converged Infrastructure*
- *MSInsight (our own IP)*
- *MSVision (our own IP)*

Enterprise Collaboration

- *MSXperience (our own IP)*

Big Data & Analytics

Digital Business Management
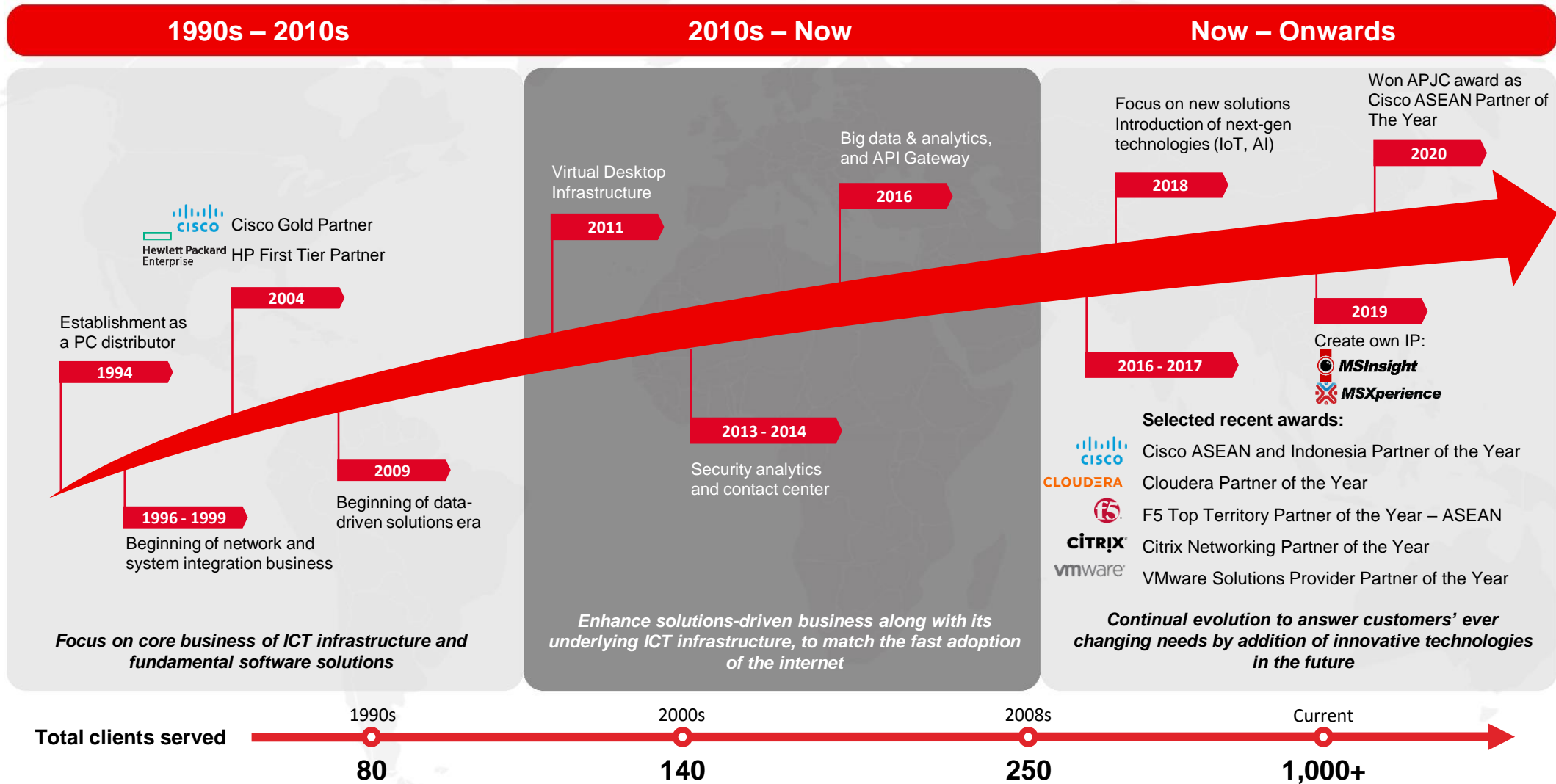
- *Business Process Automation*
- *Digital Marketing*

Adaptive Security Architecture
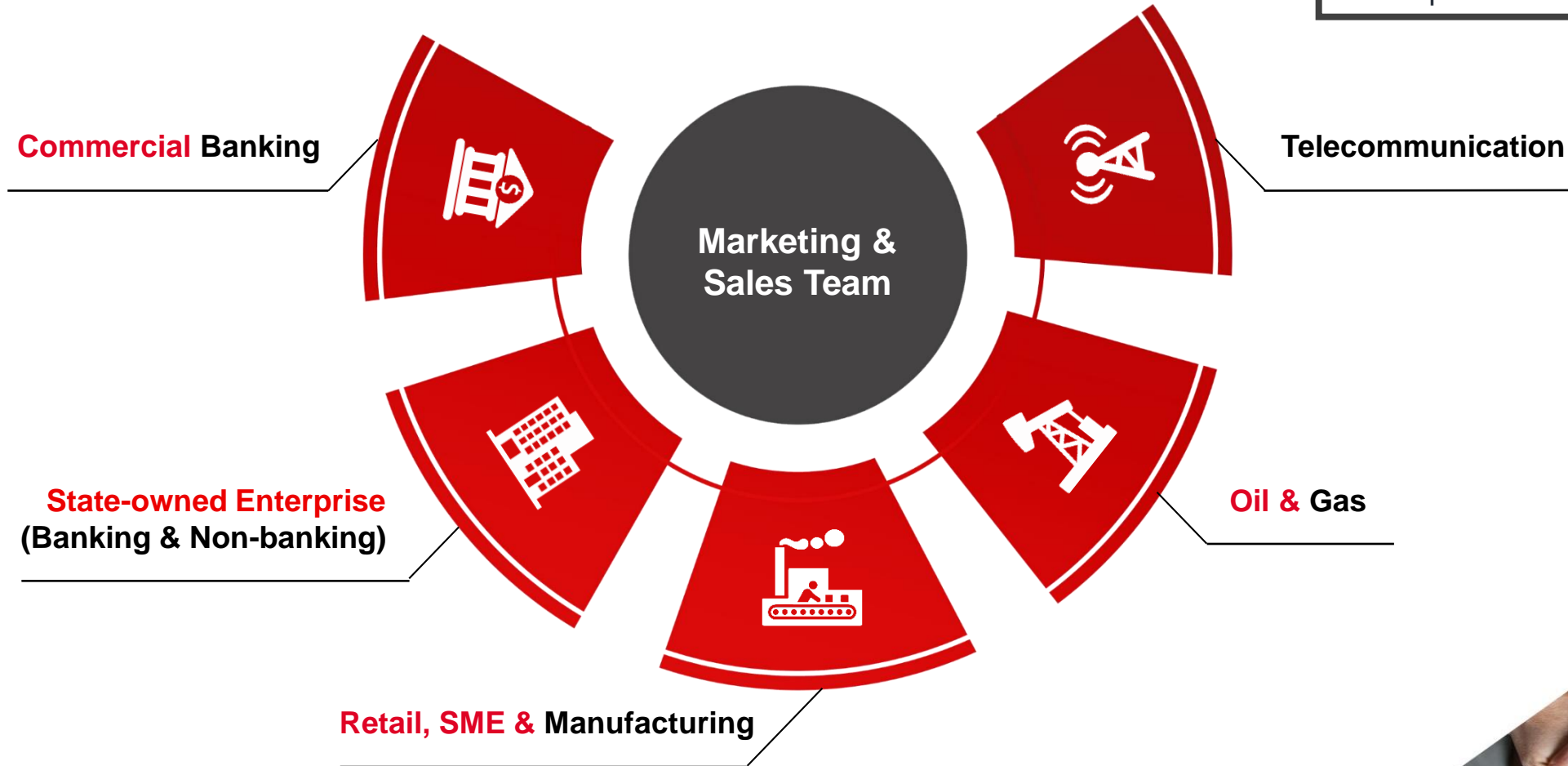
Services

ICT SOLUTIONS

THE PATHWAY TO UPHOLD POSITION AS LEADER IN ICT INFRASTRUCTURE AND SOLUTIONS

As the leading ICT infrastructure and solutions provider in Indonesia, Mastersystem has been constantly evolving to keep up with the industry and customers needs.

1990s – 2010s	2010s – Now	Now – Onwards

Cisco Gold Partner

HP First Tier Partner

2004

Establishment as a PC distributor

1994

1996 - 1999

Beginning of network and system integration business

2009

Beginning of data-driven solutions era

Focus on core business of ICT infrastructure and fundamental software solutions

Virtual Desktop Infrastructure

2011

Big data & analytics, and API Gateway

2016

2013 - 2014

Security analytics and contact center

Enhance solutions-driven business along with its underlying ICT infrastructure, to match the fast adoption of the internet

Won APJC award as Cisco ASEAN Partner of The Year

Focus on new solutions Introduction of next-gen technologies (IoT, AI)

2020

2018

2019

Create own IP:

MSInsight

MSXperience

2016 - 2017

Selected recent awards:

CISCO — Cisco ASEAN and Indonesia Partner of the Year

CLOUDERA — Cloudera Partner of the Year

F5 — F5 Top Territory Partner of the Year – ASEAN

CITRIX — Citrix Networking Partner of the Year

vmware — VMware Solutions Provider Partner of the Year

Continual evolution to answer customers' ever changing needs by addition of innovative technologies in the future

Total clients served

1990s	2000s	2008s	Current
80	**140**	**250**	**1,000+**

SOLID PARTNERSHIP WITH GLOBALLY
RENOWNED ICT PRINCIPALS

Mastersystem is the key partner of numerous global ICT principals, accomplished by developing and maintaining a strong team of technology professionals to exceed principals' high standards & requirements

01 Achieve core specializations (e.g. data center, cloud, security) and maintain the required number of certified engineers

02 Annual transaction purchase or revenue threshold

03 Uphold high level of services or support functions for customers (e.g. 24/7 customer service, pre-sales support)

FY20 - Cisco **ASEAN** Partner of The Year
FY11 - **FY20** - Cisco Indonesia Partner of The Year

2019 – Frost & Sullivan Indonesia IT Services Competitive Strategy Innovation and Leadership

FY 2016 - F5 Top Territory Partner of the Year – ASEAN

FY 2019 - Platinum Partner: in recognition of outstanding performance

FY 2017 - VMware Solutions Provider Partner of the Year 5

EXCELLENT BUSINESS
PROCESS WITH ISO CERTIFICATION

Commitment to quality for internal management and customer satisfaction through having international standard certification and passing thorough audits by its principal vendors.

ISO 9001:2015

Certified in Quality Management System

Mastersystem implement good Quality Management System which has strong customer focus, good leadership of top management, and continuous improvement"

ISO 20000-1:2011

Certified in IT Service Management System

The quality of design, delivery, and the improvement of services are acknowledged through standardized service delivery process

ISO 27001:2013

Certified in Information Security Management System

Mastersystem commences to implement Information Security Management System to safeguard our customer valued information in our IT System

THANKYOU

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