PT Sigma Cipta Caraka
(telkomsigma)

Integrated & End to End
ICT Company
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## OUR IDENTITY

The absence of capital letters illustrates friendship and warmth; while the connection between telkom and sigma symbolize the strong collaboration and synergy to deliver quality solutions for our clients.

The color “red” is applied on the word “telkomsigma” to reflect Telkomsigma as an Indonesian based company that supports national innovation and also globally present our national identity.

The “trusted IT company” tagline reflects our values in how we effectively implement our ICT solutions to clients, solutions that are supported by Telkom Indonesia’s fast and vast network connectivity, therefore our valuable clients will receive the full benefit of ICT to accelerate their business growth.
CEO MESSAGE
Judi "Jac" Achmadi

In our 28 years in the ICT industry, Telkomsigma remains committed to deliver integrated end-to-end ICT solutions to support our clients in the Finance, Banking, Distribution, Telecommunication, and other various industries to achieve their business objectives. During the passing years, various transformations have occurred but with our solid management team we continue to stay ahead of the market in providing quality ICT solutions and maintaining consistent growth.

This year was marked by the expansion of our data center facilities to maintain our position as the leader and the largest provider of data center services in Indonesia. As a core solution, expansion of our data center facilities also support Telkomsigma’s up and coming solutions such as Cloud Computing services named TelkomCloud. We additionally strive to add value of our “SDM” business portfolio; System Integration, Data Center Services and Managed Services (Cloud Computing) to become the outright leader in the ICT industry and achieve revenue growth above the average IT industry.

As a subsidiary of Telkom Indonesia, Telkomsigma’s competency in the ICT Industry, which is supported by our experience and infrastructure, has been described as Telkom’s “New Engine Growth”, a main contributor in advancing Telkom Group’s business portfolio (TIMES – Telecommunications, Information, Media & Entertainment, Services), especially “I & S” (Information & Services).

With Telkom Group’s “working spirit” of: SOLID, SPEED, and SMART, and our Grand Scenario 3S consisting of Scale 3T (revenue 3 Trillion), Share of market 42% and Stock listed through IPO, we hope to continue our business growth to achieve our company’s vision and mission.

**Vision & Mission**

**Vision**
To be a leading Information Communication Technology (ICT) Company in the region.

**Mission**
To become the most trusted partner in providing and applying the benefits of ICT solution to accelerate customer’s business growth.
To provide most trusted and innovative ICT solution for making customer’s life easier.

Company Profile Telkomsigma 2016
Leading End-to-End ICT Company in Indonesia

Established in 1987, PT Sigma Cipta Caraka (later known as, Telkomsigma) started our business as an IBM chosen partner to sell hardware to Indonesian local banks. In 1989, we developed our own core-banking system, called AlphaBITS, which accommodated the local bank requirements and was utilized by 35 mid-sized banks. Later in 1997, during the global economic hardship, to support the local banks requirements and to increase the banks’ IT investment efficiency, we launched data center and outsourcing services.

In 2008 Telkomsigma was acquired by a subsidiary of the largest information and telecommunications provider in Indonesia, PT Telekomunikasi Indonesia Tbk (Telkom). As part of Telkom Group, we are ready to fully support Telkom’s portfolio, TIMES (Telecommunication, Information, Media & Edutainment, and Services), notably with our expertise in the Information & Services aspect.

Telkomsigma is now the leading End-to-End IT Solutions company in Indonesia. Employing internationally certified IT Professionals, we have over 420 clients from various industry business, which currently trust us for their ICT solutions. With our experiences and competencies, we have been at the forefront of IT solutions innovations, development and operations, delivering the best ICT benefit both at home and abroad.
**QUICK FACT**

- **Established**: 1987
- **Employees**: 1300+
- **Clients**: 475+
- **Managed Services Market Share**: 34%
- **Data Centers**: Sentul, Serpong, Surabaya
- **Office**: Jakarta, Serpong, Sentul, Surabaya, Bali
- **Industry**: Information, Communication, Technology (ICT)
- **Shareholders**: PT TELKOMUNIKASI INDONESIA (Tbk) (TELEKOM)

**SOLUTIONS AND CORPORATES MILESTONE**

- **Quick Fact**
- **Solutions and Corporates Milestones**

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1987</td>
<td>Establishment of Sigma</td>
</tr>
<tr>
<td>1989</td>
<td>AlphaBITS, a breakthrough Core Banking System</td>
</tr>
<tr>
<td>1991</td>
<td>Developed Excalibur, Capital Market Core System</td>
</tr>
<tr>
<td>1996</td>
<td>Established Signet, Security System Integration</td>
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<tr>
<td>2000</td>
<td>Established Sigma Solusi Integrasi (SSI), Oracle System Integration</td>
</tr>
<tr>
<td>2000</td>
<td>Developed Financore, Multi-finance Core System</td>
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<tr>
<td>2000</td>
<td>Developed Approva, Loan Origination System</td>
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<tr>
<td>2005</td>
<td>Developed SERA, Payment Gateway System</td>
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<tr>
<td>2007</td>
<td>Operated Data Center (DC) Surabaya, International Standard DC Facility</td>
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<tr>
<td>2008</td>
<td>Managed HIMBARA LINK, ATM switching of SOE Banks</td>
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<tr>
<td>2009</td>
<td>Developed SATU, Core Banking System for BPR (Micro Banks and Institutions)</td>
</tr>
<tr>
<td>1998</td>
<td>Sigma became pioneer of Data Center Services in Indonesia</td>
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<tr>
<td>1998</td>
<td>Balicamp, world-class software development house</td>
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<tr>
<td>2010</td>
<td>Sigma became a part of Telkom Indonesia</td>
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<tr>
<td>2011</td>
<td>New name &amp; logo of Telkomsigma</td>
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<tr>
<td>2011</td>
<td>Launched STAR Solution, Cloud Computing and Data</td>
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<tr>
<td>2011</td>
<td>Developed ARIUM, a Banking &amp; Financial Solution Ecosystem</td>
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<td>2011</td>
<td>Established Metrasys, a SAP &amp; IBM System Integrator</td>
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<tr>
<td>2012</td>
<td>Operated Data Center (DC) Sentul, International Standard DC Facility</td>
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<tr>
<td>2013</td>
<td>Acquired PT German Centre Indonesia (GCI)</td>
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<tr>
<td>2013</td>
<td>Developed System E-Ticketing for Commuter Line</td>
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<tr>
<td>2014</td>
<td>Operated Data Center (DC) Sentul, International Standard DC Facility</td>
</tr>
<tr>
<td>2014</td>
<td>Established Graha Telkomsigma, for Data Center Facility Management</td>
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<tr>
<td>2014</td>
<td>Launched TelkomCloud, Cloud Computing Services from Telkorn</td>
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<tr>
<td>2015</td>
<td>Achieve Rp 1 Trillion in revenue</td>
</tr>
<tr>
<td>2015</td>
<td>Launched Smart Office for Telkom &amp; Telkomsel</td>
</tr>
<tr>
<td>2015</td>
<td>Achieve Rp 2.5 Trillion in revenue</td>
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</tbody>
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Company Profile Telkomsigma 2016
In 2016, Telkomsigma has a great agenda for our portfolio of System Integration, Data Center, and Managed Services. It seems from the expansion of our Data Center Services, to provide international quality service level agreement (SLA), and also develop a range of services in order to increase the company's value.

Therefore, this year I hope we continue to grow, grab a hat trick, become a true champion, and record a proud milestone. Telkomsigma will also be a driving force in Telkom's business portfolio of TIMES, especially for Information and Services.

Approximately 55% of companies in Indonesia still operate in house data center, providing the opportunity for providers of international standard Data Center the ability to meet the needs of local and regional companies. This year, Telkomsigma will continue to assure our clients' IT systems as well provide higher Service Level Agreement (SLA). Trust from our clients is the key reason we remain number one in Indonesia.
S-D-M Business Portfolio to Achieve Target of 3T in Revenue

System Integration (SI), Data Center & Managed Services, or SDM is our new business portfolio in order to achieve revenue of 3T.

Our core solutions of “Data Center and Managed Services” will be a major contributor to achieve our target of 3T in revenue and leverage Telkomsigma as the new revenue generator for Telkom Indonesia.

**S**

**System Integration Packaged System**
Provide IT Consulting and System Integration for Enterprise business, supported by various strategic partners

**SI of Own Software & Applications**
Provide core and surrounding software solutions, including for Finance and Banking Institutions, and ITOM

**D**

**Data Center Services**
Data Center related services, including colocation, disaster recovery (DR), supported by robust communication link

**M**

**Managed Services (Cloud Computing)**
Cloud computing solutions in terms of IaaS, SaaS & PaaS targeted for Enterprise and SME
Targeted To Become “The King of System Integration (SI)”

Telkomsigma is expected to become “the King of System Integration”. To achieve this goal we have develop two strategies. The first is to strengthen partnership with all levels of our strategic partners, and secondly is to strengthen existing competencies from years of experience in the ICT industry.

"System Integration Solutions that are proven, developed by the best in the industry"

**SI of Packaged System**

Telkomsigma and its subsidiaries have built strategic partnerships with international IT companies to leverage our value in providing SI or Packaged System.

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### Our Subsidiaries

<table>
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<tr>
<th>Subsidiary</th>
<th>Name</th>
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<tbody>
<tr>
<td>PT Sicma Solusi Integrasi</td>
<td>Oracle</td>
</tr>
<tr>
<td>signet</td>
<td>Microsoft</td>
</tr>
<tr>
<td>metrasys</td>
<td>SAP</td>
</tr>
</tbody>
</table>

### Strategic Partner

Oracle implementation and license maintenance, business process outsourcing (BPO), education and training, project management, software customization

Microsoft Dynamics, enterprise resource planning application (ERP) and customer relationship management (CRM)

SAP Solutions, IBM Enterprise Business Suite
Telkomsigma began to receive national recognition from our IT innovation for the Banking and Financial Industry

Strong market-base from the Banking and Financial Industry

Thru years of experience and expertise, Telkomsigma has provided ICT Solutions to support the banking and financial industry, improving their customer service and effectively streamlining operations while complying to the requirements of regulators. Currently over half of our clients come from the banking and financial industry, showing great trusts in our ability to provide ICT Solutions that prioritize security and reliability.

SI of Own Software and Applications

Our SI of Own Software and Applications mainly consist of solutions for the Banking and Financial industry.

Our Highlighted Banking and Financial Solutions:

**AlphaBITS Banking Suite**

AlphaBITS paved the way for our penetration in the Banking and Financial industry. As the first core banking system specially developed for local banks, AlphaBITS innovation was quickly adopted in Indonesia because it addressed local business needs and operations. To this day, AlphaBITS has receive continuous updates (including Islamic Banking version), inline with changing business environments, and remain trusted by the industry. Over 30 banks currently implement AlphaBITS

**ARIUM**

Arium is an end-to-end ecosystem of applications to support business process of the Banking and Financial industry, enabling collaboration with various internal and external parties in expanding their business and aim to provide the best quality services for their customers. ARIUM comprise of banking & financial operations, channels, analytics, loan, securities and brokerage systems.

**SATU**

To accomodate BPR (Bank Pekreditan Rakyat) and microfinance financial institutions requirement for modern banking systems, Telkomsigma developed SATU, a core banking system with zero investment required, because SATU uses SaaS concept (Software as a Service), a form of Cloud Computing service, which includes software, hardware, infrastructure, and IT professional management. Over 80 BPR and microfinance financial institutions are a member of the SATU Community

<table>
<thead>
<tr>
<th>Our Banking and Financial Solution Milestone</th>
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<tbody>
<tr>
<td>✔ 1988 AlphaBITS, Core Banking System</td>
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<td>✔ 1991 Excalibur, Capital Market Core System</td>
</tr>
<tr>
<td>✔ 1993 AlphaBITS Syariah, Islamic Core Banking System</td>
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<tr>
<td>✔ 2000 Aprova, Loan Origination System</td>
</tr>
<tr>
<td>✔ 2000 Financore, Multifinance Core System</td>
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<tr>
<td>✔ 2005 SERA, Payment Gateway</td>
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<tr>
<td>✔ 2008 LINK, ATM Switching for HIMBARA</td>
</tr>
<tr>
<td>✔ 2009 SATU, Modern Core Banking System for BPR</td>
</tr>
<tr>
<td>✔ 2011 ARIUM, Financial Solution Ecosystem</td>
</tr>
<tr>
<td>✔ 2016 ARIUM Core Banking (AlphaBITS Next Generation)</td>
</tr>
</tbody>
</table>
DATA CENTER SERVICES

Pioneer & Leader of Data Center Services in Indonesia

Finding the right data center provider can be challenging. Some newcomers with an unproven track record may damage your attempts to ensure your Business Continuity and have scalable IT infrastructure.

Telkomsigma is proud to have these differentiating qualities that our clients can rely on. Our experience and expertise in data center services are established in our history in the IT industry, stretching back to 1987. Pioneering data center services in Indonesia since 1998, we have won the trust of over 130 enterprise clients, half of which come from industries with strict regulations, such as the banking and financial services sector.

With the full support of Telkom Indonesia, we have crafted the following data center services.

- Wholesale Data Center
- Colocation
- Managed Hosting
- Disaster Recovery Services
- IT Operation Management

Two Reasons to Trust Telkomsigma

1. **Trusted by various industry**
   Telkomsigma is trusted by over 283 clients from various industries including highly regulated banking & financial industry. We also manage “LINK” ATM Switching of the Association of Indonesia’s Stated-own Banks (HIMBARA) since 2009, enabling bank’s customers to commit over 198 million transactions through LINK in 2015 alone.

2. **Data Center is the core of our business**
   Have peace of mind as we treat client’s data, devices and peripherals as equally important as ours; because your data, devices and peripherals, including ours are housed in the very same data center.
DATA CENTER SERVICES FACTS & NUMBERS

3 ENTERPRISE DATA CENTER

DC-1 Surabaya (Total Area 6,500m²)
DC-2 Sentul (Total Area 8,000m²)
DC-3 Serpong (Total Area 22,000m²)

WORLD-CLASS STANDARDS

TIER III & IV Design
Uptime Institute Tier III & IV Design
ISO 27001 : 2005
Information Security Management System
ISO 9001 : 2008
Quality Management System
BS OHSAS 18001 : 2007
Occupational Health and Safety Management System

READINESS & CAPABILITY FOR EXPANSION

100,000m²
Data Center Space Readiness by 2015
10+
Local & International Network Providers (Carrier Neutral Data Center)
700+
Network Devices Monitored
120+
DC Related Experts

TRUSTED BY OUR CLIENTS

150+
Data Center Services Clients
60+
Clients from the Banking and Financial Industry
30+
Mission Critical Systems Operated and Managed
20+
Fully Hosted Production & DRC Clients

PROVEN TRACK RECORDS

500+
Audited by Regulator and Auditor
600+
Disaster Recovery Drill Events
15+
Real Disaster Handled
24 x 7
Customer Support

18+
Data Center Tier 3 and Tier 2 Locations by 2015
Connected with Telkom Indonesia's Super On-Net nx10 GBPS Ring (Protected DWDM)
Big Data Analytics

Big data usually includes data sets with sizes beyond the ability of commonly used software tools to capture, curate, manage, and process data within a tolerable elapsed time. Big data is a set of techniques and technologies that require new forms of integration to uncover large hidden values from large datasets that are diverse, complex, and of a massive scale.

Big Data Concept

“3 V” Of Big Data Analytics:

VOLUME
The quantity of generated data is important in this context. The size of the data determines the value and potential of the data under consideration, and whether it can actually be considered big data or not. The name ‘big data’ itself contains a term related to size, and hence the characteristic.

VELOCITY
This context, the speed at which the data is generated and processed to meet the demands and the challenges that lie in the path of growth and development

VARIETY
The type of content, and an essential fact that data analysts must know. This helps people who are associated with and analyze the data to effectively use the data to their advantage and thus uphold its importance.

Telkomsigma and Telkom ISC

In 2014, Telkomsigma and Telkom ISC collaborated to build Big Data Platform and implement some use cases in order to fulfill requirements Telkom Group. Many use cases already implemented by Telkomsigma with Big Data analytics platform for your business to help you grow bigger and faster. In this digital age, we are the right choice to manage and store Big Data as well as leveraging it to help you compete in the future.

Big Data Analytics Use Cases

1. **Business Insight:**
   To have deep knowledge of the market situation & condition

2. **Business Monitoring:**
   Keep your business in track, both by learning from the data of past condition, the present and provide prediction of the utmost probability based on data.

3. **Business Optimization:**
   By using Telkomsigma comprehensive BIG DATA services, your business will achieve better result both internal and external to further optimize and grow your business.

4. **Business Monetization:**
   Better optimization of your business means bigger capability to monetize various opportunity and resources.

5. **Business Metamorphosis**
   Monitizing the right opportunity based on our BIG DATA market predictions can further metamorph your business into an entirely new business opportunity.
TelkomCloud Means Security and Reability

Why Security and Reability?
Cloud Computing clients have a legitimate concern with both the security and availability of their data and applications. Finding the right Cloud Computing service provider means knowing whether they have a respectable track record.

Why TelkomCloud?
Our background, track record and experience speaks for itself:

- TelkomCloud solutions is the result of a collaboration between Telkom Indonesia and Telkomsigma
- Telkom Indonesia has a vast infrastructure network
- Telkomsigma has a wealth of experience in software, data center infrastructure and IT managed services

Why is TelkomCloud so secure?
TelkomCloud is housed in our own data center that is managed and maintained by a team of professionals.

Our data center is a Tier 3 data center with the following prestigious certifications:

- ISO 9001:2008 for Data Center Operation
- ISO 27001:2005 for Information Security Management System
- BSI CSA STAR for Cloud Security Management System
- Uptime Institute for Data Center Tier 3 Design

### Five Benefits of TelkomCloud

1. **Access to enterprise class IT infrastructure or applications**
   Cloud Computing is accessible for business of all sizes

2. **Pay as you grow**
   Pay only the Cloud Computing services that suit your current business size

3. **Adaptable and Scalable**
   Cloud Computing enables you to easily add or reduce capacity as required by your business

4. **Faster IT Delivery Time**
   As infrastructure, platforms and/or applications are installed and ready to use on cloud, you can instantly utilize them.

5. **Reducing Implementation Risk**
   The risk of failure when installing and integrating new infrastructure is reduced, as the Cloud Computing system has already been installed and tested
TelkomCloud IaaS offers instant infrastructure and software for your vMachine and Cloud-hosted server solutions

TelkomCloud IaaS
(Infrastructure as a Service)

Instant Infrastructure and software for your vMachine and Cloud-hosted server solutions.

TelkomCloud Infrastructure as a Service (IaaS) provides you with computer (CPU), RAM, storage, software and network services options. Added with a unique option of TelkomCloud’s managed services, you will have true end-to-end solutions to accelerate your business growth with timeliness and flexibility.

We provide IaaS solutions to suit your business size and requirements:

Enterprise Solutions
TelkomCloud vServer (vMachine) & TelkomCloud vData Center

✓ Providing you with greater customizability and control over your vMachine
✓ Giving you higher performance capabilities to serve as your production, development, disaster recovery, backup, and archival solutions

Small Medium Enterprise (SME) Solutions
TelkomCloud SME

✓ Enabling SME and independent Software Vendors to obtain different Cloud Hosted Servers to meet their requirements
✓ The fully automated purchasing system enables you to set up a cloud hosting server in minutes.

NO INVESMENT
NO MAINTENANCE COST
PAY AS YOU GROW
EASIER TO USE

For more information, please visit: www.telkomsigma.co.id/cloud-computing
Achievements & Certifications

Achievements & Certifications

Huawei Partnership Award “Excellent Project Partner” (2015)

VMware - Cloud Service Provider of the Year (2015)

Golden Achievement Award 2015 - Virtus

AVNET - IBM Breakthrough Partner of The Year (2014)


Euronet Partnership Business Awards


Recognizing of achieving Microsoft competency in delivering network infrastructure


ADOC (APEC Digital Opportunity Center) for “The best e practices project: Sigma Syariah Financial System”

Awards & Achievement for Innovation in the ICT Industry

Top IT Award 2015 for category Top Data Center Service - Itech

Top IT Award 2015 for category Top Cloud Application Provider - Itech

2015 Indonesia Data Center Service Provider of the Year - Frost & Sullivan

2015 Indonesia Telco Cloud Service Provider of the Year - Frost & Sullivan

Rekor MURI ICT Solutions to Support “Smart City” Bandung

Indonesia Most Admired Companies category Data Center 2015 - TEMPO
To achieve the objective to become a world-class company, we believe business process and operations must be based on world class standards.

World-Class Standards and Certifications

- Uptime Institute Certified Tier III Design & Facility
- Uptime Institute Certified Tier IV Design
- ISO 27001:2005 Information Security Management System
- ISO 9001:2008 Quality Management System
- BS OHSAS 18001:2007 Occupational Health and Safety Management System
- Central Bank Compliance (PBI No.9/15/PBI/2007)
- Appraised at CMMI Level 3 Institute's Capability Maturity Model Integration (CMMI)
- BSI ITSMF ISO/IEC 20000-1 Information Technology Services Management
- BSI CSA STAR Cloud Security Management System
- Green Certification Gold Rating
- TVRA Audit
- SNI-1726-2002 Standard for Earthquake Resistance Building Structure Design
Co-creation of Win-win Partnership

Telkomsigma believes to continue expanding our market and services by collaboration with the right partners, and providing clients with the best solutions for their business. We continue to venture in developing future partnerships with local and global IT companies, to add value to our business solutions.
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