PT Sigma Cipta Caraka
(telkomsigma)

Integrated & End to End
ICT Company
Our Identity

The absence of capital letters illustrates friendship and warmness; while the connection between telkom and sigma symbolize the strong collaboration and synergi 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, therefor our valuable clients will receive the full benefit of ICT to accelerate their business growth.
CEO MESSAGE
Sihmirmo Adi

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, also our Grand Scenario 3S Consisting of Scale 9T (revenue 9 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
The Preferred Digital Transformation Partner

Mission
- Bring about highly skilled Indonesia IT professionals and Increase competitive of the company as national asset in the era of open market and globalization
- Delivering thought leadership in digital transformation, focusing on emerging technologies an business
- Focusing on service quality, customer engagement, to determine long term partnership with enterprise
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 the largest information and telecommunications provider in Indonesia, PT Telekomunikasi Indonesia Tbk (Telkom). As a 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

<table>
<thead>
<tr>
<th>EMPLOYEES</th>
<th>1900+</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATA CENTERS</td>
<td>Sentul, Serpong, Surabaya</td>
</tr>
<tr>
<td>OFFICE</td>
<td>Jakarta, Serpong, Sentul, Surabaya, Bali</td>
</tr>
<tr>
<td>CLIENTS</td>
<td>475+</td>
</tr>
<tr>
<td>INDUSTRY</td>
<td>Information, Communication, Technology (ICT)</td>
</tr>
<tr>
<td>SHAREHOLDERS</td>
<td>PT TELEKOMUNIKASI INDONESIA (Tbk) (TELKOM)</td>
</tr>
</tbody>
</table>

### SOLUTIONS AND CORPORATES MILESTONE

Over 28 years in the ICT Industry
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>1997</td>
<td>Sigma became pioneer of Data Center Services in Indonesia</td>
</tr>
<tr>
<td>1998</td>
<td>Bali Camp, world-class software development house</td>
</tr>
<tr>
<td>1998</td>
<td>telkomsigma, New name &amp; logo of Telkomsigma</td>
</tr>
<tr>
<td>2001</td>
<td>Launched STAR Solution, Cloud Computing and Data</td>
</tr>
<tr>
<td>2011</td>
<td>Development of Excalibur, Capital Market Core System</td>
</tr>
<tr>
<td>2011</td>
<td>Development of Signet, Security System Integration</td>
</tr>
<tr>
<td>2011</td>
<td>Establishment of Sigma Solusi Integrasi (SSI), Oracle System Integration</td>
</tr>
<tr>
<td>2011</td>
<td>Development of Approva, Loan Origination System</td>
</tr>
<tr>
<td>2012</td>
<td>Development of SERA, Payment Gateway System</td>
</tr>
<tr>
<td>2012</td>
<td>Development of Data Center (DC) Surabaya, International Standard DC Facility</td>
</tr>
<tr>
<td>2013</td>
<td>Managed HIMBARA LINK, ATM switching of SOE Banks</td>
</tr>
<tr>
<td>2013</td>
<td>Development of SATU, Core Banking System for BPR (Micro Banks and Institutions)</td>
</tr>
<tr>
<td>2013</td>
<td>Achieve Rp 1 Trillion in revenue</td>
</tr>
<tr>
<td>2013</td>
<td>Development of ARIUM, a Banking &amp; Financial Solution Ecosystem</td>
</tr>
<tr>
<td>2013</td>
<td>Establishment of Metrasys, a SAP &amp; IBM System Integrator</td>
</tr>
<tr>
<td>2013</td>
<td>Development of Data Center (DC) Sentul, International Standard DC Facility</td>
</tr>
<tr>
<td>2013</td>
<td>Established Graha Telkomsigma, for Data Center Facility Management</td>
</tr>
<tr>
<td>2014</td>
<td>Achieve Rp 2.5 Trillion in revenue</td>
</tr>
<tr>
<td>2015</td>
<td>Development of E-Ticketing for Commuter Line</td>
</tr>
</tbody>
</table>

Business Timeline

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1991</td>
<td>Developed Excalibur, Capital Market Core System</td>
</tr>
<tr>
<td>1995</td>
<td>Established Signet, Security System Integration</td>
</tr>
<tr>
<td>1999</td>
<td>Established Sigma Solusi Integrasi (SSI), Oracle System Integration</td>
</tr>
<tr>
<td>2000</td>
<td>Developed Approva, Loan Origination System</td>
</tr>
<tr>
<td>2002</td>
<td>Development of SERA, Payment Gateway System</td>
</tr>
<tr>
<td>2007</td>
<td>Developed Data Center (DC) Surabaya, International Standard DC Facility</td>
</tr>
<tr>
<td>2008</td>
<td>Managed HIMBARA LINK, ATM switching of SOE Banks</td>
</tr>
<tr>
<td>2009</td>
<td>Developed SATU, Core Banking System for BPR (Micro Banks and Institutions)</td>
</tr>
<tr>
<td>2011</td>
<td>Launched TelkomCloud, Cloud Computing Services from Telkom</td>
</tr>
<tr>
<td>2011</td>
<td>Development of ARIUM, a Banking &amp; Financial Solution Ecosystem</td>
</tr>
<tr>
<td>2012</td>
<td>Development of Data Center (DC) Sentul, International Standard DC Facility</td>
</tr>
<tr>
<td>2013</td>
<td>Development of E-Ticketing for Commuter Line</td>
</tr>
<tr>
<td>2015</td>
<td>Developed System E-Ticketing for Commuter Line</td>
</tr>
<tr>
<td>2015</td>
<td>Launched Smart Office for Telkom &amp; Telkomsel</td>
</tr>
</tbody>
</table>

Company Profile Telkomsigma 2019
In 2018, 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.

**Sihmirmo Adi**
President Director

Telkomsigma is expected to become “King of System Integration”, with two strategies to achieve it. The first is to strengthen partnerships with all levels of our strategic partner, and the second is to strengthen existing competencies.

SI as a trust-oriented business provides challenges, which require us to convince clients and quality of work that we apply.

**Muhamad Suhaendry**
Director

The biggest challenge for Telkomsigma is how to provide all business and industry segments data center services that suit their needs with affordable prices. Telkomsigma experience of more than 18 years in the data center will be the key of succeed in this business.

**I Wayan Sukerta**
Director

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 client IT System 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 9T in Revenue

System Integration (SI), Data Center & Managed Services or SDM is our new business portfolio in order to achieve revenue of 9T.

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"

### Our Subsidiaries

<table>
<thead>
<tr>
<th>Strategic Partner</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SI of Packaged System</strong></td>
<td>Telkomsigma and its subsidiaries have built strategic partnerships with international IT companies to leverage our value in providing SI or Packaged System.</td>
</tr>
</tbody>
</table>

**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

Stron 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 accommodate 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.
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.

- Colocation
- Operational Services
- Design and Consulting
- Construction
- Managed Operation

Two Reasons to Trust Telkomsigma

1. Trusted by various industry
   Telkomsigma is trusted by over 300 clients from various industries including highly regulated banking & financial industry. We also manage “LINK” ATM Switching.

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

Uptime Institute Tier IV Design, Tier IV Facility & Tier III Operation
ISO 27001 : 2013
Information Security Management System
ISO 9001 : 2015
Quality Management System
BS OHSAS 18001 : 2007
Occupational Health and Safety Management System

READINESS & CAPABILITY FOR EXPANSION

100,000m²
Data Center Space Readiness by 2018
18+
Business Data Center Locations by 2018
Carrier Neutral Data Center and Connected with Telkom Indonesia's Super On-Net nx10 GBPS Ring
700+
Network Devices Monitored
120+
DC Related Experts

TRUSTED BY OUR CLIENTS

150+
Data Center Services Clients
70+
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+
Always ON Data Center Locations by 2018
Connected with Telkom Indonesia’s Super On-Net nx10 GBPS Ring (Protected DWDM)
The Greatest Value of Big Data for Your Business Strategy...

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 fulfil requirements TelkomGroup. 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 outmost 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
Monetizing 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 9001:2015 for Data Center Operation
✔ ISO 27001:2013 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 application
   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.

Telkom Cloud
Indonesian Reliable Cloud

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

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

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

Achieved 16th World-Ranking of THE FAST 50 MOST RESILIENT DATA CENTER OPERATORS FOR 2017

Achieved 4 Star Certified Service Partner Huawei in Enterprise Networking categories (2018)

Dell EMC 2018 The Best Storage Top Contributor Partner

RedHat “FY18 Advanced Partner of The Year

Anugerah BUMN Award 2018

International Asia Pacific Stevie Awards (2017 - 2018)

IBM 2017 Top Transformation Business Partner

Won 3 categories in BUMN Marketeers Award 2017

ASEAN 2017 Excellence Award by Oracle

DELL EMC Cloud Provider Award 2017

The Best Disruptor Company in BUMN Branding & Marketing Award 2017

Award & Achievement for Innovation in the ICT Industry

- TOP IT & TELCO Award in 4 categories (2016-2018)
- Received a Corporate Image Award: The Best Data Center Category 5 years in a row (2015-2019)

- Dell EMC Cloud Award 2017 Indonesia
- Achieved Frost & Sullivan Award in category: Data Center, Telco Big Data, Managed Service provider of the year

- RedHat FY18 Advanced Partner of The Year
- International Asia Pacific Stevie Award 2017- 2018
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 Operation

- **ISO 27001 : 2013**
  - Information Security Management System

- **ISO 9001 : 2015**
  - Quality Management System

- **BS OHSAS 18001:2007**
  - Occupational Health and Safety Management System

- **Central Bank Compliance**
  - (PBI No.9/15/PBI/2007)

- **BSI ITSMF ISO/IEC 20000-1**
  - Information Technology Services Management

- **BSI CSA STAR**
  - Cloud Security Management System

- **Green Certification Gold Rating**

- **TVRA Audit**

- **Appraised at CMMI Level 3**
  - Institute’s Capability Maturity Model Integration (CMMI)

- **BSI CSA STAR**
  - Cloud Security Management System

- **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.