



# Your Trusted Partner for Efficiency and Digital Transformation

[www.gatrahitawasana.com](http://www.gatrahitawasana.com)

# PT Gatra Hita Wasana

Your Strategic Partner in Digital Transformation Since 2003

## Our Mission

To empower organizations by enhancing operational efficiency and driving successful digital transformation through innovative, integrated solutions.

## Our Core Services



### Business Process Outsourcing

We streamline your essential business functions, allowing you to focus on growth and innovation.



### IT Solutions & Consulting

Our experts collaborate with you to develop and execute technology roadmaps that align with your strategic goals.



### IT Infrastructure & Services

We build a reliable technology backbone through IT solutions, security, and custom software, enabling your business to grow with confidence.



# Business Process Outsourcing (BPO)

Workforce Outsourcing, Customized for Your Business Needs



## BPO Role & Headcount Determination

Ideal for companies with a clear understanding of their business processes.

- 🔍 Conducting a detailed business needs assessment.
- 📋 Selecting outsourced personnel based on relevant roles.
- ⌚ Calculating the required number of personnel to achieve business targets.



## BPO Team Management

The perfect solution for companies that need a detailed process roadmap.

- 🔗 Designing effective workflows for all operational processes.
- 👔 Selecting outsourced personnel based on relevant roles.
- 💲 Calculating the required number of personnel to achieve business targets.

# Comprehensive Business Solutions

## A Closer Look at Our BPO Service Offerings

### Software Development

Specialized solutions to develop back-office applications or digitize services, accelerating your digital growth.

- ✓ Designed to digitize products and services.
- ✓ Helps accelerate growth in the digital landscape.
- ✓ Suitable for energy, IT, healthcare, tourism, and F&B sectors.

### Managed Services

We manage and operate specific business functions to supplement or replace your internal teams.

- ✓ IT system management and server monitoring.
- ✓ Equipment maintenance and network monitoring.
- ✓ A wide range of other operational support services.

### On-Site Engineering

Provision of professional technical personnel to handle operational needs both on-site and in the office.

- ✓ Installation, equipment maintenance, and troubleshooting.
- ✓ Daily technical support for optimal system performance.
- ✓ Skilled professionals ready for technical operations.

### Administrative Support

Provision of trained administrative staff to support daily company operations and workflows.

- ✓ Document management, data entry, and report preparation.
- ✓ Professional and reliable customer service.
- ✓ Frees you from the burden of internal recruitment and training.

# Our Expert Talent Pool

The skilled professionals we provide for your business needs.



## Backend Developer

Develops back-office apps and system infrastructure using various backend technologies.



## Front-end Developer

Builds interactive and responsive UIs using HTML, CSS, and JavaScript frameworks.



## DevOps Engineer

Manages CI/CD pipelines and infrastructure with tools like Jenkins, Kubernetes, and Docker.



## Quality Assurance

Ensures application quality through manual and automated testing to guarantee functionality.



## UI/UX Designer

Designs intuitive and engaging user interfaces and experiences with tools like Figma and Sketch.



## System Administrator

Manages OS, performs maintenance, and resolves technical issues for operational stability.



## Project Manager

Leads projects from inception to completion, ensuring alignment with plan, budget, and targets.



## Mobile App Developer

Develops iOS & Android apps using frameworks like Flutter and React Native.



## IT Business Analyst

Analyzes business processes to identify needs and deliver effective IT solutions.



## IT Support

Provides technical support and maintenance for software and hardware infrastructure.



## IT Helpdesk

Delivers remote assistance to resolve user issues and ensure smooth daily operations.



## Network Engineer

Manages installation, configuration, and maintenance of network infrastructure for optimal performance.



# IT Solutions & Consulting

We provide end-to-end support to help organizations transform technology into a strategic advantage, partnering with you to understand your business challenges and long-term objectives.



## Digital Transformation

*Aligning business processes with modern technologies.*

- ✓ Streamline and automate workflows to boost efficiency.
- ✓ Implement digital tools for better collaboration and engagement.
- ✓ Redesign legacy systems to meet today's dynamic business needs.



## IT Strategy & Planning

*Ensuring technology investments deliver measurable value.*

- ✓ Assess current IT landscape and identify improvement opportunities.
- ✓ Develop a clear roadmap aligned with business priorities.
- ✓ Optimize budgets to maximize ROI from technology investments.



## System Integration

*Connecting applications and platforms for seamless operations.*

- ✓ Unify disparate systems for consistent and accurate data flow.
- ✓ Enable cross-platform communication for improved productivity.
- ✓ Reduce operational complexity through automation and integration.



## Technology Advisory

*Guiding your organization through security, scalability, and innovation.*

- ✓ Provide expert guidance on IT security and compliance.
- ✓ Design scalable solutions that grow with your business.
- ✓ Recommend innovative technologies to maintain competitiveness.



# IT Infrastructure & Services

Delivering a reliable foundation that empowers organizations to operate securely, efficiently, and at scale with enterprise-grade infrastructure, expert services, and innovative software.

## IT Infrastructure

- Server & Storage Solutions**  
Scalable and secure data management.
- Enterprise Network & Cabling**  
Reliable connectivity for seamless communication.
- Cloud Computing**  
Reliable connectivity for seamless communication.
- Data Protection**  
Safeguarding information with backup and disaster recovery.

## IT Services

- Security Consultation**  
Assessing and strengthening defenses against cyber threats.
- System Readiness & Assessment**  
Evaluating IT capabilities for digital transformation.
- Network & Data Center Consulting**  
Reliable connectivity for seamless communication.

## Software Solutions

- IoT (Internet of Things)**  
Enabling smart devices to optimize business processes.
- Chatbot Platforms**  
Enhancing customer engagement through AI-driven interactions.
- Custom Applications & Integration**  
Building tailored software and integrating systems.



# Digitalization Roadmap

## (From Conventional to Efficient Operations)

We guide organizations through their digital transformation journey, integrating conventional business processes into efficient, measurable, and end-to-end digital solutions to strengthen competitiveness and drive sustainable business growth.

### Consultation & Assessment

- ✓ Analyze business needs and challenges.
- ✓ Evaluate system readiness and IT infrastructure.
- ✓ Identify impactful transformation opportunities.

01

### Planning & Design

- ✓ Develop short-term and long-term digital strategies.
- ✓ Design scalable, future-ready IT architectures.
- ✓ Build a realistic and measurable implementation plan.

02

### Digital Product Development

- ✓ Build applications and platforms tailored to needs.
- ✓ Integrate with existing systems and processes.
- ✓ Conduct testing and optimization for adoption.

03

### Process Digitalization

- ✓ Transform manual workflows into automated processes.
- ✓ Apply cloud, big data, and IoT technologies.
- ✓ Enhance both customer and employee experiences.

04

### Implementation

- ✓ Roll out digital solutions across the organization.
- ✓ Provide training and knowledge transfer.
- ✓ Monitor and fine-tune after implementation.

05

### Managed Services

- ✓ Deliver ongoing operational support.
- ✓ Monitor security, performance, and efficiency.
- ✓ Ensure continuous improvement to keep solutions aligned.

06

# Clients



# Clients



# Partners

**HIKVISION**

**CISCO**

**hp**

**Ruijie** 锐捷  
Networks

**SUPERMICRO**

**intel**

**HUAWEI**

**Red Hat**

Partner

**DELL EMC**

**SOPHOS**

**SAMSUNG**

 Microsoft

**NAKIVO**

**UBIQUITI**  
NETWORKS

**OPTRONICS.**

**NETVIEL**



# Business Catalogue

[www.gatrahitawasana.com](http://www.gatrahitawasana.com)

# Our Client & Service Portfolio

Providing digital solutions and technical support for various sectors across Indonesia.

## PT. PLN (Persero) & PLN Icon+



**Application Implementation & Maintenance:**  
SIP3, SOPP, AP2T, Call Center, E-Balita



**Outsourcing Manpower:**  
Electricity Sector & Managed Services.



**Technical Support:**  
Engineer on Site, Helpdesk & Field Support.



Sumbar, Jabar, Banten, Jatim, Bali,  
NTB, Kalimantan, Jakarta, etc.

## Regional Communication & Info Office



Engineer on Site (EOS) & Support Services.



Technical Support & System Maintenance.



Command Center & Digital Infrastructure.



Bengkulu, Jateng, DIY, Kaltim,  
Kalteng, Way Kanan, Tabalong, etc.

# Our Client & Service Portfolio

Providing digital solutions and technical support for various sectors across Indonesia.

## Regional Finance Agencies & Banks

-  Provision of Engineer on Site (EOS).
-  System & Database Management Support.

## Higher Education Institutions

-  Engineer on Site (EOS).
-  Operational & Digital Infrastructure Support

## ICON+, PJB, P2APST & Others

-  Platform & Digital Product Development.
-  Centralized Contact Center Services.
-  Policy & Documentation Consulting.

-  Central Java, Kalimantan, DIY.

-  Jambi University, Bangka Belitung Univ., IAIN Curup, Ganesha University of Education, etc.

-  National, Jakarta, Medan, etc.

# Fiber Optic & UTP Solution

## Product List

Fiber Optic Cable Indoor /  
Outdoor 4 –96 Core  
OTB 4 –48 Port  
Pigtail  
FO Patchcord[MM/SM]  
UTP Cat 6 Cable  
Rj45 Cat 6 Connector  
UTP Patch Cord

## Product Partner



## Client Portofolio

- Labschool Pemuda
- Badan Riset dan Inovasi Nasional (BRIN)
- JNT Group
- PT. Kereta Commuter Indonesia (KCI)
- RSSM Cibinong

# Rack & Cabling Management

## Product List

- Wallmounted Rack [4U – 15U]
- Standing Rack [Max 42U]
- Wiring Management • Patch Panel [24 – 48 Port]
- Modular
- Smart Rack System

## Product Partner



## Client Portfolio

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# Raised Flooring

## Product List

- Steel Concrete Anti Static (HPL)
- Steel Concrete PVC Conductive Floor
- Steel Concrete Bare Raised Floor
- Calcium Sulphate Raised Floor
- Perforated Panel

## Product Partner



## Client Portofolio

- JNT Hub Bandung
- JNT Hub Palembang
- JNT Hub Madiun
- JNT Hub Gresik

# Camera ETLE (Electronic Traffic Law Enforcement)

## Product List

- Hikvision ANPR ETLE Camera
- Hikvision Evidence ETLE Camera
- Hikvision DS-TP50-16ETerminal Local Recorder
- Traffic Light Signal Detector • Strobe Supplement Light
- POE Switch
- Cluster Storage
- Hik-Central Application Server

## Product Partner



## Client Portofolio

- Ditlantas Sulsel - Palu
- Ditlantas Kaltim – Samarinda
- Ditlantas Kaltim –Kutai Barat
- Ditlantas Kaltim –Paser

# CCTV (Common)

## Product List

- IP Camera Fixed Lense
- IP Camera PTZ
- IP Camera Motorized Lense
- Network Video Recorder [NVR]
- Storage Disk
- Camera Housing

## Product Partner

**HIKVISION®**

## Client Portofolio

- Labschool
- PT. KCI (Kereta Commuter Indonesia)
- ETLE Nasional (Korlantas)

# Access Control

## Product List

- Access Door
- Face Recognition Terminal
- Magnetic Lock
- Fingerprint Terminal
- ID Card Terminal

## Product Partner

**HIKVISION®**

## Client Portofolio

- Labschool
- RSUP Persahabatan

# Firewall

## Product List

- FortigateNGFW Series [Low – Med –High Performance]
- Cisco ASA Firewall
- Security End-Point

## Product Partner



## Client Portofolio

- Telkom Sigma
- Sisindokom
- Hutama Karya

# Bandwidth Management

## Product List

- SangforIAG [Internet Access Gateway]
- Cisco -Meraki

## Product Partner



## Client Portofolio

- Labschool Jakarta
- Telkom Sigma
- Sisindokom

# Router & Switch

## Product List

- Internet Router
- SD -WAN Router
- Full POE Ethernet Switch
- Gigabit Ethernet Switch
- Full SFP Port Switch
- Core Switch [L3 Switch]
- L2/L3 Switch

## Product Partner



## Client Portfolio

- Labschool Jakarta
- Telkom Sigma
- Sisindokom

# Access Point

## Product List

- Indoor Access Point
- Outdoor / Rugged Access Point
- Point-to-Point AP
- Wireless Controller AP
- Wall Access Point

## Product Partner



## Client Portfolio

- Labschool Jakarta
- Telkom Sigma
- Sisindokom

# Server & Storage

## Product List

- Tower Server
- Rackmount Server
- Server Disk
- Server Processor
- Server RAM
- NAS Storage

## Product Partner



## Client Portofolio

- Labschool Jakarta
- Telkom Sigma
- Sisindokom

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# Contact Us



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