**WEBSITE 2025**

|  |  |
| --- | --- |
| **MAIN MENU** | **NARRATIVE** |
| **Inside Gauntlet**  *(About Us)* | *\*insert photo\** [conny-schneider-xuTJZ7uD7PI-unsplash.jpg](https://pttcomph-my.sharepoint.com/:i:/g/personal/jhonna_caneja_ptt_com_ph/EUe91O10fklPgwAK7OhEVgMBtBUOl3XBbleqeOGI2iVcJg?e=ujlGtF)  Gauntlet Inc. is a premier solutions integration company specializing in the implementation of Service-Oriented Architecture (SOA) frameworks. We are dedicated to empowering our clients and partners to drive digital transformation and operational excellence by adopting modular, scalable, and service-centric architectures.  Rooted in a strong foundation of process optimization and integration expertise, Gauntlet Inc. has successfully delivered numerous end-to-end transformation programs across various industries. Our track record is built upon a combination of home-grown technology accelerators, a robust partner ecosystem, and active collaboration with industry standards bodies and initiatives to ensure best-in-class practices are embedded in every engagement.  Our team comprises seasoned professionals and domain experts who are adept at analyzing and streamlining complex business processes. By leveraging automation, interoperability, and advanced integration strategies, we help our clients reduce operational costs, enhance organizational agility, and accelerate time-to-market for new services.  At Gauntlet Inc., we don’t just deliver technology—we deliver business outcomes. Through a collaborative and strategic approach, we serve as a trusted integration partner for enterprises seeking to modernize their IT landscape and create value in the digital era. |
| **Behind the Vision** *(Leadership)* | *\*insert photo\** [Director\_Miguel Marco A. Bitanga (0N5A9496) 1.JPG](https://pttcomph-my.sharepoint.com/:i:/g/personal/jhonna_caneja_ptt_com_ph/EaA0qRArGalFsGb7RzvN9PIBm4BpwsJD657GqFVgEgLOQQ?e=8qd0nA)  At the helm of Gauntlet Inc. is Miguel Marco Bitanga, a visionary business executive with over eight years of leadership experience in the telecommunications industry. As former Chief Operating Officer of PT&T Corp., Miguel played a pivotal role in transforming enterprise operations through technology, data, and automation.  His career foundation spans multinational and entrepreneurial landscapes—from brand leadership at Unilever Philippines to spearheading ventures across retail, mining, and design. This unique blend of global discipline and agile execution defines his leadership ethos.  Miguel graduated cum laude from Ateneo de Manila University in 2005 and earned his MBA from IESE Business School in Barcelona, Spain in 2015—an institution consistently ranked among the top 10 business schools globally. He brings both strategic and operational mindset to the development and design process, serving as Gauntlet’s lead consultant.  A passionate advocate for customer-centric innovation, Miguel has made it his mission to elevate the service experience in the Philippine market. At PT&T, he led enterprise-wide initiatives that redefined how IT and automation intersect with customer care—delivering measurable impact through streamlined systems, reduced inefficiencies, and empowered end-users.  His leadership continues to drive Gauntlet’s purpose: building intelligent, outcome-driven solutions that move businesses forward in the digital era. |
| **What Moves Us** *(Mission)* | *\*insert photo\** [pexels-cookiecutter-1148820.jpg](https://pttcomph-my.sharepoint.com/:i:/g/personal/jhonna_caneja_ptt_com_ph/ETWR0Bu3L7hBm8cVVkGNA5gB5GzEFD_Le1eaPzddKNcAuQ?e=qncL5e)  To help organizations achieve operational excellence and business agility through advanced integration frameworks, proprietary technology accelerators, and strategic industry collaborations. |
| **The Gauntlet Way**  *(Approach)* | *\*insert photo\** [programming-background-with-person-working-with-codes-computer.jpg](https://pttcomph-my.sharepoint.com/:i:/g/personal/jhonna_caneja_ptt_com_ph/EWZOvFC-d55GnPz30GoV56EBQErDlbV9tx_NaFcGFMWQGg?e=OvmMjC)  We take a business-outcome-led approach, combining deep retail domain expertise with a structured, phased execution methodology. Each engagement is tailored to align technology with the client’s business goals from day one.  Our Core Capabilities Include:   1. Seamless system integration using Enterprise Service Bus (ESB) 2. Retail-optimized CRM, Helpdesk, and Data Management platforms 3. Flexible project delivery across cloud, on-premise, or hybrid infrastructures 4. Ongoing support through technical consulting, managed services, and mentorship   This approach ensures that every Gauntlet solution aligns with strategic business goals, scales with growth, and delivers measurable impact. |
| **Integration Stack**  *(Services)* | *\*insert photo\** [standard-quality-control-collage-concept\_23-2149595827.avif](https://pttcomph-my.sharepoint.com/:u:/g/personal/jhonna_caneja_ptt_com_ph/EevXTgF2cOdOumiwD9FgKS8BtS0NbBXI2bIaMFjXavzCxQ?e=TgldHu)   1. Enterprise Service Bus (ESB) Integration  * Central integration of CRM, Retail, and Helpdesk platforms * Enables real-time, automated data and process flow * Reduces manual handoffs, improves efficiency, and lowers cost  1. Integrated Reporting & Customer Lifetime Value (CLV) Framework  * Role-based dashboards for agents, managers, and customers * Mobile and web app delivery of actionable insights * Real-time monitoring of customer interactions and enterprise metrics  1. Cloud or On-Premise Deployment Options  * Offers flexible deployment depending on client infrastructure * Partners with global cloud providers to deliver scalable, secure environments * Supports IaaS, SaaS, and PaaS models  1. Managed IT Services  * Full-cycle IT support and operations management * Change, configuration, and incident handling * Application monitoring, optimization, and enhancement |
| **Partners in Progress**  *(Client References)* | *\*insert logo\** [PT&T Logo HighRes (no BG).png](https://pttcomph-my.sharepoint.com/:i:/g/personal/jhonna_caneja_ptt_com_ph/ERmxQirlrSpJh2E8mmuvIVMBLhLKmB2XKFUVzXcTNWW7Yg?e=6PjM0f)  **PT&T Corp.**   * Served as digital transformation partner, integrating service systems and enhancing operational workflows * Supported automation and system orchestration to improve customer service and data integrity |
| **Contact Us** | Let’s build your next integration milestone.  📍 106 Spirit of Communications Center, Carlos Palanca Jr., San Lorenzo, Makati City 📞 (02) 8817-3158 📧 Admin@gauntlet.ph |