# CHAPTER II COMPANY OVERVIEW

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## **2.1 Background of the Company**

PT. DUTA COMPUTER was founded in 1997 as a personal computer store by doing business directly. PT. The Duta computer is located at the Executive Center Complex Blok II No. 1-2 Jalan Laksamana Bintan, Panas River, Sungai Panas, Batam Kota, Kota Batam, Kepulauan Riau.PT. Duta computers now operate at 3 stores that house 34 employees, with 13 of them as technicians.

## **Vision and Mission**

* + 1. Vision
* improve the company's human resources so that it has a high level of professionalism.
* development or pioneer of quality information technology in the era of globalization
  + 1. Mission
* Meet the needs of the community to achieve quality standards of the faculty by focusing on the integration of information technology in every aspect of human life.
* work in harmony as an overall business solution to meet the needs on the market today.
* Producing various types of computers or technological sophistication related to the needs of industry and society with high competitive price and supply quality through professional management for customer satisfaction.

## **Field of Services**

The company is involved in providing Hardware, Network and Security for business / office installations. types of services offered in the form of:

* + 1. Hardware, including accessories and equipment

Duta Computer provides its customers with the means to get various types of brands and brands of PCs, Servers and Accessories.For customers who have more specific needs, Duta Computer also allows customers to customize certain systems based on their needs and requirements. besides computer systems, Duta Computer also provides accessories such as printers, LCD monitors, modems, Sound & Video Cards, and others. As for inventory, Duta Computer provides ink and ribbons used in the most common printers available on the market. As a new addition, Duta Computer now holds the APC Brand distribution from UPSes, for more support for Batam customers who need power protection, this includes sales points and service centers, as well as drop-off generation points.  
For the PC brand, Duta Computer also acts as a reseller for the Dell PC brand. This ensures that all requirements for Dell brand PCs and servers can be maintained directly from Batam, thereby cutting off more transportation, support time and costs from Jakarta. Like others, we also treat Dell's 3-year service guarantee for Batam and the surrounding area.

* + 1. maintenance services and support

Maintenance services and support have always been a strong part of the company. Duta Computer is a retail store in Batam that only accepts one to one surrogate guarantee (with certain rules applicable) to its customers. For those items that are guaranteed one-to-one replacement cannot be applied, Duta Computer also provides a temporary replacement for goods, while awaiting a decision for the item to be repaired. Duta Computer has quite a lot of business running mission-critical production systems as customers, Duta Computer also has to apply certain rules to access this type of customer. Thus is the reason for the 4 hour response to the standard method applied to the customer, where Duta Computer provides technical specialists within 4 hours of customer calls.

* + 1. Network Design and Consulting, and Security systems

From the last few years, Duta Computer also provides network and security systems. From small offices it is necessary to share printers for private companies that provide internet gateways to their customers, Duta Computer has provided everything. These services range from site visits, design, equipment procurement, and implementation, to testing, maintenance and warranty services. Especially for security systems, Duta Computer also holds distribution for Intotech, a Korean surveillance based on CCTV Camera System. This is a PC camera-based server, allowing the real time and size to depend only on the availability of HDD space.

With service as a focus we serve our customers, who rely on Ambassador Computer as a true partner in the success of their business. We not only provide them with the absolute best technology, products and services, but we also listen to them, and anticipate their future / business needs and get their business.

* 1. **Organizational Structure**

1. Rudy Sie as Managing Director and General Manager
2. Jerry as President Commissioner and Accounting and Finance
3. Zubirianto as Commissioner, IT Manager and Betwork Division
4. Ruslan as Human Resource Development
5. Doddy, Venny and Dewi as Marketing
6. Fusion and Dery as Purchasing
7. Yohanse and Password as a Store
8. Heru as IT Consultant
9. Susanti as Accounting
10. Lee Yong as Accounting and Receive
11. Surya as Finance
12. Theresia as Technical Supervisor
13. Lily as an Assistant Supervisor
14. Ruslan, Riced, Decy and Suryanto as Laptop and Computer Technicians
15. Leo and Alvino as Printer, Projector and Uninterruptible Power Supply (UPS) Technicians
16. Heru, Hendra PK and Indro as Server and Network Computer Technicians
17. Syaiful, Imron, Yunizar, Hendrik, Azman, Azmi, David and Suhelmi as Field Technicians
18. Zaharudin and hendra as Office Boy
    1. **Company Regulation**
19. PT Ambassador Computer starts an activity starting at 08.00 to 17.00 and breaks from 12.00 to 13.00
20. Employees must enter work at the appointed hour.
21. Employees are required to wear neat, polite, and wear shoes.
22. wealthman must comply with the specified hours of work.
23. Employees are prohibited from smoking during working hours or in the environment around the company.
24. Employees are prohibited from carrying out company property without the knowledge of the authorities.
25. Employees are strictly prohibited from damaging company property.