



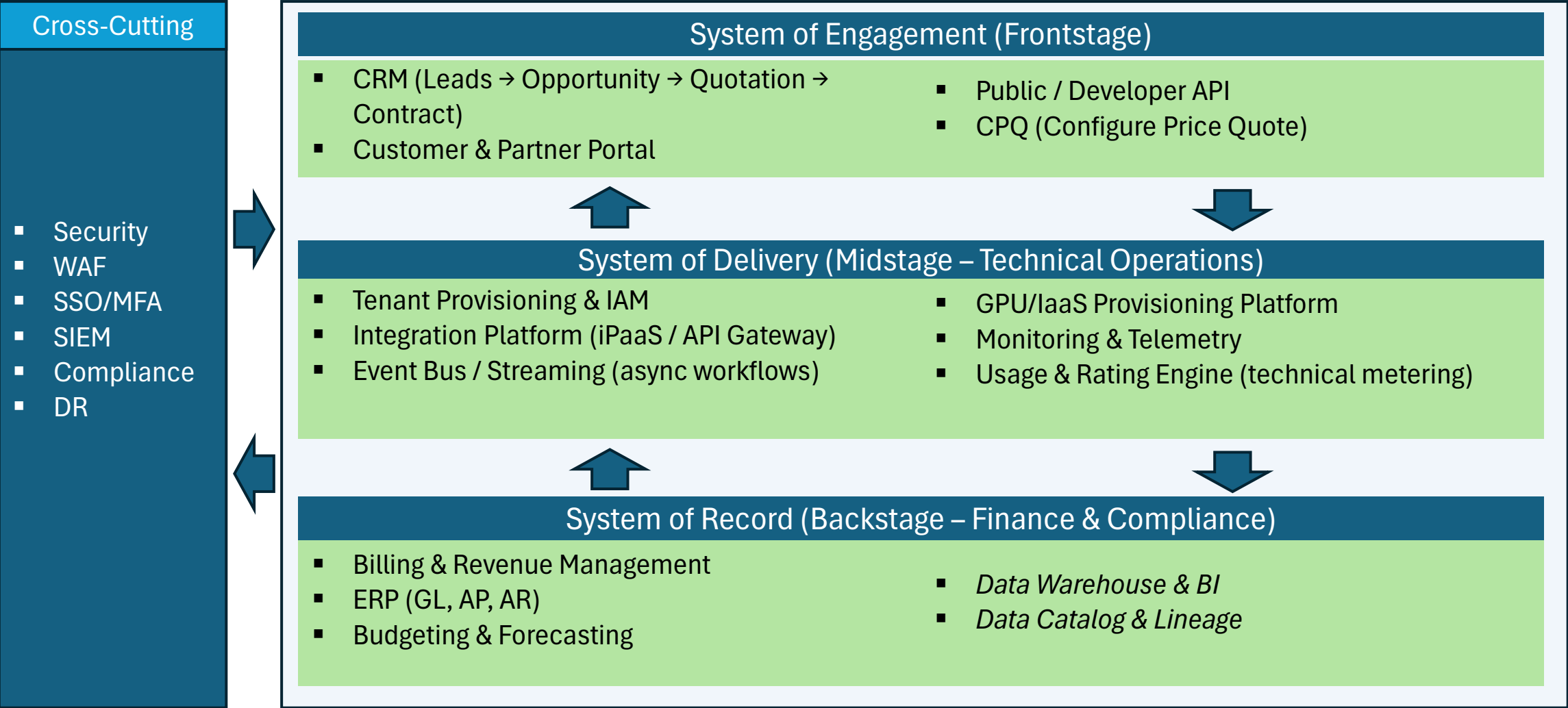
DTI Integrated System Architecture

– Bi-Weekly Report –
Dec 04, 2025

Future-State Architecture (Functionality Best Practice)

This future architecture is divided into three main layers.

1. At Frontstage, we have CRM, customer/partner portals, CPQ, and public APIs—all of which interact directly with customers.
2. At Midstage, this is the operational hub: provisioning & IAM, API Gateway/iPaaS, event bus for workflows, GPU/IaaS provisioning platforms, monitoring, and usage metering.
3. Meanwhile, Backstage serves as the foundation for finance & compliance, encompassing billing, ERP, budgeting, as well as a data warehouse and data catalog.



Domain Ownership Model (Best Practice)

To avoid overlap, need to separated the domains into three areas: CRM focuses on the customer and sales lifecycle, ERP manages all financial aspects, and the provisioning platform handles technical operations like resource provisioning and usage metering.

CRM Domain (Front-Office – Customer Lifecycle)	Provisioning Platform Domain (Technical Operations)	ERP Domain (Back-Office – Finance & Revenue)
<ul style="list-style-type: none">• Customer Master (profile, account information)• Leads → Opportunity → Quotation• Contract Header (non-financial attributes)• Sales pipeline, tasks, activities• Customer portal (business-facing)	<ul style="list-style-type: none">• Tenant management• Resource provisioning (GPU, VM, storage, network)• Access Control (IAM, roles, quota)• Usage Metering & Rating (technical usage only)• Monitoring, logging, alerting• Technical operations portal (Ops dashboard)	<ul style="list-style-type: none">• Product & Pricing Master (commercial catalog)• Invoice & Tax Invoice• Accounts Receivable (AR)• Accounts Payable (AP)• General Ledger (GL)• Payment and Receipt• Corporate financial reporting• Revenue recognition
<ul style="list-style-type: none">• CRM only manages sales and customer relationships.• It does not manage AR/AP/GL, invoices, or payments.	<ul style="list-style-type: none">• Final pricing/billing remains in the ERP—not the provisioning platform.• Provisioning only sends raw usage data.	<ul style="list-style-type: none">• ERP handles all financial aspects, not CRM.

CRM Apps

Provisioning Apps

ERP Apps

Proposal Status – Progress As For Dec 4, 2025

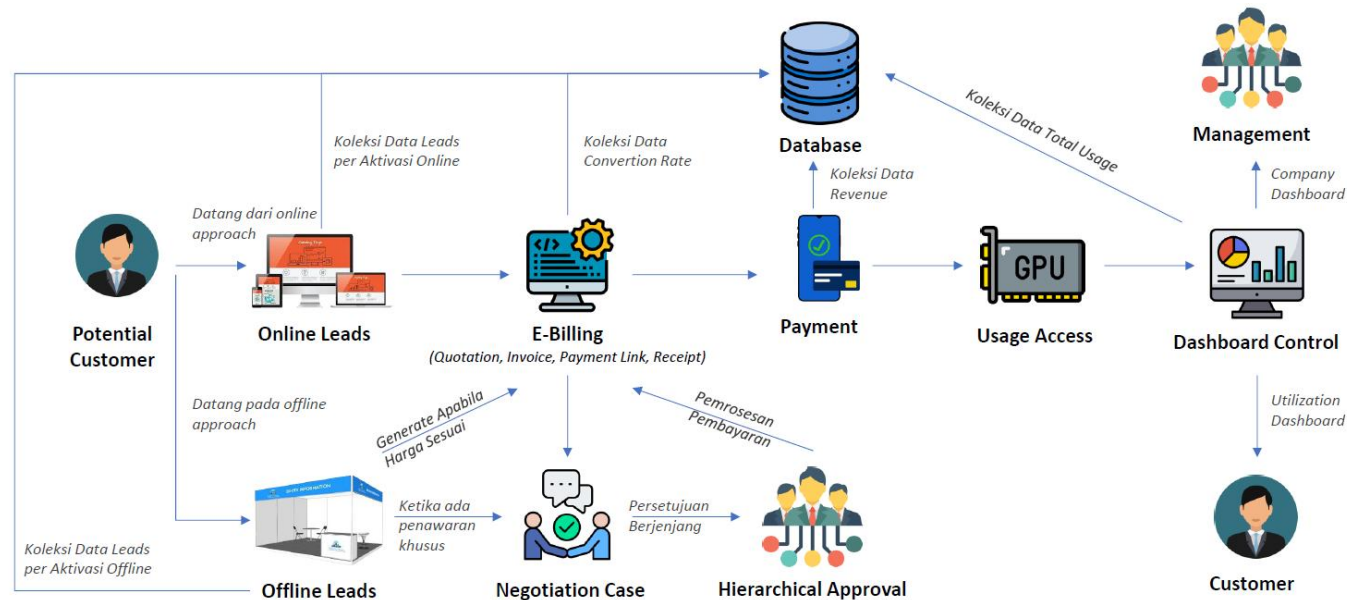
1. CRM Solution

Vendor → Curaweda

- Scope based on the proposal: CRM, Contract Mgmt, Quotation, E-billing, Payment, Finance modules.

Next Steps:

- At this time, no action has been taken on Curaweda's proposal, as we have been examining other ERP vendors that also offer similar features like CRM and Sales Pipeline. So, for now, the idea is to accommodate the three layers. (CRM, Provisioning, ERP) across two application vendors.



Proposal Status – Progress As For Dec 4, 2025

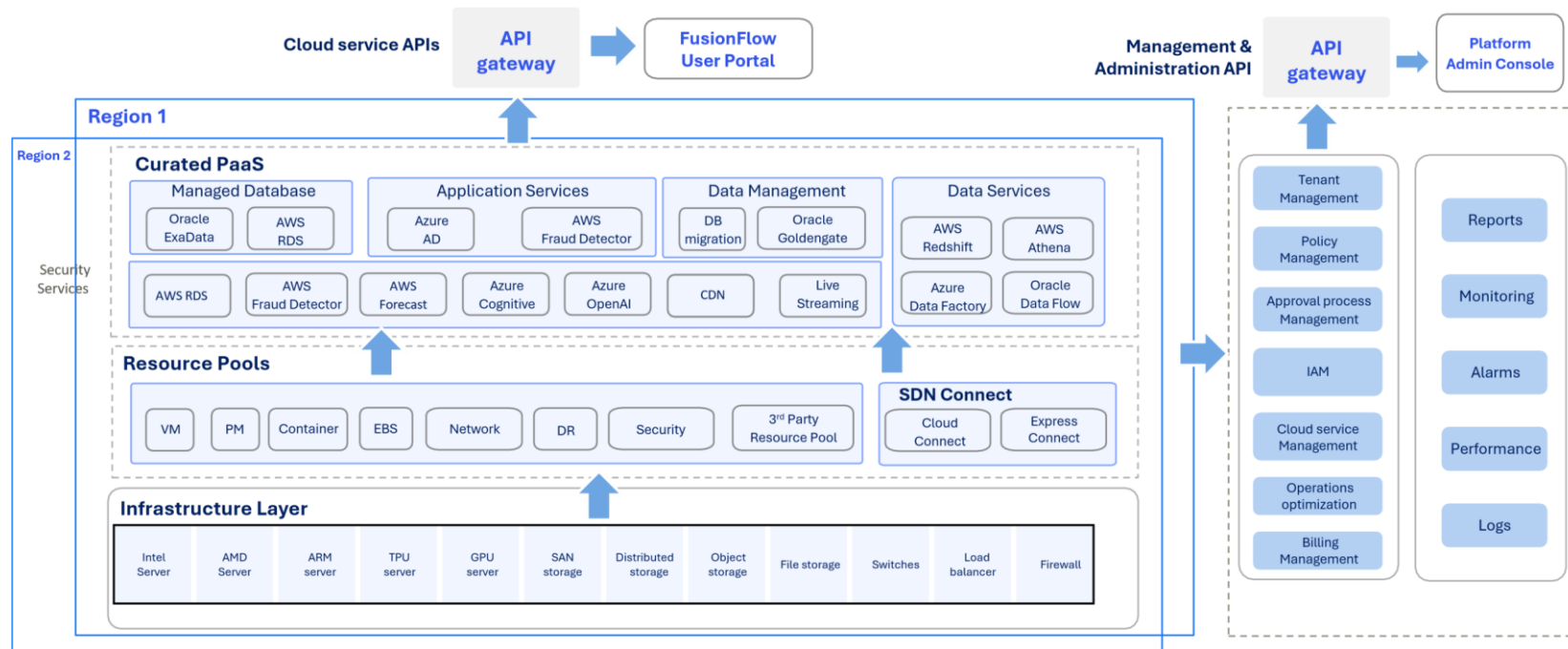
2. Provisioning & Orchestration Platform

Vendor → Arupa

- Scope based on the proposal: Multi-tenant GPU/IaaS provisioning, Managed Kubernetes, Technical billing (usage), Monitoring, User portal.

Next Action

- Asking the vendor to revised the scope: Existing scope and make sure the + Customer and Admin Portal
- Request the vendor to re-submitted the proposal based on latest discussion



Proposal Status – Progress As For Dec 4, 2025

3. ERP Platform

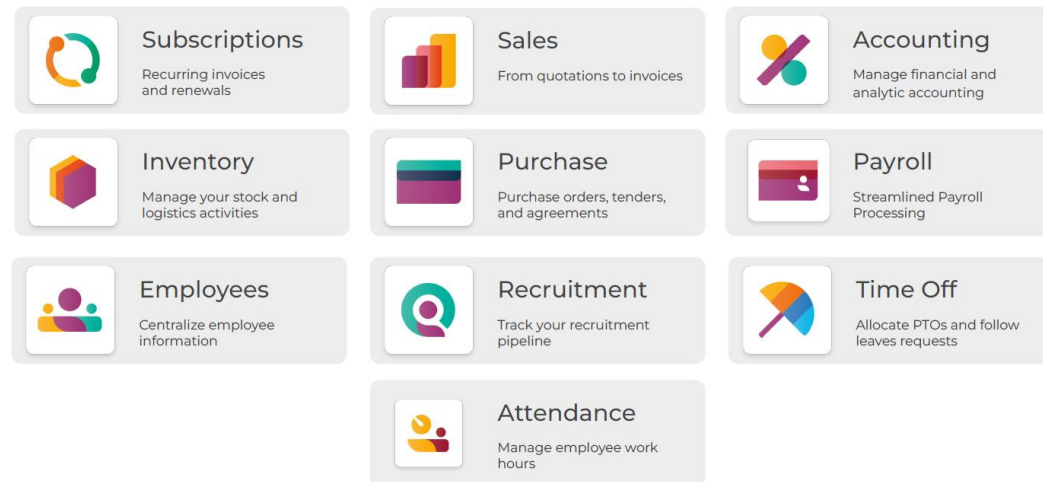
Vendor → Portcities

- Scope based on the proposal: Master (General setup), Sales & CRM, Marketing & ecommerce, Supply Chain, Finance, Human Resources

Next Action and Feedback:

- Technically no concern, just make sure the integration with other system will discuss later separate with the current proposal
- From business/user PIC, already confirm all feature already cover the business requirement
- Pricing already best price according to Portcities


Overview Odoo Apps



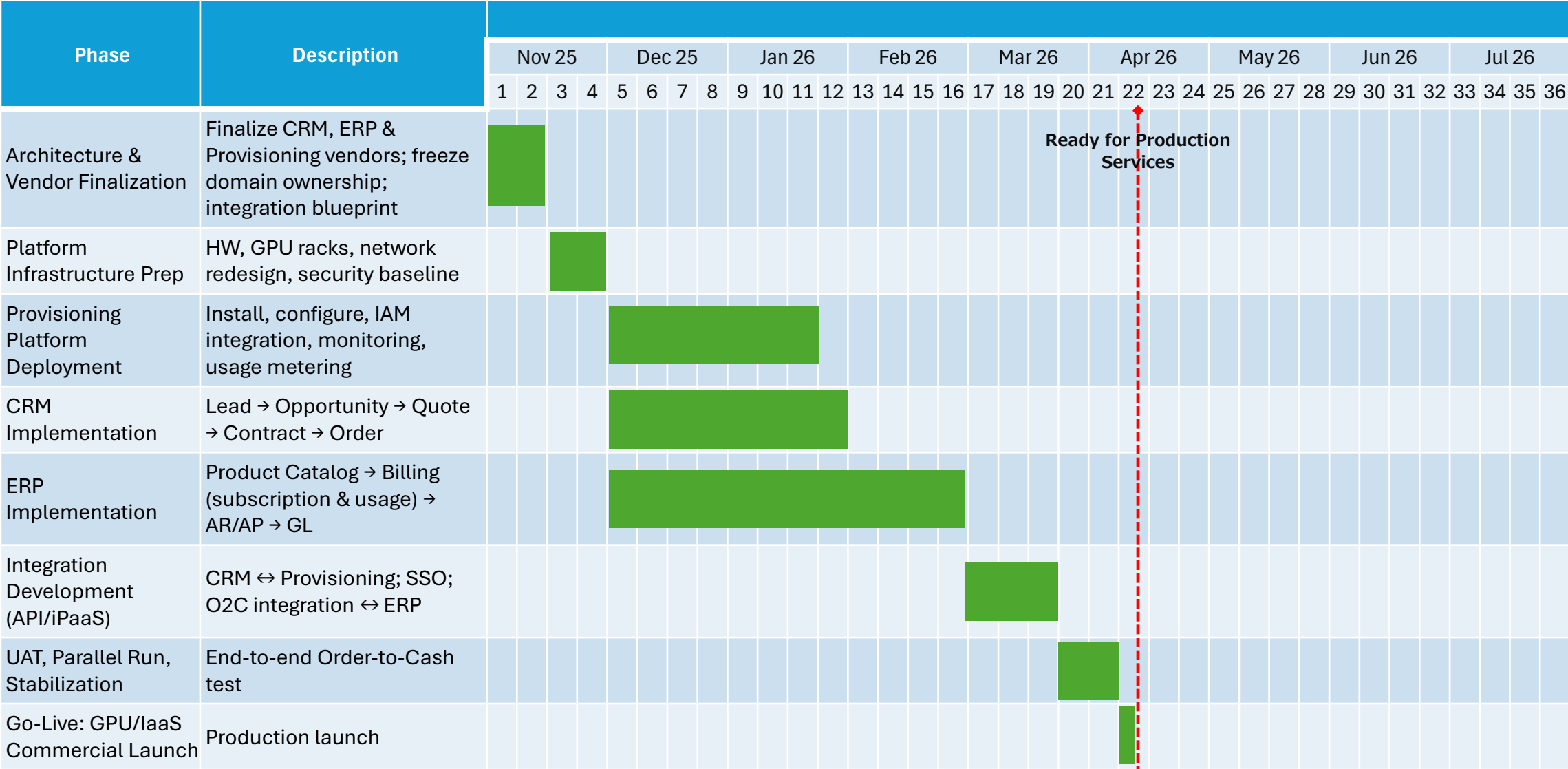
Potential Overlaps Identified (Vendor-Agnostic)

Once the domains were separated, we could see the areas of overlap more clearly. CRM manages the commercial side and the customer lifecycle, ERP handles all financial functions, while provisioning focuses on technical operations and metering. With this separation, we ensured that no vendor held a domain they didn't own, and that all systems could be seamlessly integrated through APIs."

Domain	CRM	ERP	Provisioning	Recommendation
Customer Portal	Yes (commercial portal, onboarding)	No	Yes (technical portal, resource monitoring)	Split: commercial portal (CRM) vs technical service portal (Provisioning)
Billing & Invoicing	No	Yes — <i>financial invoice, tax invoice, AR/AP, GL</i>	Yes — <i>technical usage metering only</i>	Use ERP as financial source of truth. Provisioning ONLY sends usage raw data.
Product Catalog	Yes — sales catalog (commercial view)	Yes — pricing, cost center, financial dimensions	Sometimes (technical SKU only)	Single master in ERP, CRM syncs commercial view.
Order Management	Yes — quotation → order creation	Yes — order fulfillment, billing schedule	Partial — receives “order activation” event to start provisioning	Order created in CRM, fulfilled in ERP, triggers provisioning via API.
Ticketing / Support	Sometimes (customer issues, sales support)	No	Sometimes (technical incidents)	Decide later or integrate with ITSM

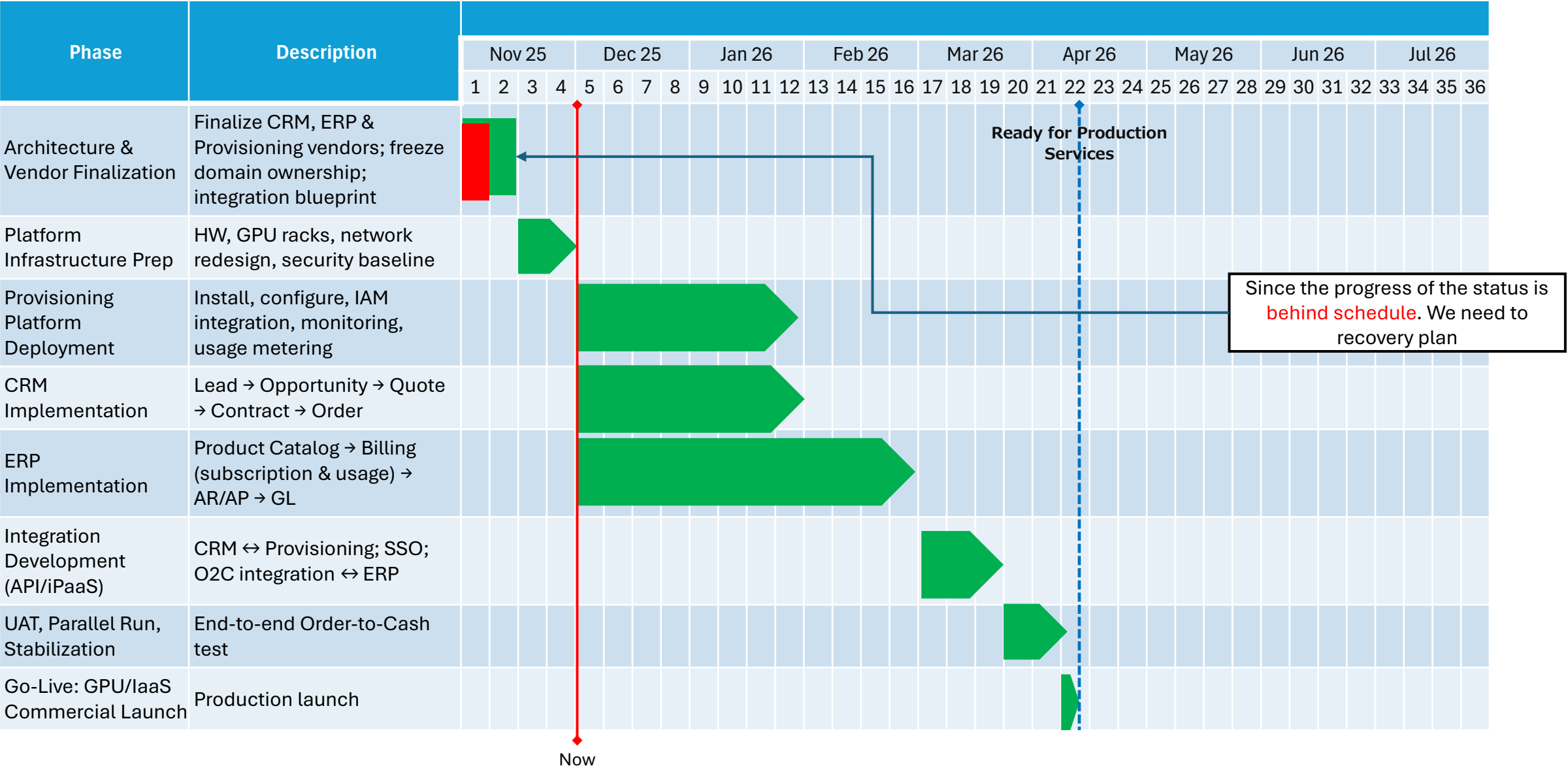
-  Key Rules
- ✓ ERP is always a Financial System of Record.
 - ✓ Provisioning platforms should not issue official invoices.
 - ✓ CRM focuses on sales, onboarding, and the customer lifecycle—not finance.

Project Timeline (2025–2026) – Initial Plan



Ready for Production Services

Project Timeline (2025–2026) – Progress As For Dec 4, 2025



Next Action

Items	PIC	Due Date
Develop the overall system architecture and describe the position and function of each application.	Sony	Dec 10, 2025
Finalize cost calculations and specifications based on information from submitted vendors. Compile insights and analyze feedback received.	Sony	Dec 11, 2025
Project Schedule – Recovery Plan [Updated]	Sony	Dec 11, 2025



THANKS