



business. simplified.



People

Process

Technology

# Who We Are

iSystem Asia is a Management and Technology Consulting firm, focusing on Customer Relationship Management, Enterprise Performance Management & Business Process Management. Our services range from training, certification bootcamp, consultancy and information system implementation.

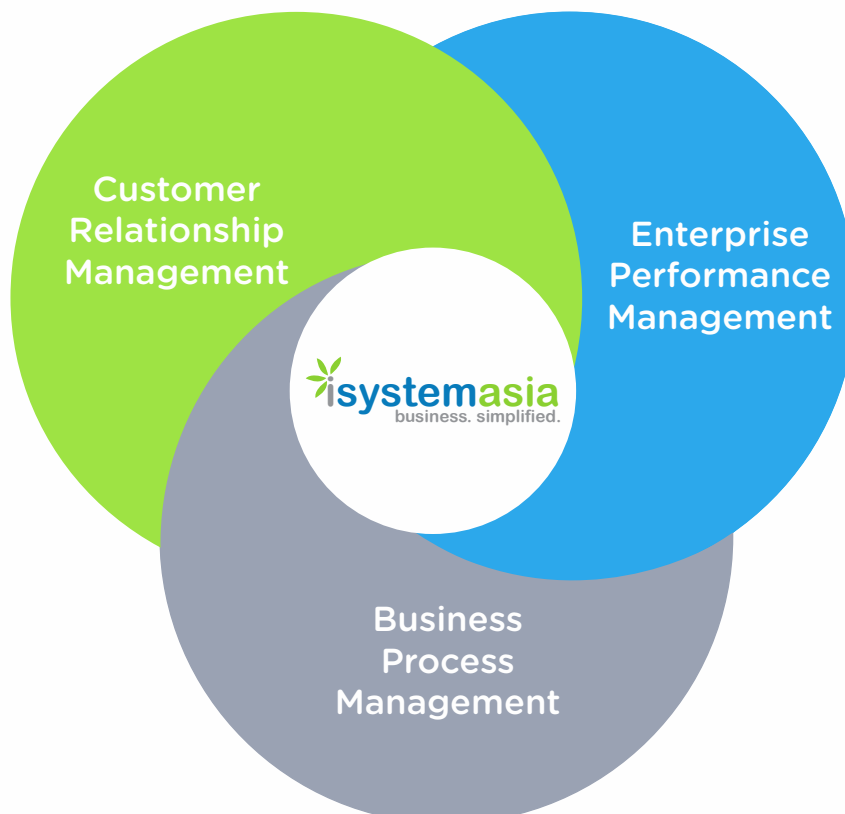
Driven by passionate & competent people with years of hands-on experiences in Management & Information Technology business as well as business processes improvement, we exist to help organizations apply knowledge and technology to improve efficiencies and simplify the business.

Our experience span from telecommunication industry, banking/financial services, FMCG, Education & Consulting Services to Government Agency.

## Value Propositions:



- Experienced professionals with a solid foundation of functional, technical, and industry knowledge
- Agile team who are passionate in excellence and performance
- Successful and proven track records
- People process and technology approach capability
- Commitment for post-project supports and future implementations



# What We Can Do for You

## Customer Relationship Management



Customer Relationship Management (CRM) helps businesses to gain an insight into the behavior of their customers and modify their business operations to ensure that customers are served in the best possible way. In essence, CRM helps a business to recognize the value of its customers and to capitalize on improved customer relations. The better you understand your customers, the more responsive you can be to their needs.

CRM

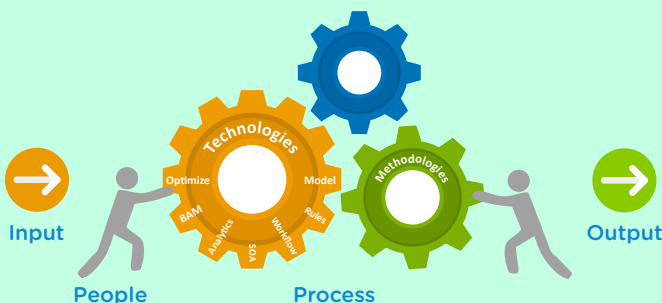
Great customer relationship can be achieved by:

- Finding out about your customers' purchasing habits, opinions and preferences
- Profiling individuals and groups to market more effectively and increase sales
- Changing the way you operate to improve customer service and marketing

Benefiting from CRM is not just a question of buying the right software. You must also adapt your business to the needs of your customers.

## Business Process Management

A business process is a set of steps or tasks that you and your team use repeatedly to create a product or service, reach a specific goal, or provide value to a customer or supplier. If your processes work well, they can significantly improve efficiency, productivity, and customer satisfaction. Processes that don't work can cause frustration, delays, and financial loss.



Our team of BPM expert can help you to

- Map & Analyse processes.
- Redesign the process.
- Prepare & develop your resources.
- Implement and communicate change.
- Review and strategize for the next cycle.

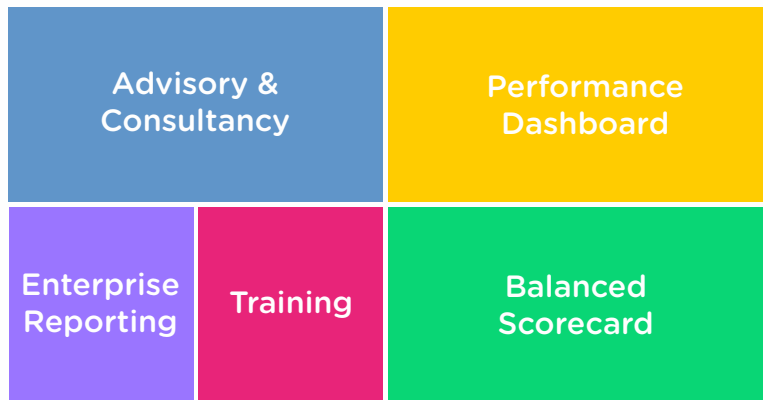
# Enterprise Performance Management

EPM



- » Create a high performance culture, Align operation and employee to corporate objectives.
- » Overcome the barrier in executing strategy, bridge gap between strategy and execution.
- » Drive decision based of priorities and trends, analyze performance across strategic and tactical level.

Our Enterprise Performance Management solutions are geared to drive and ensure high performance is achieved sustainably through capable and motivated people, aligned process and enabling technology. EPM are delivered in various type of engagement to match your specific business need.



## Strategic Alliances

We team up with world-class organizations to ensure excellence, delivered.



### Customer Strategy Excellence Center

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