



PT Sentral Mitra Informatika Tbk

It's All Possible Empowering businesses through
smart and trusted IT solutions

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Company Overview

Established in 2008, PT Sentral Mitra Informatika Tbk is a technology solutions provider specializing in IT infrastructure, managed services, and software development. Headquartered in Jakarta, SMI continues to empower clients through digital transformation and innovation.



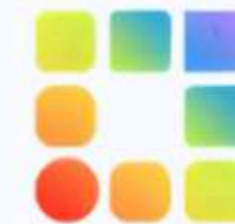
About Sentral Group

Sentral Group is an integrated ecosystem of technology companies, united under one mission

— empowering Indonesia's digital transformation. Through our subsidiaries, we deliver innovation, reliability, and value for businesses, governments, and communities



PT Sentral Mitra Informatika Tbk



PT Sentral Kreasi Inovasi



About

PT Sentral Mitra Informatika

PT Sentral Mitra Informatika Tbk (SMI) was founded in 2008 to answer the growing demand for integrated IT solutions in Indonesia. As a trusted system integrator, SMI delivers hardware, software, and managed services with ISO-certified quality standards and continuous innovation

“We are IT System Integrator.”

Subsidiaries & Associates

To strengthen our capabilities and reach, SMI established two subsidiaries: PT Sentral Kreasi Inovasi (SKI) focusing on Business to Government (B2G) projects, and PT Sentral Solusi Teknologi (SST) focusing on Business to Business (B2B) solutions. Together, we drive synergy across sectors under Sentral Group.



SIPLah
blibli.com



PT Sentral Kreasi Inovasi



PT Sentral Mitra Informatika Tbk



Corporate Culture

At SMI, teamwork creates innovation.
We grow together, inspire one another,
and deliver excellence as one



Our Visions are:

- Build Glory People
- Create Glory Products
- Do Glory Business Process
- Deliver Glory Spirit Excellence

**“Driven by innovation,
powered by trust.”**

Our Missions are:

- To Provide Best Products
- To Provide Best Services
- To Provide Best Solutions

Spirit of Trust Philosophy

Trust is not only a value. It's the spirit that drives every innovation and collaboration within SMI.



Values & Commitments

Our values are built on TRUST a foundation that guides how we serve clients, innovate, and collaborate as one team.



Team Work

All time, Always as a Team



Responsibility

Trusted, focus on integrity and Quality



Unity

Leave slow processes and win as a “Dragon Boat” team



Service

Fast response and the best in product, solution, and service



Talented

Continuous Innovation



PT Sentral Mitra Informatika Tbk

Company Legal Information

Headquarter

Registered as PT Sentral Mitra Informatika Tbk (SMI)

• **Address:** Graha Mas Fatmawati, Blok A No. 27-29 Jalan RS Fatmawati No.71, Jakarta Selatan 12150 - Indonesia.

• **Phone:** +62 21 7280 0110 • **Email:** info@sentral.co.id

• **Hotline:** +62 21 7280 0220 • **Website:** sentral.co.id

Legality

- NPWP: 02.795.702.6-019.000
- NPWP 16: 0027 9570 2601 9000
- No. Deed of Establishment: 11
- Date: 11 November 2008

IT'S ALL POSSIBLE

Company History

Company Milestones



2025

Advancing solutions portfolio with cloud integration, automation, and AI-driven technologies as part of SMI's digital transformation roadmap



2018

Joined Serial System Ltd., expanding business capabilities, partner networks, and access to regional supply chains.



2013

Earned ISO 27001 certification, validating SMI's commitment to secure information management and data protection.



2012

Achieved ISO 9001 for Quality Management and OHSAS 18001 for Occupational Health & Safety, reinforcing operational standards.



2008

PT Sentral Mitra Informatika Tbk was founded, focusing on system integration and IT infrastructure services.

Part of Serial System Ltd.

Since 2018, SMI has been part of Serial System Ltd., a Singapore-based public company. This partnership enhances our global reach, strengthens supply chain capabilities, and supports our mission to deliver



Singapore



Indonesia

Client Portfolio

Ensuring global standards in quality, security, and safety.

4985

Total Clients

250M+

Unit Delivered

45+

Cities Covered

17

Years of Experience

Nationwide Presence

With an expanding operational reach across Indonesia, SMI delivers solutions to clients in multiple cities and regions. Ensuring fast service, consistent support, and reliable availability wherever your business grows



Awards & Certification



ISO Certifications

Ensuring global standards in quality, security, and safety.



Certified Company
Cert. No. 16 00 K 18149

ISO 9001

Quality Management System



Certified Company
Cert. No. 01 07 B 20002

ISO 27001

Information Security
Management System



Certified Company
Certified No. 03 14 L 20046

ISO 45001

Occupational Health &
Safety Management System

Awards

Our commitment to quality is reflected through national & international certifications and recognitions in IT services and management



HP The Greatest Synergy Partner, Enterprise Account Coverage for Print Hardware
- 2021 -



Samsung Top Silver Partner for the first half of 2019
- 2019 -



HP Recognition Of Outstanding Performance
- 2017 -

Awards

Our commitment to quality is reflected through national & international certifications and recognitions in IT services and management



Top Performing
Partner Sales Representative
- 2015 -



HP Top Performer Sales
Representative, Printing &
Personal Systems
- 2013 -



HP High Performance & Focus in
Channel Partners (IITO)
- 2012 -



Acer Elite Partner
Rooker Of The Year Award

Our Solutions Overview

At SMI, we provide comprehensive and integrated IT solutions — combining infrastructure, managed services, and software to help businesses operate smarter, safer, and more efficiently.



A background image showing two men in an office setting. The man on the left is wearing a patterned blue and gold shirt and glasses. The man on the right is wearing a white shirt and a dark tie. They are both looking at a computer monitor which is partially visible. A keyboard is also visible on the desk. A large blue rounded rectangle is overlaid on the image, containing white text.

**We provide reliable and scalable IT
infrastructure services, ensuring smooth
operations and optimal performance for
every business environmen**

Our Product



Managed Print Services Solution

Our Managed Print Services (MPS) redefine how businesses handle documents. We simplify workflows, reduce costs, and improve sustainability through smart printing systems and real-time device monitoring.



- Ultimaker 3D Printer
- Managed Print Services



Managed Print Services



Managed Print Services (MPS) is a comprehensive print management solution that helps organizations control costs, enhance security, and improve workflow efficiency. The system optimizes printing environments through centralized monitoring, automatic supply replenishment, and predictive maintenance.



Ultimaker 3D Printer

The Ultimaker 3D Printer delivers high-quality, reliable, and efficient 3D printing for professional and industrial needs. With advanced printing technology, easy material handling, and cloud-based management, it enables teams to create prototypes and production parts with unmatched accuracy



Network Solutions

A Network Solution refers to a comprehensive set of tools, services, and technologies that design, implement, manage, and optimize a network infrastructure to support connectivity, data transfer, and communication within an organization or across the internet.



- Access Point
- Router
- Switch



Access Point

Access Point enables wireless connectivity throughout the workspace, allowing multiple users and devices to stay connected without physical cables. It provides stable coverage, supports mobility, and enhances collaboration across teams and departments.



Router

Router directs network traffic efficiently between internal and external systems. It manages bandwidth, connects networks securely, and ensures smooth data flow, maintaining stable and continuous connectivity for all users and applications.



Switch

Switch connects multiple devices within the same network and transfers data reliably between them. It delivers stable wired connectivity, supports high-performance network environments, and reduces disruptions in business operations.



Software & Enterprise Solution

Our enterprise solutions address complex operational needs with reliable hardware and robust software integration enabling seamless scalability and efficiency.



- VMWARE
- VEEAM
- UPS
- Server
- Storage



VMWARE

VMware enables organizations to virtualize servers, storage, and network environments, allowing resources to be managed more efficiently. It supports scalability, reduces hardware dependency, and improves system reliability across enterprise operations.

vmware[®]
by **Broadcom**



VEEAM

Veeam provides reliable backup, replication, and recovery for critical IT systems. It ensures business continuity by protecting data from loss, corruption, or unexpected disruptions, while enabling fast restoration when needed.



UPS

UPS provides continuous backup power to keep critical systems operating during outages or electrical disturbances. It ensures system stability, protects hardware from damage, and helps maintain business continuity.



EATON **APC**

Server

Enterprise servers support core business applications and centralized data processing. They provide high computing performance, secure data handling, and reliable operations to support large-scale organizational workloads.



**Hewlett Packard
Enterprise**



Storage

Storage systems provide centralized and secure data storage for organizational needs. They support structured file management, fast data access, and scalability to accommodate growing business data.

Lenovo


**Hewlett Packard
Enterprise**

Endpoint Solutions

We protect and manage every endpoint in your ecosystem, ensuring security, productivity, and connectivity across all devices.



- PC DESKTOP
- LAPTOP
- MOBILE DEVICE
- ANTIVIRUS



PC Desktop

PC Desktop provides stable performance for daily business operations. Designed for productivity and durability, it supports multitasking, data processing, and secure connectivity in office environments.



Laptop

Laptop delivers flexibility and mobility for professionals who work anywhere. With reliable processing power and strong security, it enables efficient remote work and real-time collaboration.



Mobile Device

Mobile Device extends business accessibility through smartphones and tablets. It allows users to stay connected to corporate systems and applications anytime, ensuring responsiveness and productivity on the go.





Antivirus

Antivirus safeguards every endpoint from digital threats and cyberattacks. It ensures data integrity, prevents unauthorized access, and keeps systems running securely across all connected devices.



Multimedia & Security Solutions

We protect and manage every endpoint in your ecosystem, ensuring security, productivity, and connectivity across all devices.



- CCTV
- DIGITAL SIGNAGE
- VIDEO WALL



CCTV

PC Desktop provides stable performance for daily business operations. Designed for productivity and durability, it supports multitasking, data processing, and secure connectivity in office environments.

HIKVISION®



Digital Signage

Laptop delivers flexibility and mobility for professionals who work anywhere. With reliable processing power and strong security, it enables efficient remote work and real-time collaboration.





Video Wall

Video Wall integrates multiple display panels into a unified large-scale visual system. Ideal for control rooms, command centers, and corporate environments, it supports real-time monitoring, data visualization, and impactful presentations.



Software Solutions

Our in-house software solutions streamline company operations through automation, integration, and data intelligence.

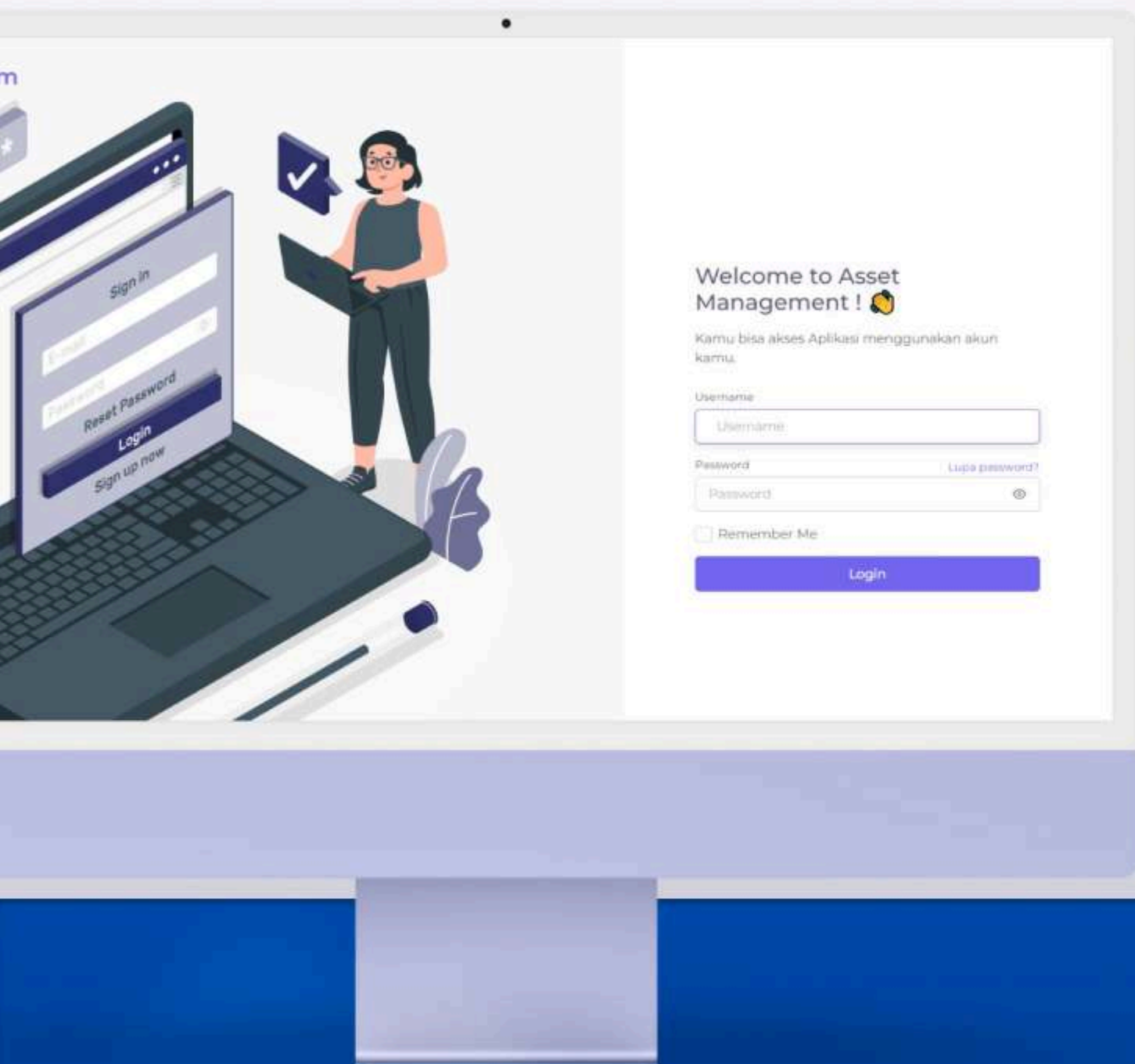




Teamwork HR System

Teamwork HR System centralizes employee data and streamlines HR operations, from attendance and leave management to performance tracking. It helps organizations maintain transparency and improve workforce productivity through a structured and integrated HR workflow

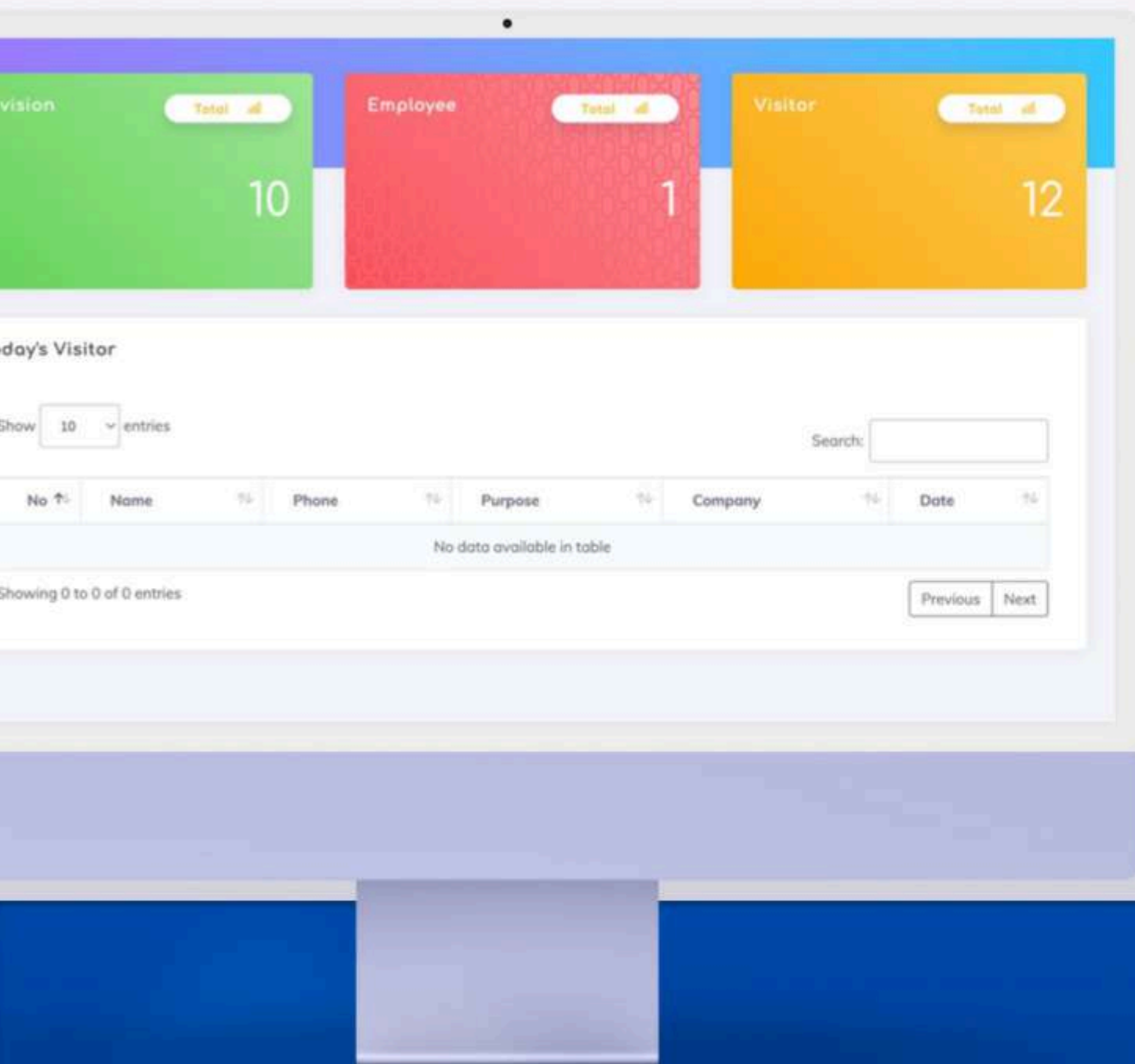




AMS

AMS helps organizations track, manage, and maintain company assets throughout their lifecycle. It ensures asset availability, reduces operational losses, and improves accountability through structured documentation and monitoring.



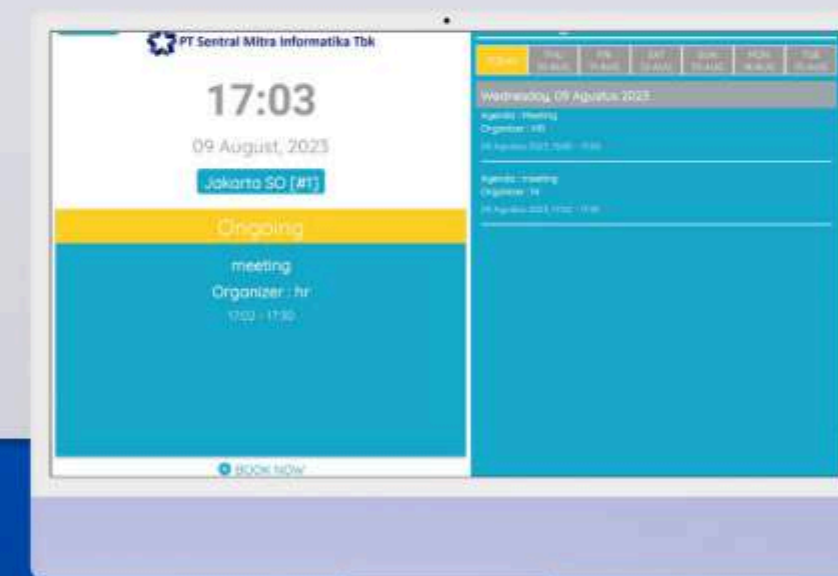


VMS

VMS automates the visitor registration and monitoring process to enhance security and access control. It provides real-time visitor records and supports seamless check-in/check-out, ensuring a secure and efficient workplace environment.

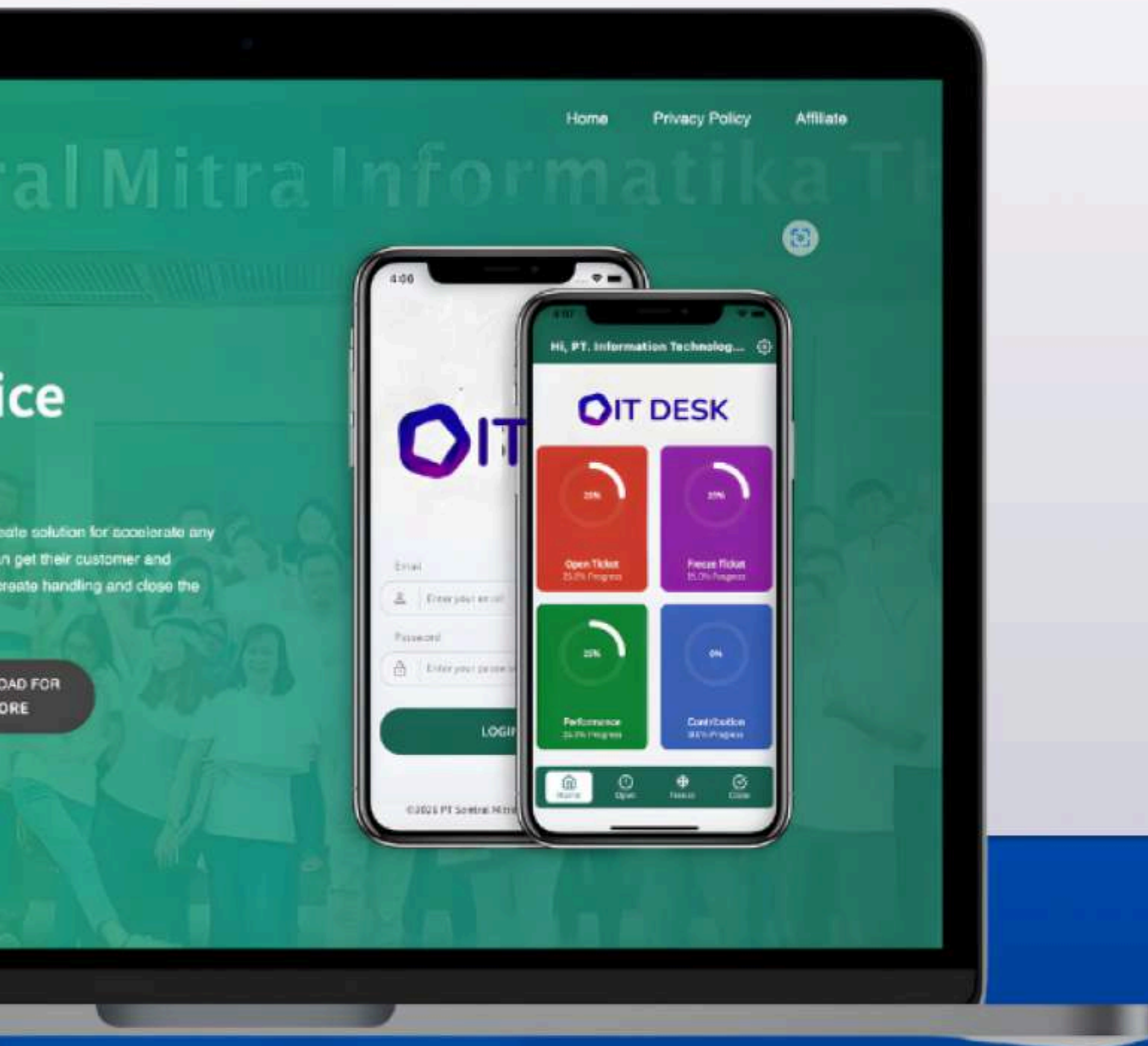


MRBS simplifies the process of reserving meeting rooms by integrating scheduling into one centralized platform. It helps prevent booking conflicts, ensures room availability, and supports efficient coordination across teams and departments.



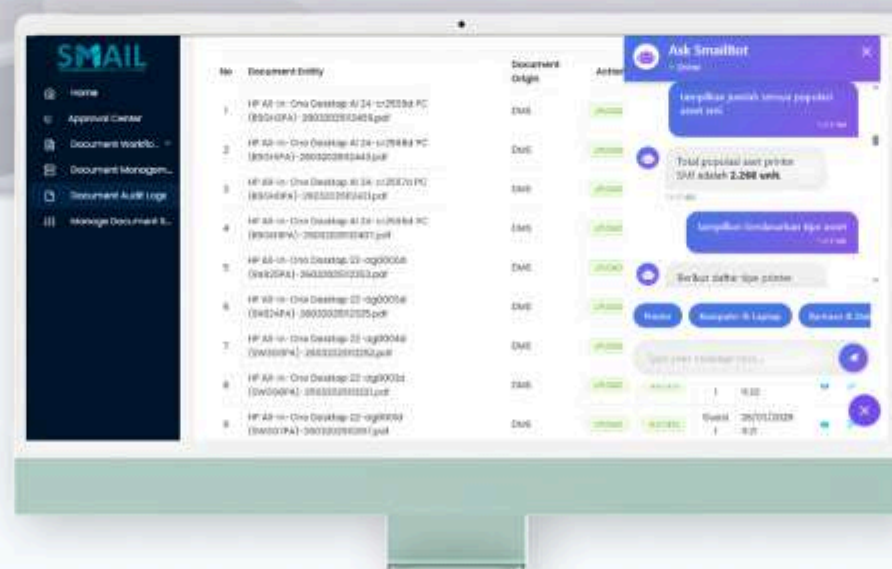
IT Desk

IT Desk is centralized ticketing platform to record and resolve IT support issues with clear communication and faster response.

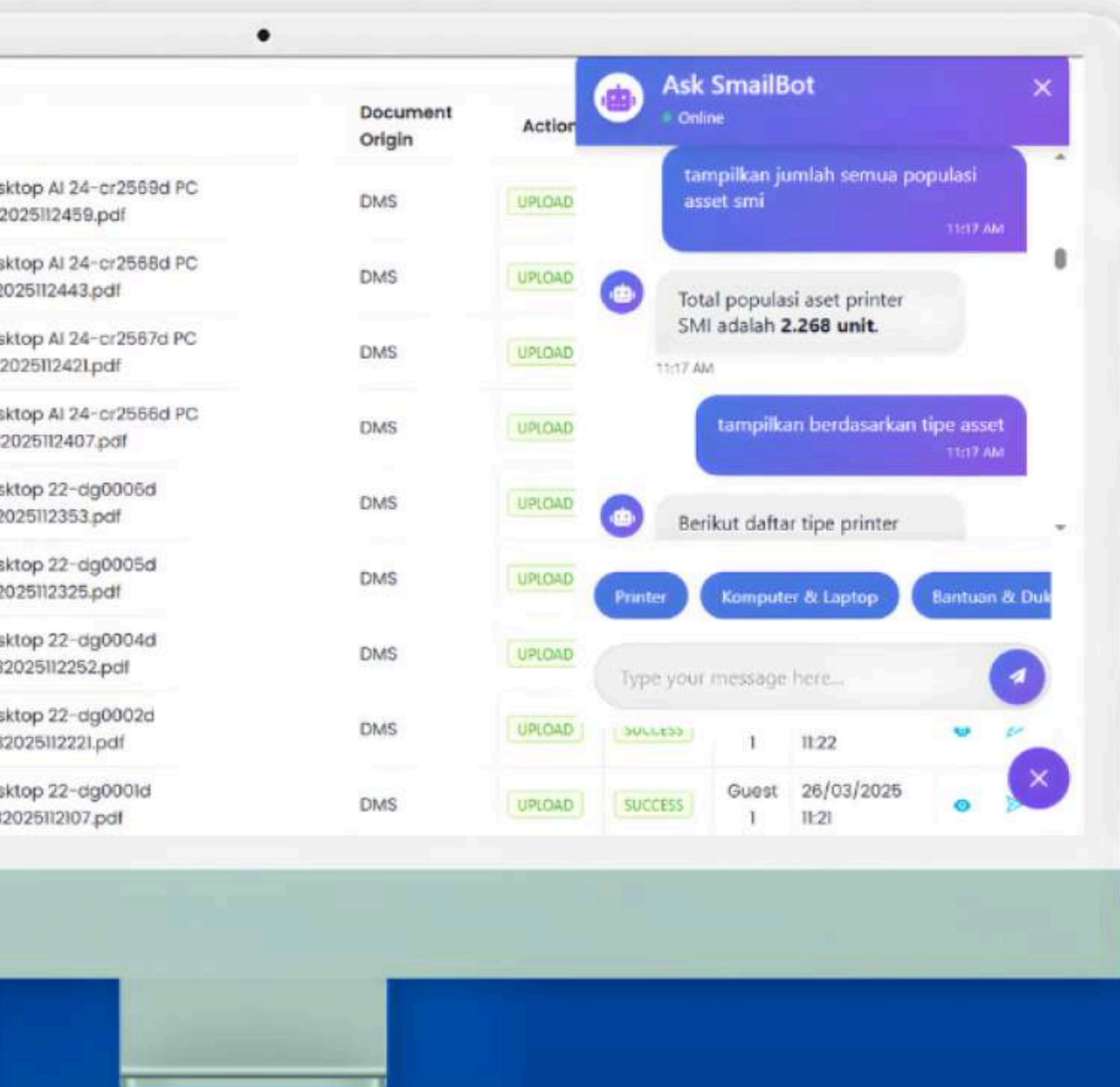


Document Management Solution

Document Management Solution helps organizations digitize, store, organize, and track documents securely and efficiently. It reduces manual handling, minimizes operational risks, and supports faster access to information across departments.



SMAIL



SMAIL

SMAIL is an AI-powered Document Management System designed to optimize document operations, automate workflows, and enhance security, especially in banking and financial institutions. It enables smarter document processing with real-time access, accurate tracking, and secure digital distribution.

SMAIL

DMS SMAIL
powered by AI

Akamai Technologies

Together with Akamai, we provide world-class cybersecurity from Zero Trust frameworks to API protection and secure internet access

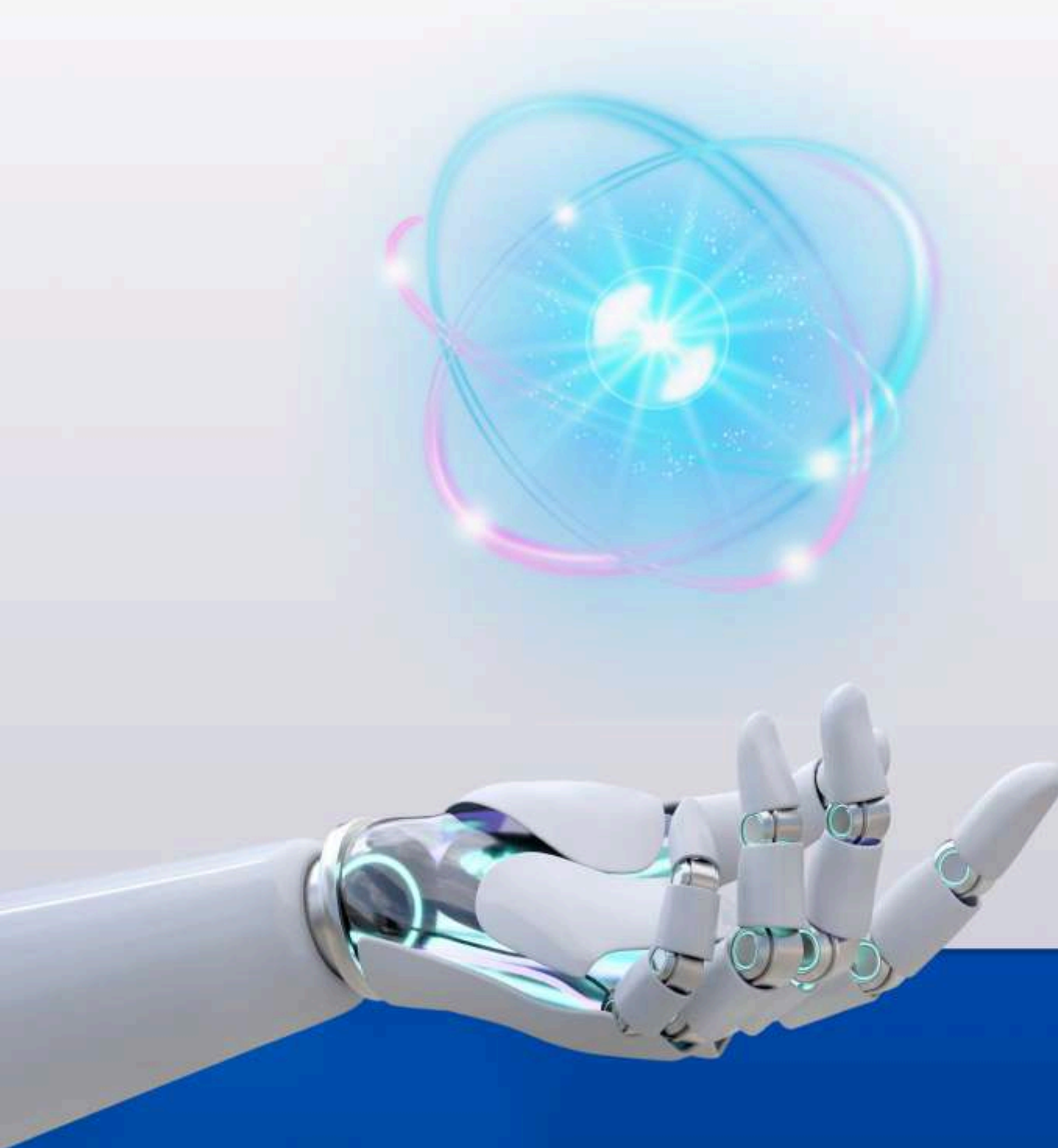


AI Rudder Solution

Our AI-powered solutions transform customer experience through intelligent automation, from voice bots to omnichannel chat systems.



- AI Interactive Robot
- AI Contact Center



AI Interactive Robot

AI Interactive Robot enhances customer engagement through intelligent voice and chat automation. Powered by AI, it simulates natural conversations to handle inquiries, deliver information, and assist users efficiently via phone calls or chat interfaces.



AI Contact Center

AI Contact Center integrates all communication channels: voice, chat, email, and social media, into one intelligent platform. It supports omnichannel interaction, automated routing, and quality assurance to improve customer experience and team efficiency.

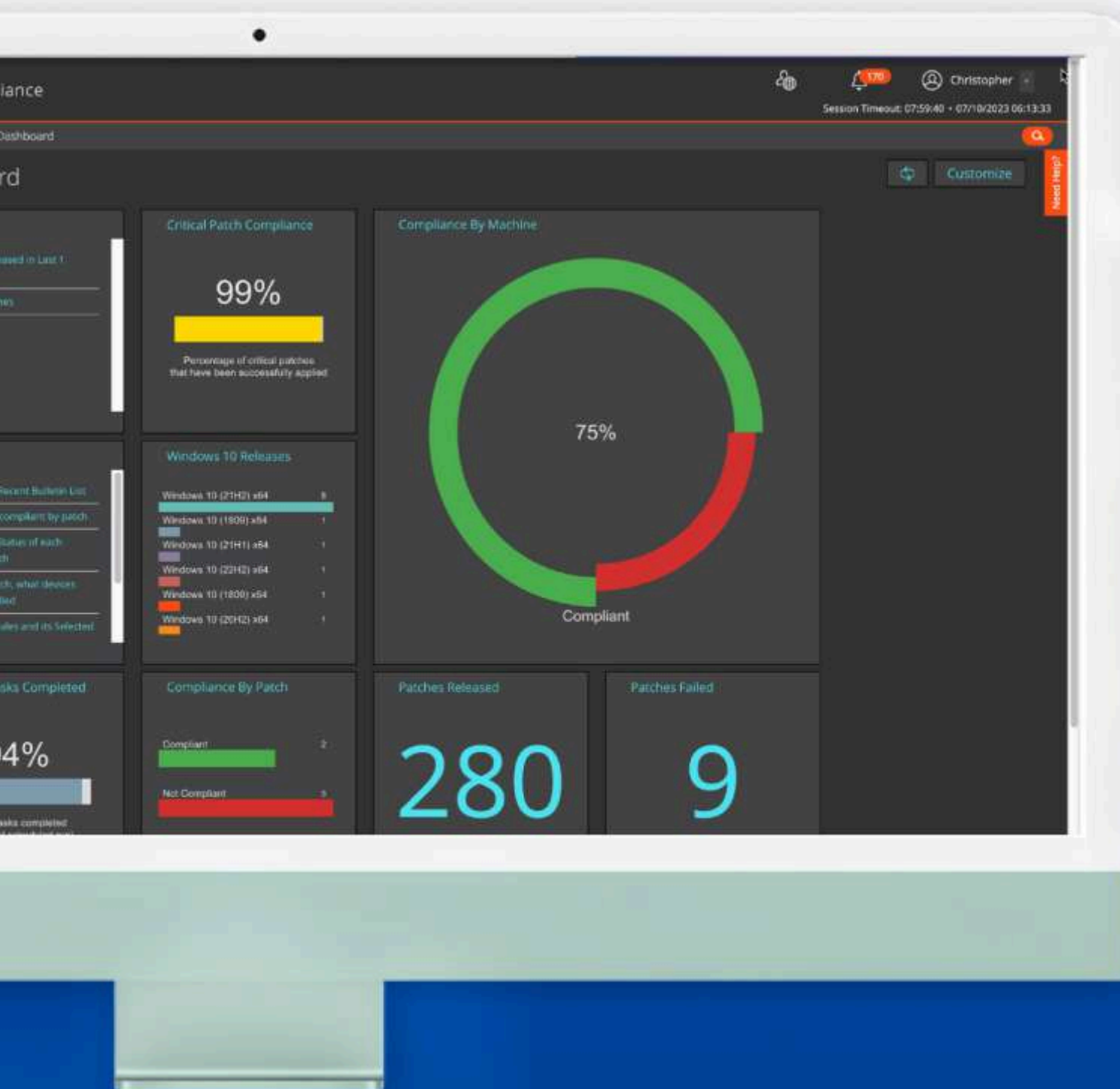
Seat Management Solution

Seat Management helps organizations efficiently manage and monitor all digital workstations and hardware assets within their ecosystem



KACE™

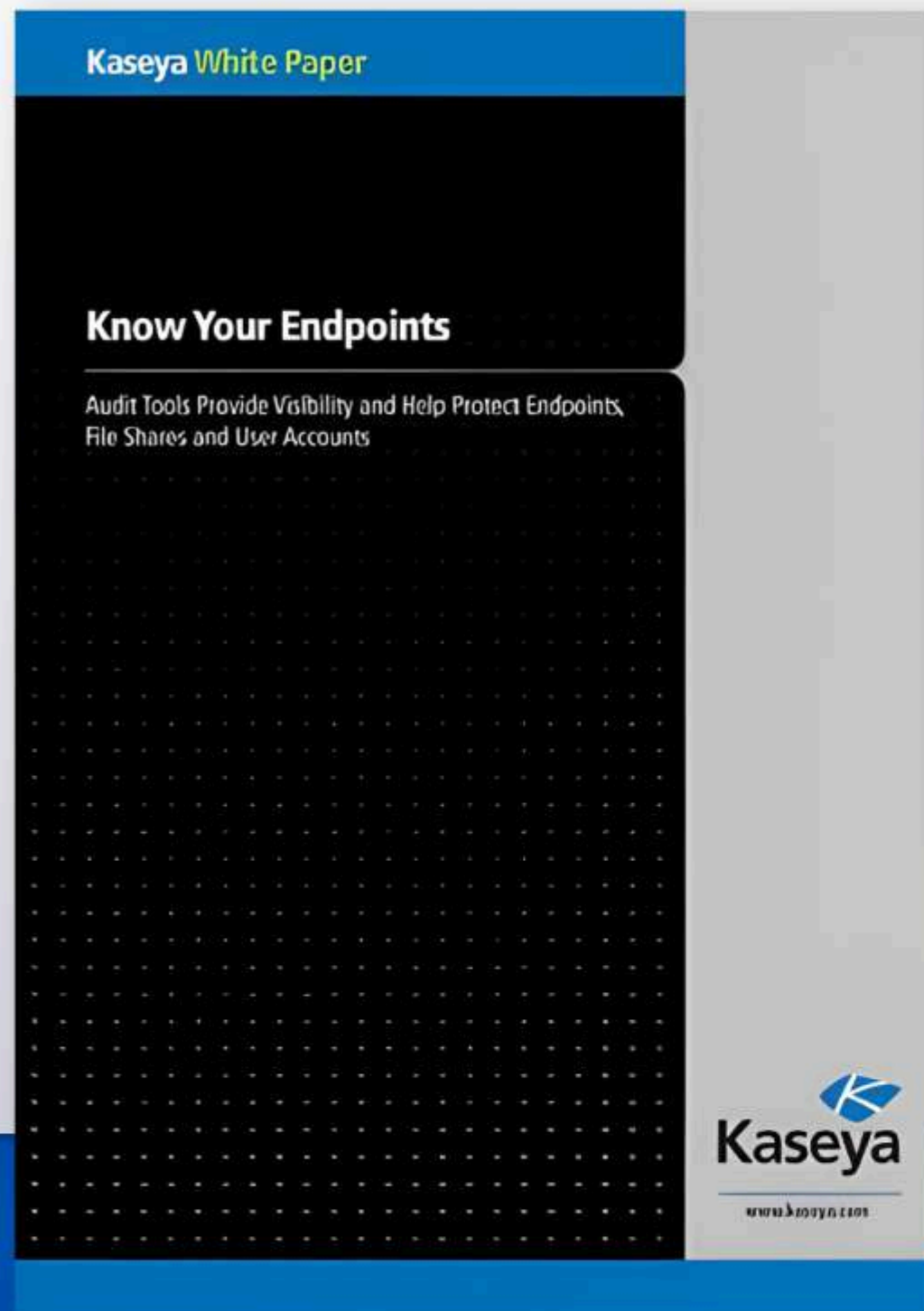
- Device Monitoring System
- IT Asset Management System



Device Monitoring System

Provides real-time visibility and control over all hardware and software assets. Helps IT teams monitor device health, manage updates, and ensure operational stability across endpoints.





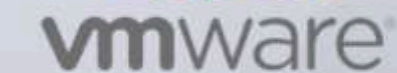
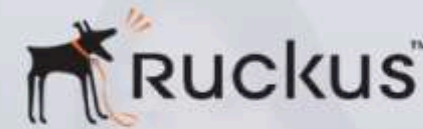
IT Asset Management System

Simplifies the tracking and maintenance of company-owned devices. Automates inventory, license management, and patch updates to ensure compliance and optimize hardware lifecycle.

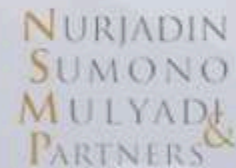
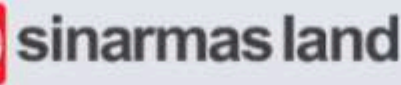


Our Partner & Customer

Our Product Partner



Our Customer



GET IN-TOUCH TODAY

Our Location

