



COMPANY PROFILE

# SAASTEN TECHNOLOGIES

PT TOTAL CLOUD SOLUTIONS



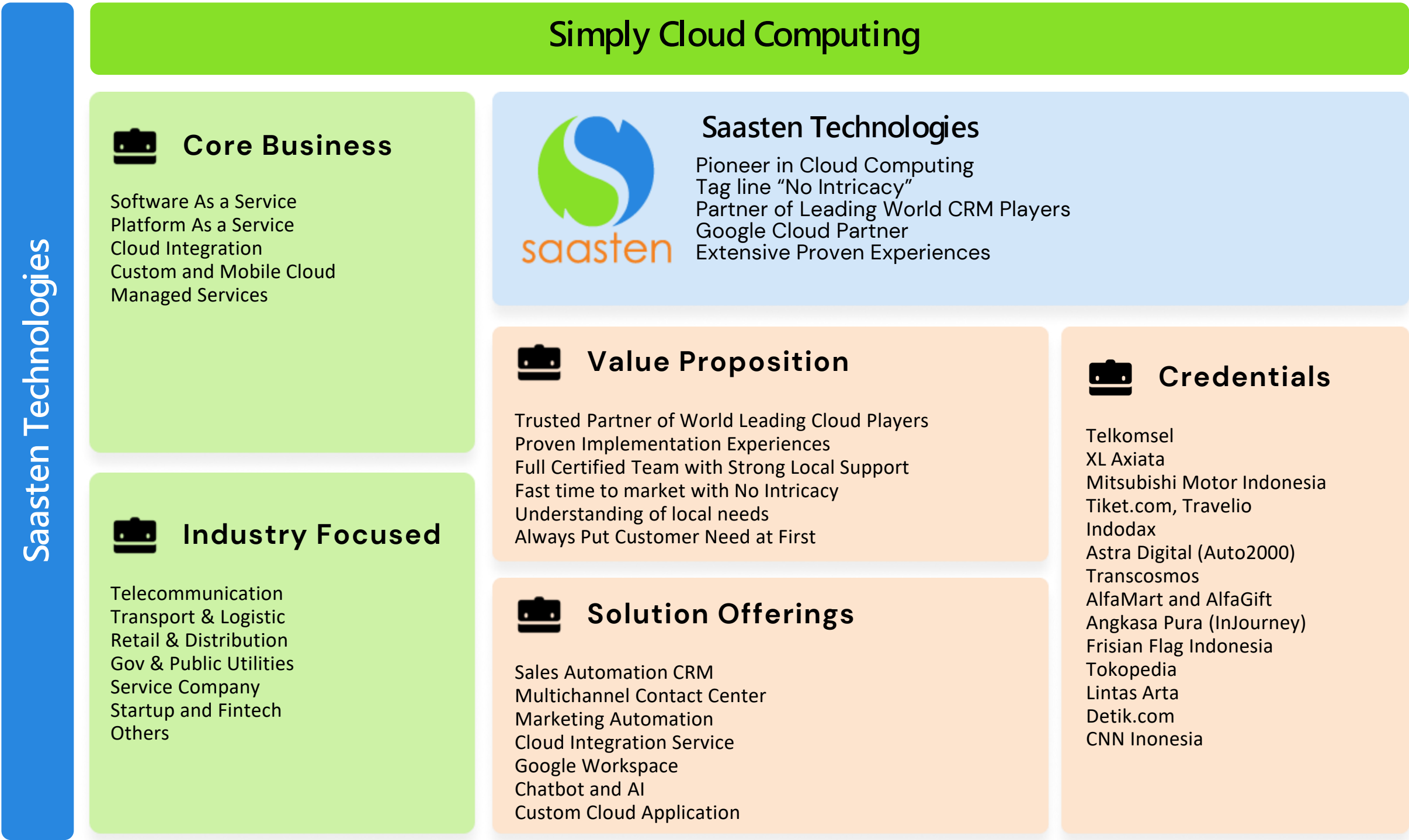




# About Us

Saasten at A Glance

# Who are We?



# Our Key Differentiator

- 01 We are one of the **pioneer in cloud based CRM** consulting.
- 02 We partner with the best and leading **cloud players in the world** such as Salesforce, Zendesk, Zoho, and Google Cloud.
- 03 We have **wide proven experiences** and **know-how** in cloud base application implementation and integration in various industry.
- 04 Fully **certified teams** with a strong **local support**.
- 05 We have good **understanding of local needs**.
- 06 Faster Implementation with **"No Intricacy"**.
- 07 We put our **customer's need at first**.





Certification Ensure Quality

# Our Team Credentials

 SALESFORCE ADMINISTRATOR	 SALESFORCE ADVANCED ADMINISTRATOR	 SALESFORCE PLATFORM DEVELOPER I
 SALESFORCE SALES CLOUD CONSULTANT	 SALESFORCE SERVICE CLOUD CONSULTANT	 SALESFORCE AI ASSOCIATE
 SALESFORCE MARKETING CLOUD CONSULTANT	 SALESFORCE MARKETING CLOUD EMAIL SPECIALIST	 PARDOT CONSULTANT



# Vision & Mission

*To be the preferred Cloud Computing Solutions Provider and Consulting in Indonesia with innovative and affordable solutions.*

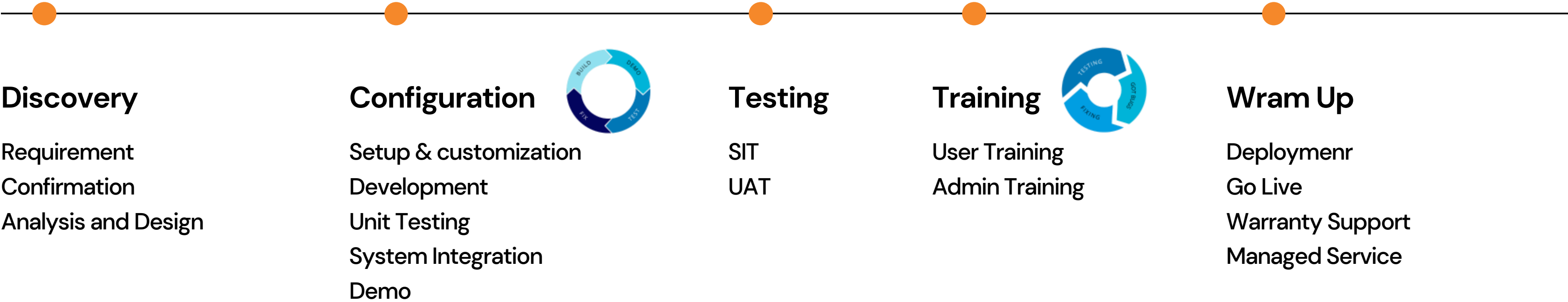
## Mission

To create business value for our clients through innovative Cloud Services and new strategic business initiative, supported by industry best practice and modern technology,

How we deliver our projects

# Our Methodology

*"... with iterative Agile Approach to ensure Accuracy & Quality..."*





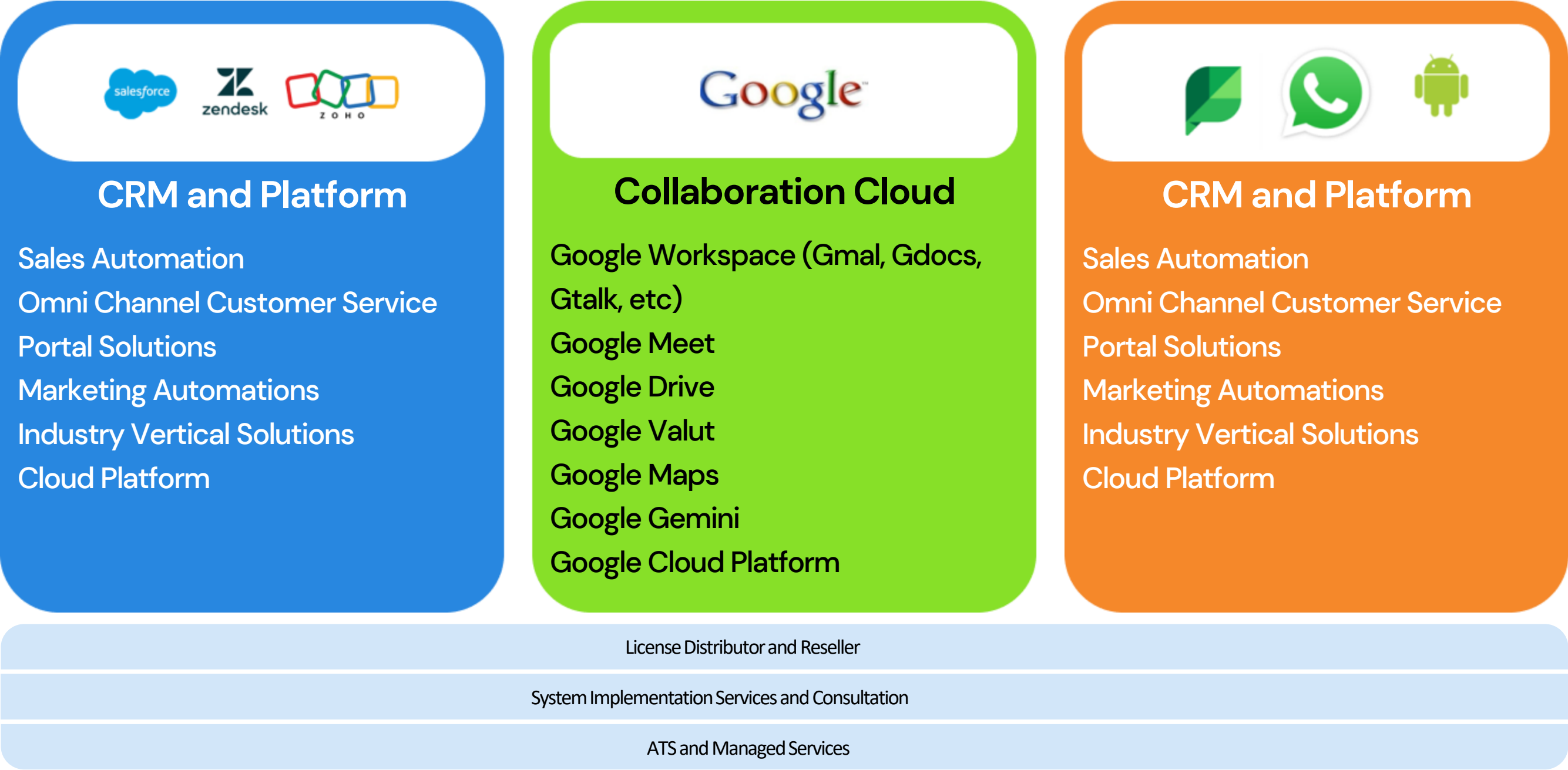


# Products & Service



Our Menu

# Our Products & Services





# Our Achievement

**30+**  
Certifications

**100%**  
Successful  
Implementations

**≥8.4**  
for CSAT







Salesforce  
#1 Customer Success Platform

Connect With Your Customers in a Whole New Way

Connect With Your Customers in a Whole New Way

# Salesforce - Customer Success Platform



01

## Sales

### 1:1, Real-time Sales

Mobile Sales  
Productivity Toolkit for Quick, In-context Tasks, Notes, Events  
Custom Report View  
Enriched Client Data

02

## Analytics

### New Engagement Opportunities

Client-Contextual Insights  
Next Steps for the Account  
Relevant Client News  
Launch Actions for Individuals or Groups of Clients

03

## Marketing

### 1:1, Proactive Journey

Prospect Nurturing Journey  
Cross-sell and Up-sell Journeys  
Service Journeys

04

## APPS

### Supercharged Employees Anytime

Fingertip Access to Agenda, Company & Team Feed  
Clients Records, Data, Tasks, Contextual News  
Notes, Analytics & Dashboards

05

## Service

### 1:1, Customer Service Everywhere

Omni-Channel, Mobile Service  
Effortless Onboarding and Account Opening  
Customers Self-service Knowledge Base

06

## Community

### Collaborative Client Engagement

Client-centric Collaboration Around Goals  
Collaborative Document Management  
Triggers, Workflow, Quick Actions  
Contextual Client Profile



# Complete Support Automation Zendesk



#1 Omni Channel Service Platform



## The Zendesk Suite



support



guide



chat

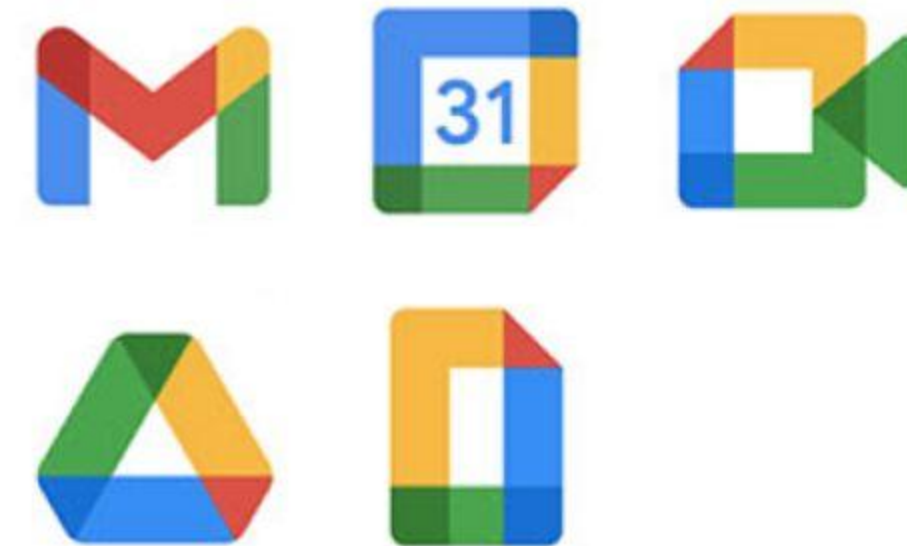


talk

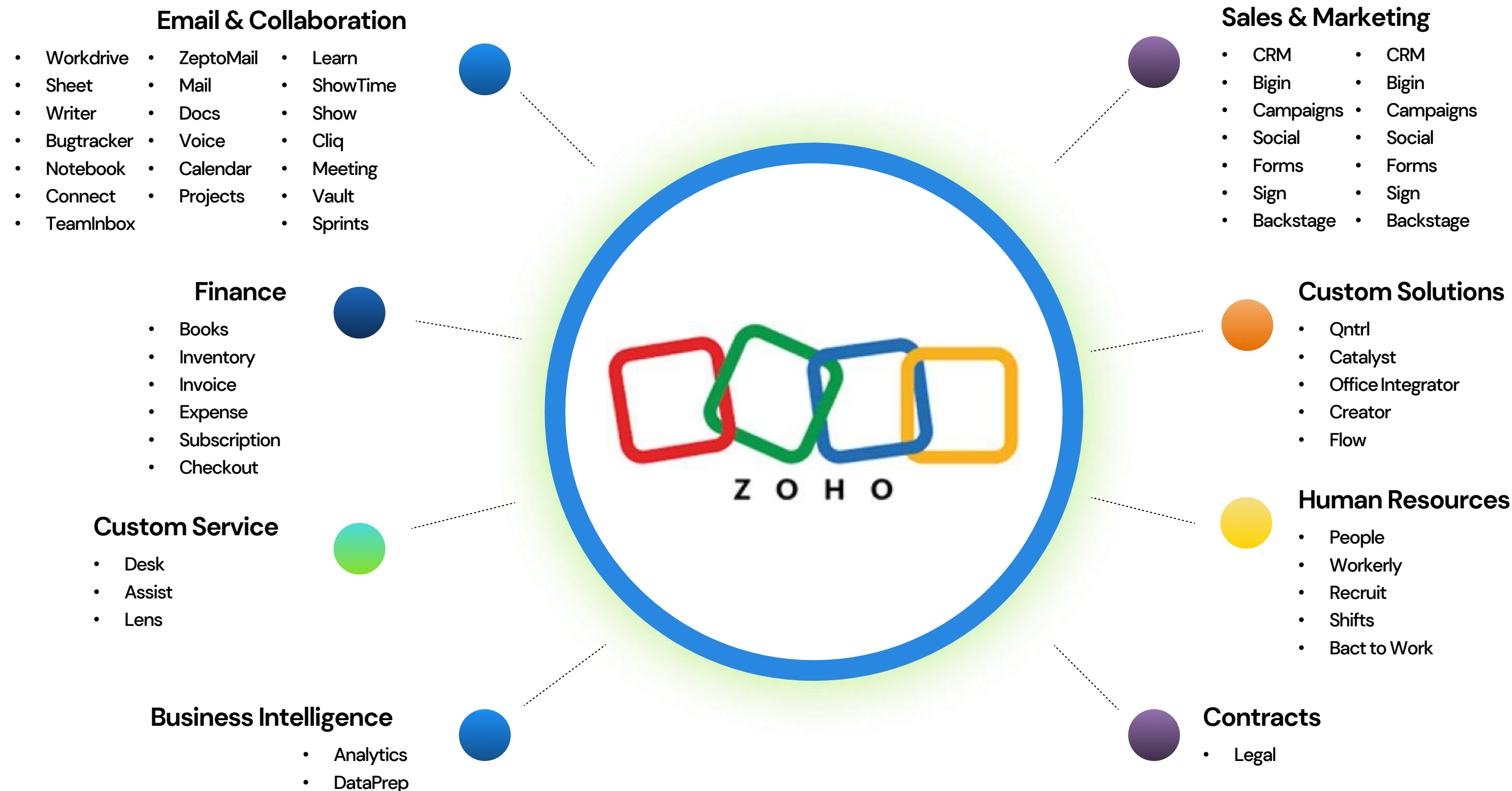
# Complete Productivity Tools

## Google Workspace

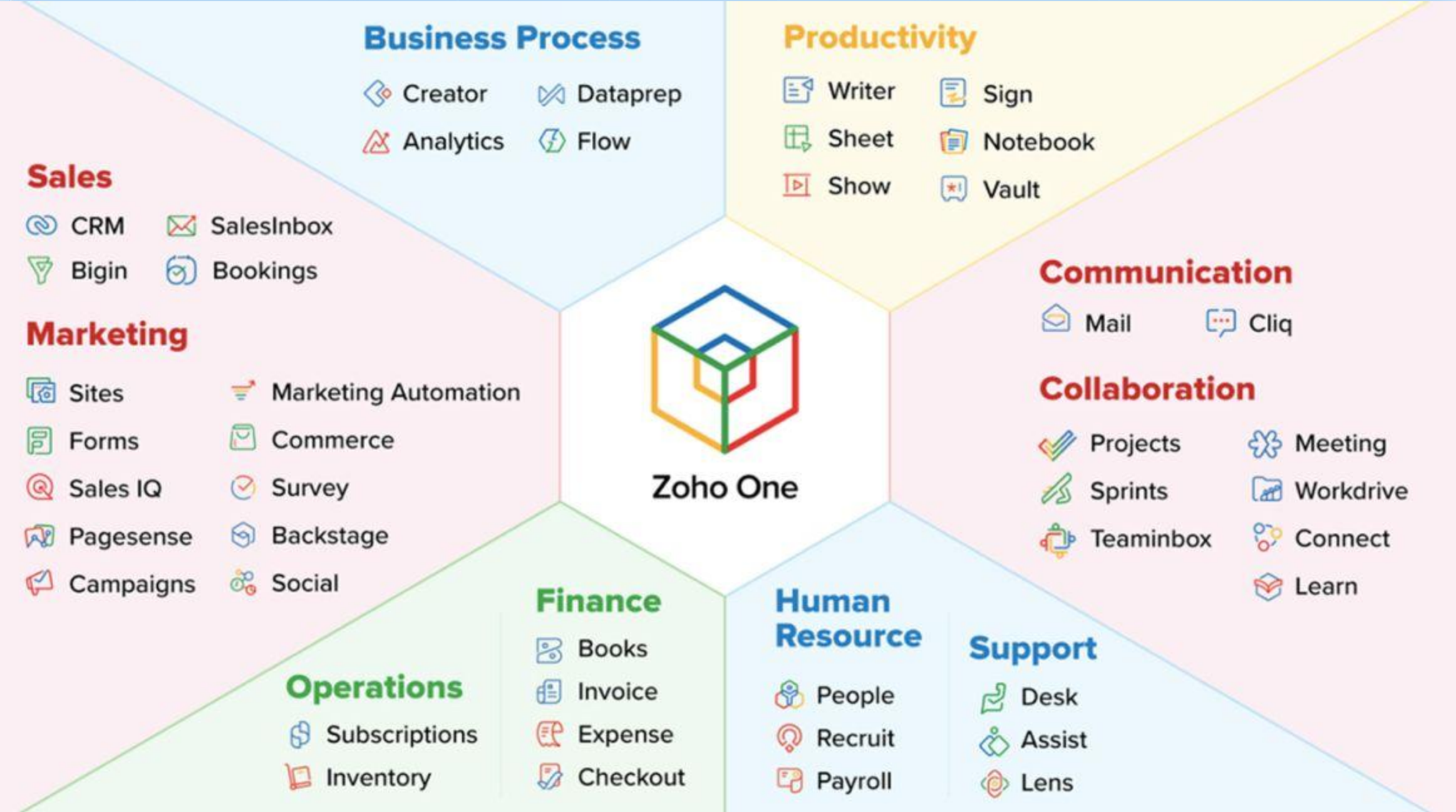
Google  
Workspace







# Zoho One



Complete End to End Business Solution for Company



Good Support Ensures Smooth Operation

# Our Application Support and Managed Service



## Support Working Hour

- Mon – Fri : 09:00 – 17:30
- Sat , Sun & Public Holiday : Off

## Scope of Work

1. Corrective Support :  
Troubleshooting at bugs and error, with resolutions.
2. Preventive Support : Quarterly Preventive Maintenance
3. Consultation and Guidance
4. Operational Monitoring
5. Application Change Request and System Enhancement
6. Regular Reports and Update Meeting

## Coverage of System to Support

CRM (Sales, Service and Marketing)  
System Integration and Analytics  
Channel and Surroundings

## Scope of Additional Support Service

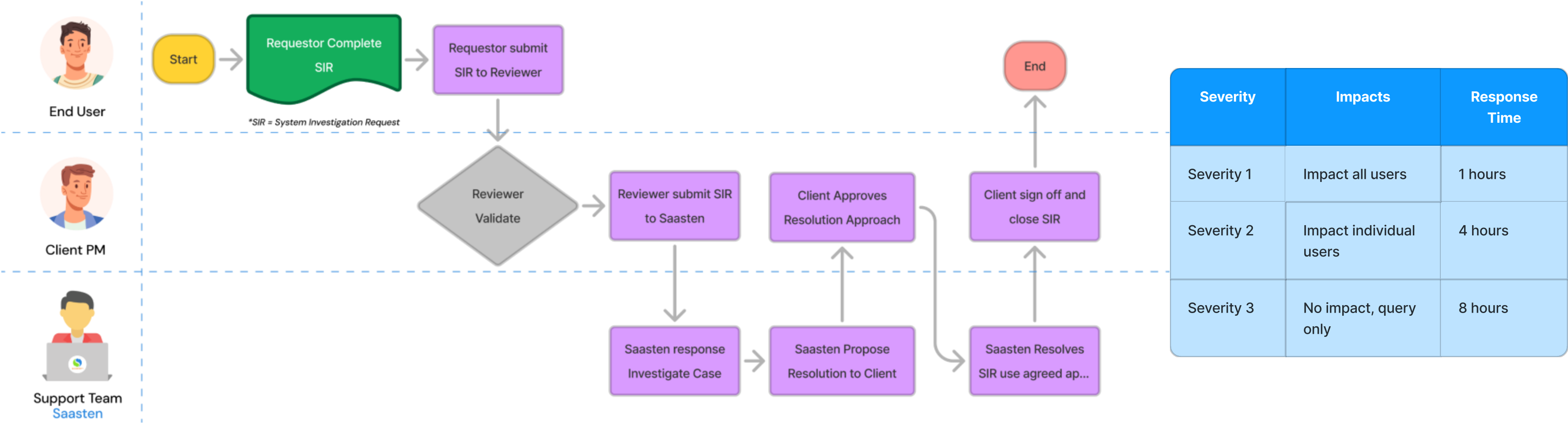
Refreshment Trainings  
Product Updates

## Service Level Agreement

with response time, severity, and escalation process

Good Support Ensures Smooth Operation

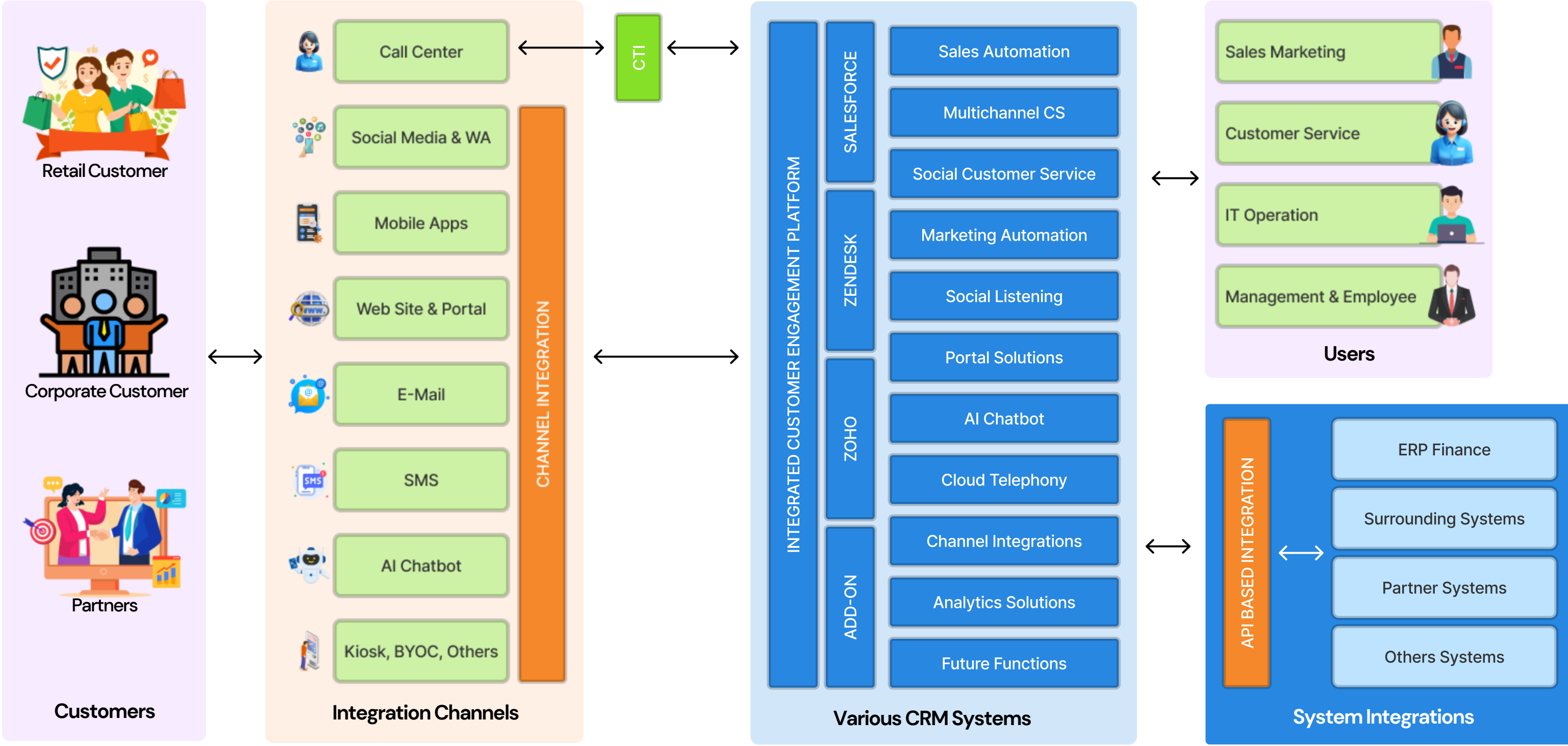
# Professional Support with SLA





Good Support Ensures Smooth Operation

# Professional Support with SLA





# Customer References

# Our Portfolios

## FMCG AND RETAIL



Danone Aqua



Fonterra



Alfa mart



Sarihusada



Frisian Flag



Auto2000 - Astra



Mead Johnson



Ultrajaya



Ikea



Nutricia Medical



Indofood



Mitsubishi

## TRANSPORT & LOGISTIC



Angkasa Pura Support



Pelni



In Journey (AP)



Kereta Api



Marquee Executive



Sentul City



Assa Rent



Bluebird



# Our Portfolios

FINANCIAL INSTITUTION AND FINTECH		TECHNOLOGY, TELCO & STARTUP		
 AXA Insurance	 AXA Mandiri FS	 NTT Data	 XL Axiata	 Travelio
 AXA Mandiri	 NISP Sekuritas	 Detik.com	 Lintas Artha	 Tiket.com
 Doku	 Amartha	 JD.ID	 Telkomsel	 Goto
 Artha Prima Finance	 Indodax	 VADS	 Protelindo	 Tokopedia



## Contact Us

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Saasten Technologies



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COMPANY PROFILE



# THANK YOU

**SAASTEN  
TECHNOLOGIES**

// *NO INTRICACY*

