



COMPANY PROFILE

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ABOUT US



- PT. Jaring Jaring Synergi Mandiri was established in October 2003. With background and experience as professionals in credit card operations, the founders of JSM focus on providing solutions for business process outsourcing in connection with the payment card industry, from consultation on formulating business strategy and setting up the organization to conducting business operations.
- As things have developed, it turns out that our expertise in managing Contact Centers is also needed by companies who has concern to taking care of their customer. Consequently, our clients have expanded from Banking to Automotives, Finances, e-Commerce, Pharmacy, Electronics, Government and Public Sector and FMCG.





MISSION

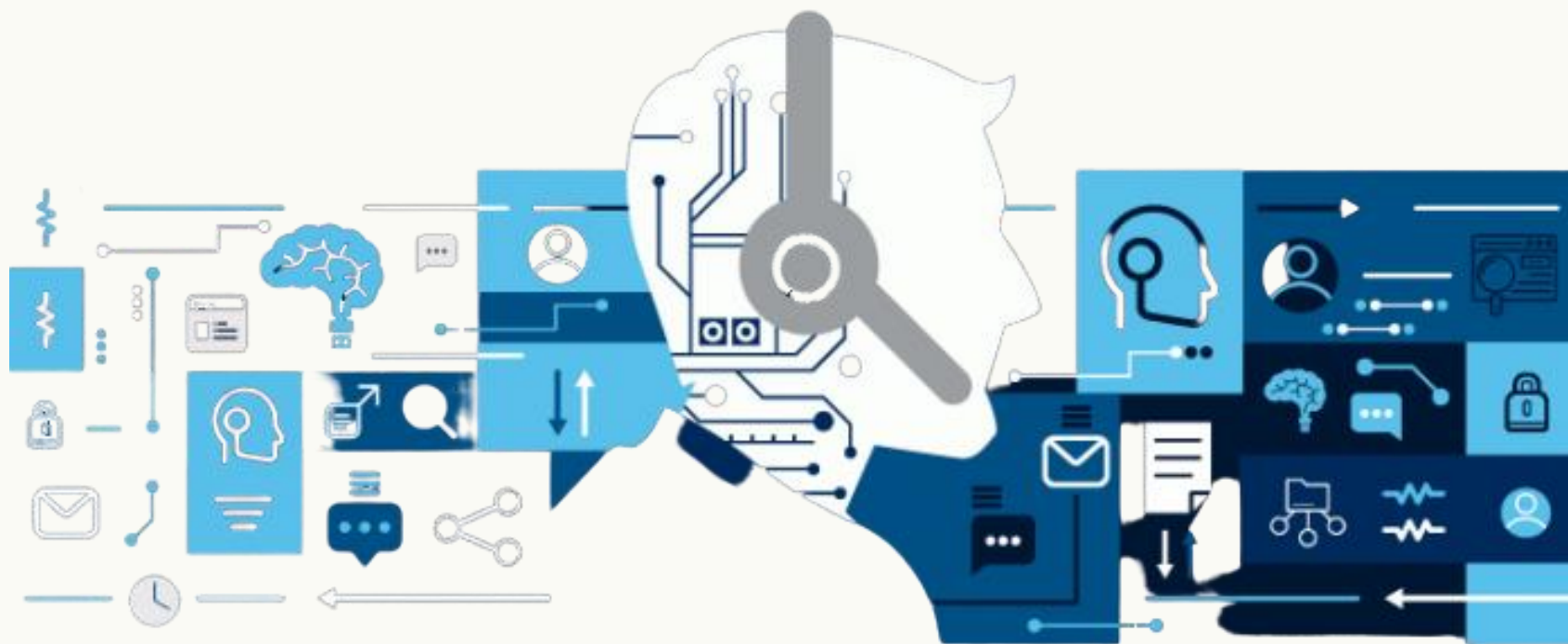
- Creating excellent service quality that provides added value to grow with clients.
- Creating a sustainable business, for the welfare of stakeholders and employees and providing benefits to the community.
- Through professional and innovative human resources who have organizational values that are constantly developing through regeneration.

VISSION

To become a business process management company in highly responsive, innovative, and both Internationally and Domestically trusted. Providing synergistic, customized solution through applied cutting edge technology.



OUR EXPERTISE



- **Experienced, Committed and Proactive Team**

Our main strength is our team, which is experienced in the upgrading and automatization of business processes and learns quickly to understand and handle the unique aspects of each clients business processes, so as to provide an immediate positive contribution to the development of the client's system and services. Several clients that have received services from us have confirmed that the JSM team is a team that is "Committed and Proactive, full of concern and enthusiasm, that quickly and appropriately addresses and meets the Client's requests and needs".

- **System Development**

We ourselves built and developed the systems that we use to serve our Clients, so we can meet the Client's needs accurately and quickly. Our strength is in developing database systems that are integrated with telephony systems.





OUR SERVICES



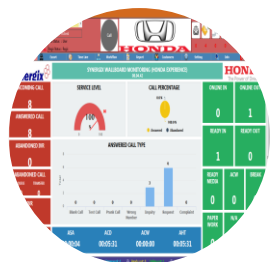
INBOUND CONTACT CENTER

Client's Customers can reach through multiple channel. Contact Center could also make outbound call and email to Customers, in order to resolve previous call. In the same time, Client could monitor the Contact Center's performance.



OUTBOUND CONTACT CENTER

We manage your potential database into expected profitable gain by using channels such as call, WhatsApp and email. We provide file recording and report as output so that it will be easier to manage.



SYSTEM DEVELOPMENT

We understand that every client have their own unique needs and therefor the system will be well designed and built as scalable as possible to accommodate their current needs. However the architecture of the system will be designed to facilitate other needs that might arise in the future.



HUMAN RESOURCES OUTSOURCING

We provide human resourcing to help achieving the target that set by the company and direct the right people to the right positions, so as to achieve far more maximum results.



Business Process Services



INBOUND

☐ Information & Inquiry

- ✓ Product Information
- ✓ Product Price
- ✓ Branches / Network
- ✓ Customer Data Inquiry

☐ Complain Handling

☐ Special Assignment

- ✓ Order Request
- ✓ Job Order Distribution



OUTBOUND

☐ Tele Verification

☐ Tele Survey

☐ Tele Collection

☐ Tele Marketing / Sales

☐ Voice Blast



Omni Channel Platform



One agent only needs to open one omni channel platform that accommodate all social media feature



Social Customer Care Platform

Omni channels for your CS agents, to cover Facebook, FB Tab, Twitter, Instagram, Line, etc.





Reason to Count On us

- 1 We only hire experienced and professionals
- 2 Up to date comprehensive system that supports all services
- 3 We listen to your feedback
- 4 We focus on the quality of our services
- 5 Report with analytics; Client's KPI become our KPI
- 6 Efficient cost without pre-investment fee



CLIENT REFERENCE



BANK DKI



BANK BRI



IBK Bank



BNI



BANK INA



J TRUST BANK



MAP E MALL.COM

MAP CLUB



HONDA



HYUNDAI



TATA MOTORS



POLYTRON
Memang Canggih



TOSHIBA
Leading Innovation >>>



Yayasan Sayangi Tunas Cilik
Partner of Save the Children



PREMISES



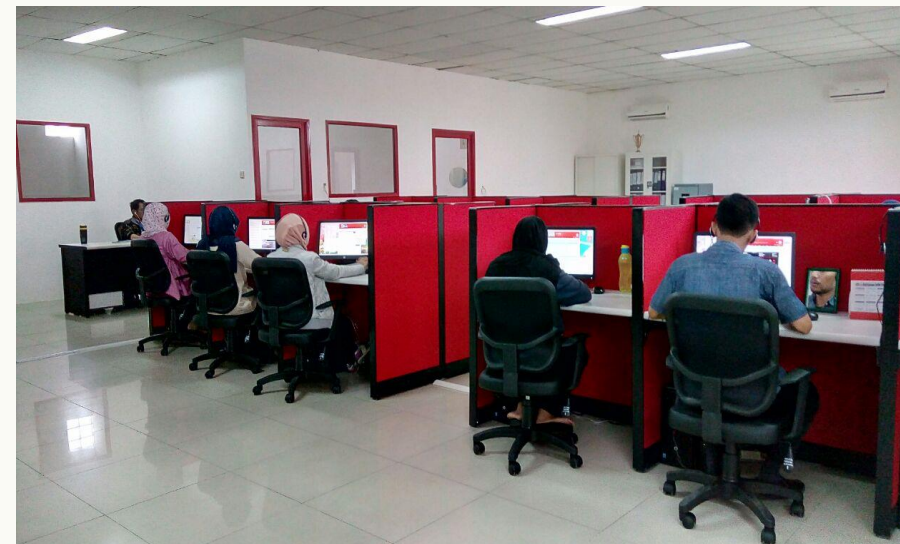
- ✓ Since February 2017, we have managed and designed the building ourselves. Located in Central Jakarta. Easily accessible from public transportation. Working space, meeting rooms, lockers and security services are set for convenience and facilitate call center activities.
- ✓ We provide options to the clients for a dedicated room or shared space. This choice is based on the needs of our clients.

Facility

- Training room
- Meeting room
- Praying room
- Canteen & Pantry
- Locker room

Security

- CCTV
- Access door
- Secure ID Card
- Cellphone & personal bag prohibited
allowed brought into the room
- USB Port in PC are disabled
- Limited access to datacenter




We listen to your
feedback

Address

JSM Building , Jl Cideng Barat No 76
Jakarta Pusat - 10150

Call Center / Services Inquiry
14033

 +6221-29292900

Email :

marketing@jsm.co.id