

Company Profile

DOCOTEL TEKNOLOGI INFORMASI

www.dtisolution.id | Ver.MCO01EN/07-25

About Us

PT DTI is a technology company that delivers innovative solutions in system integration across the **Finance, Healthcare, Cybersecurity, and Digital Application** sectors.

With deep industry experience and a team of professionals, we are committed to helping our partners enhance **efficiency, security, and added value** through the right technology solutions.

"Upgrade You"



1000+
Engagements



520+
Clients



350+
Project



16+
Products & Services

Our Team



Rizky Adeputra
VP of Business Development &
Marketing



Aulia Farhans
VP of Product & Delivery



Debora Siregar
VP of Operation



Endang Triwahyuni
VP of Finance



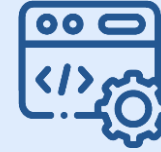
Yudis Tuasamu
CEO



Our **Services**



IT Consulting



Enterprise Application
Development



System
Integration

Our **Products**



Business
Solutions



Healthcare
Solutions



Fintech
Solutions



Security
Devices

Our Products



Basic E-KYC



OTP Services



Digital
Signature



Healthcare
Solutions



IT Expert
Outsource



WhatsApp API



RoboChat



RoboCall



Security Key



Hard disk
sanitazion



IT Hardware



Banking
Solution

Business Solution



Basic E-KYC

Electronic Know Your Customer (e-KYC) is a digital service that enables the **automatic identification and verification** of customers using various technologies, to ensure that the customer is who they claim to be and to comply with applicable compliance regulations.

Features:

- Portal Based.
- API Based.

Services:

- ID Checking.
- *Face Recognition.*
- *OCR (Optical Character Recognition).*



OTP

One-Time Password (OTP) Service A security solution integrated into various platforms and applications, enabling users to securely **receive one-time verification codes** through multiple communication channels. This enhances protection by **securing accounts** and **digital transactions from unauthorized access**.

Services:

- **Missed Call OTP:** Verification via a ringing call that doesn't need to be answered.
- **Seamless OTP:** Verification based on device recognition.
- **Email OTP:** Verification through email messages.
- **WhatsApp OTP:** Verification via the WhatsApp platform.
- **SMS OTP:** Verification via text message.





Digital Signature

Certified Electronic Signature by PSrE PT Tilaka, Enabling your digital transformation with ease. We provide Identity Verification, Digital ID, Digital Certificates, and Digital Signatures — all delivered through a seamless service experience.

Features:

- Identity Verification, Digital ID, e-KYC.
- Digital Signature & Certificate.
- Verification / Validation.
- e-Stamp Duty & Digital Stamp.
- Workflow Management System (WMS).
- API Services, Web Portal, and On-Premise Deployment.
- Certified by PSrE PT Tilaka.



Hospital Information Management System (HIMS)

HIMS application is a **web-based system with Open API**, accessible through a browser. Seamlessly integrated with other applications via API. Support end-to-end hospital operations—from patient queue to pharmacy—integrated with **7+ third-party systems**, including V-claim, e-claim, MJKN, Satu Sehat, JakSehat, Apicare, RS Online, and more.

Unique Values:

- **Electronic Medical Records (EMR):** Integrated system with 70% of medical documents digitized, efficient and secure data.
- **Casemix:** Streamlines the claim process and integrates directly with BPJS to boost billing claim success rates.
- **e-Prescription:** Standardized electronic prescription system that connects directly to the pharmacy module.
- **Inventory & Procurement:** Centralized inventory and purchase management system for better stock control and ordering efficiency.
- **Monitoring Dashboard:** Executive information system with dynamic analytics dashboards and visual reports.



Telemedik



LIS



RIS



SAM RS



SIM Klinik





IT Expert Outsource

We offer **comprehensive IT outsourcing services** designed to provide ease, efficiency, and security for your business.

Our services enable rapid adaptation to dynamic business environments through flexible engagement models, including daily (man-days), monthly (man-month), or project-based schemes.

Our Services Include:

- Software development
- Infrastructure and database management
- Cybersecurity
- Technical and maintenance support

Our solutions are tailored to your business needs — **efficient, scalable, and purpose-built.**



Official WhatsApp Business API

WhatsApp Official Business API, an official service from META that enables businesses to connect directly with customers through fast, secure, and real-time instant messaging — whether for one-on-one or mass communication in just seconds.

The WhatsApp Official Business API helps your business automate notifications (marketing), provide 24/7 customer service (CS), and streamline operations to boost efficiency and effectiveness.

Features:

- Open API
- Broadcast Web Portal
- Web Panel



Business Solution



RoboChat

RoboChat is a conversational text technology that combines Artificial Intelligence (AI), Machine Learning, and Natural Language Processing (NLP) to understand and respond to inquiries, provide information, and interact with customers automatically.

One of the key use cases of RoboChat is its integration with the **WhatsApp Official Business API**, offering a seamless and enhanced customer interaction experience.

Features:

- Omnichannel Support
- Chatbot Studio



RoboCall

RoboCall is a voice call technology solution for **managing and scheduling automated voice conversations** that deliver messages or information to many people at once – either by responding to customer inquiries or converting them into text.

RoboCall offers a **more personal, effective, and efficient** communication experience. With features that mimic human-like voices and intelligent responses, this solution helps **save time and effort**, boosts productivity, and strengthens engagement with your customers or business partners.

Features:

- Natural Language Understanding (NLU)
- Automatic Speech Recognition (ASR)
- Text-to-Speech (TTS)



Business Solution



Security Key

A multi-protocol hardware authentication solution that prevents account takeovers and enables seamless one-touch login. It delivers strong security for both **legacy and modern IT environments**.

Supports **One-Time Password (OTP)**, **Public Key Cryptography**, and **Account Takeover Protection**. Available in various form factors, it allows users to secure and protect access to their online accounts across all preferred devices — both desktop and mobile.

Featured Products:

- YubiKey 5C NFC
- YubiKey 5 NFC



Hard Disk Sanitation

We provide **hard disk sanitization/destruction devices** that employ various methods for destroying or corrupting hard disks. In accordance with regulations such as **NIST, FACTA, PCI, GLBA, PIPEDA, DSS, and GDPR**, the sanitization process aims to thoroughly, maximally, and securely delete sensitive/confidential data. This prevents data leaks from discarded hard disks.

Degausser



Degaussing is the process of reducing or eliminating residual magnetic fields. It typically induces a very small field known as a bias field, effectively erasing data from magnetic storage devices.

Destroyer



These devices help protect personal and confidential data, prevent data leaks, and safeguard digital files with certified encryption standards.

Shredder



A physical destruction tool that shreds hard disks, SSDs, CDs, floppy disks, and mobile phones into small pieces ($\pm 20\text{mm}$), ensuring complete and irreversible data destruction.

Business Solution



IT Hardware

We provide a wide range of IT hardware solutions to support the operational needs of businesses and organizations, helping optimize **efficiency and information security**.

Our services include the supply of:

- Servers
- Storage & Racks
- PCs
- Mini PCs
- Laptops
- Tablets
- Kiosks
- Paper Printers
- Label Printers
- Hospital Wristband Printers
- Monitors
- CCTV Systems
- Routers
- Patchcord Cables
- Firewalls



Bank Facilitator

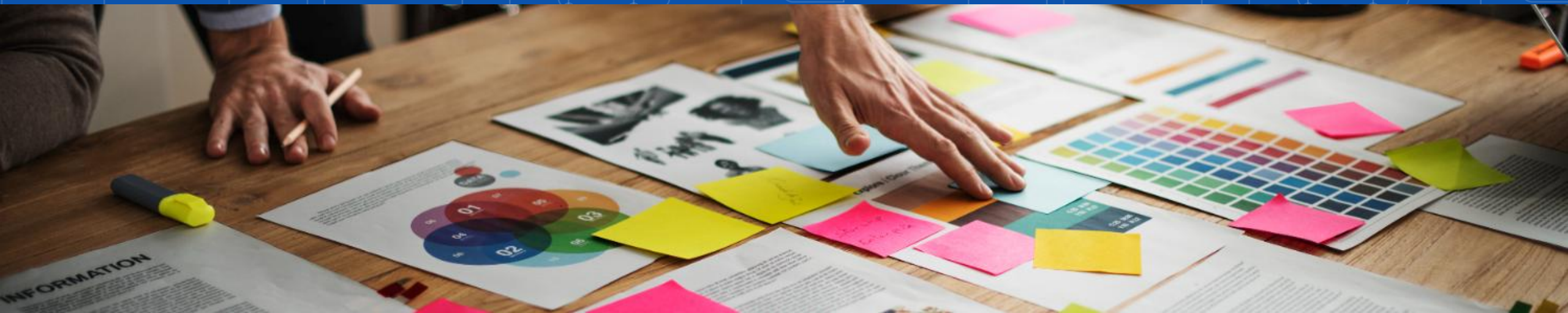
A banking product aggregator offering a wide range of integrated services through APIs. We also provide a **web portal** to help our clients access services, monitor performance, and manage their business from a single platform.

Features:

- Virtual Account
- Bank Validator
- Fund Transfers



Our Project Portfolio's



Our Project Portfolio

Digital Signature

Since 2024, **PT Docotel Teknologi Informasi (DTI)** has been a trusted partner in supporting digital transformation for various institutions, including Awal Bros Group, Primaya Group, GIC, and many more.

Through **electronic signature (e-signature) solutions** that are legally certified by PSre PT Tilaka, DTI helps clients accelerate administration, reduce physical documents, and enhance the efficiency and security of document signing.

These solutions are **easy to integrate and strengthen client's operations in the digital era**, supporting business productivity with practical tools.

- **BNI MF 2025 – Present**
- **KlikData 2025 – Present**
- **Mitra Plumbon Group 2025 – Present**
- **Awalbros Grup 2024 – Present**
- **Primaya Grup 2024 – Present**
- **GIC 2024 – Present**
- **MyEdusolve 2024 – Present**

WhatsApp Business API

Since 2024, **PT Docotel Teknologi Informasi (DTI)** has been a trusted partner for the government institution **KEMENDIKDASMEN**, implementing integrated WhatsApp Business services.

This solution enables clients to communicate with the public and customers more quickly, responsively, and in a well-managed way through a platform already familiar to most people.

With an automation, system integration, and user-friendly dashboards, these WhatsApp Business services help **boost service efficiency** and deliver a more professional and impactful communication experience for clients' daily operations.

- **KEMENDIKDASMEN 2024 – Present**

Our Project Portfolio

IT Hardware

Since 2024, **PT Docotel Teknologi Informasi (DTI)** has been a trusted **IT Hardware service** provider for various institutions and companies, including **REKA, BSD Toll, OUCRU, Fujifilm, and MPR**.

Through reliable and tailored hardware solutions, DTI helps ensure clients' technology infrastructure operates optimally, ready to support daily operations.

With a consultative approach and responsive technical support, DTI strengthens clients' digital foundations, creating a tangible impact.

- **Djakarta Lloyd 2025 – Present**
- **REKA 2024 – Present**
- **BSD TOLL 2024 – Present**
- **Oucru 2024 – Present**
- **Fujifilm 2024 – Present**
- **MPR 2024 – Present**

OTP

Since 2024, **Indomaret Group** and **Adira Finance** have entrusted **PT Docotel Teknologi Informasi (DTI)** with the implementation of their **OTP (One-Time Password)** services. This service enables a more secure and faster authentication process for various digital activities, ranging from system logins to transaction approvals.

With the support of a flexible and easily integrated OTP system, DTI helps clients enhance data security while accelerating user verification processes. This solution addresses the need for modern authentication that is practical, minimizes disruptions, and provides a more convenient and reliable user experience.

- **Cash Cepat 2025 – Present**
- **Member.id 2024 – Present**
- **Adira Finance 2024 – Present**
- **Indomaret Grup 2023 – Present**

Our Project Portfolio

OMNICHANNEL Toyota Astra Motor 2021 – Present

Omnichannel Contact Center
Implementation at PT Toyota Astra Motor.

This Omnichannel application integrates various communication channels, simplifying the monitoring and management of business needs. The project focuses on:

- Creating effective customer conversations
- Expanding market reach
- Increasing customer satisfaction and loyalty

WhatsApp Business API Artaboga (OT Group) 2022– 2023

PT Artaboga (OT Group) is on a mission to modernize and grow its business using the latest technology and CRM. To achieve this, Artaboga chose Docotel as the provider for its WhatsApp Business API (WAPPIN).

After an in-depth analysis of their current situation, Docotel assisted in creating Business Initiate Messages, managing the CMS Broadcast Dashboard, and overseeing the CMS User-Initiate Dashboard. As a result, with the WhatsApp Business API (WAPPIN), the company's sales and customer service teams can serve customers much faster, easier, and in a more organized manner.

Set Up Environment Apps PT Bank Negara Indonesia 2023

Docotel was trusted to assist Bank BNI in preparing servers and optimizing remittance services for their iBank BNI application.

This setup process involved a comprehensive overhaul of the iBank remittance application's server infrastructure, from the frontend and API authentication to the aggregator repository.

Our Project Portfolio

Maintenance Website Covid-19 KOMINFO 2020 – 2022

Docotel Teknologi, as a holding company, and its subsidiary, Docotel Teknologi Informasi (DTI), are honored to have been entrusted by the Ministry of Communication and Informatics (KOMINFO) to oversee the Indonesian COVID-19 web portal since 2021.

The Indonesian COVID-19 web portal functions as the official information center, providing transparent and up-to-date data and developments concerning COVID-19 management across Indonesia.

AHU Online Direktorat Jenderal Administrasi Hukum Umum 2020

AHU ONLINE is the official online public service system from the Directorate General of Legal Administrative Affairs (AHU) within the Ministry of Law and Human Rights of the Republic of Indonesia.

The Directorate General of AHU launched AHU Online to provide excellent service to the public. It does this by embracing principles of good governance, which contributes to a clean government. AHU Online's services are comprehensive, assisting with needs like establishing Limited Liability Companies, Foundations, Associations, drafting Wills, and conducting legal data searches.

MANTABS PT Mandala Multifinance TBk 2019–2020

Mandala is looking for a partner to engineer and build their next-generation **(4th generation) Multifinance core system**. Their goal is a complete modernization of their core system, covering everything from initial loan origination to robust financial management.

Docotel is embracing this challenge to deliver a core system that's not only simple to manage and upgrade but also dramatically improves productivity. Furthermore, we're committed to integrating advanced AI modules down the line to empower better **decision-making** and proactively detect fraudulent activities.

Our Project Portfolio

Project On 2021 – 2025

2021

- | | |
|---|-------------------------|
| 1. PT Indonusa Dwitama | - IT Outsource |
| 2. PT Bank DKI | - IT Development |
| 3. PT Bank DKI | - IT Maintenance |
| 4. PT Toyota-Astra Motor | - Omnichannel & Chatbot |
| 5. PT Tata Consultancy Services Indonesia | - IT Outsource |
| 6. PT Bank DKI | - IT Outsource |
| 7. Kementerian Komunikasi dan Informatika | - IT Development |

2022

- | | |
|---------------------------------------|---------------------------------------|
| 1. PT Arogya Mitra Sejati | - IT Outsource |
| 2. PT Danareksa Investment Management | - RoboCall |
| 3. PT Toyota-Astra Motor | - WhatsApp Business API & Omnichannel |
| 4. PT Tilaka Nusa Teknologi | - IT Software |

2023

- | | |
|---|-------------------------|
| 1. PT Indocyber Global Teknologi | - IT Outsource |
| 2. PT Lentera Perisai Indonesia | - IT Development (PPOB) |
| 3. PT Inti Dunia Sukses | - OTP |
| 4. Oxford University Clinical Research Unit Indonesia (OUCRU ID) | - IT Hardware |
| 5. PT BNI Multifinance | - e-KYC |
| 6. Oxford University Clinical Research Unit Indonesia (Oucru Indonesia) | - IT Hardware |
| 7. PT Austindo Nusantara Jaya HealthCare | - OTP |
| 8. PT Indomarco PrismaTama | - OTP |
| 9. PT Toyota – Astra Motor | - Omnichannel & Chatbot |
| 10. PT Adira Dinamika Multi Finance | - OTP |
| 11. PT BNI Sekuritas | - Sanitasi Data |
| 12. Kementerian Pendidikan, Kebudayaan, Riset, dan Teknologi | - WhatsApp Business API |
| 13. PT Citraraya Nusatama | - IT Outsource |

Our Project Portfolio

Project On 2021 – 2025

2024

- | | |
|---|---------------------------|
| 1. PT Karya Satu Angkasa | - IT Outsource |
| 2. PT Adaro Energy Indonesia Tbk | - Security Key |
| 3. RS Primaya & RS Awal Bros Group | - Tanda Tangan Elektronik |
| 4. PT Human Diagnostic | - Security Key |
| 5. Kementerian Hukum dan HAM | - IT Pentest |
| 6. PT Wapindo Jasaartha | - IT Software |
| 7. Klinik Utama Jantung Hasna Medika Bali | - Tanda Tangan Elektronik |
| 8. PT Nusantara Investment Teknologi | - IT Development |
| 9. PT Simas Sehat Sejahtera | - SIM Klinik |
| 10. PT Rezeki Anugerah Lestari | - SIM Klinik |
| 11. PT Rekaindo Global Jasa | - IT Hardware |
| 12. PT Nawasena Cipta Raya | - OTP |
| 13. PT Industri Kereta Api (Persero) (INKA) | - IT Hardware |
| 14. PT Alto Network | - Security Key |
| 15. PT Solusi Pembayaran Elektronik | - Security Key |
| 16. PT Dinamika Jaya Manunggal | - IT Hardware |
| 17. PT Lentera Perisai Indonesia | - OTP |
| 18. PT Alto Network | - IT Hardware |
| 19. PT Mukti Mandiri Lestari | - Sanitasi Data |
| 20. RSUD Labuang Baji | - Telemedicine |
| 21. RS Mitra Plumbon Group | - Tanda Tangan Elektronik |

2025

- | | |
|---|---------------------------|
| 1. PT Klik Data Indonesia | - Tanda Tangan Elektronik |
| 2. PT Karya Satu Angkasa | - IT Development |
| 3. PT Karya Satu Angkasa | - WhatsApp Business API |
| 4. PT Arogya Mitra Sejati | - IT Software |
| 5. PT Mediatek Solusindo | - Security Key |
| 6. PT Fujifilm Indonesia | - IT Software |
| 7. PT Fazpass Integrasi Indonesia | - e-KYC |
| 8. PT Agincourt Resources | - IT Hardware |
| 9. Husky Energy International Corporation | - Sanitasi Data |
| 10. PT Fatimah Azzahra | - Tanda Tangan Elektronik |
| 11. PT Tabrani | - Tanda Tangan Elektronik |
| 12. PT Pelayaran Samudera Djakarta Lloyd | - IT Hardware |
| 13. PT Nusantara Infrastructure, Tbk | - IT Hardware |
| 14. PT Global Inovasi Cahaya | - Tanda Tangan Elektronik |
| 15. PT Bintaro Serpong Damai | - IT Hardware |
| 16. KEMENDIKDASMAN | - WhatsApp Business API |
| 17. Yayasan Jalin Kemitraan Nusantara (OUCRU Indonesia) | - IT Hardware |
| 18. PT Techindo Solusi Cemerlang | - Security Key |
| 19. UPT RSUD Labuang Baji | - IT Hardware |
| 20. PT Artha Permata Makmur | - OTP |

Our Clients



Our Partner

AI RUDDER

yubico
the key to the cloud

 **Cekati.AI**

fazpass

 **MEGA**
CYBER SECURITY

 **mekari**
qontak

MEDICO
POWERING & EMPOWERING

8x8


SIS MEDIKA
WE HERE FOR YOUR SUCCESS


Jatis Mobile


an **Indocyber** company

CITICALL

 **ASLI RI**
Your Intelligent Partner for BKYC

 **proton**
DATA SECURITY

CYCLONE

 **glair.ai**


Looyal

 **BINTANG INOVASI**
TEKNOLOGI

 **SECURE**
DATA


IDmeta


Verihubs

Upgrade You

Contact Information



PT DTI

Jl. Arteri Permata Hijau, Grand ITC Permata Hijau Blok
Ruby No.9, Grogol Utara, Kby.Lama, South Jakarta, DKI
Jakarta 12210



+628 1313 777 809



business.support@docotel.com



+62 21 5366 3958



www.dtisolution.id