

# Company Profile

PT INTELIX GLOBAL CROSSING

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# Who is PT Intelix Global Crossing?

Founded in 2001. Our head office is located in Jakarta and has branches in Bandung and Surabaya

PT Intelix Global Crossing is the biggest Contact Center System solution and collection system made in Indonesia, known as eCentrix and has been registered with HAKI.

eCentrix has various software products to make easier for companies to manage their business.

eCentrix had **ISO 9001:2015 certification on Service Quality** and **ISO 27001:2013 certification on Data Security**.



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# The Journey

2001–2008

Site Jakarta, Indonesia

Ten Employees

Basic Telephony Solution

Head Office

Jl. Duren Tiga Raya No. 17 Jakarta

Branch Office

Jl. Sidosermo Indah No. 2B Surabaya

2009–2015

Office: Jakarta, Surabaya, and Bandung

Over 50+ Employees

Join International Event-CommunicAsia

Contact Center with Omnichannel and Support Multisite

Telecollection

2016–2024

Certification

ISO 9001:2015 Service Quality & ISO 27001:2013 Data Security

Have an own Building

Cloud Contact Center Solution

Collection Management System

Enterprise Product with Automation

Over 75+ Clients & 100+ Employees



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# Vision & Mission

## Vision

To Become a leading Contact Center, Collection, and newest solution provider technology company

To become the dream of job seekers

To contribute for developing the country

## Mission

Implement Good Corporate Governance, Innovative, Growth, Corporate Culture

Preparing and executing IPO

PT Intelix Global Crossing is committed to sustainable journey towards achieving Net Zero Greenhouse Gas Emissions by 2050.

# Why Us?

## Featured Product

Contact Center, Omnichannel,  
Telemarketing, Collection,  
Telecollection, Mobile Field Collection,  
Robocall, Chatbot, WA2Way, etc.

## Advantage

Local Product  
Local Develop & Support  
Flexible & Customized

## Certification

ISO 9001:2015  
Service Quality  
ISO 27001:2013  
Data Security

## Experience

Established since 2001,  
Clients 75+, Projects  
150+, for many industry  
& government in  
Indonesia

## Location

Head office in Jakarta,  
Bandung & Surabaya

## Award

APAC CIO  
Outlook :  
Admired Tech  
2019

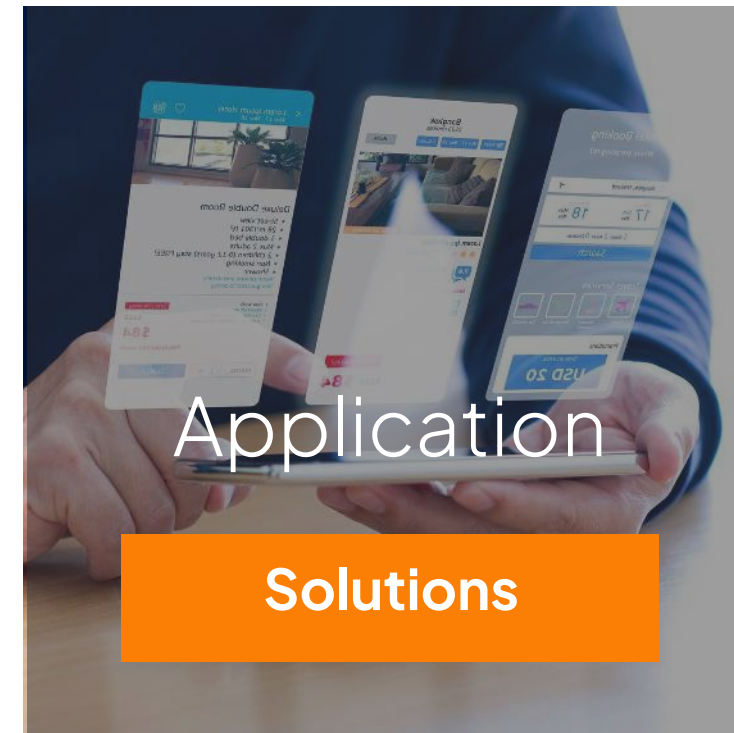
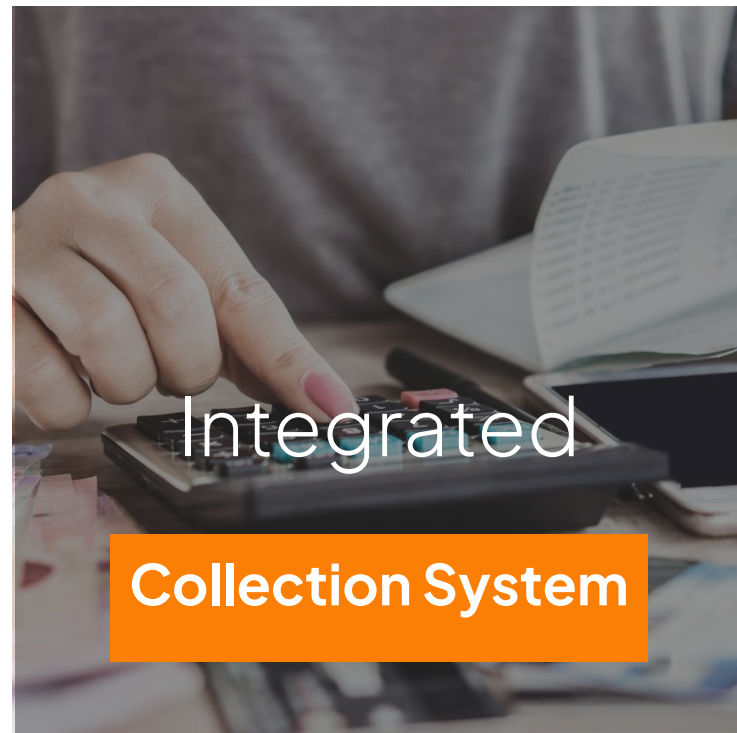
## Talent Pool

100+ Employees

## Trusted by Market Leader



# eCentrix Transform Customer Engagement



Business Automation Software.  
Local Talent, Global Impact.

# eCentrix Transform Customer Engagement

Contact Center

Collection System

CRM

Solutions

Outsourcing



Have complete Contact Center, component such as IPBX, IVR, ACD, CTI, Recording, Dashboard and Report

## Main Product/Features



## Add On Products/Features

Chatbot

Robocall

AI Machine Learning Engine

Enterprise Billing Engine

Predictive Dial Engine

# eCentrix Transform Customer Engagement

Contact Center

**Collection System**

CRM

Solutions

Outsourcing

**Main Product/Features** 

**Collection Management System with Business Rules**

**Tele-Collection with Auto-Dialler**

**Mobile Field Collection**

**Robocall**

**Add On Products/ Features** 

Quality Monitoring Management

Chatbot

AI Machine

Learning Engine



Predictive Dial Engine  
WA2Way with Chat Flow

Debt Relief Flow

Voice/Non-Voice Blast  
(SMS, Email, WA Blast) &  
Push Notification

# eCentrix Transform Customer Engagement

Contact Center

Collection System

CRM

Solutions

Outsourcing

## Main Product/Features

Contact Management

Pipeline Management

Customer Management

Dashboard & Reporting

## Add On Products/ Features

AI Machine Learning Engine

Survey Features

Integration

Campaign Features

Loyalty Features



# eCentrix Transform Customer Engagement

Contact Center

Collection System

CRM

**Solutions**

Outsourcing



## Main Product/Features

**Workforce Management**

**Mobile on Boarding**

**Enterprise Billing System**

Complete onboarding tasks, with eCentrix Application Solutions because it can be used for automated onboarding for both lending and funding applications, so it start with engaging high-calue features.

# eCentrix Transform Customer Engagement

Contact Center

Collection System

CRM

Solutions

**Outsourcing**

## Talent Supply

Recruitment

Manage Payroll

Employment under GAD

## Manage Services Recruitment

Recruitment

Manage Payroll

Employment under GAD

Operation Maintain KPI & Monitoring

## Business Process Outsourcing (BPO)

Recruitment

Manage Payroll

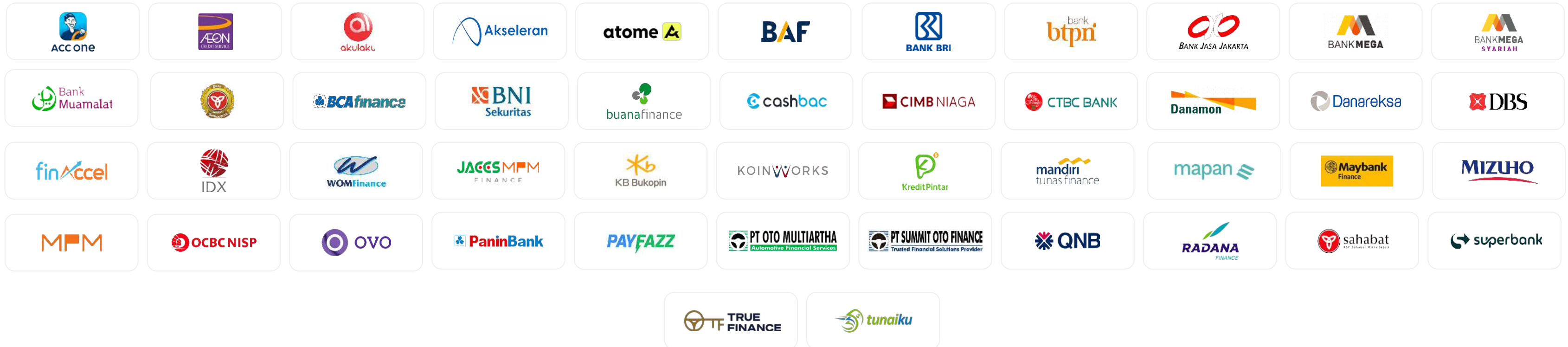
Employment under GAD

Operation Maintain KPI & Monitoring

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# Clients

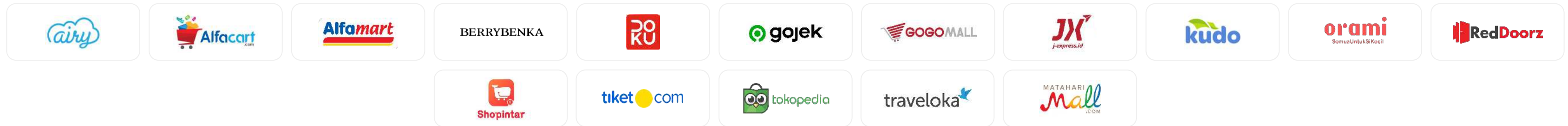
Finance Service



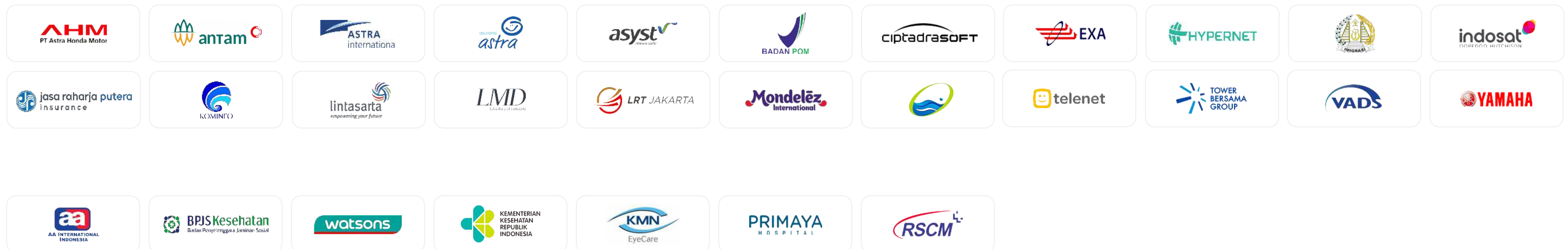
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# Clients

## E-commerce



## Otomotif, Transportation, Others



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# Clients

## Health Care



## Partner



**Business Automation Software. Local Talent, Global Impact.** Empowering 500+ companies across industries to automate, engage, and grow their business effortlessly.

**23+**

**Years in  
Business**

**100+**

**Talented Indonesian  
Professionals**

**500+**

**Solution  
Users**

**10+**

**Product  
Solutions**

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# Partners

**LMD**  
Subsidiary of Lintasarta

lintasarta

**OWLEXA**  
healthcare

**astrawORLD**  
my driving partner  
member of ASTRA

**gent & co**

**VADS**

**VisioNet**

**EXA**

**Radikari**

**indosat**  
OOREDOO HUTCHISON

**ciptadrasOFT**

[www.ecentrix.co.id](http://www.ecentrix.co.id)



# PT Intelix Global Crossing

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