

PT. Mastersystem Infotama is one of the leading ICT Company in Indonesia. PT. Mastersystem Infotama has been certified with ISO 9001: 2015 (Quality Management System) and ISO 20000: 2011 (IT Service Management System).

### Vision and mission

PT. Mastersystem Infotama vision is becoming a leading ICT in Indonesia.

PT Mastersystem Infotama mission are:

1. Bring value to all stakeholders.
2. Empower businesses with innovative technologies, solutions and services.

### Quality Policy

1. PT. Mastersystem Infotama is an ICT company and is committed to implement Quality Management System effectively and efficiently by:
  - a. Providing solution and customer needs
  - b. Bringing up to date technology
  - c. Conducting corrective and continuous improvement
2. PT. Mastersystem Infotama Quality Policy is designed as a framework to set goals, set quality objectives, and set communication to all employees.
3. PT. Mastersystem Infotama Quality Policy shall be based on laws and other applicable requirement.
4. Quality Management System includes documentation, implementation, maintenance, corrective action and continuous improvement in all process of PT. Mastersystem Infotama.

### Services Level Management Policy

1. PT. Mastersystem Infotama is committed to provide Service Level Agreement (SLA) that specific terms of which will be negotiated and agreed with all parties.
2. SLA shall be aligned with the services provided by the supplier/sub-contractor and shall be agreed upon requirement and targets to ensure the services are delivered accordingly.
3. Any changes shall be agreed with all parties and documented.

### Service Catalogue

PT. Mastersystem Infotama provides ICT services for implementation and maintenance. Detailed type of services can be found in the Service Catalogue PT. Mastersystem Infotama.

### Human Resources

PT. Mastersystem Infotama is committed to provide resource required to implement and maintain Quality Management System, to improve effectivity services and to improve customer satisfaction.

### Confidential Information

PT. Mastersystem Infotama is committed to manage and protect confidential information, usage and distribution of customer data.

### Partnership with Third Parties (Supplier / Sub-Contractor)

1. PT. Mastersystem Infotama is committed to provide excellent services to Customer. Incooperation with partners / Sub-Contractor who support the Service Delivery to end customers shall be agreed upon Business/Legal Agreement.
2. Any partner / Sub-Contractor shall comply with standards and procedures of PT. Mastersystem Infotama.
3. Any Partner / Sub-Contractor shall gone through selection process by the Procurement of PT. Mastersystem Infotama. The selected partners is prohibited to transfer their obligations to other parties (Supplier/Subcontractor) without permission and approval from PT. Mastersystem Infotama.
4. Partner / Sub-Contractor are obliged to protect confidential information within use, store, and distribution of customer data and documents.

### Customer Communication

PT. Mastersystem Infotama shall provide information about product and services through a catalogue. Purchase order status can be informed by Sales/Account Manager representative.

### Customer Satisfaction

PT. Mastersystem Infotama is committed to monitor customer satisfaction as Quality and IT Services Management System performance measurements, by conducting customer surveys which are held every year and after project completed.

### Customer Complain

1. PT. Mastersystem Infotama is committed to response all input from customers such as complain, suggestion and appreciation.
2. Customer may submit the written complaints via email [pmo@mastersystem.co.id](mailto:pmo@mastersystem.co.id) for Non-Technical complaints and [servicedesk@mastersystem.co.id](mailto:servicedesk@mastersystem.co.id) for handle technical complaint.

### Service Hours

PT. Mastersystem Infotama provides support 24x7 commitment from the Service Desk (including National holidays).

Phone: +62 21 5790 0808 (Service Desk)

Email: [servicedesk@mastersystem.co.id](mailto:servicedesk@mastersystem.co.id)