



ESTIM

IT SERVICE MANAGEMENT

ESTIM is the best **ITSM software** as it provides comprehensive features for managing IT services

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ESTIM ITSM

ESTIM stands for Enterprise System for Technology and Information Management. ESTIM - ITSM is a software designed to streamline and automate IT service delivery and management processes. It helps organizations align their IT services with business objectives, optimize resources, reduce costs, and improve service quality and customer satisfaction.

ESTIM - ITSM includes features such as incident management, problem management, change management, service desk, asset management, reporting and analytics, and more. These features allow organizations to manage their IT services more effectively and efficiently by providing a framework for delivering, monitoring, and managing IT services and infrastructure.

ESTIM - ITSM also helps organizations implement best practices and standards, such as ITIL (Information Technology Infrastructure Library), which is a set of practices for IT service management that focuses on aligning IT services with business needs and improving service quality. ESTIM - ITSM is a critical tool for any organization that relies on IT services to run their business. It helps organizations deliver high-quality IT services, reduce downtime and costs, and improve customer satisfaction.





ESTIM

Best Practice

Our product was developed with reference to several best practice frameworks and standards. This has made our product compliant with the requirements of the referenced best practices and standards. Companies that wish to implement best practices or comply with the referenced standards can easily achieve this by implementing our product.



01 ITIL IT Service Management

ITIL (Information Technology Infrastructure Library) is a framework of best practices for managing and delivering IT services.

02 COBIT IT Governance

COBIT (Control Objectives for Information and Related Technologies) is a framework of best practices for governance and management of enterprise IT.

03 ISO 20000 IT Service Management

ISO 20000 is an international standard that defines requirements for an IT service management system, providing a framework for delivering and managing high-quality IT services that meet customer needs and expectations.

04 ISO 27001 Information Security

ISO 27001 is an international standard that specifies requirements for an information security management system, providing a systematic approach for managing and protecting sensitive information and ensuring its confidentiality, integrity, and availability.

05 TOGAF Enterprise Architecture

TOGAF (The Open Group Architecture Framework) is a framework of best practices for enterprise architecture, providing a common language, methodology, and tools for designing and managing enterprise architecture that aligns with business goals and objectives.

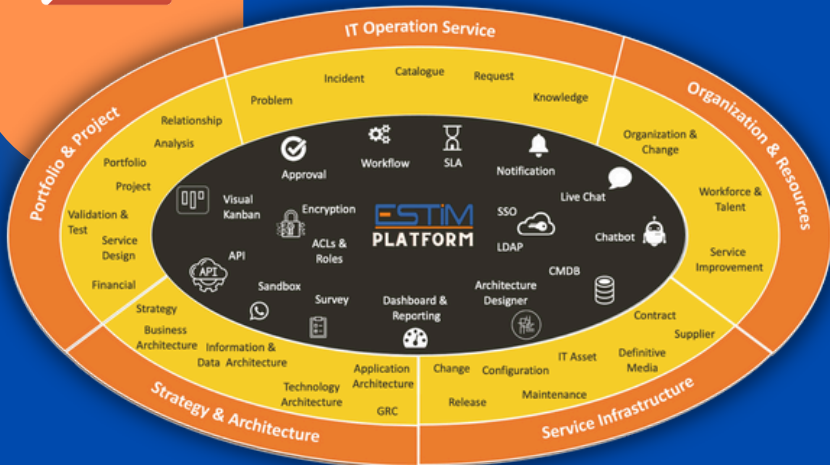
06 SPBE E-Government System

SPBE is an electronic government system that leverages technology to improve the delivery of government services and information to citizens, businesses, and other government entities, enabling more efficient, transparent, and effective governance.



ESTIM Platform

Foundation of Digital Transformation



ESTIM is a platform which offer greater advantages over monolithic software:

- **Flexibility:** A platform-based approach allows for greater flexibility and scalability than monolithic software. Platforms are designed to be modular, with each component able to operate independently of the others. This makes it easier to add new features and functionality as needed, without having to rewrite the entire codebase.
- **Customization:** Platforms can be customized to suit the needs of different users or industries. ESTIM is a platform designed for IT Service Management can be tailored to the specific needs of an organization, with features such as HR Service Management, Marketing Service Management, Financial Service Management and more.
- **Integration:** Platform-based software can integrate with other systems and applications more easily than monolithic software. This is because platforms are designed with APIs and web services that allow them to communicate with other systems. This can save time and reduce errors when integrating with other software systems.
- **Collaboration:** Platforms can enable collaboration and sharing of resources among users. ESTIM platform for content management, workflow and approval control, live chat and chatbot, event a Visual Kanban.





ESTIM Benefit

ESTIM - ITSM can provide numerous benefits to businesses, making it an essential tool for managing IT services in a structured and efficient manner. By adopting ESTIM - ITSM, businesses can:

- **Enhance Service Delivery:** ITSM software provides a centralized platform for managing IT services, enabling businesses to track and resolve incidents more effectively.
- **Streamline Operations:** ITSM software provides a comprehensive view of IT operations, allowing businesses to identify and manage risks more effectively.

There are numerous research studies that have been conducted to evaluate the benefits of IT Service Management (ITSM) implementation.

			<p>ITSM implementation resulted in a 20% improvement in productivity and a 25% improvement in efficiency among companies that used ITSM processes.</p>	FORRESTER	
<p>Deliver resilient IT services on a single ESTIM platform</p>	<p>ESTIM boosts IT agent productivity with faster resolution on ESTIM</p>	<p>Serve employees anywhere with always-on IT services on ESTIM Mobile</p>	<p>A study by Gartner found that organizations that implement ITSM processes experience a 60% reduction in unplanned downtime and resulted in a 20% reduction in IT infrastructure costs.</p>	Gartner	
<p>ITSM can help organizations to be more agile and respond quickly to changes in their environment. A study by Pink Elephant found that organizations that implemented ITSM saw a 31% improvement in their ability to respond to changes in the business environment.</p>			<p>According to a survey by the Service Desk Institute, ITSM implementation resulted in a 20% increase in customer satisfaction.</p>		SDII
<p>ITSM can help organizations to be more agile and respond quickly to changes in their environment. A study by Pink Elephant found that organizations that implemented ITSM saw a 31% improvement in their ability to respond to changes in the business environment.</p>			<p>The IT Service Management Benchmarking Study by the ITSMF found that organizations that adopted ITSM practices saw improvements in service quality, including a 27% improvement in customer satisfaction and a 15% improvement in service availability.</p>		PINK
			<p>itSMF International The IT Service Management Forum</p>		itSMF



ESTIM Platform

Single Platform for Enterprise Services






ESTIM is an enterprise service software platform that enables organizations to manage and deliver services across multiple departments, teams, and systems. ESTIM provides a centralized framework for managing services, allowing businesses to streamline operations, optimize resources, and improve customer satisfaction.

Single Platform for Enterprise	IT Services	HR Services	GA Services	Marketing Services		
ESTIM Service Management Platform One Platform One Data One Architecture One License*		 Workflow	 Approval	 SLA	 Notification	 Sandbox
		 Kanban	 Livechat	 Chatbot	 Survey	 Dashboard

ESTIM is not just limited to IT Service Management, it has the capability to be enhanced for a variety of other services such as HR, GA, and Marketing. By leveraging its powerful tools, organizations can streamline their business operations and achieve greater efficiencies across multiple departments. Whether it's automating HR workflows, optimizing marketing campaigns, or managing office resources,

ESTIM offers a flexible platform that can be customized to meet the unique needs of any organization. With its intuitive interface, easy customization options, and robust reporting capabilities, ESTIM is the ideal solution for organizations looking to improve their overall business performance. By implementing ESTIM, organizations can gain a competitive edge, reduce costs, and enhance their overall customer experience

ESTIM offers a range of features and functionalities, such as:

-  **Service Catalog:** A centralized repository of services that are available to users. This can include IT services, HR services, facilities services, and more.
-  **Service Desk:** A tool for managing service requests and incidents, allowing businesses to track and resolve issues quickly and efficiently.
-  **Automation:** A mechanism for automating routine tasks and workflows, freeing up time and resources for more value-added activities.
-  **Reporting and Analytics:** A suite of reporting and analytics tools that provide insights into service performance, resource utilization, and customer satisfaction.
-  **Integrations:** The ability to integrate with other systems and platforms, such as IT management tools, HR management tools, and financial management tools.





ESTIM Modules

Software modules are individual components or parts of a larger software application that perform specific functions or tasks. ESTIM modules are grouped and packaged together into software packages, which are collections of related modules that work together to provide a specific set of functionalities.

ESTIM Module Package				
IT Operations Mgt.	Service Infrastructure Mgt.	Service Portfolio & Project Mgt.	Strategy & Architecture Mgt.	Organization & Resources Mgt.
Service Catalogue Incident Management Problem Management Request Management Knowledge Management	Change Enablement Release Management Configuration Management IT Asset Management Preventive Maintenance Definitive Media Library Contract Management Supplier Management	Relationship Management Business Analyst Portfolio Management Project Management Service Design Package Service Validation & Testing Service Financial Management	Strategy Management Business Architecture Information & Data Architecture Application Architecture Technology Architecture Risk Management	Organization Change Management Workforce & Talent Management Service Improvement Management
ESTIM Platform				
Approval, Workflow, SLA, Notification, Live Chat, Chatbot, CMDB, Visual Kanban, API, Sandbox, Survey Dashboard & Reporting, Architecture Designer, Encryption, ACLs & Roles, SSO, LDAP				

There are 5 groups of ESTIM modules or packages that run on the ESTIM Platform. These five module groups can be implemented independently or separately. Even though they are separate modules in different packages, the interdependencies between modules have been defined within the system, and there are close relationships according to best practices and standards that serve as reference.

Customers have the option to choose which module package to implement, including selecting individual modules that best suit their needs.



ESTIM Version



ESTIM was first launched in 2017 with its initial version, ASMAT. ESTIM has evolved over time with the development of reference frameworks and the advancement of information technology. In 2021, the Dayak version was launched, which has adopted ITIL 4 and TOGAF as Enterprise Architecture references.

July 2017 ASMAT	January 2018 BADUY	January 2021 CHANIAGO	July 2021 DAYAK	November 2024 ENDE
Incident Problem Request Change SLA Release Catalogue Knowledge Asset & Configuration	<p>ASMAT</p> <p>+</p> Project IT Portfolio Demand IT Financial Supplier	<p>BADUY</p> <p>+</p> Risks Assessment Facility Workforce OCM Business Analysis	<p>CHANIAGO</p> <p>+</p> ITIL 4 Practices Enterprise Architecture	<p>DAYAK</p> <p>+</p> New UI New Features

Licensing Option 1

Perpetual on-premise

Perpetual on-premise is a type of installation where ESTIM is installed and run locally on a customer's own hardware infrastructure, and the customer has perpetual access to the software without needing to renew licenses or pay ongoing subscription fees.

Licensing Option 2

Subscription on-premise

A subscription-based software is licensed on a periodic basis and ESTIM is installed and run on a customer's local hardware infrastructure.

Licensing Option 3

Subscription on-cloud

A subscription on-cloud license is a licensing model where ESTIM is deployed in the cloud, and customer pay a recurring fee to access and use the software.





LICENSE Scheme

The ESTIM licensing scheme is divided into several types. The price of each type does not include implementation costs. For perpetual licenses, the Annual Technical Service (ATS) fee is 20% of the license price, while for Local Support, the fee is 20% of the implementation cost.



Pricing Component

- 1 License
- 2 ATS (Perpetual Only)
- 3 Implementation
- 4 Local Support

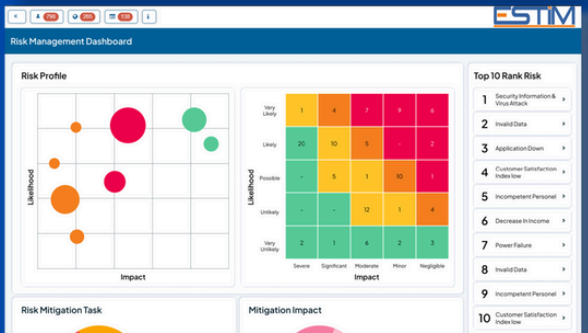
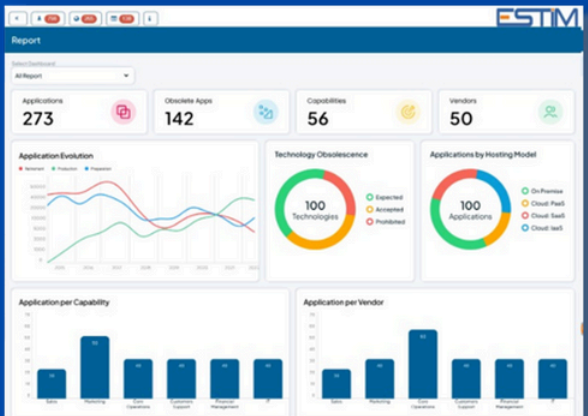
For subscription and perpetual on-premise licenses, customers are entitled to use ESTIM with unlimited user access, while for cloud licenses, they are calculated based on Support User.

All ESTIM license models come with one annual administrator training and 8x5 support related to the platform.



PRODUCT Snapshot

In the end, an information system must be able to provide accurate and reliable information for management decision-making. A report by Pink Elephant found that ITSM implementation resulted in a 40% improvement in IT Governance.





OUR Customers

At our company, we believe that customer satisfaction is of the utmost importance. We understand that our success is directly tied to the satisfaction of our customers, and we strive to make sure that every customer is completely satisfied with the products and services we provide. From the moment you contact us, you can rest assured that our focus is on providing you with the best possible experience.



CUSTOMER Feedback



Bambang Suroyo
BRI Life Insurance



"We use ESTIM for IT Service Desk and Contact Center. ESTIM helps to improve the quality of service to customers."



Aris
PT Sinergi Informatika Semen Indonesia (SISI)



"ESTIM has the advantages, it is certified and has fulfill the needs of business processes in Indonesia. ESTIM has other advantages, it is modular or can be platformed."



Indra Kurniawan
PT Indonesia Teknologi Perkasa



"ESTIM's Price is very competitive as an Indonesian product. It was built seriously to help Customer."



Sanusi
Tugu Pratama Indonesia Insurance



"Our company has been utilizing ESTIM since May 2019. We opted for ESTIM due to its competitive pricing in comparison to other similar applications and tools"



Sawung
Statistics Indonesia



"ESTIM's Price is very competitive. It has capabilities to be customized according to our needs."



Eva Nurhasanah
Lintasarta



"ESTIM is a comprehensive solution based on ITIL best practices"



Nur Sofia
Indonesia's Financial Transaction Reports and Analysis Center (PPATK)



"We have been using ESTIM since 2017 and we use it for ticketing tools. ESTIM coverage all modules from the ITSM implementation itself and it is very easy to use and helps us."



Yeni Sanovia
Statistics Indonesia



"ESTIM has multi-tenancy capability, so it can be used not only by IT but also by other departments. ESTIM can be configured and customized according to our organization needs."



Nini Lea Siburian
Sinergi Nusantara Bersatu

Sinergi Nusantara Bersatu

"ESTIM is very easy to use by IT people in organization, but also can be used easily by non-IT people."



Aliffia Sholamia
Tokio Marine Insurance



"ESTIM is very detailed, integrated, and structured especially on the approval feature. ESTIM is highly recommended to use in organizations."



Irzi
Ministry of Investment/BKPM



"ESTIM is very easy to use and understand because it is not using a complex programming language to configure ESTIM."



MEET Our Solution Architect

Dr. Dede Mulyana



ITSM Specialist

ITIL v3 Expert, ITIL 4 Managing Transition, ISO 20000 Auditor

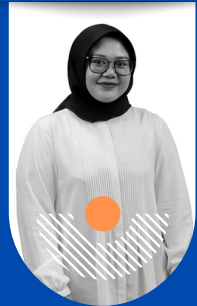
Tata Kartadibrata



Product Development

System Development, DBA, System Architecture

Febby Febrianti



IT Governance Specialist

ISO 27001 Lead Auditor, ITIL v3, ITIL 4, COBIT 2019

Kresna D. Prasetya



Product Management

ITIL v3, COBIT 2019, ISO 22301 Lead Auditor

Asri Ratniansih



Project Delivery Services

Project Management, ISO 20000 Lead Auditor

Rama Ambara



Technology & Architecture

TOGAF, COBIT 2019, Cyber Security





LET'S Connect with Us

ESTIM Software

ESTIM software is a comprehensive suite of applications that enable businesses to manage their Enterprise IT Services in a centralized and integrated manner. This software includes modules for managing key IT functions such as Strategy and Architecture Management, Project & Portfolio Management, Organization & Resources Management, Service Infrastructure Management, and IT Operation Management.

With ESTIM, businesses can streamline their IT operations, improve efficiency, and gain greater visibility into their IT processes. ESTIM enables businesses to automate and standardize IT processes across departments, which can help to reduce errors and improve productivity. It also provides real-time insights into key performance indicators, enabling businesses to make informed decisions and quickly adapt to changing technology trends.



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