IBM in Indonesia – An Overview
Our journey in Indonesia: Bersama kita bisa

When IBM Indonesia was founded in 1937, its reputation was determined not only by its market performance, but also by the company's ethical leadership. With these corporate values comes IBM's responsibility to enhance the economic, environmental, and social fabric of Indonesia.

After serving the business communities in Indonesia for more than seven decades, IBM has seen a sea of change, but the company's fundamentals and values still prevail. While we continue to focus on providing advanced IT and business solutions to our valued clients, we continue to contribute and give back to the Indonesian society. As one of our Indonesia's leading corporate citizens, IBM has been active in the corporate social responsibility and humanitarian areas. In 2008, the President of Indonesia recognized IBM for its contribution to the Aceh and Nias disaster relief efforts.

Over the last 75 years, IBM has helped build much of the business and IT infrastructures in the country. We will continue to be a trusted partner in assisting Indonesia to achieve the country's vision and goals to become a smarter and more competitive country in the globally-integrated economy.

Today, IBM Indonesia operates across the country, with branch offices in Jakarta, Surabaya (East Java), Medan (South Sumatera), Makassar (North Sulawesi), Bandung (West Java), Semarang (Central Java) and Balikpapan (East Kalimantan).

Bersama kita bisa – “Together let us build a smart and innovative society based on our technology leadership.”

Suryo Suwignjo
President Director
IBM Indonesia
IBM began operations in Indonesia in 1937 under the name of Watson Bedriffsomachine Java NV. The first machine sold was a data processing machine to Staat Spoorwagens – a government-owned train company in Bandung – during the first era of Information Technology (IT) in Indonesia.

For decades, IBM has worked with local businesses to create thousands of jobs and contribute millions of dollars to Indonesia’s economy. We work with local business partners to collectively build and expand our capabilities within Indonesia and provide a wide range of IBM's services and solutions except IBM Global Financing (IGF).

As part of IBM’s commitment to support the development of Indonesia’s IT industry and to provide high value client services, IBM opened a 750-square metre IBM Data Centre in Jakarta in 2010. This ISO 20000-certified centre is designed to provide clients with business continuity and resilience support services in the event of disasters or other incidents that could cause costly business disruption and downtime.

Building a smarter Indonesia

IBM Smarter Cities Summit: Held in 2010, the Summit gathered more than 300 participants from the education and healthcare industries, as well as government officials and policy makers, to discuss the challenges and opportunities brought about by globalisation and urbanisation. During the meeting, IBM showcased innovations that have helped build smarter cities, including solutions for the government services, healthcare, transport, energy and utilities, public safety and education sectors.

Smarter Government: IBM has helped the Surabaya Municipal Government to build an integrated system, which provides comprehensive, accurate and up-to-date information on Surabaya citizens. Citizenship data is integrated with relevant government departments, giving government officials a holistic view of the community. The systems enable government officials to perform public service tasks more effectively, and citizens are able to access government services, such as subsidised healthcare, quickly and easily.

Smarter Computing: PT Badak NGL (PT Badak), the world's largest liquefied natural gas producer, is using IBM Power Systems to run the company's enterprise resource planning systems, helping the company improve performance and lower operating costs. This robust and reliable IT infrastructure is helping PT Badak to better manage its internal and external resources, including tangible assets, financial resources, materials, and human resources.
Building a smarter Indonesia

**Smarter Cities Challenge:** In March 2011, Jakarta received an IBM Smarter Cities Challenge grant. The grant provided Jakarta with access to IBM’s top experts who analysed and recommended a strategy for Jakarta to become a better place in which to live and do business.

**Smarter Transport:** In May 2011, a team of senior IBM consultants worked alongside Jakarta’s municipal office to analyse the issues surrounding the city’s overburdened transport system. They came up with a set of recommendations to create a more strategic, safe and efficient transport system. As part of the plan, they designed a roadmap to address Jakarta’s traffic congestion problems with the IBM Smarter Transport Maturity Model.

**Smarter Education:** Sunan Kalijaga Yogyakarta University (UIN) is one of the leading universities in Central Java. In order to keep pace with the growing academic community, UIN consulted IBM Global Technology Services to implement a smarter computing infrastructure. The solution streamlined learning processes, improved the economics of the administration system, and increased overall computing and data storage utilisation.

**Smarter Work:** Bumbu Desa, a well-known Indonesia restaurant chain, is using IBM LotusLive Engage for essential collaboration. Using tools like Web conferencing, social networking and instant messaging, employees from all its franchises and overseas branches can now quickly share information and settle accounting matters.

**Smarter Banking:** The Association of Regional Development Banks (ASBANDA) is collaborating with IBM to work on smarter banking opportunities and solutions. As part of the collaboration, IBM and ASBANDA are organising various IT training sessions and workshops aimed at driving innovation and improving the efficiency of the local development banks in Indonesia.

Other banking collaborations include:

- **August 2012:** ICB Bumiputra selected IBM to manage their DC (Data Centre) and DRC (Data Recovery Centre) with reliability and quality.

- **September 2012:** BII Maybank, one of the biggest banks in Indonesia with 327 local and international branches, looked to IBM to help provide an innovative document management system, which is key to many important business processes, including account opening process, to help serve their customers better.

- **November 2012:** The HSBC-owned Bank Ekonomi Raharja (BER) in Indonesia implemented an IBM smarter computing solution based on IBM Power 770 and Power 750 systems, together with the DS8700 enterprise storage and i-HA clustering.
Building 21st century skills & Uplifting communities through education, industry partnerships & services

Since 2002, IBM has been collaborating with the Department of National Education to provide opportunities for young learners to develop technology skills and learn concepts in science, mathematics, and languages through the IBM KidSmart Early Learning Program. More than 3,000 students and 1,200 teachers from over 400 schools across Indonesia, including public schools, private schools and schools for children with special needs, have benefited from this programme.

In December 2012, IBM CC&CA donated the IBM Kidsmart kiosks to the Medan, Balikpapan and Bali National Library and conducted a workshop on Anti-Cyber Bullying for 300 school teachers.

IBM is collaborating with the Education Ministry, Municipality of Jakarta and Bina Nusantara University under the Catalyst Grant programme, which is designed to drive higher quality of education by leveraging IT. IBM worked with more than 2,000 teachers and students from 500 schools in Jakarta under this programme, providing training materials and courses on IBM Lotus Symphony and Internet systems.

In January 2013, IBM and the Indonesian Young Entrepreneurs Association (HIMPI Jaya) announced their collaboration to work on improving competitiveness amongst young entrepreneurs through enhancing their marketable skills and giving them the global perspectives necessary to play a pivotal role in the national economy.

IBM Natural Disaster Management System, also known as Sistem Informasi Bencana Alam (SIMBA), was used for data consolidation and logistics support during the Aceh tsunami disaster and Yogyakarta disaster. IBM also provided support on the Data Disaster Management System running on an open source platform called SAHANA to assist the National Disaster Management Board during the Padang earthquake.

Restoration of Borobudur. From 1973 to 1983, IBM played an active role in the restoration of the Borobudur Temple by deploying hardware, Software, and the expertise required to register, count and match every single stone of the Borobudur temple.
Recognition

- Most Admired Company Award – Warta Ekonomi Magazine (2013)

- Recognized for Education Effort in East Java – Mayor of Surabaya (2013)

- Recognized for Education Effort in Medan (South Sumatera) – Mayor of Medan (2013)

- Awarded Most Innovative Office by Businessweek Indonesia (2012)

- Best Importer Company by Directorate General of Customs (2010)

- Most Admired Company Award – Warta Ekonomi Magazine (2010)

- HR Excellence Awards: Performance Management and Training and Development – Management Institute of Economic Faculty, University of Indonesia (2010)


- IBM Global Technology Services certified ISO/IEC 20000. IBM Indonesia is the first multinational company that received the certificate (2010)

- Recognised for contribution to Aceh and Nias disaster relief efforts – President Susilo Bambang Yudhoyono (2008)

- Awarded as one of the best Knowledge Enterprise in Indonesia by Dunamis MAKE (2008)

- Employer of Choice by Warta Ekonomi for five consecutive years (2006)

- Recognition from the Governor of Yogyakarta for IBM's contribution in Taman Pintar (2006)