In the era of automation of work and digital disruption of business, Enterprises were forced to do everything faster and more efficiently. To provide best experiences and services, yet to control all the cost at its minimum possible level.

Thus, the deployment of IT Service Management (ITSM) is an absolute necessity to optimize the business to its maximal potential growth.

Digi Operation, As part of Infomedia ITSM, provide Service Operation Management focusing on technical support and system monitoring through the deployment of digital platforms.

Digi Operation makes you capable of running and monitoring the hustle bustle daily business operation from any areas in a centralized area that is highly convenient and efficiently cut the whole operational cost.
DIGITAL OPERATION
SCOPE OF SERVICES:

SERVICE DESK
A service to respond any interference towards your IT systems
IE: IT Helpdesk, Network Service Desk
Live Project: Telkom Japati Service Desk, Dukcapil Service

COMMAND CENTER
Centralized function of technical support & supervision to ensure that the services provided are running properly
IE: Network Operation Center, Integrated Operation Center, City Command Center
Live Project: IOC Telkomsel

WAR ROOM
An operational control center for managing certain functions, with capability to monitor special cases in separated areas
IE: PMO Center, Media War Room
Live Project: Indonesian Ministry of Tourism War Room

CRISIS CENTER
7/24 critical center to provide instant response on a certain critical situation
IE: Political Election Crisis Center

CONTROL ROOM
A Centralized monitoring system to ensure the performance of smart devices & the whole digital systems run properly.
IE: Building Operation Center, Warehouse Operation Control, Production Control Room, Intelligent Traffic Control
Live Project: Telkom DWS Operation Center, IRE Control Room

MONITORING ROOM
A centralized dashboard system to monitor the quality of services in any different end-user touch point/channel.
IE: Social Media Monitoring, Retail Operation Monitoring
Live Project: Bogor Green Room