

BUSINESS PROCESS OUTSOURCHING (BPO)



Company Profile

2026



COMPANY ESTABLISHMENT



REGISTERED CO NAME
PT. AKSATA DIGDAYA INDONESIA



BRAND NAME
AKSATA DIGDAYA



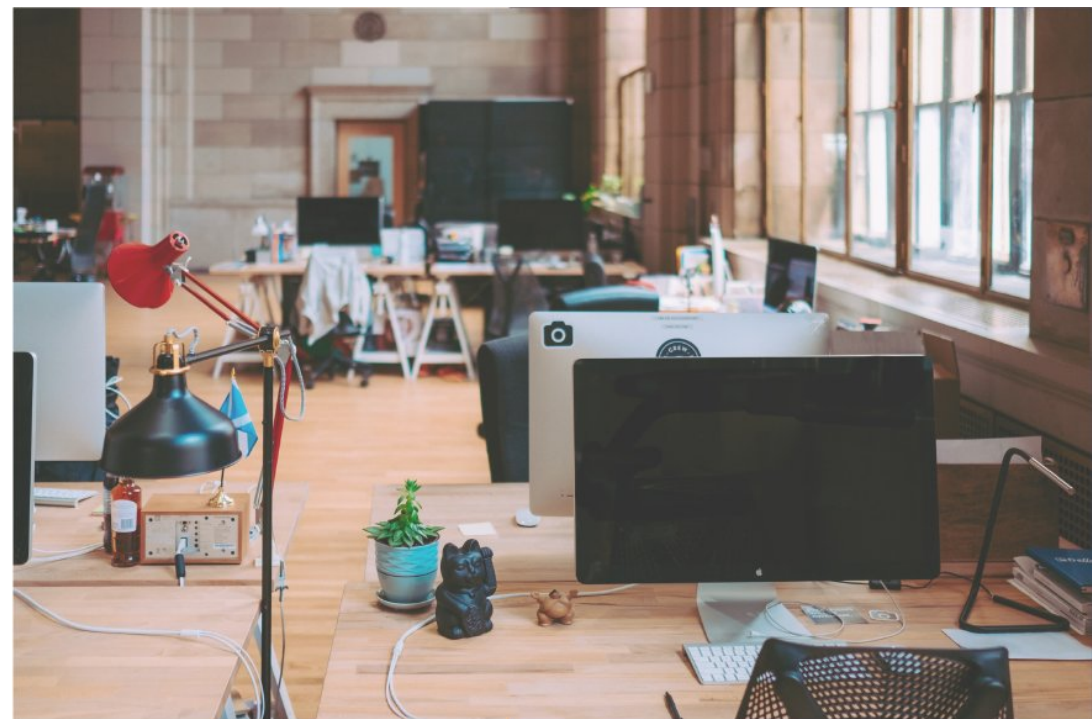
BUSINESS ADDRESS
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TANAH SAREALKOTA BOGOR - INDONESIA



E-MAIL
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CONTACT
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OUR SERVICES

-  CALL CENTER (INBOUND/OUTBOUND)
-  PHONE VERIFICATION
-  TELE SURVEY
-  TELE SALES INSURANCE
-  REMINDER/CONFIRMATION
-  RECRUITMENT SERVICES



THE IMPORTANCE OF CUSTOMER CENTRICITY

In today's competitive marketplace, thriving organizations recognize the imperative of seamlessly integrating low costs with high-quality service, swift responsiveness, and diverse offerings. An effective strategic approach demands a hybrid model that synergizes high-quality standards with a steadfast commitment to customer satisfaction, creating a powerful synergy that propels the organization towards excellence.

And that is where the potential added value of customer relationship management lies.

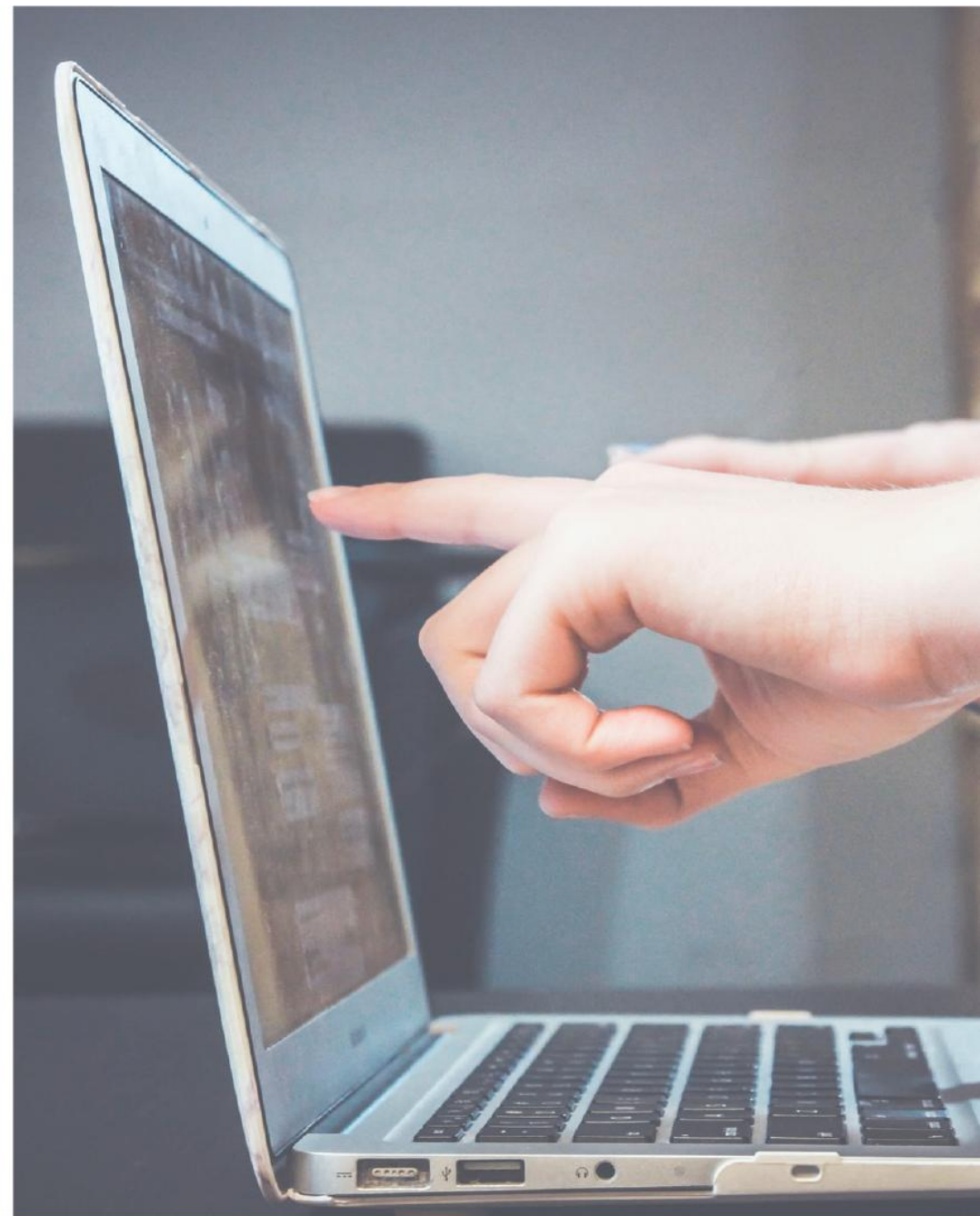
THE FUNDAMENTALS OF AKSATA

While others are thinking toward one corner against three pillars, we are just been able to switch in right in the middle between three pillars for efficient and effective enhancements.



DBMS SECURITY & TREATING ITS CONFIDENTIALITY

- Data bases are distributed electronically
- Scrutinizing data bases periodically to keep them updated
- All conversation are recorded digitally
- All drives as well as USB port are deactivated
- Unrelated application are deleted permanently
- All status report and data bases are sent through



RECRUITMENT PROCESS

At our company, the recruitment process is designed to identify top talents who align with our culture and business needs. It begins with an administrative screening of submitted applications, followed by an initial interview with our HR team.

Selected candidates proceed to technical interviews and/or psychological assessments, depending on the position applied for.

The process concludes with a final interview with management before a hiring decision is made.

We are committed to a transparent, objective, and fair recruitment process to build a professional and high-quality



**JOB
IDENTIFICATION**



**SEARCH CHANNEL
PROCESS**



**SCREENING
APPLICATION**



**INTERVIEW
PROCESS**



PLACEMENT



MAINTENANCE

THE STAFFS

Equipping our customer service teams with peripherals isn't just about efficiency; it's about seamlessly performing tasks within impressive timeframes.

- Compatible Headphone
- Reliable Connection
- Positive Work Atmosphere
- Compatible Monitor
- Technology Based



UNLOCK EFFICIENCY: OUR SERVICE BENEFITS

CLIENT'S PERSPECTIVE

CONCENTRATE ON CORE BUSINESS
DRIVES DOWN COST
GETTING LOYAL CUSTOMERS
KNOWING CUSTOMER PREFERENCES

CUSTOMER'S PERSPECTIVE

BEING TAKEN CARE OF IN GOOD HANDS
GETTING INFORMATION AT THE SAME TIME
HAVING PERSONAL TOUCH
BEING TREATED EXCLUSIVELY



RECENT CLIENTS

Business
Partner



CHUBB®



Bank
Muamalat

Education
Institution





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