

## **ISP Company Profile Sample**

### **About us**

(Company Name) is an internet service provider built on the belief that the end-user deserves a better internet at a better price. Founded in 2011, (Company Name) offers a one-stop solution to meet all of your needs at a reasonable price. We understand how frustrating it can be when the internet is slow and unreliable, especially when the prices charged suggest that you would get the best internet performance on the market. At (Company Name) , we take this issue very seriously. With years of invaluable industry experience and a commitment to customer service excellence, we promise our customers the very best service and the most reliable internet connection found anywhere on the market.

Along with commercial internet solutions, we also provide enterprise solutions, by making network, data storage, security, IP PBX, and a variety of other innovative solutions available to our clients in the enterprise market segment. We are dedicated to providing our clientele with the most reliable solutions for data storage on our secure servers, as well as a secure network for enterprise communications to help streamline workflow and keep communication smooth and uninterrupted. We are dedicated to consistently innovating and improving each cutting-edge service we offer to our valued clientele. You can rest assured that (Company Name) will only provide the best and most reliable internet and network communications solutions available in today's marketplace.

Whether you are looking for reliable high-speed internet for your home, or secure and cutting-edge enterprise networking and data storage services, look no further than (Company Name) for tailor-made solutions you can count on.

### **Vision**

- To be your trusted internet and enterprise service solution provider
- To expand nationally as a service solution provider, strategically focusing on the Sumatra market segment

### **Mission**

- To provide the best service solutions and after sales support to our customers
- Foster prosperity for all segments of business and community through our commitment to the continued development and use of cutting-edge technological innovations

## **Core Values**

### **- Industry Leading Customer Service**

Having years of invaluable experience operating in this competitive industry ensures that customer service is already deeply ingrained into our company's DNA. We deeply value the trust and loyalty of each (Company Name) customer and endeavor to not only meet but exceed service expectations in every way.

### **- Real-World Solutions**

Our professional (Company Name) team will assist each client in identifying what internet and enterprise service solutions will best meet their needs and address current challenges. We are committed to providing service solutions that consistently and creatively meet relevant needs, honor budgetary concerns, and always exceed expectations.

### **- Custom-Tailored Solutions**

*One-size-fits-all* rarely does the trick. At (Company Name), we believe that our client base is so diverse that there is no one definitive solution that will fit all of their needs perfectly. This is why we are committed to assisting potential clients in configuring the best and most relevant services and packages to address their diverse and highly specific needs.

## **Consumer Solutions**

At (Company Name), we are dedicated to providing our customers with the most efficient, effective, and reliable connectivity solutions, all delivered through existing networks and infrastructure. We offer a wide variety of innovative services, all of which are custom-tailored to meet the needs of our valued customers.

Our main focus is to provide commercial-grade internet connection for homes and small businesses in order ensure that your workplace and family get the best and most reliable internet connection on the market. Our cutting-edge fiber optic setup guarantees the

ultimate in dependable and high-speed internet connection. (Company Name) delivers an internet connection you can count on.

(Company Name) **Home:** This service allows for homes and small businesses to have a steady, reliable, and strong fiber optic internet connection with the following features:

- Unlimited Internet Access
  - High-Speed Connection to Social Media Platforms
  - Competitive Pricing
  - 24x7 Phone Support
  - Free Wifi Router for the Duration of your Subscription
- (Company Name) **Dedicated:** This service provides access to a high speed, global internet for businesses and corporate clientele alike. (Product Name) ensures all of your data and transactions are running well, all the time.

• **Fiber optic**

- 99,5% SLA
- Maximum of 30-days waiting time
- Public IP
- Low Latency
- No Interference
- High-quality Connection
- Network Monitoring System
- Free Bandwidth Management Configuration
- 10-Minute Customer Support Wait Time
- 24-Hour Customer Service Support

• **Wireless**

- 99,5% SLA
- Maximum of 5-days Waiting Time
- Public IP
- Medium Latency
- Low Interference
- Budget Pricing
- Free Mikrotik Router
- Network System Monitoring
- Free Bandwidth Management Configuration
- 10-Minute Customer Support Wait Time
- 24-Hour Customer Service Support

- (Product Name): This is our hosting service for all of your online business needs, providing flexible bandwidth solutions for your websites to ensure your customers a seamless web experience. (Product Name) features include:
  - Various Bandwidth Options of Anywhere from 2mbps to 1Gbps
  - Unlimited Internet Access
  - 24x7 Phone Support
  - On-Site Engineer Availability
  - User-Friendly Equipment
  - Link Monitoring
  - Fiber Optic Connection
  - Backup Radio
  - 99,5% SLA
  - Flexible Bandwidth for Weekends and Evenings
  - On-Demand Bandwidth
  - Free Technician Design

## **Network Sevices**

- (Product Name)
  - 24x7 Phone Support
  - On-Site Engineer Support Availability
  - Nation-Wide Coverage
  - Link Monitoring
  - Secure Network
- (Product Name)
  - 24x7 Phone Support
  - On-Site Engineer Support Availability
  - Nation-Wide Coverage
  - Link Monitoring
  - Secure Network
  - Single or Dual frequency
  - Login Page
  - Indoor or Outdoor Purpose

## Data Center

- (Product Name)
  - 24x7 Phone Support
  - Available in All Major Indonesian Cities
  - Secure Application and Network
  - Multi-Carrier Connection
- (Product Name)
  - 24x7 Phone Support
  - Unlimited Data Transfer

## Enterprise Solutions

Along with providing our customers with retail internet services, we also offer a wide variety of innovative and cutting-edge enterprise connectivity and data storage solutions built to creatively address the industry-specific challenges and issues faced across the multiple important national sectors, including government, education, hospitality, finance, and retail. (Company Name) is your national partner in realizing a product work environment built on seamless workflow and tailor-made tech solutions.

(Product Name)

- **Government:** Designed to meet the government's need for fast, secure, and reliable data communication, device procurement, and the creation of applications enabling greater departmental interconnectivity. (Product Name) equips governments to develop efficient communication systems that help to foster further important infrastructure development nationwide.
- **Education:** Designed to support the educational sector with high-speed internet connection, application development, and system integration suited for any operating system and device.
- **Hospitality:** With the advancement of mobile technology in the modern era, hotel guests and travelers are now coming with a different set of demands and expectations than those previously experienced within the industry. In response to these industry changes, we have designed our services to match the speed, security, and user

experience demands and expectations of the modern hotel guest and traveller. (Product Name) enables operators within the hospitality industry to exceed customer expectations by offering guests a travel connectivity experience on par with what individuals and families are accustomed to enjoying in the comfort of their own homes.

- **Finance:** (Product Name) provides a secure, fast, and reliable connection within the financial sector to ensure seamless internal data sharing and storage. This service ensures the highest level of security and stable dependability for online transactions, safeguarding company and consumer data and confidential information.
- **Retail:** (Product Name) connects the retail sector to seamlessly reliable data sharing and storage solutions, along with customized application development and our flagship high-speed, fiber optic internet connection.

(Product Name)

- **Stable Apps**, Efficiency is key, and we tailor our apps to emphasize this.
- **Hybrid Apps**, Our apps are available across all popular platforms.
- **Server Availability**, We enable convenient and secure remote data storage solutions
- **Easy to Manage Apps**, Our apps are simple to manage, helping to keep workflow both smooth and efficient.
- **Database Integration**, Easily access and share files across multiple devices.

(Product Name) services and solutions can be widely applied across a variety of key industry sectors, including:

- **Government:** Tailored to address the diverse needs of the government and corresponding departments both locally and nationally, our services are designed to improve overall workflow efficiency with a plethora of custom-tailored solutions.
- **Education:** Designed specifically with the educational sector of the market in mind, we deliberately tailored our systems to work seamlessly across all software platforms with the goal of ensuring the best overall experience for our clientele in this important national sector. From e-learning and scheduling possibilities, to online transcripts, teacher portals, and access to grades, (Product Name) connects you with the ability to take your education institution's online presence to the next level.

- **Hospitality:** Technology has transformed the demands of customers within the hospitality industry in such a way that guests are no longer only looking for a good night's rest but have important demands and expectations around connectivity and digital entertainment. Fast internet speed, a diverse digital media selection, and a guarantee of uncompromised security are all vitally important in marketing to and attracting hotel guests and travelers in this rapidly changing, competitive, and technologically advanced era.

- **CCTV Security Solutions: \*\***

- **IP PBX:** Also known as Internet Private Branch Exchange, is a telephone communications system which utilizes internet protocol (IP) technology. The goal of this service is to further improve the efficiency of communication within companies and large-scale corporations. This feature allows for a large number of phones to be operated with minimal numbers utilizing public telephone lines, giving your company the freedom to conduct telephone calls over the internet, completely bypassing the public telephone network.

Why implement an IP PBX solution for your company?

- Easy to Use
  - All-Inclusive
  - Uncompromising Security
  - Unified Communication
  - Limitless Creative Customer Service and Interaction Opportunities
  - Remote Management
  - Seamless Integration
- **IPTV Gateway:** We provide this service with the goal of helping operators across multiple industries to connect their visitors and guests to the absolute best television and digital media experience available. We supply high-quality Fiber Optic, Coaxial, Satellite, Terrestrial, and Internet streaming solutions for guests and visitors, enabling them to access entertaining TV programs and an array of other creative and personalized digital media, all boasting remarkably clear, high definition (HD) picture

quality. This service comes pre-packaged with a host of features, including, but not limited to:

- MyHotel
- F&B
- Hotel Binder
- Security
- Partner
- LiveTv
- Travel
- Telephone
- Apps

Our IPTV Gateway service offers the highest possible picture quality and can easily be integrated with any interactive TV system. This, in turn, enables hotels and other operators in the hospitality industry to combine these innovative features into an attractive service and media portal for guests, such as incorporating a local hotel channel in HD. Along with the features mentioned above, we also provide our clients with the following support services to best ensure client satisfaction and product stability:

- 24x7 Phone Support
  - Engineer On-Site Availability
  - Link Monitoring
  - HD Quality
  - Built-in WiFi and SIP Client
  - Multi Ports
  - Compact Wall Socket
  - Web Base
  - EoC, CAT5, and CAT6 Ready
- **MSP Services (IT Consultant):** In tandem with our excellent customer service and communications solutions, we also connect our customers to helpful remote and on-site IT support packages and services to best cater to their specific needs.
  - **Remote Support:** Our skilled technicians conduct a specialized software diagnosis and determine the problem at hand, troubleshooting and addressing the issue remotely, prioritizing both operational efficiency and customer convenience.
  - **On-Site Support:** Should our remote troubleshooting efforts fall short, we will immediately send one of our skilled and experienced technicians directly to your home or workplace in order to quickly and effectively resolve the issue at hand.

## Why Choose Us?



With the ever-increasing needs of both consumers and businesses alike, there has been a surge in the number of independent ISPs launching into operations around the world. These newly established operations are working hard to meet the vast needs of the ever-growing market demand of those looking to get connected to both fast and dependable internet connectivity.

(Company Name) sets itself apart by prioritizing customer satisfaction. We pride ourselves in being the best at after-sales service. We offer a suite of innovative solutions which can be tailored to the specifications and needs of our diverse customer base. We are the only all-in-one integrated service provider with a focus on reliability, creativity, and innovation in catering to the needs of our customers. (Company Name) boasts a:

- ✓ Strong, Young, Dynamic, and Experienced Team
- ✓ First-Class After-Sales Service
- ✓ Fast Technical Support (Under 30-minutes)
- ✓ Tailor-Made Solutions, All Based on the Unique and Specific Needs of Each Customer
- ✓ Custom, Personal Feel - Let's Find a Solution Together

## **Contact Us**

## **Quotes for Marketing Materials**