



COMPANY PROFILE

PT GRIYA MITRA PERSADA



YOUR **TRUSTED**
IT PARTNER

- COMMITMENT
- EXCELLENCE
- TRUSTWORTHY
- WIN-WIN

About PT Griya Mitra Persada

For more than 30 years PT Griya Mitra Persada has been trusted to serve businesses with its IT needs. We built our foundation on unwavering values, which make us not only a reliable business partner, but also a true friend to our customers. Our commitment to exceptional services has provided a solid foundation for the growth of our business and our customers success. We prioritize the principle of win-win solutions in every step, because we believe that our partners's success is a reflection of our success. With a focus on superior services and unwavering integrity, we are committed to continue being a reliable and dedicated partner to all our customers.

Vision & Mission

Vision

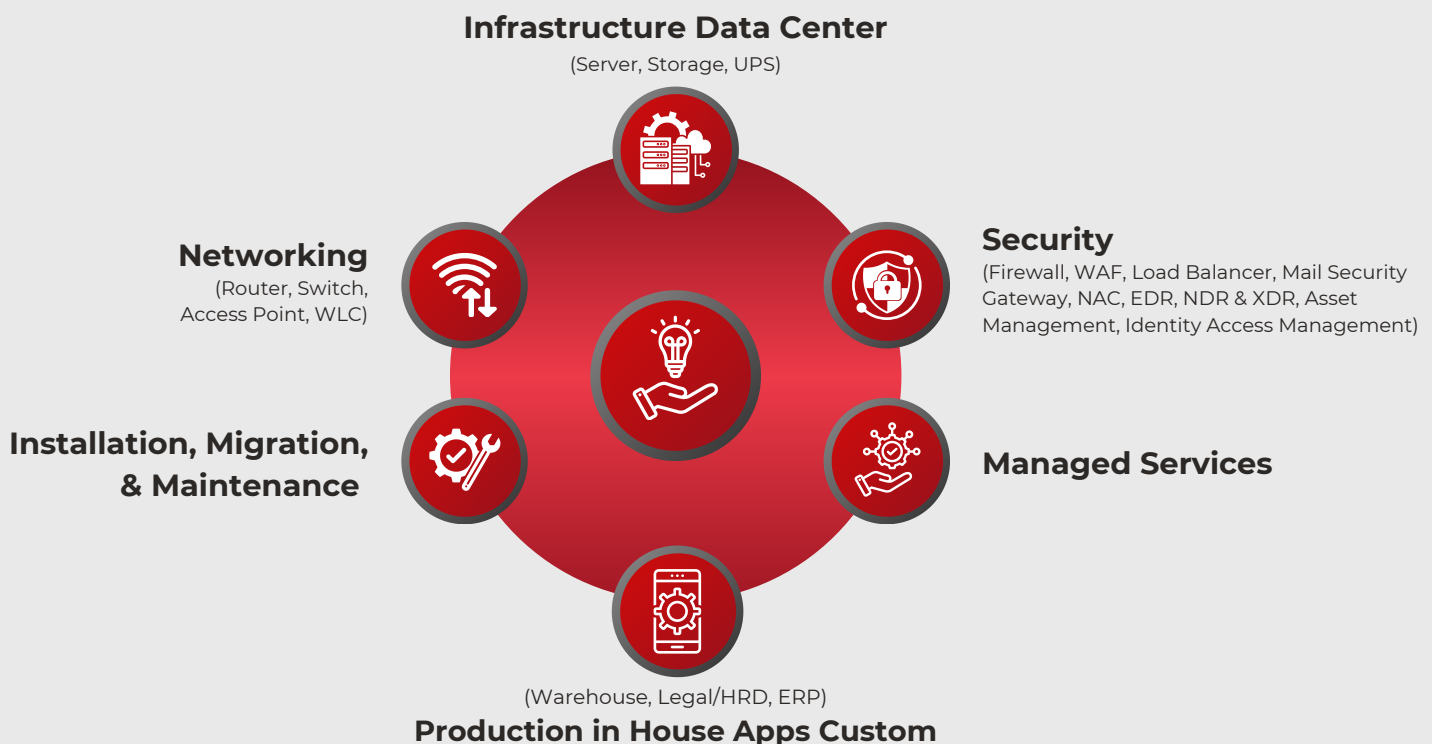
Trusted IT Partner for global business acceleration

Mission

- **Committed** to give the best services to meet customer needs
- **Excellent** through innovation and creativity to provide business acceleration solutions
- **Build** a team of integrity to achieve company's vision
- **Put forward** a win-win collaboration as a part of global business



Our Solutions



Our Experience



DAS & NAS Storage



SAN Storage



Object Storage



HCI

Clustering



Cloud Computing

Deployment
and Migration



Backup System

Virtualization, P2V, V2V



Wireless Solutions



IT Security System

Integrated to SOAR & SIEM



Virtualization

Open-source & commercial



Spine & leaf networking

Our Support & SLA



Emergency

When there is a malfunction that causes system operations to stop, the partner will conduct on-site / by remote & solved the problem 1x24 hours.



Critical

When there is damage at the hardware level (Harddisk, RAM or PSU), partners open ticket & solved 2x24 hours (check parts availability at service center)



Major

When the indicator does not light up, or there is an error in the configuration, the partner performs troubleshooting / firmware upgrades carried out by remote



Minor

If you want to consult on hardware / software, partners stand by through the helpdesk



Respon Time

24x7 4Hr Response Time
8x5 6Hr Response Time



WhatsApp

+62 811-9181-898



Email

admin@griyamidrapersada.com



Helpdesk Process



Create Case to Griyasis, Handled by Engineer Griyasis > Troubleshoot by remote, if solved, done. if not solved? next to step 2



Engineer Griyasis open ticket to principal, troubleshoot by remote using recommendation solution from principal, if solved, done. if not solved? next to step 3



Engineer Griyasis onsite with engineer distributor or engineer principal (optional) to customer, troubleshoot until solved.

Partners & Clients

Partners



Clients



Scan For View
Our Catalogue



PT GRIYA MITRA PERSADA

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