

Struktur Organisasi

PT. Indonesia Inside (32Inside)

|

|— CEO / Founder

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|— Chief Business Officer (CBO)

| |— Sales & Customer Success Division

| | |— Enterprise Account Manager

| | |— SMB Account Manager

| | |— Customer Success Manager

| |— Marketing & Brand Division

| |— Digital Marketing Manager

| |— Partner & Channel Manager

|

|— Chief Technology Officer (CTO)

| |— Cloud Infrastructure Division

| | |— Cloud Engineering Manager

| | |— Network & Infrastructure Manager

| | |— Datacenter & Facility Manager

| |— Platform & Application Division

| |— DevOps & Automation Manager

| |— Platform Services Manager

| |— SaaS & Product Development Manager

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|— Chief Security Officer (CSO)

| |— Security Operations Division

| | |— SOC Manager

| |— Security Engineering & Compliance Division

| |— Security Engineering Manager

| |— Compliance Manager

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|— Chief Service & Delivery Officer (CSDO)

| |— Project Delivery Division

| | |— Project Manager

| | |— Service Delivery Manager

| └─ Operations & Support Division
| └─ Service Desk Manager
| └─ Problem & Change Manager
| └─ Resilience Manager
|
└─ Chief Financial Officer (CFO)
| └─ Finance & Accounting Manager
| └─ Procurement Manager
| └─ Budget & Tax Manager
|
└─ Chief People & Culture Officer (CPCO)
| └─ HR & Talent Manager
| └─ Culture & Engagement Manager
| └─ General Affairs Manager
|
└─ Chief Strategy & Innovation Officer (CSIO)
| └─ Business Strategy Manager
| └─ R&D Manager

PT. Indonesia Inside (32Inside)

Core Business: Cloud Service Provider (IaaS, PaaS, SaaS, DRaaS) + Managed Services

Culture: Modern, Agile, Collaborative, Automation-driven

CEO / Founder

Fungsi:

Menentukan visi, arah teknologi, dan strategi pertumbuhan perusahaan.

Menjaga sinergi antar unit bisnis dan menjalin hubungan strategis dengan mitra.

KPI:

- Growth Rate perusahaan
- Market share cloud & managed service

- Employee engagement & innovation index
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Chief Business Officer (CBO)

Fungsi:

Mengelola strategi go-to-market, peningkatan pendapatan, dan relasi pelanggan.

Sales & Customer Success Division

- **Enterprise Account Manager**

Menangani klien korporat besar dengan kebutuhan kompleks (Cloud, DRaaS, PaaS).

→ *KPI*: Revenue target, renewals, upsell ratio

- **SMB Account Manager**

Fokus pada pelanggan skala menengah dan startup digital.

→ *KPI*: Acquisition rate, customer growth

- **Customer Success Manager**

Memastikan pelanggan existing puas, aktif, dan memanfaatkan layanan maksimal.

→ *KPI*: Retention rate, NPS, churn reduction

Marketing & Brand Division

- **Digital Marketing Manager**

Membangun digital presence (website, social media, campaign, SEO, ads).

→ *KPI*: MQL (Marketing Qualified Leads), conversion rate

- **Partner & Channel Manager**

Mengembangkan jaringan reseller, system integrator, dan teknologi partner.

→ *KPI*: Partner revenue, partnership certification

Chief Technology Officer (CTO)

Fungsi:

Menentukan arah teknologi, membangun arsitektur cloud, dan memastikan platform scalable & reliable.

☐☐ Cloud Infrastructure Division

- **Cloud Engineering Manager**

Bertanggung jawab atas cluster VMware, Virtuozzo, Zerto dan automation.

→ *KPI*: Uptime (99.9%), provisioning speed, resource utilization

- **Network & Infrastructure Manager**

Mengelola backbone, routing, storage fabric, dan keamanan jaringan internal.

→ *KPI*: Latency, reliability, throughput

- **Datacenter & Facility Manager**

Menjamin kestabilan dan efisiensi fasilitas fisik (power, cooling, access).

→ *KPI*: PUE, DC uptime, incident-free hours

☐☐ Platform & Application Division

- **DevOps & Automation Manager**

Mengembangkan pipeline CI/CD, observability, dan deployment automation.

→ *KPI*: Deployment frequency, MTTR

- **Platform Services Manager**

Mengelola core services (API Gateway, Identity, Billing, Monitoring).

→ *KPI*: Platform availability, service latency

- **SaaS & Product Development Manager**

Mengembangkan produk SaaS (Nextcloud, Office, Mail, Monitoring portal).

→ *KPI*: Feature velocity, adoption rate

☐☐ Chief Security Officer (CSO)

Fungsi:

Melindungi platform, data pelanggan, dan memastikan compliance keamanan.

☐☐ Security Operations Division

- **SOC Manager**

Memimpin operasi 24x7 monitoring & incident response.

→ *KPI*: MTTD (Mean Time to Detect), MTTR (Mean Time to Respond)

☐☐ Security Engineering & Compliance Division

- **Security Engineering Manager**

Fokus pada hardening, vulnerability management, encryption, dan IAM.

→ *KPI*: Patch compliance, vulnerability backlog

- **Compliance Manager**

Menjaga sertifikasi (ISO27001, SOC2, PDPA) dan audit keamanan.

→ *KPI*: Audit pass rate, zero non-conformance

Chief Service & Delivery Officer (CSDO)

Fungsi:

Menjamin proyek dan layanan operasional berjalan sesuai SLA dan timeline.

Project Delivery Division

- **Project Manager**

Mengelola proyek implementasi cloud dan integrasi layanan.

→ *KPI*: On-time delivery, cost variance

- **Service Delivery Manager**

Menjamin layanan siap digunakan dan sesuai kebutuhan pelanggan.

→ *KPI*: SLA achievement, customer satisfaction

Operations & Support Division

- **Service Desk Manager**

Menangani tiket pelanggan dan eskalasi ke tim teknis.

→ *KPI*: First response time, resolution rate

- **Problem & Change Manager**

Menangani root cause analysis dan mengelola CAB.

→ *KPI*: Change success rate, recurring issue reduction

- **Resilience Manager**

Mengatur BCP/DR dan melakukan uji simulasi disaster recovery.

→ *KPI*: RTO/RPO compliance, DR test success

Chief Financial Officer (CFO)

Fungsi:

Menjaga kesehatan keuangan perusahaan dan efisiensi pengeluaran.

- **Finance & Accounting Manager**

Laporan keuangan, cashflow, audit, dan pengendalian biaya.

→ *KPI*: Report accuracy, audit findings

- **Procurement Manager**

Pengadaan hardware, software, dan kontrak vendor.

→ *KPI*: Procurement lead time, cost efficiency

- **Budget & Tax Manager**

Perencanaan anggaran dan kepatuhan pajak.

→ *KPI*: Budget variance, tax compliance

Chief People & Culture Officer (CPCO)

Fungsi:

Mengembangkan SDM, menjaga budaya kerja, dan kesejahteraan tim.

- **HR & Talent Manager**

Rekrutmen, pelatihan, dan pengembangan karier.

→ *KPI*: Turnover rate, time-to-hire

- **Culture & Engagement Manager**

Membangun budaya kerja kolaboratif & program engagement.

→ *KPI*: Employee satisfaction, participation rate

- **General Affairs Manager**

Mengelola fasilitas kantor dan logistik internal.

→ *KPI*: Facility uptime, asset utilization

Chief Strategy & Innovation Officer (CSIO)

Fungsi:

Merancang strategi jangka panjang, analisis pasar, dan inovasi teknologi baru.

- **Business Strategy Manager**

Analisis pasar, pricing, dan KPI lintas divisi.

→ *KPI*: Strategic goal achievement, business growth

- **R&D Manager**

Eksperimen teknologi baru (AI, Edge, Observability, Green IT).

→ *KPI*: Innovation index, proof-of-concept success

Revision #1

Created 9 November 2025 00:57:54 by Kapak Maut

Updated 25 June 2026 20:28:24 by Kapak Maut