

A Digital Command Center Solutions

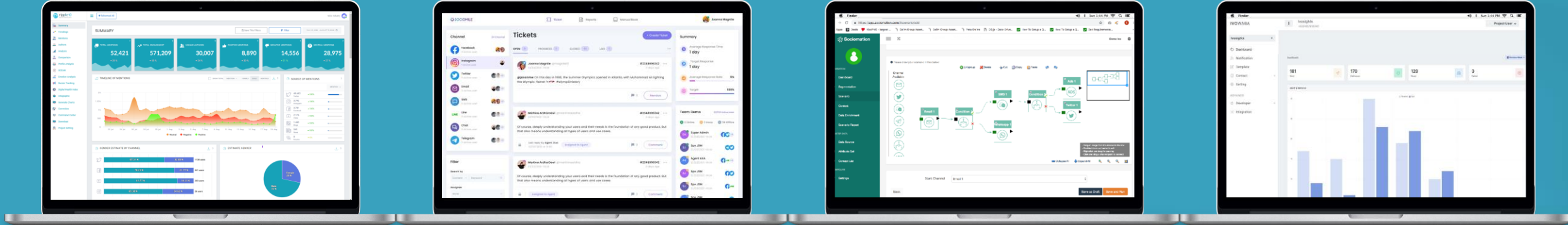
Enables real-time monitoring of campaigns and customer sentiment on social media channels.

About Ivosights

Founded in 2016, we are now being a **one stop solution customer engagement company** operating in Indonesia and serving some clients from SEA.

Currently Ivosights is the only local company that has wide range owned platforms & comprehensive services in helping companies to improve their customer engagement management across multiple customers' touch-points.





ripple10
Digital Listening Tool

SOCIOMILE
Omni-channel Contact Center Platform

Sociomation
Automation Social CRM

WhatsApp

ivosights
Command Center

ivosights
BPO Services

ivosights
Comprehensive Analytics

i-VoIP
IP Telephony Solution

ivo Call Center
Premium Number

ripple10
Digital Listening Tool

Sociomation
Automation Social CRM

SOCIOMILE
Omni-channel Contact Center Platform

WhatsApp
Business API Provider

Ivosights Ecosystem Framework to Enhance Your Customer Experiences

Ripple10
Digital Command Center
Big Data Analysis



Sociomile
Sociomile Voice
SocioBot
WhatsApp Business API
Premium Number
IP Telephony
BPO Contact Center



Sociomation



to Understand
the customer toward digital
monitoring & analytics.

to Engage
the customer via contact center
platform & services.

to Delight
the customer using automation
social CRM & re-engagement strategy.



Enhance Your
Customer Experiences

Customer Engagement Ecosystem to Enhance Your Customer Experiences

Ripple10 Digital Listening Tool	Sociomile Contact Center System	Sociovoice Telephony System	SocioBot ChatBot Builder	Sociomation Omni-channel Blasting
The Most Powerful Media Monitoring Platform in Indonesia Market	The Most Completed Omni-channels Ticketing System Dashboard	Custom Workflow Inbound-Outbound Telephony System	Artificial Intelligence Based ChatBot Builder	Omni-channel Blasting Message Platform with Scenario Based
Sentiment Analysis	13 Digital Channels	Inbound-Outbound Call System	Fast Auto Response	Automation Blasting Message
- Sociography Author	- Single Ticketing Dashboard	- System Customization	- Easy Customization	- 5 Channels Integrated
- Competitive Analysis	- Help Desk Management	- Monitoring Wallboard	- Quick Chatbot Training	- Scenario Retargeting
- Buzzer Tracking & Monitoring	- Various Metrics Report	- IP PBX Telephony System	- Easy Omni-channel Deployment	- Unlimited Segmentation
- Alert System Notification	- Web-based Application	- Predictive Dialer System	- Integration with 3rd-party Apps	- Customer Data Management
- Support Indonesia Slang Word	- Custom Workflow	- QA Score Card	- Interactive Flow Builder	- Customer Data Segmentation
- Command Center Widget	- Easy API Integration	- Automatic Call Distribution	- Multilingual Capabilities	- Email Validation
- Support Mobile Application	- Support WFH	- Spy, Barge, and Whisper		- Data Enrichment
- Integrating with SocioMile	- Support ChatBot	- Easy API Integration		- Semi-custom Engine

Customer Engagement Ecosystem to Enhance Your Customer Experiences

WhatsApp Business API	IP Telephony Outbound Call	Premium Number for Call Center	Business Process Outsourcing	Digital Command Center Provider
WhatsApp Business Solution Provider in Indonesia	IP Base Telephony Solutions to Efficiency Outbound Call	Provide Premium Number from Indonesia Telco Operator	End-to-end Contact Center Outsourcing with Comprehensive Technology	All-in-one Command Center Builder
META License Provider	Telkom License Provider	Kominfo Licensed Provider	Kominfo Licensed Provider	Fixed & Portable DCC
-	-	-	-	-
Verified WhatsApp Business	IP Base Telephony	All Telco Operator	Flexible Budget	Installation & API Integration
-	-	-	-	-
Green Thick	Free Installation	Premium Number	Premium Location Jakarta/Jogja	26 Flexible Widget
-	-	-	-	-
Business Naming	Support WFH	XYZ, 0800xxx, 150xxx, 0804xxx	Building Facilities	Custom Widget
-	-	-	-	-
Personalize Message	Cost Efficiency	Toll Free	Operational Facilities	Flexible Budget
-	-	-	-	-
Broadcast Message System	Outbound Call	Split Charging	Operation Management	Flexible Requirements
-	-	-	-	-
Unlimited & Anti Banned	Support Sociovoice	Fix Charging	Professional Agent Provider	Design System
-	-	-	-	-
Monitoring & Reporting	-	Support Sociovoice	Comprehensive Technology	Design Interior Room
-	-	-	-	-
Integrated to Sociomile	-	-	Support 24/7	Hardware & Software
-	-	-	-	-
-	-	-	-	Ripple10 Data Support

Digital Command Center Solutions

Digital Era: More Massive and Fastest Information

In this digital era, social media is one of the fastest, convenient, easiest and most used way to reach out and achieve major initiatives. This era requires every company to move faster and respond more precisely to the massive data flow. A command center is needed as a center for data monitoring, coordination, and decision making to respond and handle situational events in a responsive and effective manner.



Digital Command Center

Digital command center is a smart nerve center that enable brands to rapidly monitor digital moments and react appropriately to handle their reputations. The Digital Command Centre has been set up to listen, understand and acquire valuable insights on the brand through the customers' conversations on social media.



End-to-end Command Center Services

Actualizing an integrated, dynamic and efficient command center in presenting data from various sources.



Interior Design

A comfortable and safe command center room layout design & build.



Hardware & Software

Provision of hardware and software that can be adjusted to the budget and needs.



Hardware Design

Hardware design for technical system command center development.



Installation & API Integration

Ensure integration device API installation works normally for smooth operation.



Maintenance System & Device

Maintenance of systems and hardware devices with the support of a reliable and responsive technical team.



Enrichment Various Types of Data

Provision of various types of data from various sources for deeper and validated analysis.



Customer Insights Dashboard



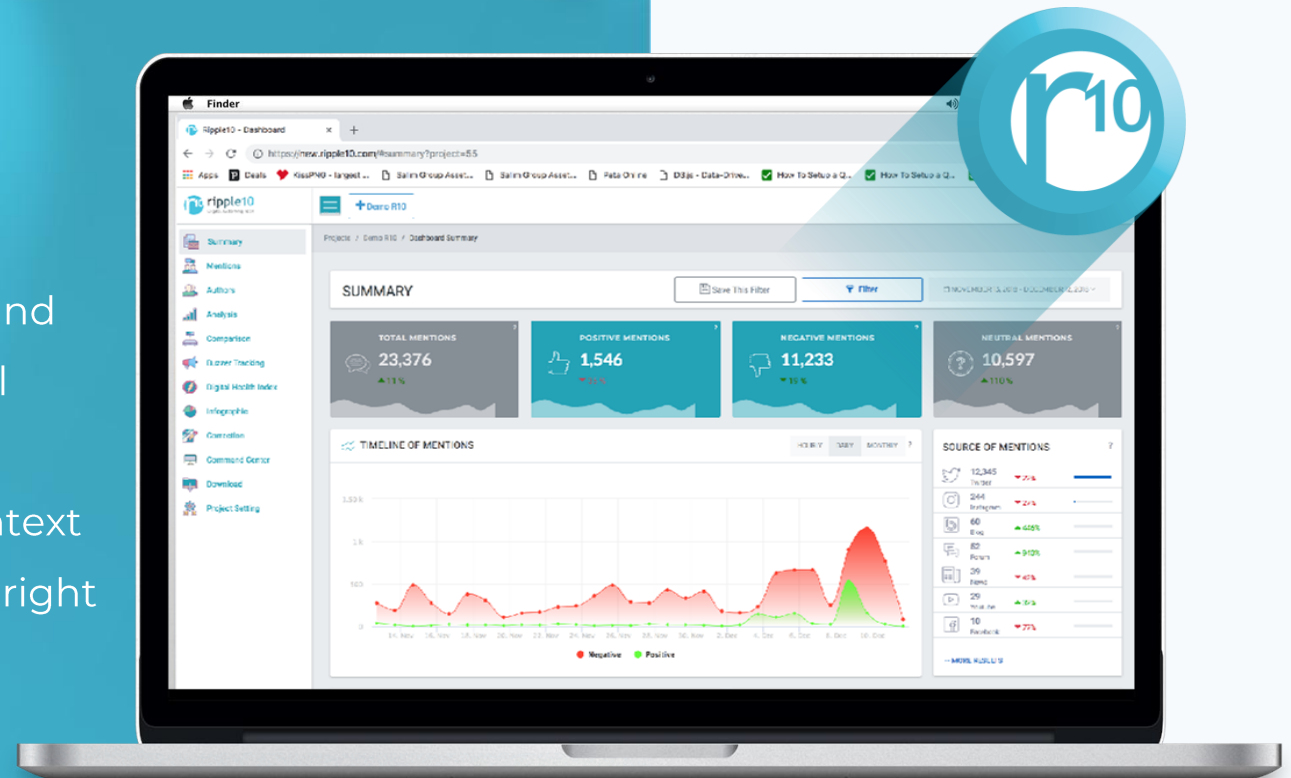
www.ivosights.com

Ripple10

Digital Listening Tool

is a digital conversation monitoring platform **based on keywords** that will help you catch and analyze conversations on digital channels, real time! Ripple10 is **capable to analyze local language** even slang words & process the context correctly to make you able to understand the right response to give.

That what makes ripple10 stands as **the most powerful listening tool in local market!**



Capturing Conversations from Various Social Media Channels and More Than **6000 National Media** Sources (Online & Offline)



Social Media:
Twitter

Capturing profile data, twit post & comment (engagement) from any profile (official or unofficial account)



Social Media:
Facebook

Capturing data from content post on public group & facebook fanspage (engagement & followers data)



Social Media:
Instagram

Capturing data from instagram account (unprivate account) to get post, engagement & profile data.



Social Media:
YouTube

Capturing video post (regular video) to get data comment, video view, & total subscriber.



Social Media:
TikTok

Capturing data TikTok to get engagement data, content post, and profile data.



Articles:
News Portal

Capturing data from news post information on news portal by keyword.



Articles:
Blog

Capturing data from post information on blog by keyword.



Offline media:
Printed Media

Capturing data from printed media.



Offline media:
TV

Capturing data from video television.

Why Ripple10 Than Others ?

Ripple10, more Valuable than Similar Platforms in Indonesian Market!



Unlimited
Keyword Setup



Unlimited
Stream



Stream
Correction with
Manually



Set Data Period
as You Need



Ready to
Command
Center



Crawling Digital
& Conventional
Media



Fake Account/
Bot Analyze



Mobile App
Ready on
Android & IOS



Multiple Project
Set Up



Unlimited
Stream Data
Download



Multiple Login
Access



Slang Words
Identification



Multiple
Language



Infographic
Data Summary
Report



Negative Spike
Alert System



Integrated with
SocioMile CRM
Platform



Sentiment Analysis

Know netizens' sentiments on a brand/topic.



Competitive Analysis

Know your competitors' digital activities and compare them!



Audience Analysis

Know who's talking about your brand!



Digital Health Index

Measure how healthy your brand is in the digital world.



Buzzer Tracking

Monitoring buzzer & KOL performance in each campaign.



Alert Notification

Know the potential negative issues for early mitigation.



Daily Mention & Buzz Geo

When and where your brand is most talked about.



Sociograph Keyword

Knowing the relationship of keywords that often appear.



Infographic Data Report

Data visualization in infographic format.



Sociograph Author

Know the accounts that talk about you often on digital and how they spread.



Instant Command Center

Provides 26 widgets for data visualization in Command Center.



Integrated with CRM Platform

Integrated with SocioMile for easy interaction with netizens' who talk about you.



Unique Author

new

Know unique account related with topic of conversation.



Demographic Analysis

new

Know netizens demographic profile of sentiment.



Engagement Summary

new

Engagement summary data from topic conversation.



OCEAN Analysis

soon

Analyze the audience's conversation with OCEAN "Cambridge Analytica" method.



Emotion Analysis

soon

Analyze the audience's conversation with Plutchik's Wheel of Emotions method.



Profile Analysis

soon

Know profile and topic related with the profile.



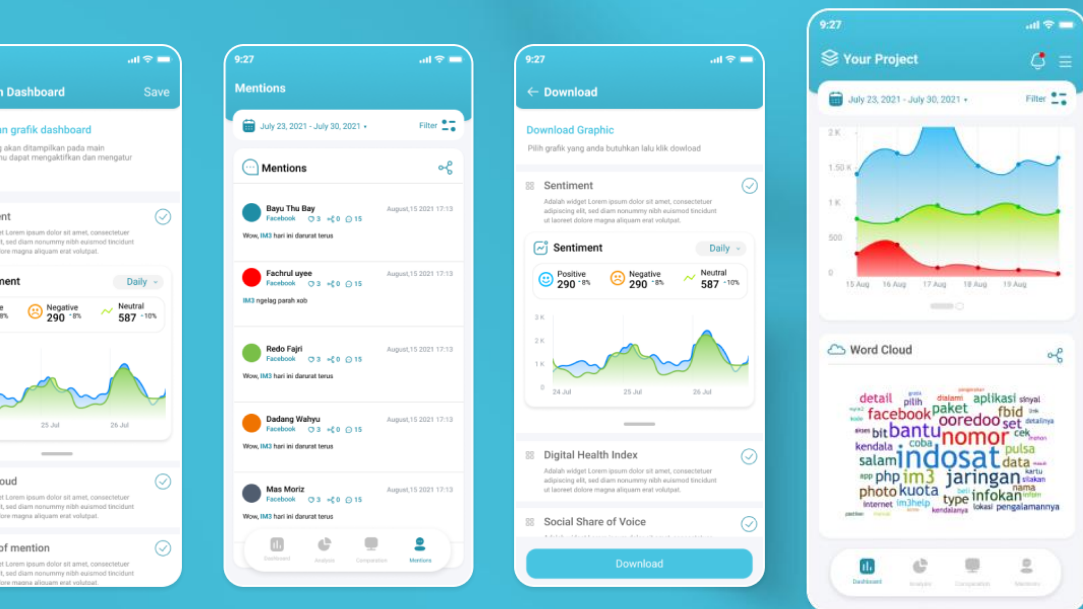
Topic Analysis

soon

Know netizens' topic of conversation.

Enjoy Conveniences in Accessing Data Only in the Hand

All digital information about brands, available in Ripple10 Mobile Application.



Easy-to-understand
Data Display



Custom Widget
to Display



Data Sharing
with Easy



Comparison with
Competitors Data



Various Data
Metrics



Filtering Data



Light & Dark Mode
Display



Bilingual Mode
Bahasa & English

Ripple10 Digital Command Center Dashboard

From customer conversations, campaign performance, to competition comparisons, can be displayed in real-time on the Command Center screen.

We provide 26 data visualization widgets (Ripple10 data) that can be flexibly arranged on the Command Center screen, so you can review them in detail and clearly.



Ripple10 Digital Command Center Features



Lights & Dark
Mode



Real-time
Data



Custom
Widget Design



Easy API
Integration



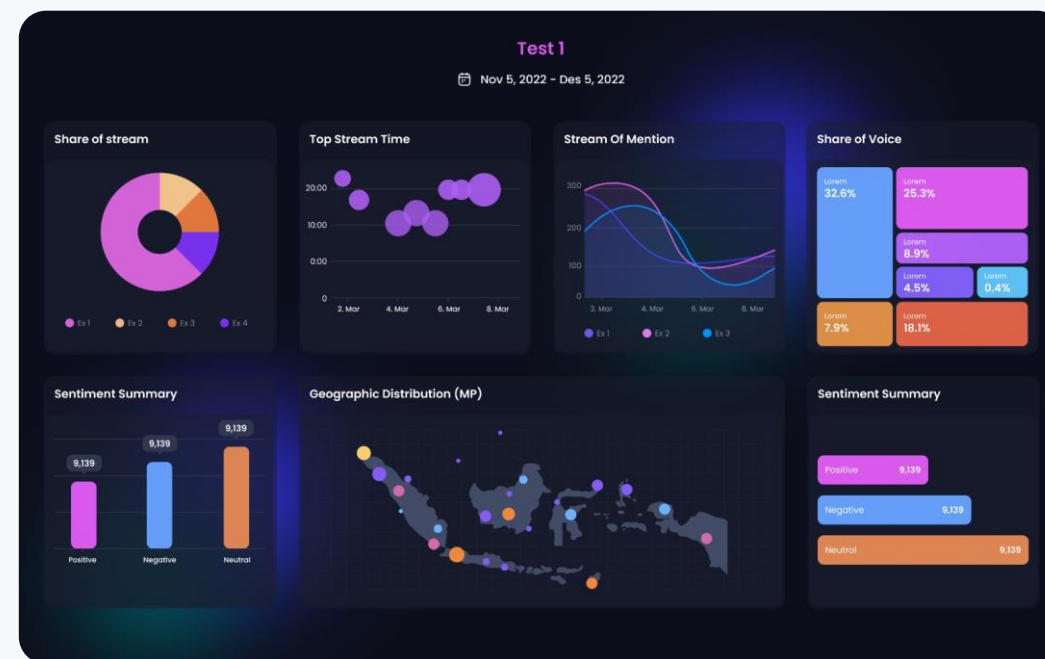
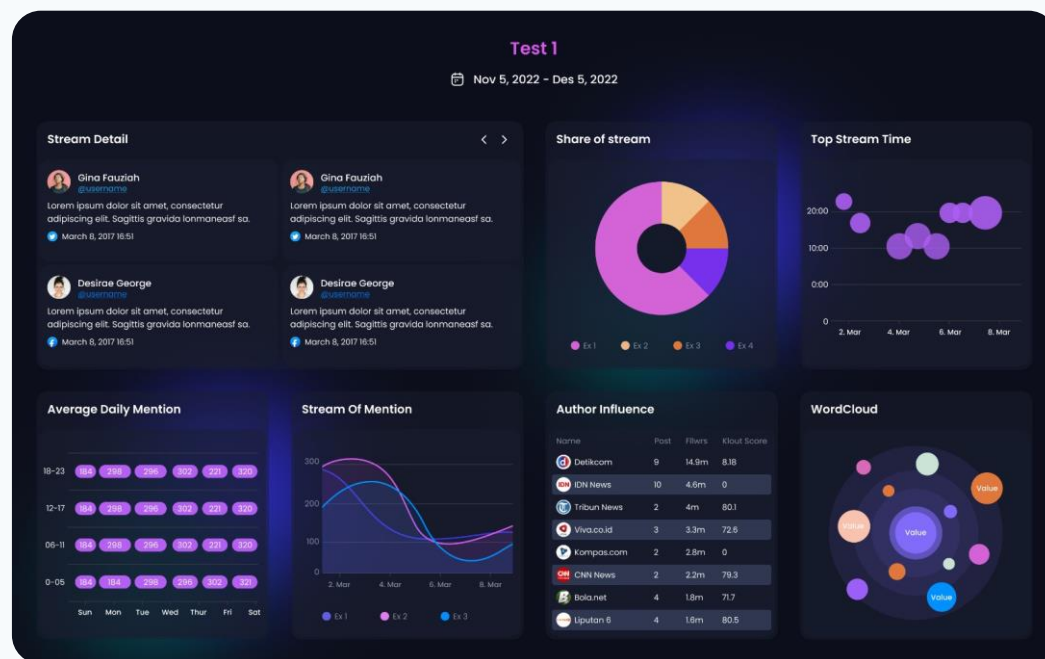
24/7 Tech
Support

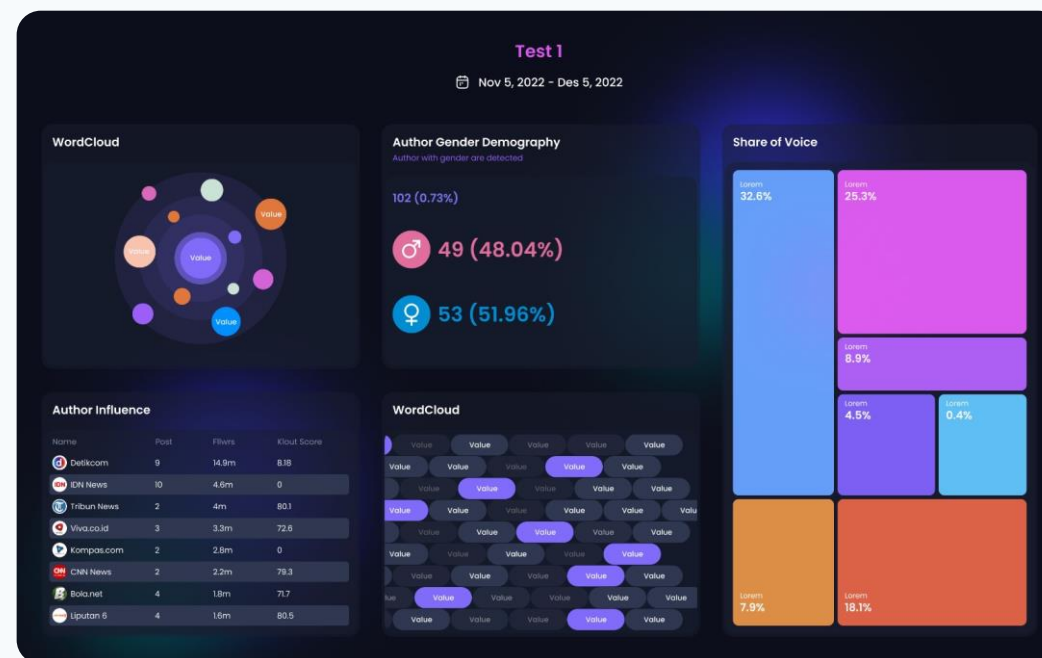
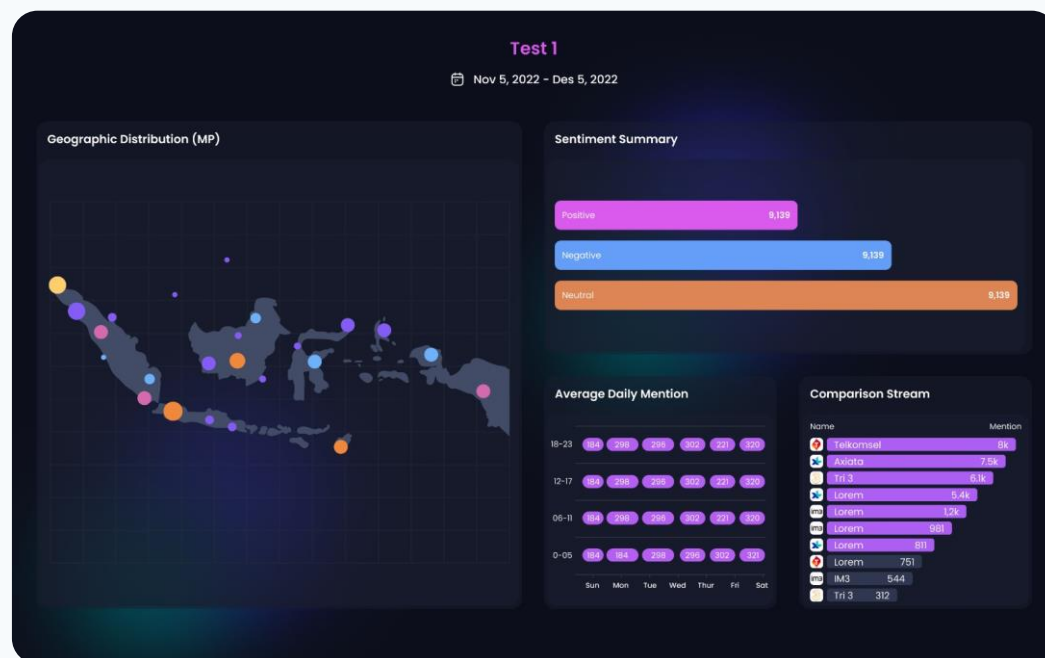


26 Flexible
Widget

Provide more than 26 flexible widgets to present visual data in Command Center Wallboard Screen

- Stream of Mention
- Stream Detail
- Top Stream Time
- Average Daily Mention
- Author Influence
- Share of Stream
- Most Active Author
- Wordcloud
- Summary Number
- Top Hashtag
- Geo Distribution
- Sentiment
- Sentiment Summary
- Channel Summary
- Source of Mention
- Stream Composition
- Twitter Source
- Popular Location
- Reach vs Mention
- Etc.





DIGITAL MEDIA monitoring



Social Media:
**Twitter, Facebook, Instagram,
Youtube, Tiktok**



Articles:
Portal, Blog



Open API
Other
Source



ripple10
Digital Listening Tool



Data visualization on
wallboard & mobile
application*.

*) Data digital media

Integrated Command Center Builder

Smart Integrated Command Center

An intelligent operational support platform developed as an integrator of all components of a high-level operating system.

SI-CC was developed as a solution to the challenges of modern operational integration systems to prevent and minimize problems and control situations.

Smart Integrated Command Center

Digitalization/ IoT Facility

Face recognition, temperature detection, etc.

Smart Display

Monitoring & display the real-time video and audio.

Smart Integrated Command Center

Real-Time Multi-Source Integration

Public CCTV, flights information's, traffic & weather information's.

Real-Time Multi-Data Monitoring

All screens are integrated using Smart Display.

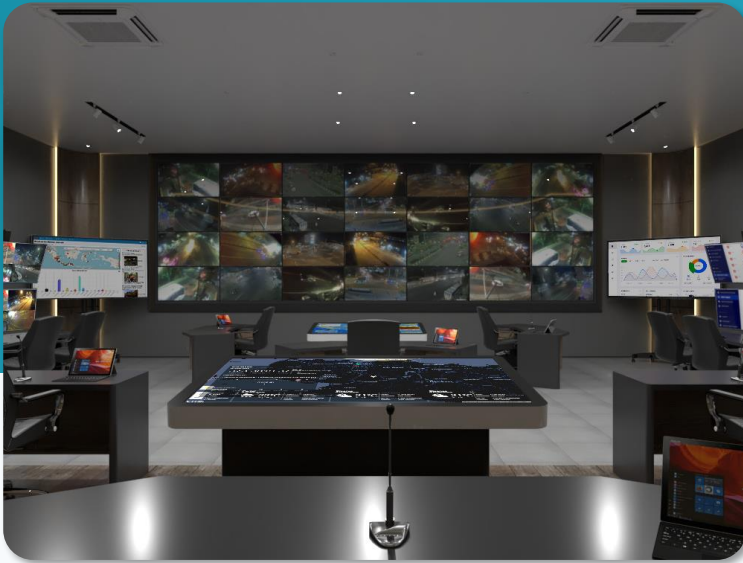
Smart Integrated Command Center

- **Field Support**

Provide accurate and measurable information to field officers.

- **Real-Time Coordination**

Give orders or suggestions to field officers based on the results of monitoring the situation and condition.



FICC

(Fixed Integrated Command Center)

Build command center on site, client office/
building



PICC

(Portable Integrated Command Center)

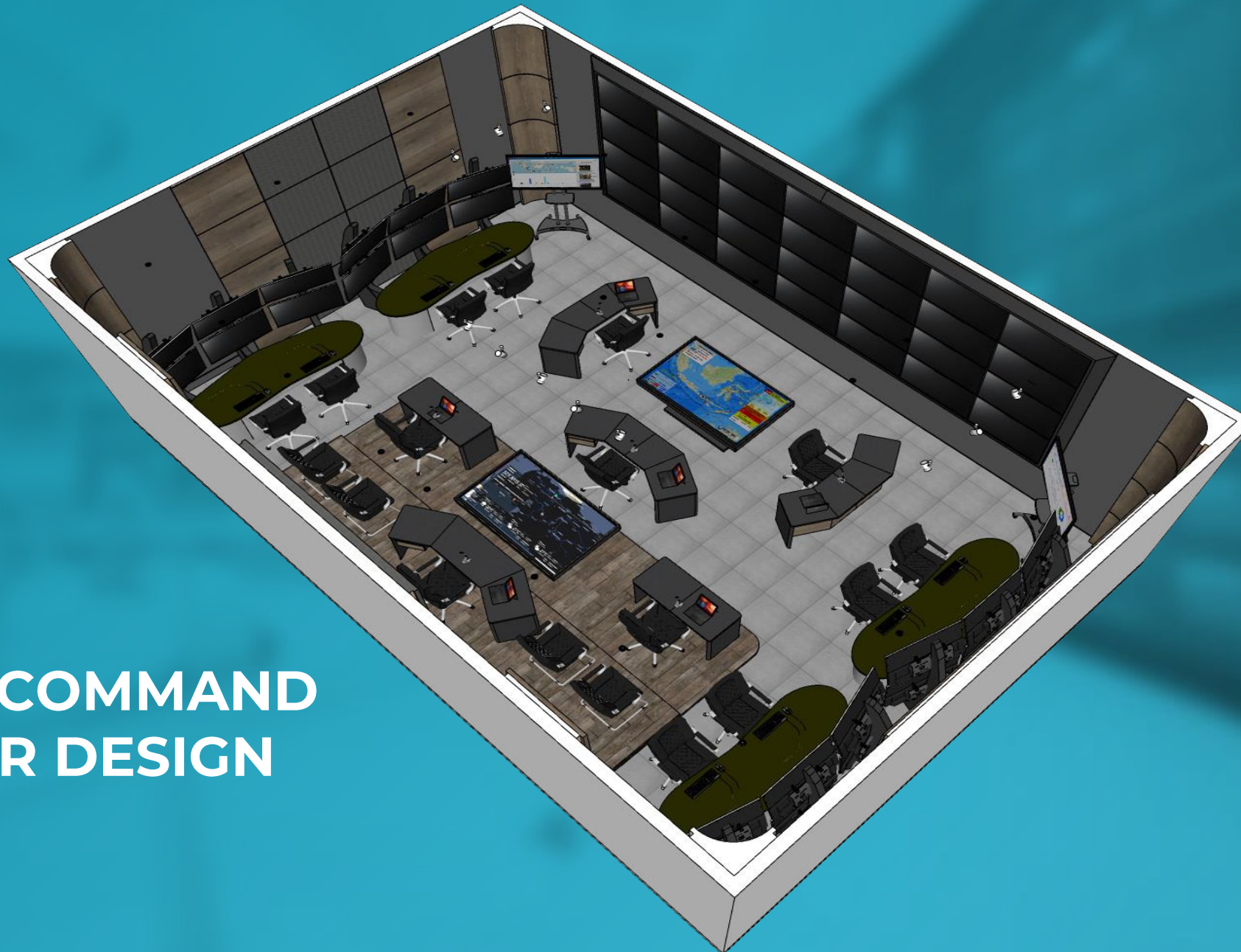
Mobile command center, can be placed
anywhere as needed



MICC

(Mobile Integrated Command Center)

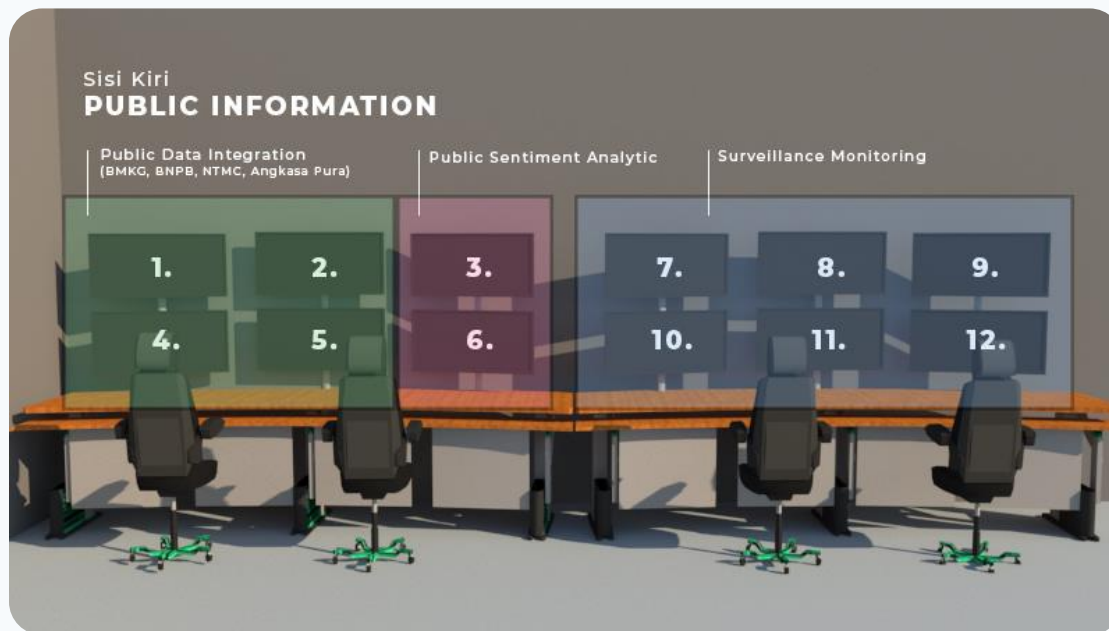
Can be placed anywhere as needed, can be
mobilized quickly and easily



FIXED COMMAND CENTER DESIGN

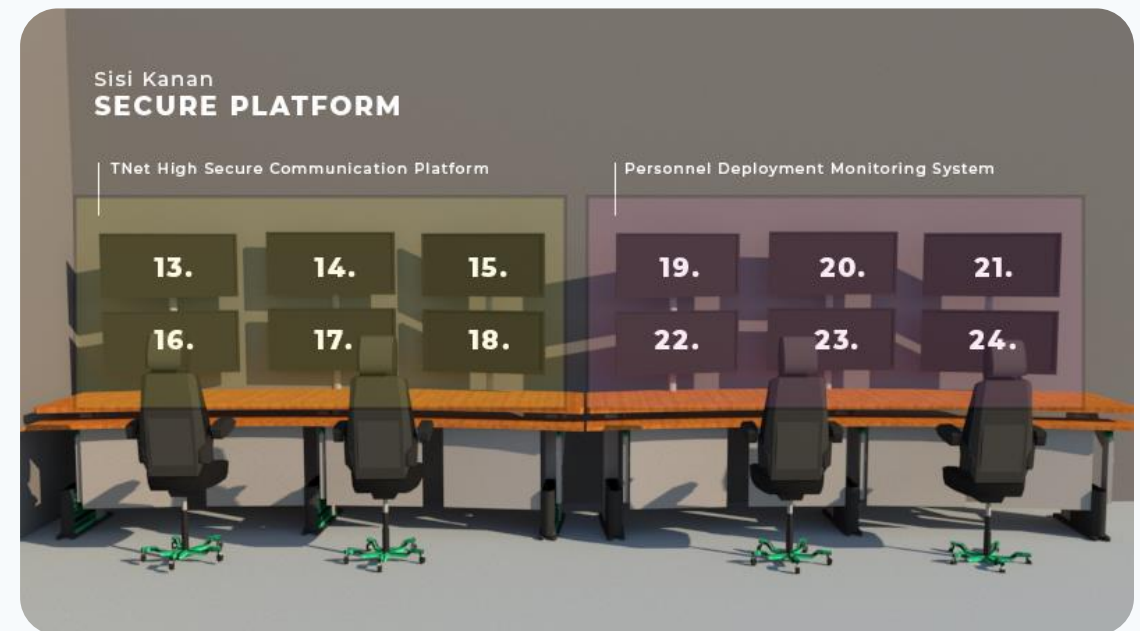
Public Information (12 screen)

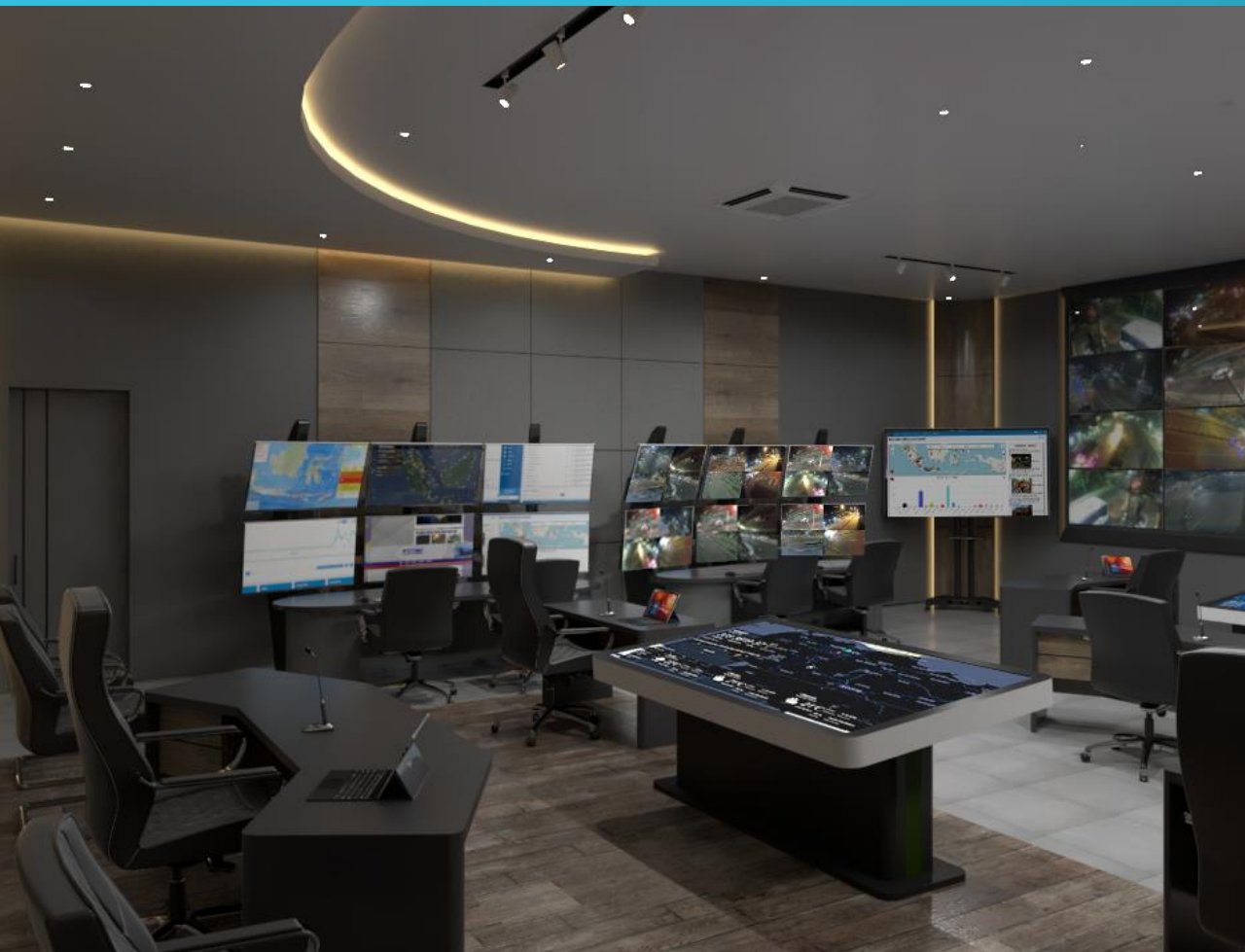
- Internal Data Integration
- Public Data Integration
- Public Sentiment Analytic (Base on social media & online news)

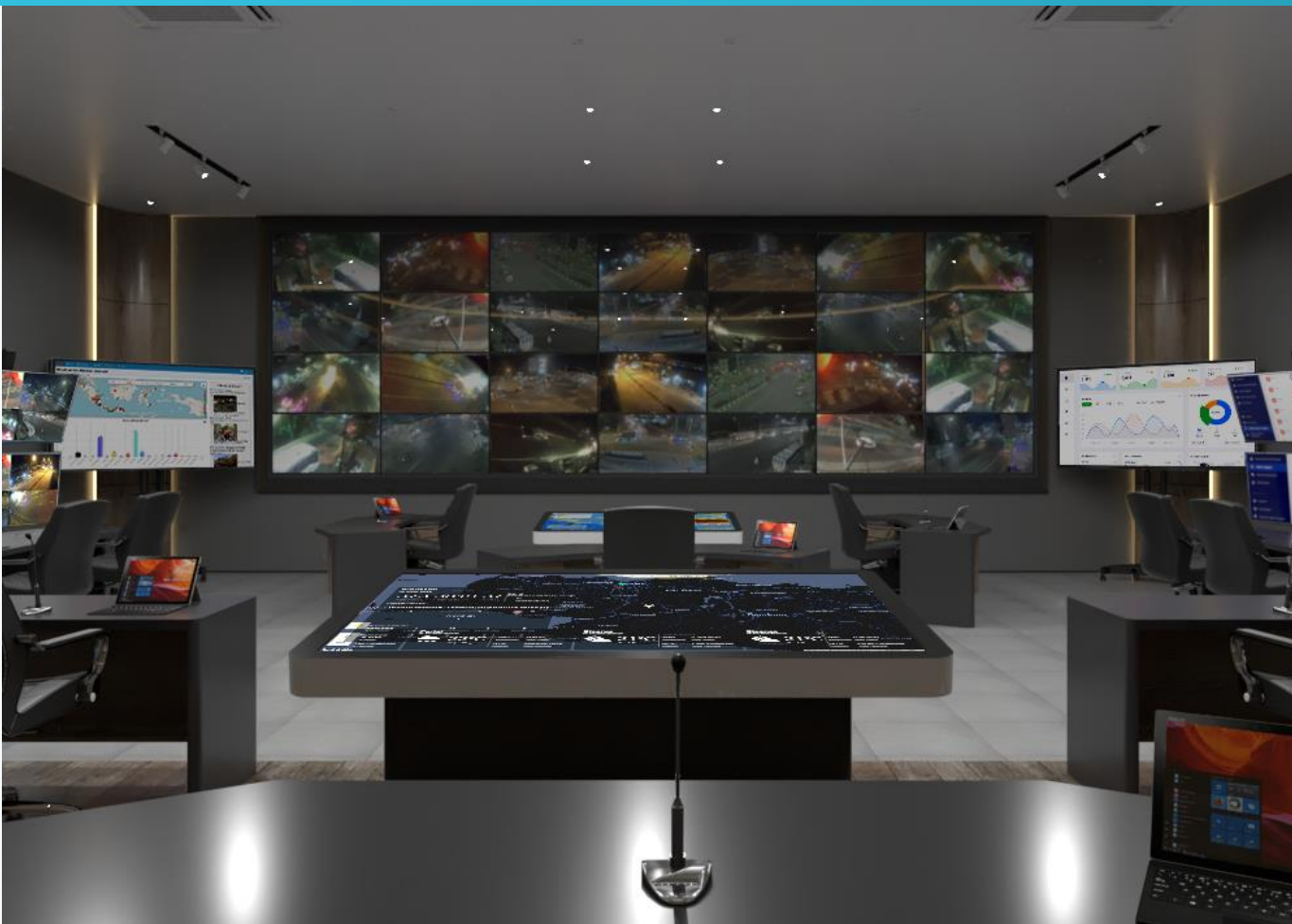


Secure Platform (12 screen)

- High Secure Communication Platform
- Personal Deployment Monitoring System









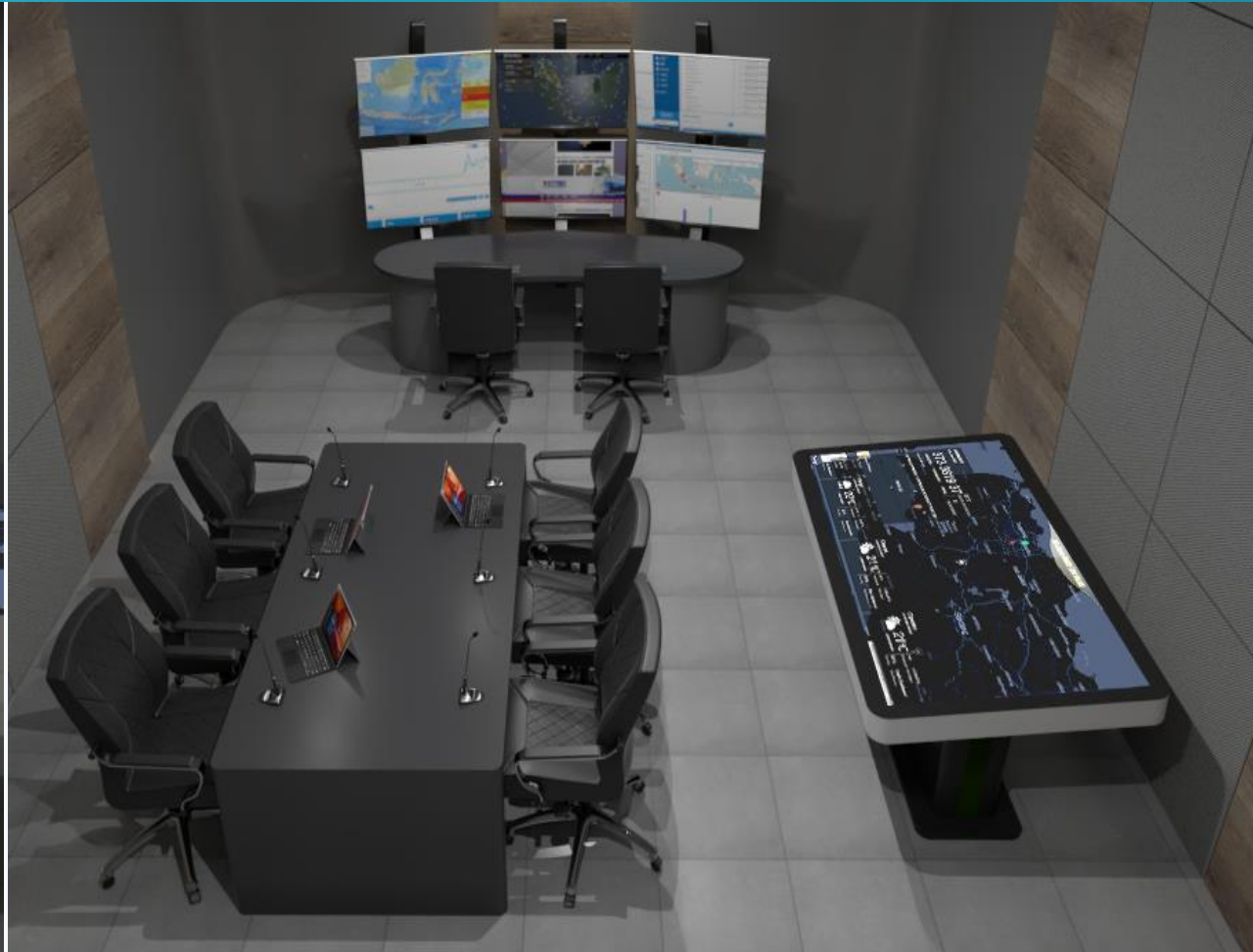
PORTABLE COMMAND CENTER DESIGN





Features:

1. Personnel Deployment Monitoring System
2. Surveillance Monitoring
3. Internal & Public Data Integration
4. Public Sentiment Analytic (Base on social media & online news)



MOBILE COMMAND CENTER DESIGN





Light Vehicle

Mercedes Benz Sprinter
Toyota Hi-Ace Premio



Medium Vehicle

Mitsubishi Bus Colt Diesel
FE 84 G 136 PS



Heavy Vehicle

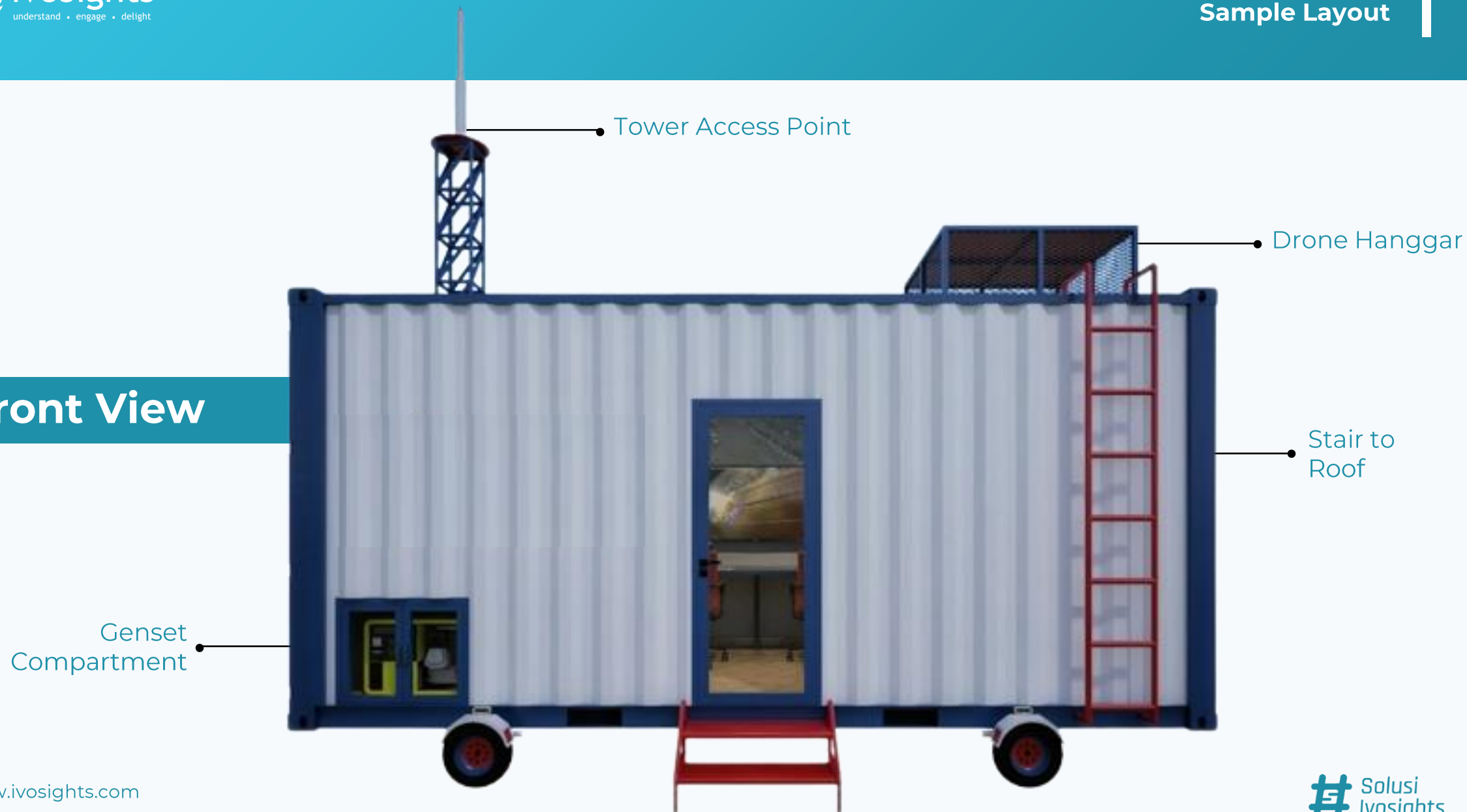
MAN TGS 26.540 6x6



KnockDown

Mitsubishi Head Truck FZ
4028 4x2 280 PS

Front View



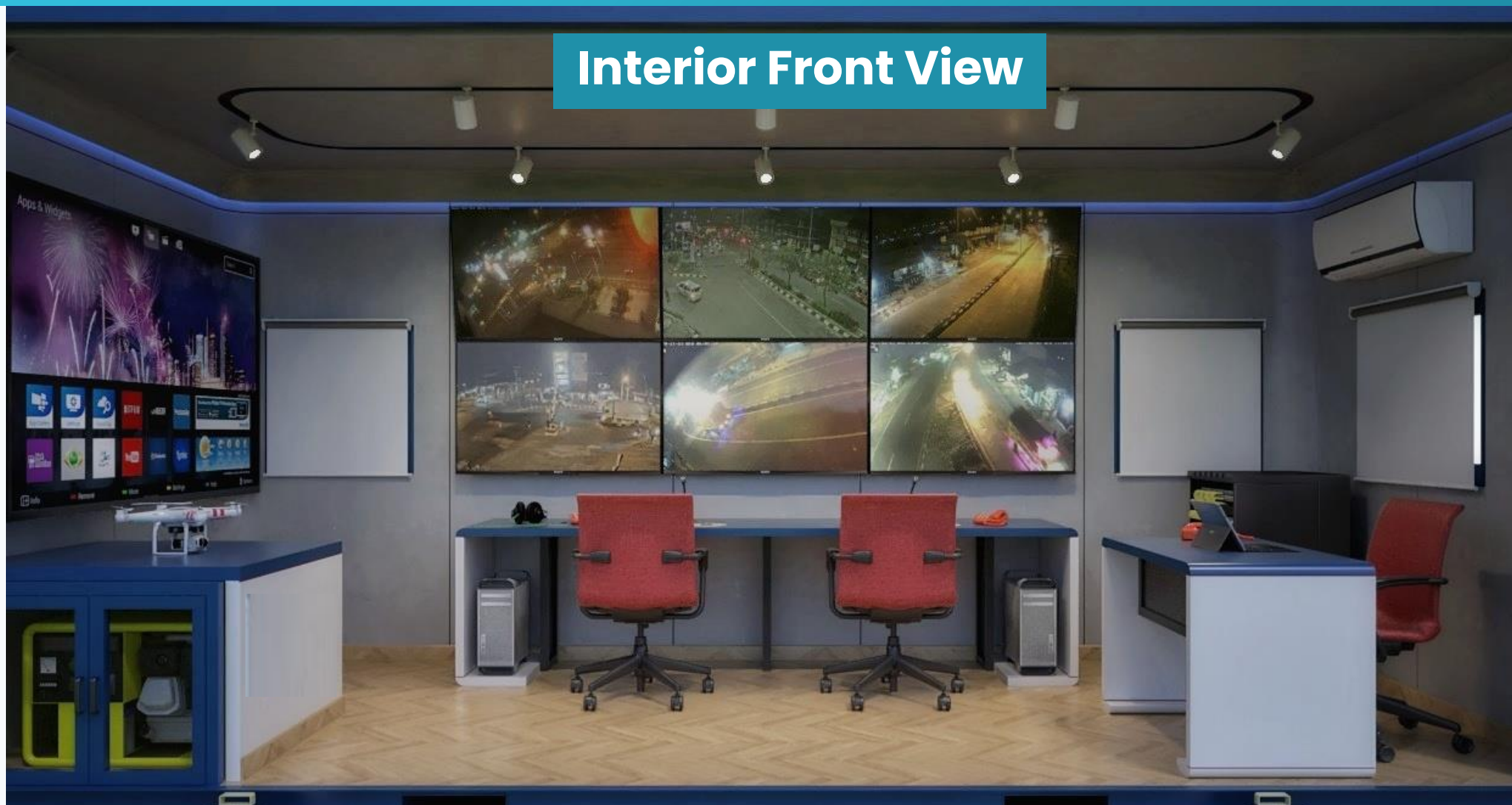


Back Left View

Interior Overhead View



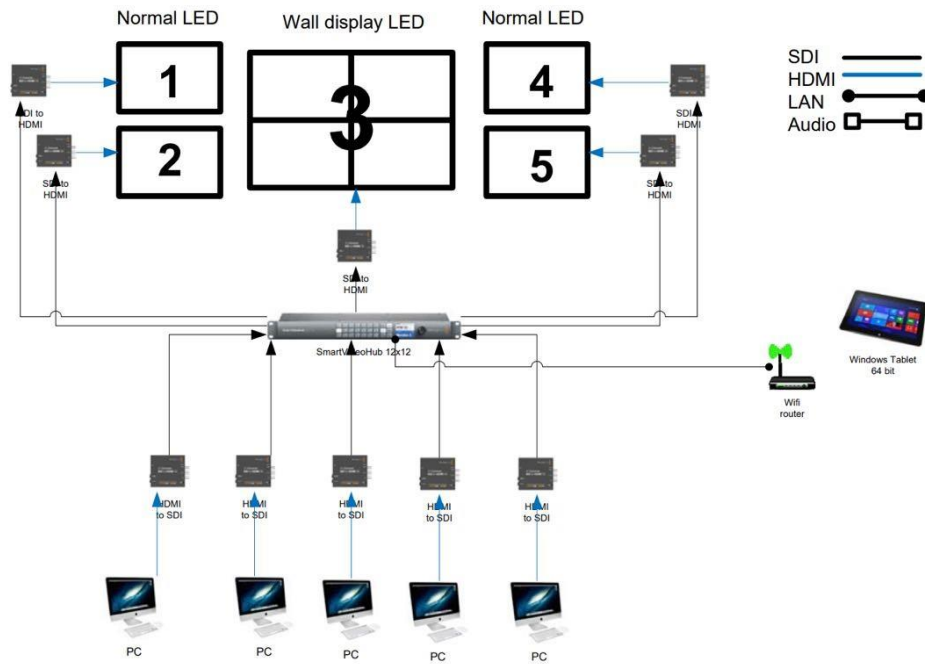
Interior Front View



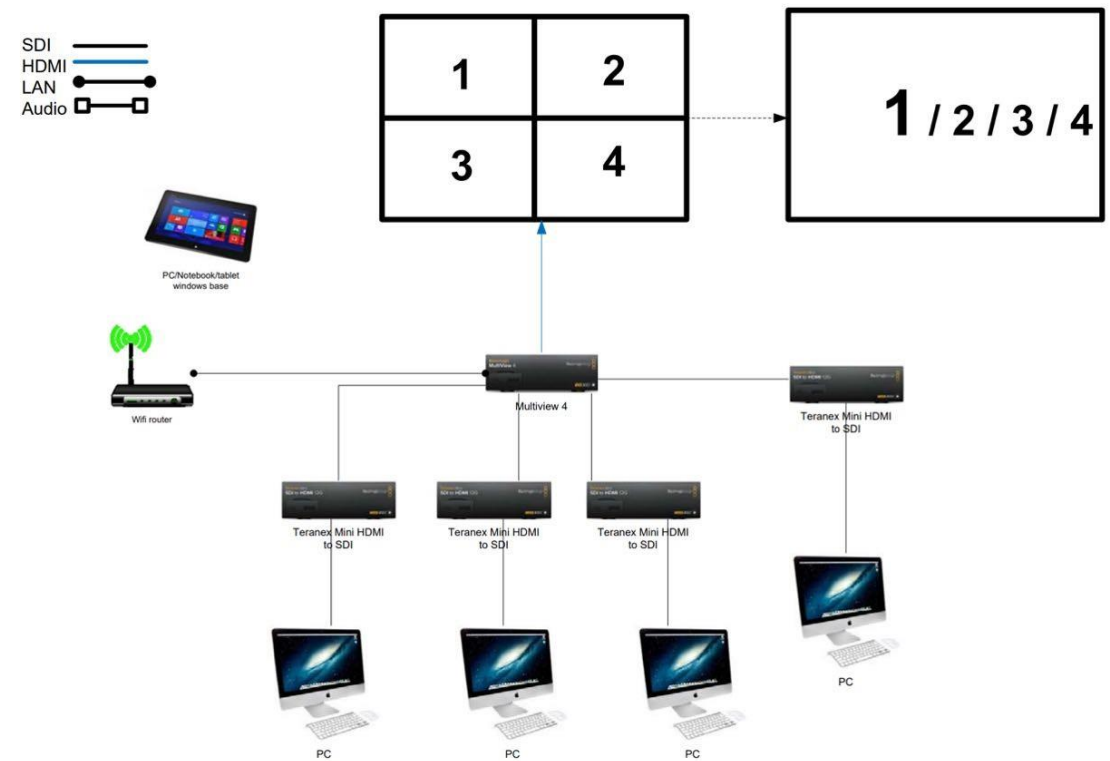
Description		Qty
DISPLAY A	Monitor 55 inch	10 unit
	- LFD Display - Korea	
	- Layar 55 inch	
	- Profesional Display	
DISPLAY B	Bracket	10 unit
	- Front Service	
	- Bracket 55 inch	
	- Finishing	
DISPLAY C	Konstruksi	1 ls
	- Holo persegi 6cm x 6cm	
	- Panel Hardboard	
	- Finishing	
DISPLAY D	Monitor 55 inch	8 unit
	- LFD Display - Korea	
	- Layar 55 inch	
	- Profesional Display	
DISPLAY E	Bracket	8 unit
	- Front Service	
	- Bracket 55 inch	
	- Finishing	
DISPLAY F	Konstruksi	1 ls
	- Holo persegi 6cm x 6cm	
	- Panel Hardboard	
	- Finishing	
DISPLAY G	Instalasi, Kalibrasi dan Kabel	1 ls
	- Cable Data	
	- Kabel Power	
	- Pemasangan dan kalibrasi	

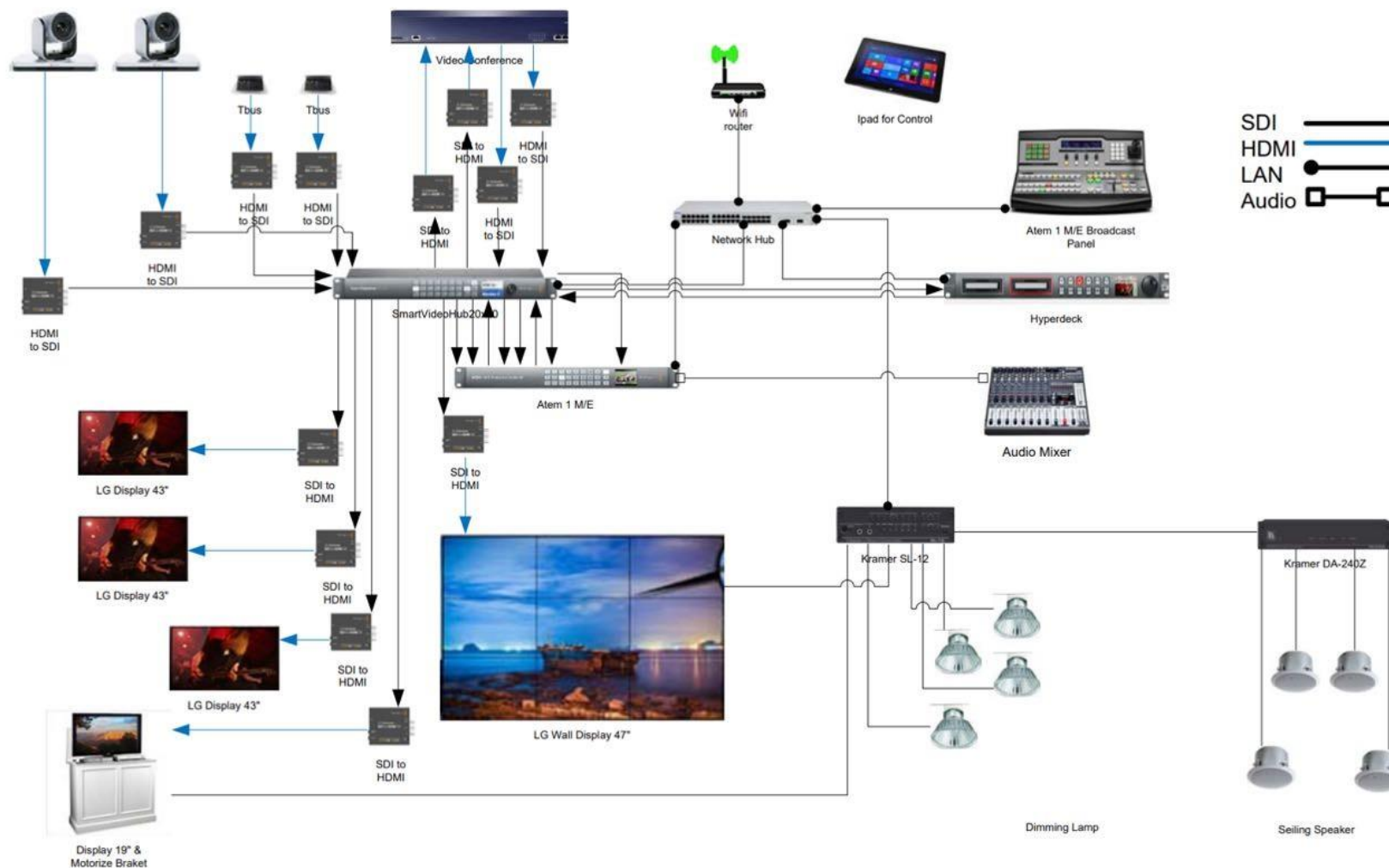
Description		Qty
CONTROLLER	Video Controller	1 set
	- HDMI Input Card 4 channel – 3 unit	
	- IP Input Card 4 channel – 2 unit	
	- DVI Output Card 4 Channel - 5 unit	
CONTROLLER	PC Controller (Touchscreen)	1 unit
	- PC all in one	
	- Touchscreen	
	- Core i3	
CONTROLLER	Rak Controller	1 unit
	- Rack 19" 20U	
	Instalasi, Kalibrasi dan Kabel	1 ls
	- Cable Data	
BACK UP DATA	IPC – Set	1 unit
	- Monitor	
	- Keyboard	
	- Desktop PC	
BACK UP DATA	OS	1 unit
	- Core i5	
	- windows 7	
	- Pemasangan dan kalibrasi	

Hardware design for 8 screen

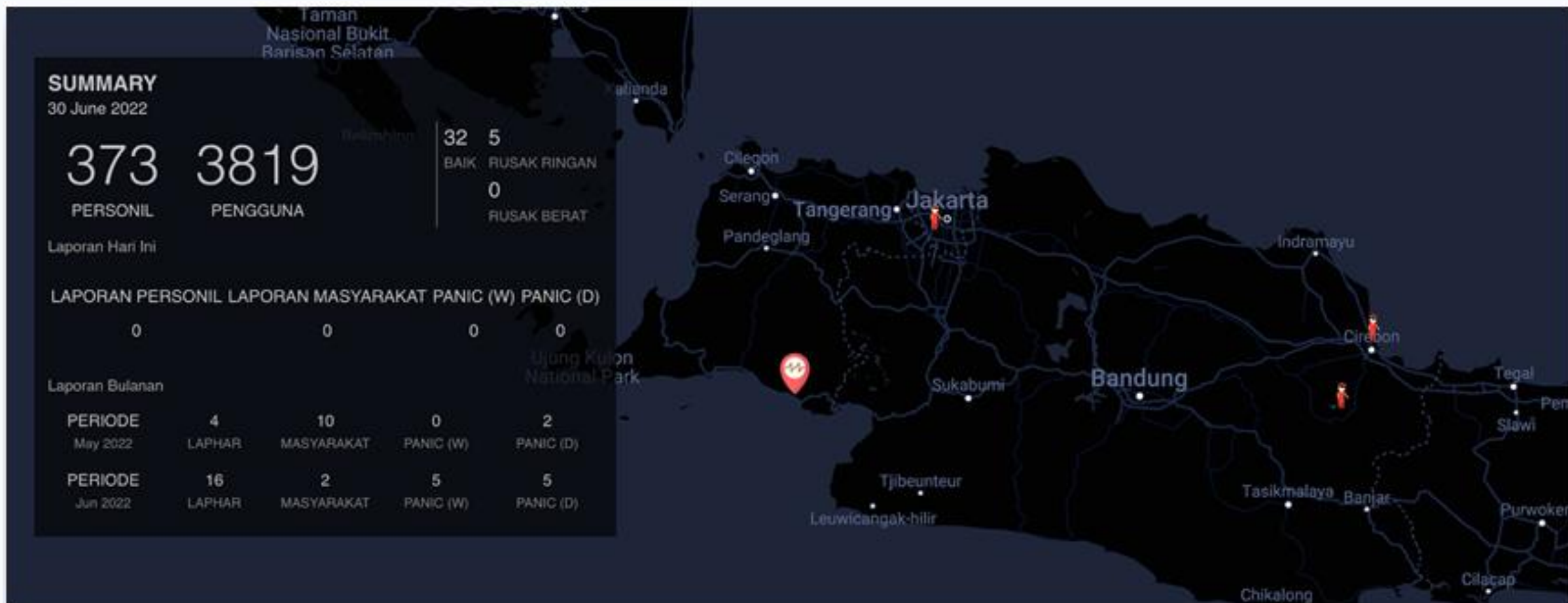


Hardware design for 4 screen



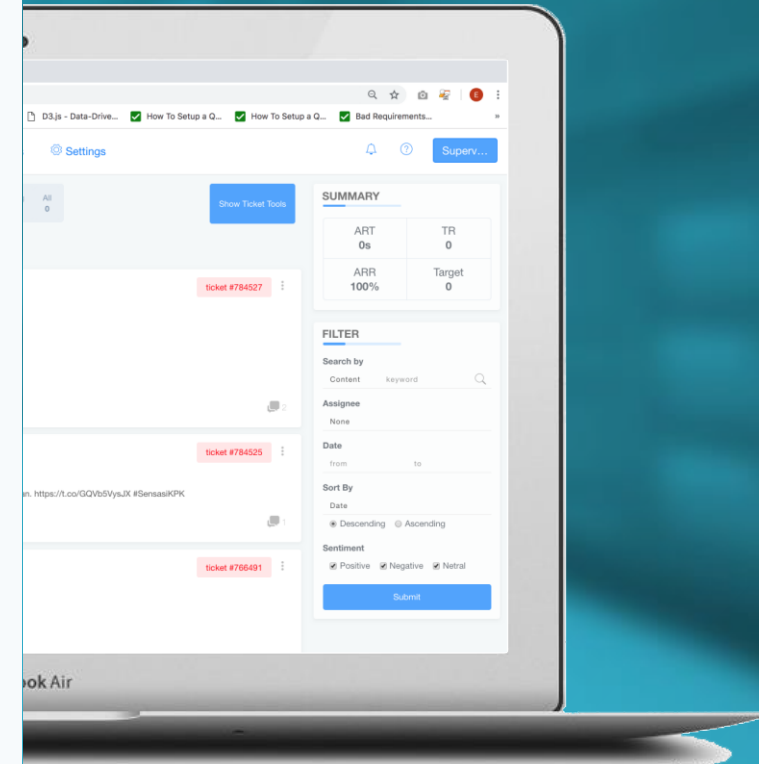


Personnel Deployment Information System

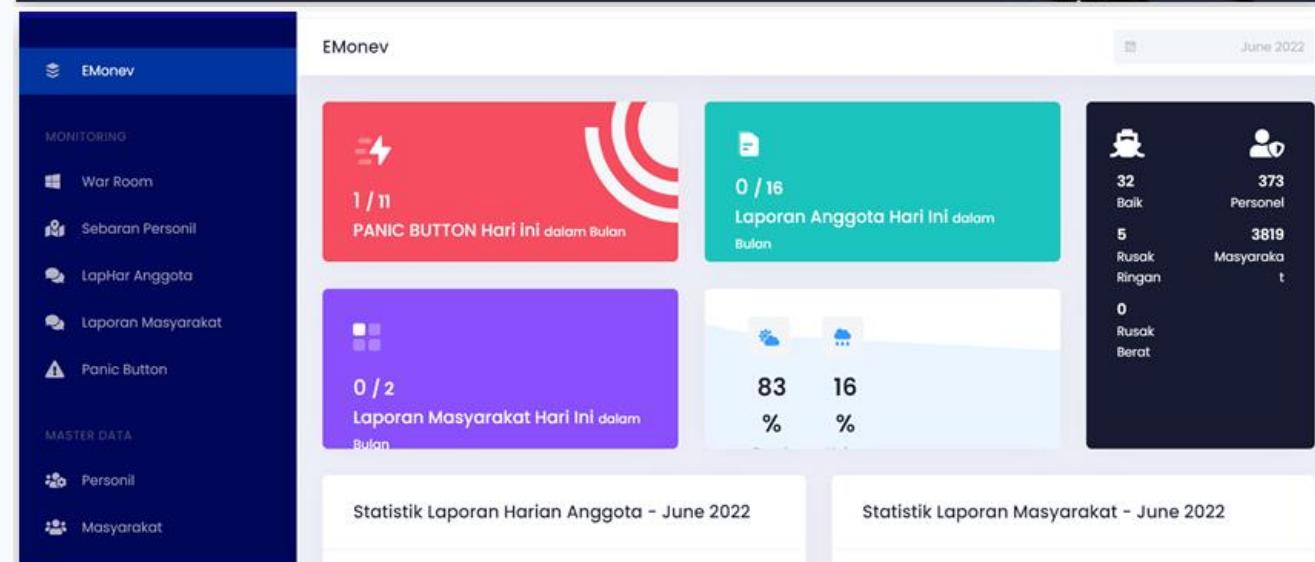
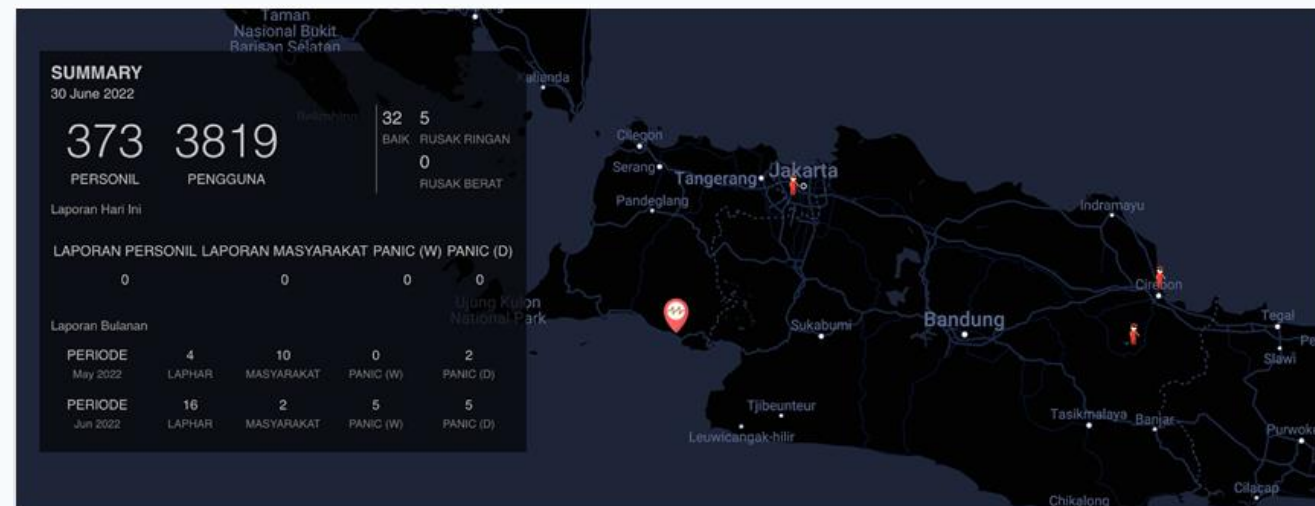
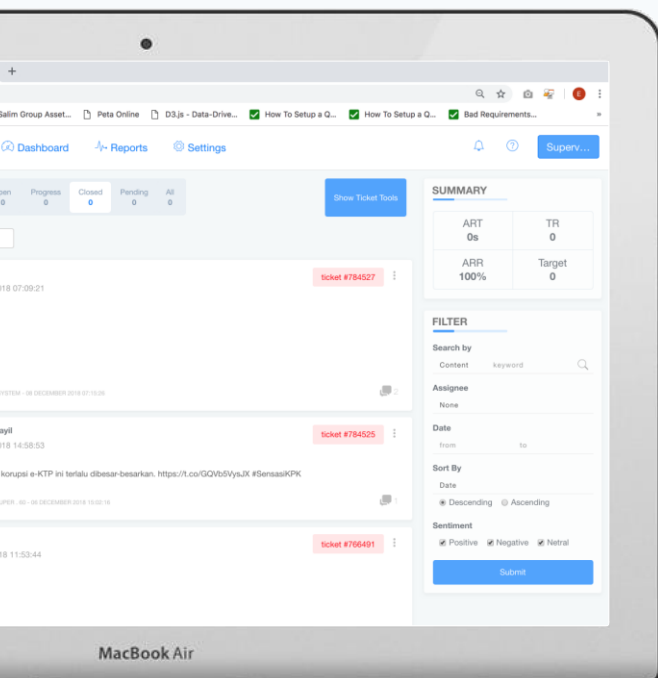


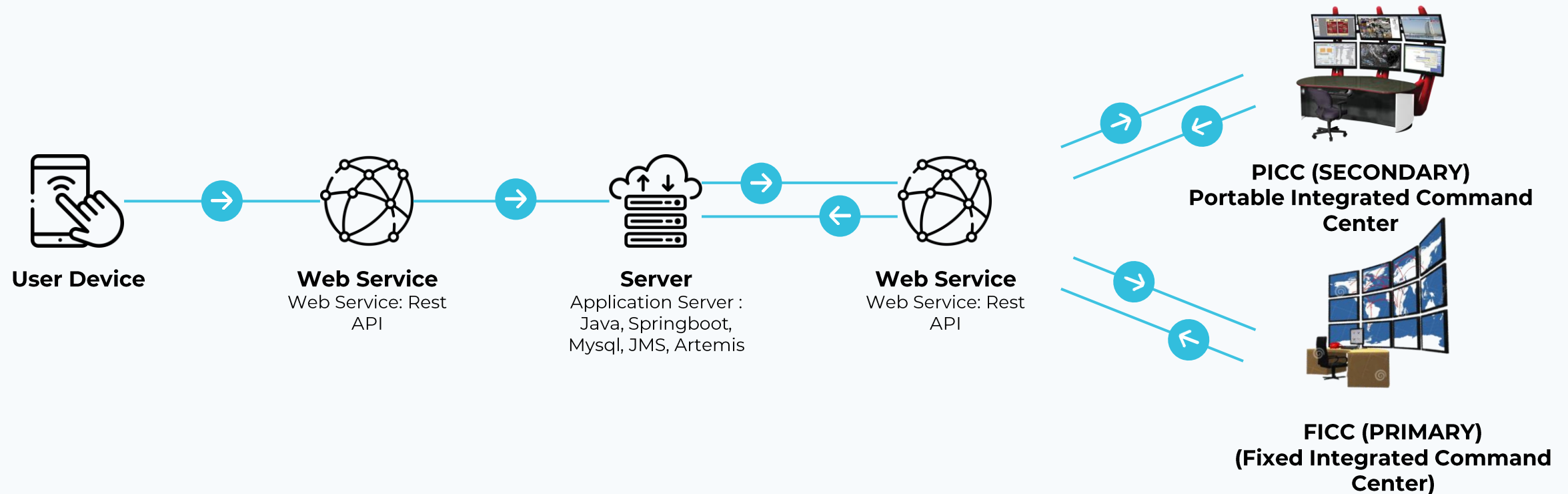
Personnel Deployment Information System

Adalah gabungan hardware dan software yang berfungsi untuk memonitoring personil masing-masing tempat mereka bertugas. Di mana komandan bisa mendapatkan report langsung terkait peristiwa atau report secara live.



Dashboard Monitoring & Evaluation





Mobile Command Center Application

Command Center Mobile Application

Is a mobile application to provide easy information related to agencies easily and in real time.

Source of Data to Display on Mobile Command Center App:

SOCIAL MEDIA, BLOG, FORUM



INTERNAL DATA



ASPIRASI MASYARAKAT



NEWS PORTAL

detik.com

KOMPAS.com
JERNIH MELIHAT DUNIA

Tribunnews.com

merdeka.com

KapanLagi.com

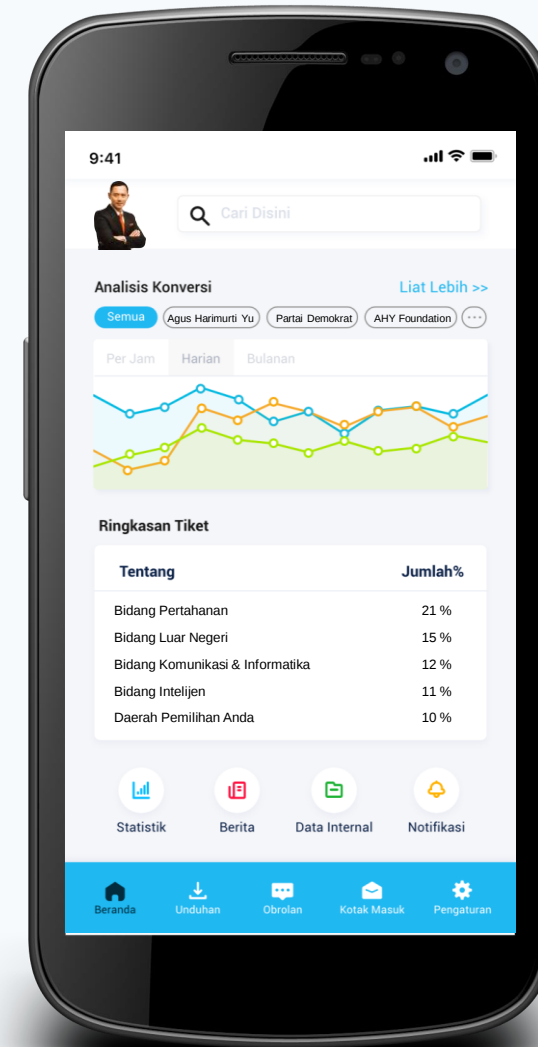
OKEZONE.COM
LEPAT MUJAH LEBERAP

BOLA.NET

VIVA.co.id

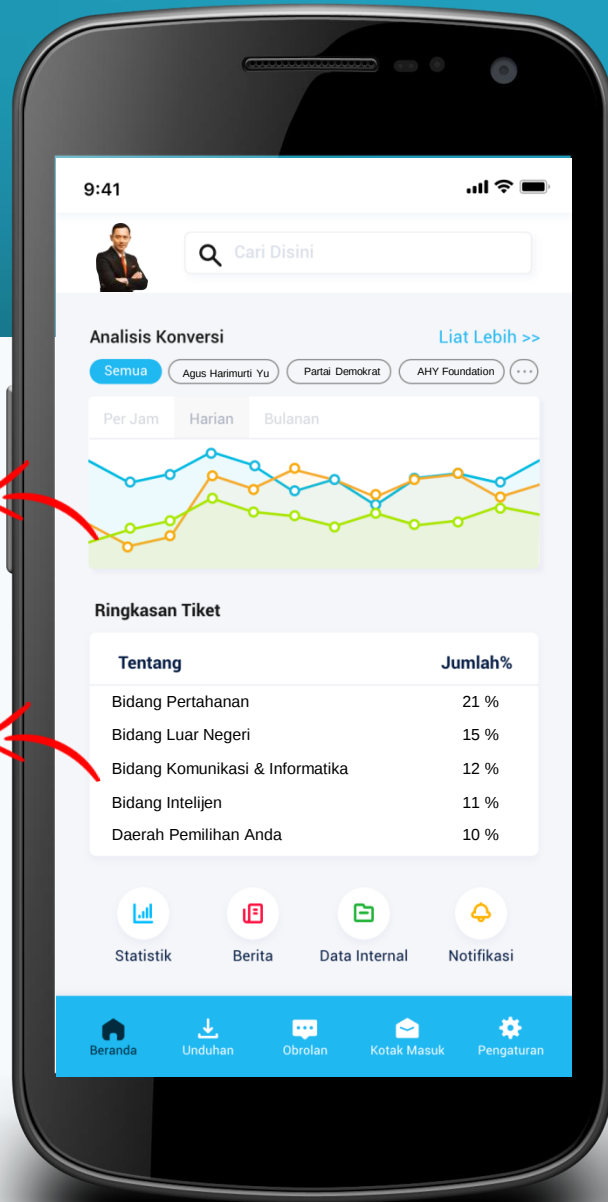
TEMPO.CO

LIPUTAN6.COM Etc.

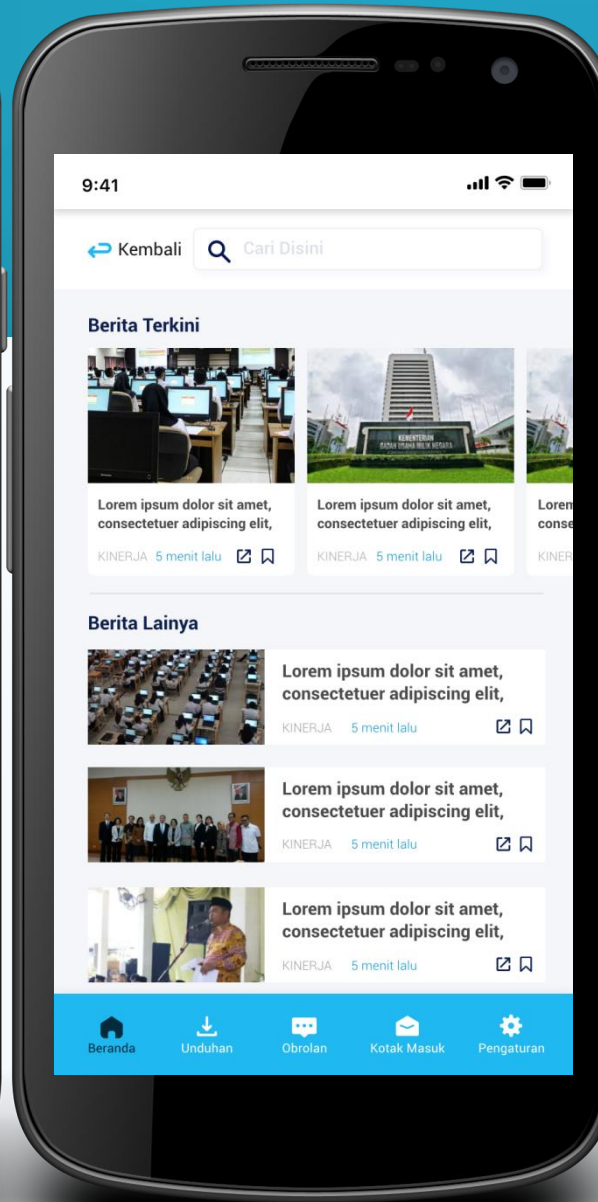


Sentiment analysis about your institution

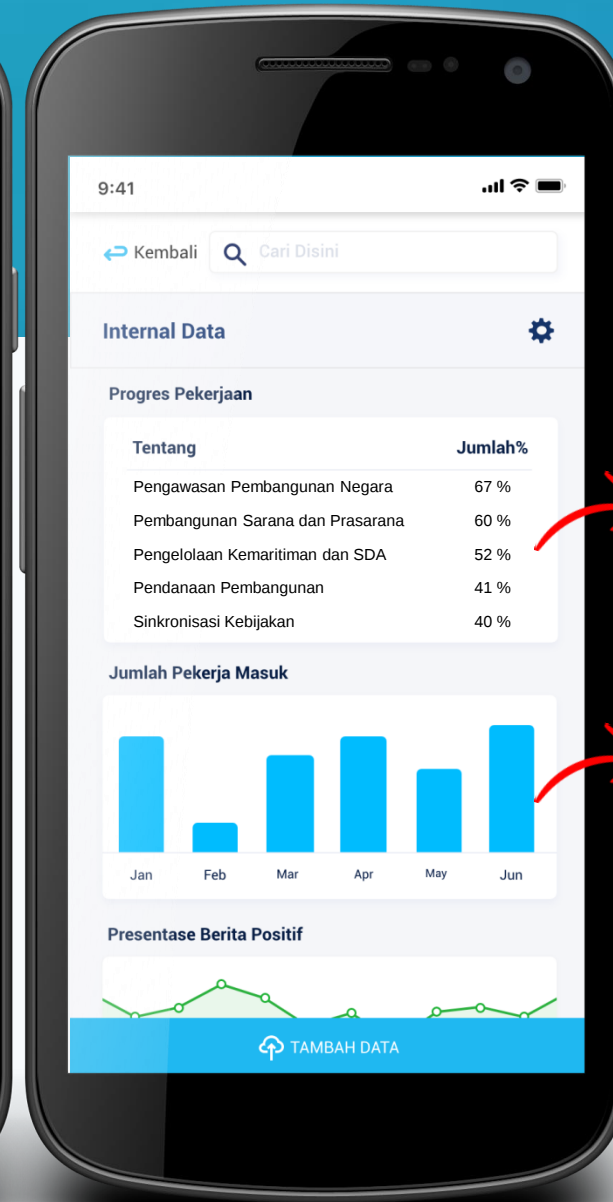
Other Data Source



Digital conversation data about your institution



News about your institution



Internal Data Recapitulations

Internal data source

Other internal data

Features that provide convenience and benefits for application users/ institution



Related news collection from internet media



Social media data conversation



Grouping data for each section



Alert system for early issue mitigation



Most influential social media account



Grouping positive, negative & neutral sentiments



Digital conversation graph



Word cloud or keyword related with institution



Chat with others user



Easy upload internal data



Easy download data



List of data that has been downloaded



Search navigation to convenience



Mark your favorite news

We present a variety of data in the Mobile Command Center application



Up-to-date information relating to institution/stakeholder sourced from the internet.



Internal data from your institution, such as employee data, attendance, etc.



Public sentiment from conversations on the internet divided into positive, negative, and neutral.



Word cloud, the most popular words in conversations related to agencies.



Information on public complaints about your institution.



Most active author, a list of social media accounts that are influential to create opinions.

Our Beloved Clients

5.519+
Project Handled

1.3B+
Stream Crawled

BODYPACK



KAI

Alfamart

REPRISE

Indofood

IndiHome

XPANDER



UPNORMAL

VOXXY

VOLANTIS

U
united
entertainment
group

**UNITED
CREATIVE**

Telkomsel

**Tanoto
Foundation**

Thrive

SUVARNA.ID

STUDIONESIA
Your digital marketing expert

STEB
ASIA

SPIRE
RESEARCH & CONSULTING

SKCGroup

SMF

rwe
Digital Agency

REPRISE



KRAKATAU
INFORMATION TECHNOLOGY

23
dua
puluh
tiga

kawisata

beni
Digital Agency

**CARAKA WASKITA
TEKNOLOGI**

ada

POCULT

PermataBank

Pensil





The Most Comprehensive Customer Engagement
Solutions In Indonesia



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