



PT GLOBAL ALIH DAYA

COMPANY PROFILE

Business Transformation - Outcome Based

Your Complete Business Solution
Responsive - Reliable - Resourceful

**“Partner
for your
Business”**

VISION

To become a Leading company with community platform for job seeker in the contact center improving their capabilities, provide income, and to contribute for development of the country

MISSION

- *Implement best practices, creative, innovative, growth for BPO & outcome base business which support by a growing educated community*
- *BesG service strive to Excellent, Integrity, Kinship, Teamwork, Good Corporate Governance*

About The Company

PT. Global Alih Daya (Agent & Co) is a start up company established in 2019 with intention to be your reliable alliance to help you grow your business by delivering an excellent customer experience. Agent&Co has now open a new branch in Yogyakarta thus it helps us to serve you better in two cities, Jakarta and Yogyakarta. Our certified resources and workforce the management system provides quality services and technology to successfully operate your Flexi Work Solution.

Agent&Co is a subsidiary company of eCentrix group, a well-known technology company specializing in Omni Channel Contact Center solution in Indonesia



PT. Global Alih Daya (Agent&Co)

a crowdsourcing company made to meet market needs to handle the spikes and cater the short period project, with flexible model cost, and based on outcome results



currently we have **1500+ Agents**



There are **35+ Project**



We Have **25+ Client**

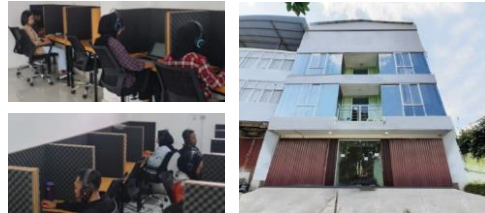
Our Location

Jakarta



Jl. Duren Tiga Raya No.17, Duren Tiga, Kec. Pancoran, Jakarta Selatan, DKI Jakarta 12760

Yogyakarta



Jl. Magelang No.188, Karangwaru, Kec. Tegalrejo, Kota Yogyakarta, DIY 55242

Jakarta



Jl. Gatot Subroto Kav.94 Pancoran, Jakarta Selatan, DKI Jakarta 12780

Kuningan



Jl. Ahmad Yani, Kuningan, Kec. Kuningan, Kabupaten Kuningan, Jawa Barat

Our Competitive Advantages

Provide service in a short period contract. Suitable for your short campaign, project and built new innovation in your business



Service on Demand



Customized Business model

Provide you the customized business model base on your need. You can choose to pay our agents as a Fix Cost or Variable cost

Provide professional recruitment with deployment time in 7-21 business days



Fast Fulfillment Talent



Flexi Work Solution

Provide you the Flexi Work Solution We provide professional agents based on your need with flexible premises

Scope of Work



PEO (Personnel Employee Outsourcing / talent supply)

A comprehensive HR outsourcing solution allowing businesses to streamline processes such as payroll, benefits management, regulatory compliance, and employee relations.



Sales Acquisition Services

Dedicated lead generation and qualification, expanding your market reach and freeing your sales team to focus on closing high-quality leads.



Collection Process Services

Efficient and customer-centric collection services to improve cash flow, reduce bad debt, and maintain positive customer relationships.



CX System

Implementation of a robust Customer Experience system to track, manage, and optimize customer interactions for increased satisfaction and data-driven insights.



Contact Center Management Services

Outsourced contact center operations for seamless customer service, including staffing, technology, and optimization for efficiency and cost-effectiveness.



Community Outcome Based

Focus on delivering results that positively impact your business community, such as enhanced customer loyalty, brand reputation, and increased revenue.

Type of Services



Manpower Outsourcing

Find the best candidate to run your business



Manage Services

Maximize your investment by letting us to manage your manpower. We handle onboarding process and maintain the team in your office



Business Process Outsourcing

Let you to focus on your core business by handling your non-core business target and operations to increase your productivity and optimize your investment



Outcome-Based

Expand your business using outcome - based model. Pay what you get to be cost efficient



CX System

Customer Interaction (Contact Center) Learning Management System on Cloud

Services	Recruitment Talent & Big Data	Manage Payroll	Employment Under Agent&Co	Operation Maintain KPI & Monitoring	Working Tools	System	Location
Manpower Outsourcing	✓	✓	✓	—	—	—	—
Manage Services	✓	✓	✓	✓	—*	—*	—*
Business Process Outsourcing	✓	✓	✓	✓	✓	✓*	✓
Outcome-Based	✓	✓	✓	✓	—*	—*	—*
CX System	—*	—*	—*	—*	—*	✓	—*

Our Community Platform



TANGKAS by Agent & Co

Mobile Apps for job seekers which has 3 strong feature :

- Job Vacancy : See the job vacancy and apply for it right away.
- Training : Free training materials to broader your knowledge.
- Mission : Do mission to earn extra income.

We already have 10.000 user nation wide



Mission feature lets you to:



Application available at:



Agent&Co Portfolio



And many more...

Holding Portfolio

Finance Service



E-Commerce



Healthcare



Otomotif, Transportation & Others





Certification



Klasifikasi Baku Lapangan Usaha Indonesia
(KBLI 82200)



Member of ICCA



Certification K3



ISO 27001
(in the process of)



Kamar dagang dan
Industri Indonesia

- sbu 5.07.12.01
- sbu 2.05.01
- sbu 2.05.10.04



PT GLOBAL ALIH DAYA



agentnco.com



Agent and Co



[agent & co](#)



[agentnco](#)

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TALK TO US

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