

## PARTNER SUCCESS STORY: A TRANSCONTINENTAL PARTNERSHIP THAT BREAKS NEW GROUND WITH LOW-CODE SOLUTIONS

**GEOGRAPHY:**

APAC

**PARTNER TYPE:**Integrator (Level 5),  
Regional Language Partner**YEARS OF PARTNERSHIP:**

Six

### ABOUT THE COMPANY

iSystem Asia is a management and technology consulting company that specializes in CRM, process automation, and customer experience management solutions. The company's services range from consulting to system implementation, training, and certification. As a seasoned technology expert, the company helps organizations in a wide range of industries such as telecommunications, banking, finance, aerospace, construction, FMCG, education, and many others.

Creatio and iSystem Asia started their partnership in 2014 and kept strengthening the strategic alliance ever since. Both companies have focused their efforts on delivering leading-edge solutions to help organizations digitally transform and scale up businesses. Both have been continuously improving their services, building up a diversified customer base, all while working in close alignment with each other.



iSystem Asia is Creatio's valued partner for its extensive expertise, strong market position in the Asia-Pacific region, and complete dedication to clients' success. Since the beginning of this collaboration, iSystem Asia was named the Creatio's fastest-growing partner in Asia Pacific, won the award for The Best Performance in Asia Pacific in 2017, and was listed among the company's Top 5 Partners with the Highest Customer Retention in 2019. iSystem Asia is also a Creatio's Regional Language Partner for Bahasa Indonesia and the only authorized system training provider in Indonesia.

“We saw Creatio as an ambitious, prospective company with a solid product offering and a powerful vision for low-code and process automation solutions. On top of that, the system stands out among other top players in the CRM and BPM markets in terms of the intuitiveness of the system’s UI/UX” – Aina Neva Fiati, Managing Director at iSystem Asia.



## AS CREATIO’S PARTNER THE COMPANY IS:

A single vendor partner focused solely on integrating Creatio solutions and building tailor-made apps within the system for its customers

Growing the community of Creatio customers and nurturing the culture of citizen developers across the APAC region

Carrying out a range of comprehensive training & certification programs for the system’s users, business analysts, and developers

Building up Creatio’s local presence in the Asian countries through multiple marketing activities

Co-organizing events for business and tech leaders, including ACCELERATE Jakarta, public workshops, webinars, and other online and offline events

Localizing the system in Bahasa Indonesia and further supporting it

## PAVING THE PATH TO CUSTOMER SUCCESS WITH CONFIDENCE AND PASSION

iSystem Asia has a well-honed customer experience strategy: the company takes pride in delivering top-notch technology solutions with a highly personal touch. “Notwithstanding that we have dozens of customers, we make every single one of them feel special”, stated Aina Neva Fiati. “We are always ready to go the extra mile to satisfy our customers’ needs to the fullest. Therefore, every single project we deliver is a one-of-a-kind-solution”. With the help of Creatio’s remarkable low-code platform for process management and CRM, the company is able to accomplish this strategy at ease. The product’s powerful process automation engine and limitless abilities for customization allow iSystem Asia to create custom solutions of any complexity regardless of our customers’ industry, size, or business model.

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iSystem Asia’s main ingredient for project implementation success is Creatio’s agility combined with the company’s expertise of the system’s capabilities. iSystem Asia not only provides ready-to-go tailor-made solutions to its customers but also encourages them to adjust the system to their needs themselves. “By offering our customers powerful low-code development tools that are also highly user-friendly and intuitive, we reinforce the idea that everyone can become a developer”, Aina Neva Fiati emphasized.

iSystem Asia’s strategy for this year goes under the slogan “Go big and be bold.” The company has set for dynamic growth achieved through carrying out large-scale projects for enterprise companies, expanding further across the region, and keeping its customer retention level sky-high. “We are confident that Creatio will support us in reaching these goals to the full extent.” – said Aina Neva Fiati.

## LEARN MORE ABOUT CREATIO PARTNER GLOBAL CHANNEL NETWORK

