



Optimize 24/7 support service with Banking Virtual Assistant.

We are here for you, the digital savvy who want a new way of banking. Through a platform that will continue to be developed according to technological advances, BCA Digital will always strive to be the answer to your financial needs.

Like a friend, BCA Digital wants to grow together with its customers. We are here to spread good vibes and provide encouragement in starting your steps to make your dreams come true.

He said he doesn't know, so he doesn't love. To make you more familiar, here is a brief history about us. Previously PT Bank Digital BCA (BCA Digital) was PT Bank Royal Indonesia (Royal Bank) which was acquired by PT Bank Central Asia Tbk (BCA) at the end of 2019. With this new identity, BCA Digital is committed to continuing to create new ideas for innovation banking services and products that always make you say, "good thing there is BCA Digital!"

And without forgetting the most important thing, BCA Digital will always leave a positive impact in every step we take in order to create a sustainable and better world.

In accordance with the Decree of the Deputy Commissioner for Banking Supervision I of the Financial Services Authority Number KEP-92/PB.1/2020 dated 19 May 2020 concerning the Determination of the Use of a Business License in the Name of PT Bank Royal Indonesia to become a Business License in the Name of PT Bank Digital BCA



At-a-glance:

Customer: PT. Bank BCA Digital

Website: [BCA Digital | Mulai Langkahmu](#)

Customer Size: Medium size with 201-500 employees

Country: Indonesia

Industry: Banking

Products and Services: Digital Banking



INTIKOM
Partner to Lead

PT. Intikom Berlian Mustika Indonesian AI Virtual Assistant

Customer challenges

BCA Digital to become the digital bank of choice for the community by understanding various customer needs and providing appropriate financial services to achieve optimal satisfaction for customers, by utilizing appropriate technology and providing added value for stakeholders, a service acceleration solution is needed by implementing Brand & Personality and Tone & Maner in Virtual Assistants.

Partner Solution

As Microsoft Partner, Intikom provided the fit and best solution for BCA Digital that is implementing Virtual Assistant System which is Microsoft Azure Open AI.

To handle the common issue enduser or our customer to provide all information about Banking and support problem customer with using Virtual Assistant AI (Azure Open AI).

Customer Benefits

By using Azure Open AI with Virtual Assistants AI can help BCA Digital to improve service availability to grow their support levels. Azure Open AI can support automatically respond customer all about Banking Solution FAQ in BCA Digital base on Data Source. This Virtual Assistants AI can reduces manual work and improves customer satisfaction and cost for operational.



Flexible enough to adapt to rapidly changing business environments and government regulations, and designed so that parameters or calculations can be changed easily to present the information intended for the user.



Unleash the power of information in the personnel database with reports and more human answers or responses.



Compatible for small and large organizations by reducing costs incurred for repetitive operations.

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Learn More

 <https://intikom.com/>