

FlowOS

Operational Flow Operating System

Operational ecosystem yang menyatukan POS, kiosk, signage, finance, ops, purchasing, payment, dan visibility — dalam satu operational nervous system untuk multi-outlet brands.



18

Years
Operational IT

8

FlowOS
Components

4

Industries
Served

2017

Founded
in Jakarta

The Practitioners Behind FlowOS

PT. Karya Solusi Teknologi berdiri pada 2017 di Jakarta, dipimpin oleh Bintoro Siallagan — Founder & CEO dengan 18 tahun pengalaman langsung di operasional IT industri F&B, Retail, dan Cinema.

Setelah 8 tahun deploying solutions ke multi-outlet brands, satu insight crystallized: kumpulan tools terpisah tidak pernah cukup. POS yang tidak sync dengan signage. Finance yang lag 3 hari. Visibility yang fragmented. Itulah kenapa kami bangun FlowOS — Operational Flow Operating System yang menyatukan 8 komponen dalam satu ecosystem.

MEET THE FOUNDER

Bintoro Siallagan

Founder & CEO · Practitioner-CEO

- 2008-2011 (3 yrs) — IT Support/Services/Specialist · Trikonsel Oke Tbk (Okeshop)
- 2011-2016 (5 yrs) — IT Supervisor · Galeries Lafayette · MAP Group
- 2016-2025 (9 yrs) — IT Manager/Consultant · Tripax Multivision Plus (Platinum Cineplex)
- 2017-Present (8+ yrs) — Founder & CEO · PT. Karya Solusi Teknologi
- 2018-Present (7+ yrs) — Group Head of IT · Sour Sally Group (F&B Chain)

PRACTITIONER-CEO · STILL OPERATING

Bintoro tetap aktif hands-on sebagai Group Head of IT di Sour Sally Group sambil memimpin KST. Setiap insight informed dari current operator reality.

Strategic Direction

Apa yang ingin kami capai. Bagaimana kami sampai ke sana.

▼ VISI

Mewujudkan operational excellence di setiap multi-outlet brand Indonesia — melalui FlowOS, operational flow operating system yang dirancang oleh operators yang masih operate, untuk operators yang ingin menang.

▼ MISI

5 komitmen yang men-define bagaimana kami beroperasi setiap hari:

01

Practitioner-Led Innovation

Membangun FlowOS dari pengalaman langsung di multi-outlet operations — Sour Sally Group, Galeries Lafayette, Tripar Multivision. Bukan dari teori, bukan dari template generik vendor.

02

Operations-First Solutions

Menjawab masalah operasional dulu, baru technology — karena tools tanpa konteks operasional adalah complexity, bukan solusi. Setiap recommendation di-justify dengan operational outcome.

03

Phased Deployment, Risk-Managed Growth

Memastikan setiap deployment ter-phased, terukur, reversible — quick wins di pilot outlet sebelum scaling. Bukan big-bang transformation yang gambling dengan operasional klien.

04

Ecosystem That Compounds

Membangun operational ecosystem yang sync — 8 komponen FlowOS dalam satu nervous system — bukan kumpulan tools terpisah. Karena tools fragment, ecosystems compound.

05

Partnership over Transaction

Menjadi partner operasional jangka panjang melalui SLA-backed accountability, monthly operational review, dan continuous optimization — bukan one-time installation lalu hilang.

FlowOS - 8 Components, One Operational Flow

Bukan kumpulan tools terpisah. FlowOS adalah ecosystem yang menyatukan 8 komponen operasional dalam single nervous system — sync real-time, single source of truth.

01

POS

Transaksi real-time sync
Multi-outlet ready

02

Kiosk

Self-order interface
Reduce queue time

03

Signage

Stockout-aware display
Auto-update menu

04

Finance

Auto daily-close
Real-time P&L per outlet

05

Operations

SOP execution tracking
Shift management

06

Purchasing

Inventory-driven reorder
Vendor coordination

07

Payment

QRIS · e-wallet · BNPL
Unified flow

08

Visibility

Live dashboard
Anomaly detection

▼ THE OPERATIONAL FLOW

Order di kiosk → routed ke POS → terbayar via payment → inventory auto-deducted di purchasing → operations dapat kitchen ticket → signage update stockout → tracked di visibility → masuk finance daily closing. One flow. One source of truth.

FlowOS Operational Visibility Framework

5-stage methodology untuk operational transformation. Setiap stage dependent pada yang sebelumnya — skipping = failure. Stage Dependency Principle.

01

VISIBILITY

FOUNDATION LAYER

Real-time data dari semua outlet. Live dashboard. No more 3-day reporting lag.
If you can't see it, you can't fix it.

02

ACCOUNTABILITY

OWNERSHIP LAYER

Setiap anomaly punya owner. Escalation rules tertulis. SLA-backed response.
Visibility tanpa accountability = data archive.

03

AUTOMATION

WORKFLOW LAYER

Recurring tasks → automated. Manual reconciliation → eliminated.
Accountability tanpa automation = burnout team.

04

ESCALATION

RESPONSE LAYER

Critical issues auto-escalated. Mobile alerts. P1/P2/P3 SLA tertulis.
Automation tanpa escalation = silent failures.

05

OPTIMIZATION

CONTINUOUS LAYER

Monthly operational review. Anomaly pattern detection. Continuous improvement.
Final stage — only achievable setelah 4 stages prior solid.

FlowOS for 4 Industries

Setiap industri punya operational rhythm yang berbeda. FlowOS deployment disesuaikan dengan konteks spesifik — bukan template generik.

F&B CHAIN

F&B (Food & Beverage)

FlowOS ecosystem untuk restoran, café, F&B chain — POS multi-outlet sync dengan Kitchen Display System, Self-Order Kiosk yang reduce queue, stockout-aware digital signage, real-time inventory, dan operational anomaly detection.

RETAIL CHAIN

Retail

FlowOS untuk fashion, lifestyle, electronics, dan specialty retail chain — POS multi-store dengan real-time inventory sync, dynamic pricing engine, signage untuk in-store campaigns, visitor analytics, loss prevention, unified customer data.

CINEMA OPERATOR

Cinema & Entertainment

FlowOS untuk operasional bioskop — ticketing kiosk yang sync dengan F&B POS, stockout-aware digital menu board, payment integration multi-channel, multi-theater visibility, dan adoption framework untuk staff engagement.

HOSPITALITY

Hospitality & Entertainment

FlowOS untuk hotel, resort, venue event — integrated POS untuk F&B outlets in-property, kiosk untuk guest self-service, signage untuk wayfinding + promo, payment ecosystem (room charge + retail), visibility cross-departmental.

FlowOS Deployment Path

5-phase deployment yang structured tapi flexible. Phased approach — risk lebih rendah, adoption lebih tinggi. Bukan big-bang transformation.

01

Operational Audit

FREE · 30 min

Review current state operasional. Map ke FlowOS Framework. Identify visibility gaps.

02

Architecture & Proposal

1-2 weeks

Design FlowOS deployment yang fit untuk konteks Anda. Module selection, integration, timeline.

03

Pilot Deployment

30-45 hari

2-3 outlet pilot dengan Visibility + Accountability layer. Quick wins terbukti sebelum rollout.

04

Phased Rollout

4-8 outlet/bulan

Rollout batch dengan adoption framework — coaching, champion outlets, gamification.

05

Steady-State Operations

Ongoing

FlowOS subscription · monitoring 24/7 · SLA-backed escalation · monthly review.

■ START WITH FREE OPERATIONAL AUDIT

Phase 01 is FREE — 30-min consultation, no commitment. Worst case: you get valuable operational diagnostic. Best case: we discover good fit for FlowOS deployment.

FlowOS vs Typical Setup

x TYPICAL MULTI-OUTLET SETUP

- 5-8 vendor terpisah
- Manual reconciliation harian
- Reporting konsolidasi 3-5 hari
- Data silo per system
- Tidak ada single source of truth
- Adoption stuck di 10-30%
- Reactive operations
- Generic IT support

✓ FLOWOS ECOSYSTEM

- 1 ecosystem · 1 accountable partner
- Real-time auto-sync semua component
- Live dashboard, zero report lag
- Unified data layer
- Single operational truth
- Adoption 90%+ via framework
- Proactive · anomaly detection
- FlowOS Deployment Specialists

4 Pillars That Make Us Different

01 Practitioner-Led

Mantan operators, bukan IT consultants murni.

02 Operations-First

Problem-first. Technology adalah enabler, bukan starting point.

03 Phased Implementation

Phased wins. Big Bang loses. Independent benefit per phase.

04 Ecosystem Thinking

Tools fragment. Ecosystems compound.

Ready to Deploy FlowOS?

Start dengan free 30-minute Operational Audit. Map current state ke FlowOS Framework, dapat phased deployment roadmap. No commitment, no sales pressure.

GET IN TOUCH

- WHATSAPP
081294881634
- EMAIL
info@karys.tech
- WEBSITE
karys.tech
- LINKEDIN
linkedin.com/in/bintoro-siallagan-40199688

OFFICES

▼ HEAD OFFICE · JAKARTA

Epiwalk - Komplek Rasuna Epicentrum
Jl. H.R. Rasuna Said, Lt. 5 Blok B547-548
Jakarta 12960

▼ BRANCH OFFICE · CIKARANG

Ruko Ibuki Jababeka Blok B2 No. 3-5
Jatireja, Cikarang, Bekasi 17530

■ NEXT STEP

Schedule FlowOS Operational Audit

Free 30-min consultation · Response < 4 hours

Visit: karys.tech/audit.html · WhatsApp: 081294881634