

INTERNAL OFFICE MEMORANDUM

No : LV8.001/IM/IT/DIR/II/2026
Date : 04 February 2026
To : Richard Karwelo – Direktur Utama
James Costa – General Manager
From : Hendi – IT Supervisor
CC : Hrulin Tri Dinasti – Deputy Director Operational
Julie Ching – Financial Controller
Subject : Procurement Request for Replacement PC Elvis



Urgent



Please Approve



Please Action



FYI



File

Dear Respected Leaders,

Further to the discussion during the Management Briefing on 3 February 2026, we hereby submit a request for the procurement of one (1) desktop PC to replace the existing PC currently used by the ELVIS Team, which is experiencing performance issues that affect daily operations.

ELVIS serves as the central point of contact for all in-house guests, supporting guest communication, request handling, and operational coordination. This function requires a reliable device with sufficient performance and multitasking capability to ensure timely and effective guest assistance.

Existing PC Details

Purchase Year : Asset Opening Hotel RAM : 8Gb
Processor : i5-7400 (Gen 7th) Storage : 500Gb (Still HDD not SSD)

The existing PC has been in continuous use since purchase and is no longer aligned with current operational requirements.

The IT Team conducted a technical inspection on 20 January 2026, prior to the Management Briefing. The assessment identified the following issues:

1. Slow system response and frequent lag during multitasking.
2. Insufficient RAM and processing capacity to support the current ELVIS workload.
3. HDD-based storage resulting in slow booting and data access.

Based on the assessment, upgrading individual components is not recommended, as it would be less cost-effective and may not resolve the overall performance limitations of the unit.

To ensure stable and efficient daily operations of the ELVIS Team, the following replacement PC specifications are proposed:

- PC Pre-Built
- Processor : Intel Core i5-10400 (Gen 10th) (Comet Lake)
- Motherboard : ASUS Prime H410M-E
- RAM : 8 GB
- Storage : SSD 256 GB
- Keyboard and Mouse included
- Quantity : 1 unit
- Estimated Total Cost : IDR 6,500,000

Justification

1. Improves system performance and multitasking capability.
2. Reduces the risk of operational disruption related to ELVIS activities.
3. Replacement is more cost-effective than partial upgrades on outdated hardware.
4. Supports continuity and reliability of daily guest assistance operations.

In view of the above, we respectfully request approval for the procurement of one (1) replacement PC to support the daily operations of the ELVIS Team. Supporting documents are attached for reference.

Thank you for your attention and kind consideration.

Proposed by,

Approved by,

Approved by,

Hendi
IT Supervisor

James Costa
General Manager

Hrulin Tri Dinasti Cornelis
Deputy Director Operational

Richard Karwelo
Direktur Utama

Checked & Reviewed by
FC



PC Pre-Built / PC Rakitan