



WELCOME TO

 **n cs**  
making IT happen

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*Competitive environment. Competitive edge.*



GREETINGS

***Your Partner In  
Information Technology and  
Communications Engineering  
(Brief Intro to NCS)***

*Presented by*

**Ms Catherine Quek  
Senior Manager, Business Development  
Government Administration  
24 Jan 2006**



# AGENDA

## **:: About NCS**

- Synergy with SingTel
- Overview of NCS
- Key Businesses

## **:: Partner for Growth**

## **:: Business Innovation**

## **:: Value Creation**

## Profile of SingTel Group

- 126 years of heritage
- Best Telco by Telecom Asia for six consecutive years
- Region's top telco in FinanceAsia's fifth annual Asia's Best Companies Poll
- In top 10 position for Singapore Top 500 companies, with revenue of S\$12.62 billion
- Most profitable company in Singapore (S\$4.62 billion)
- Largest company in Singapore by market capitalisation (S\$43 billion)
- 74 million mobile subscribers globally (70% overseas)
- Extensive global connectivity and network of 35 global offices in 17 countries and territories



# *NCS Mission :: Vision :: Aspiration*

## **:: Mission ::**

*To create business value for our customers through IT and communications engineering solutions*

## **:: Vision ::**

*To be the Preferred IT & communications engineering services provider in Asia-Pacific*

## **:: Aspiration ::**

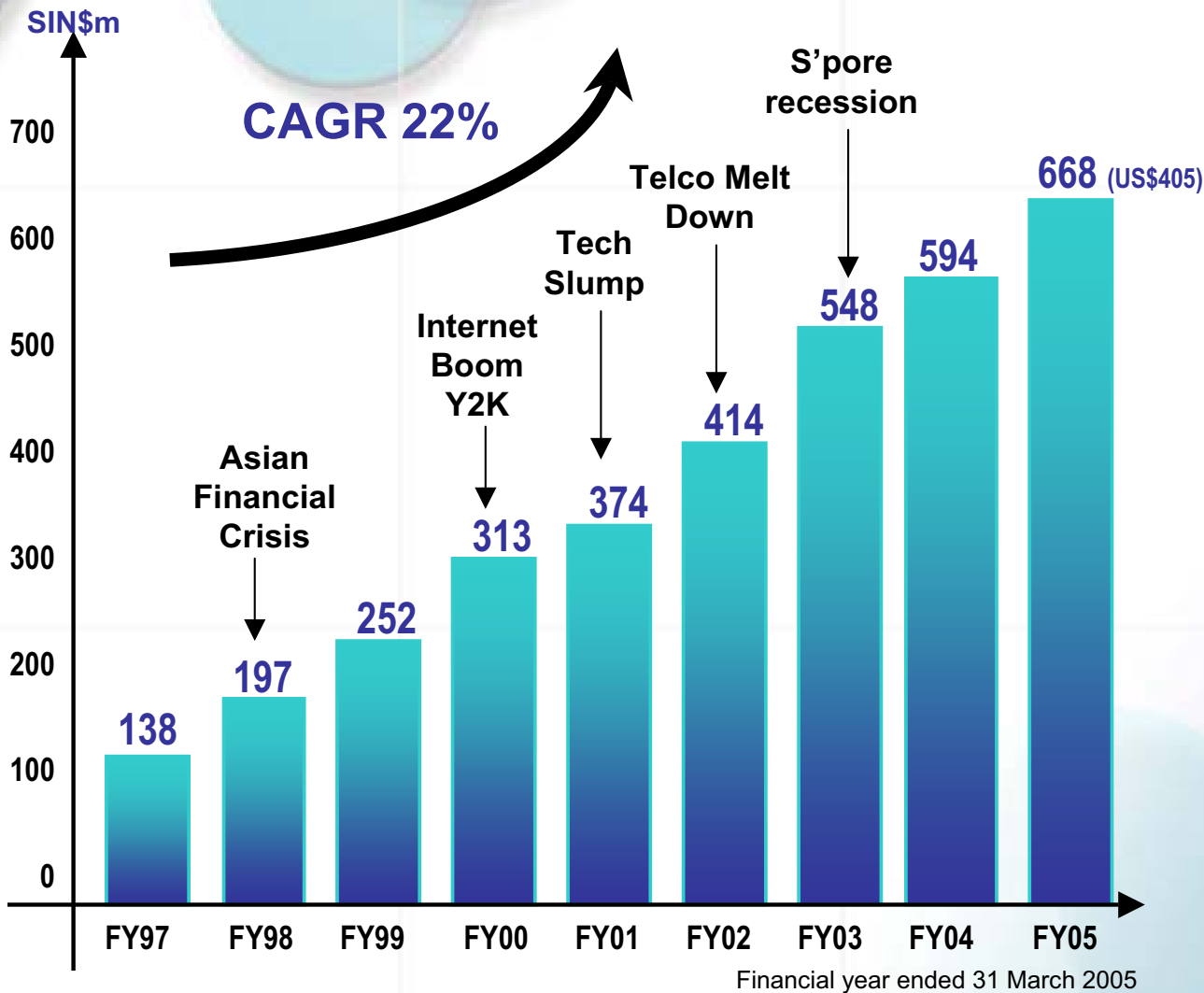
*To make the world a better place by helping people and organisations benefit from technology*

**A**  
Achieve  
Business  
Success

**B**  
Build  
Competitive  
Advantage

**C**  
Create  
Shareholder  
Value

## Solid, Growing Organisation



Source : NCS statutory accounts

- 24 years of heritage (since National Computer Board)
- IT and communications engineering competencies (merger with SingTel Aeradio in 2001)
- Double-digit compounded annual revenue growth
- Delivered more than 2,000 mission-critical systems
- 3,000 regional employees

## Business & Offerings

### EDUCATION

### FINANCIAL SERVICES & INSURANCE

### HEALTHCARE & LIFE SCIENCES

### HOMELAND SECURITY

### COMMERCIAL, LOGISTICS & MANUFACTURING

### PUBLIC SECTOR

### TELCO & UTILITIES

### TRANSPORTATION

#### CONSULTING

- Business Continuity Consulting
- Business Transition Consulting
- e-Government Consulting
- Enterprise Architecture Consulting
- IT Consulting
- Outsourcing Consulting
- Value-based Consulting

#### BUSINESS SOLUTIONS

- Business Process Re-engineering
- Application Design, Development, Implementation & Maintenance
- ERP Implementation & Maintenance
- Systems Integration

#### TECHNOLOGY SOLUTIONS

- Engineering & Radio Communication
  - C4ISR\*
  - Intelligent Building
  - Smart Security Solutions
  - Transportation Solutions
- IT Infrastructure Planning, Design & Implementation
- IT Security Training & Certification
- Telecommunication & Multimedia

### Service Offerings and Competencies

#### MANAGED SERVICES

- Business Process Outsourcing
- IT Infrastructure Management
- Data Centre
  - Business Continuity
  - Network
  - System & Desktop
- IT Security Management
- Facility Management

#### POINTS OF OPERATIONS

Australia  
Bahrain  
China  
Hong Kong  
India  
Korea  
Malaysia  
Philippines  
Singapore  
Sri Lanka

\*C4ISR is a acronym for Command, Control, Communication, Computer, Intelligence, Surveillance & Reconnaissance







# AGENDA

## ⚡ **About NCS**

## ⚡ **Partner for Growth**

- Industry Accomplishment
- In Good Company
- Extended Family

## ⚡ **Business Innovation**

## ⚡ **Value Creation**

## Asia Pacific Market Share 2004

### # 1 in Singapore; 10<sup>th</sup> in Asia-Pac: Professional Services

Rank	Singapore
1	<b>nCS</b>
2	IBM
3	Accenture
4	SCS
5	Hewlett-Packard
6	EDS
7	Atos Origin
8	Tele Tech
9	Perot System
10	CSA Holdings

Rank	Asia-Pacific
1	IBM
2	EDS
3	Samsung
4	CSC
5	LG-CNS
6	Accenture
7	Hewlett-Packard
8	SK C&C
9	Unisys
10	<b>nCS</b>

Source: Gartner Dataquest – August 2005

**Singapore Market Share 2004  
Professional Services Ranking**

IT Management	
Rank	
1	<b>nCS</b>
2	IBM
3	Hewlett Packard
4	SCS
5	Perot Systems
6	EDS
7	Atos Origin
8	CSC
9	Frontline Solutions
10	Accenture

Process Mgt	
Rank	
1	<b>nCS</b>
2	Tele Tech
3	IBM
4	Sitel
5	Cap Gemini
6	SCS
7	Hewlett Packard
8	Accenture
9	Atos Origin
10	EDS

Dev & Integration	
Rank	
1	<b>nCS</b>
2	IBM
3	Accenture
4	SCS
5	CSA
6	Frontline Solutions
7	Satyam
8	EDS
9	Oracle
10	Atos Origin

Consulting	
Rank	
1	IBM
2	Accenture
3	<b>nCS</b>
4	Deloitte
5	Oracle
6	McKinsey & Co.
7	Cap Gemini
8	SCS
9	CSA
10	Booz-Allen & Hamilton

**We are #1 in Singapore;  
15<sup>th</sup> in Asia-Pacific**

**We secured 10% of the IT Services market share.**

**Others in the Top 5 include:**



*Singapore Top IT Services Vendors by Aggregated Revenue of year 2004*

**Source:** IDC - Dec, 2004

**ncs' Strength and Value:**

**“NCS has strong domain expertise on e-Government & air traffic control project.”**

**“Broad portfolio from low-end support/maintenance to complex SI skills”**

**Source:** IDC - Aug & Dec, 2004

H21 | MONEY

THE STRAITS TIMES

## NCS grows into biggest local IT services firm

The SingTel unit may be flying below the radar, but it's steadily raking in the big bucks.

By GRACE CHEN  
Deputy News Editor

TUCKED away in SingTel is a shining star. Its wholly owned subsidiary, National Computer Systems (NCS), has grown into the largest local information technology (IT) company here, registering a 22 per cent compound annual growth rate in sales since it joined SingTel in 1996.

It topped home with \$648 million in revenue for the year ended March 31, up 12.1 per cent in the same period. March 31, it was SingTel's second best business performer, posting sales of \$452 million, after the data and Internet business which contributed \$299 million.

"Sustained growth was possible because a strong management team was able to galvanise its more than 3,000 employees to 'push the en-

velope", and also because the company has a strong IT

The leadership provided a persistent and consistent strategy to expand beyond Singapore's borders. At the same time, it gave its workforce opportunities to do new things, work in new markets and develop new skills, he added.

Recent times agree. IDC ranked NCS as the top IT services company in Singapore while Gartner put it among the top 10 IT vendors in the Asia-Pacific.

"Everyone can have a strategy and also the vision and still fail. What really differentiates us from the rest of the industry is in the execution of our strategy," said Mr Lee.

One example is its regional expansion strategy. It does not plant its flag everywhere all at once. Instead, it decides on doing business in one or three new markets each year. By year-end, NCS will have 20 locations in eight countries, from the Middle East to Australia.

Even its forays as a Temasek-linked company (TLC) is an industry example, paying paid to the actual board member that foreign governments are wary of giving TLC projects. Instead, NCS has suc-



OUT OF THE BOX: Mr Lee credits NCS' success to a strong management team that could get staff to "push the envelope".

fully leveraged on its landmark projects in Singapore, particularly government and airport systems.

Said Mr Lee: "These projects open doors for us, then we're in prime positions. We can't just take the Singapore system and roll them out elsewhere."

"Our overseas customers push the envelope too. They want to keep their sophisticated systems' systems. They don't want to stay still."

Overseas business topped by 50 per cent last year. NCS has deployed a government system in Sri Lanka, Thailand and Myanmar, and airport systems in China.

It grew from a department in the then National Computer Board when it undertook all Singapore Government IT projects. It was spun off nine years ago when the board was restructured into the Information Development Authority.

About 700 people became NCS

staff and joined SingTel. In 1997, NCS had revenue of only \$138 million. By 2000, that had soared to \$353 million.

In the following years, despite the tech slump, telecommunications markets and the Internet downturn here, revenue continued to grow every year, a record Mr Lee is proud of. "Over the last one year, our staff strength has grown over 100 per cent while our revenue has grown five times."

NCS has various engines of growth. Apart from government projects, it has diversified into education, retail and manufacturing.

Today, 40 per cent of its revenue comes from non-government projects.

To Mr Lee, it is NCS' tenacity as much as its capability that wins a customer. "We put our heart and soul into a project. Our customers see this. If we make mistakes, our customers will forgive us."

Business partners find this in-

teresting, with Fun Marmayastan marketing director for Asia South, Mui Catherine Tan, adding that NCS is a visionary company "that can translate technology into business solutions".

While Mr Lee admitted that a merger listing for NCS will give it much more visibility, SingTel sees it as an integral part of its business.

"There is no intention to divest NCS and I'm not working on anything like that at this moment," he said.

Looking ahead, his concern is how to transform NCS into a regional company. "We started as a Singapore company. Our senior management came from Singapore. We've to transform the mindsets of our people."

"With revenues from overseas now making up 50 per cent, we need to be more global in our outlook to prepare for the day when 70 per cent of our business comes from overseas."

According to senior human resources development manager Chan Ben Lim, who has worked in the United States and Taiwan for the last work in Costa Rica and Cambodia, NCS finds what it prescribes.

"NCS is special. For one person to solve a problem, it is difficult. When you've several people brainstorming, you get better solutions. That is our culture, we're always looking for ways to combine skills, to work together."

GRACE CHEN

## Staff welfare's not just a catchphrase here

IT is not easy to feel the pulse of more than 3,000 employees, especially when one-third of them are located overseas.

In National Computer Systems (NCS) initiated a programme where any employee can call a hotline run by an overseas consultant for help on work-related issues, problems with family or

company, partners, or even financial matters.

Started two years ago, the employee assistance programme was NCS' recognition that the information technology industry was a stressful one.

Staff have difficulties to meet and they are frequently separated from their families when they travel for business.

Staff should have to work in a foreign environment where they face different cultures.

All these create stress, said Mr Yong Mai Yuan, 32, NCS chief for corporate shared services, who looks after human resource matters among other things. "The programme gives us a chance to monitor the pulse of our workforces. All the calls are confidential.

The external consultant hired to do this gives us a quarterly report to show us the kinds of problems staff are facing."

Such a programme puts NCS beyond mere value of caring for staff well-being.

Another programme is the monthly "happy day". Mr Yong said: "It's not good for health. Once a month, everyone gets a treat. Our man-

age is that our staff should take care of their health."

During the business downturn two years ago, management decided to do away with "happy day" to cut costs.

However, it believed in the philosophy so much that the IT union committee took time to sponsor the monthly event. "Then, other departments were also chipping in

The Straits Times, 16 May 2005

## \$2.2 billion worth of Government IT tenders to be called this year: IDA

REVVING up Singapore's infocomm industry as an engine of growth, will be a bumper crop of Government IT tenders to be called this year.

At an estimated total value of \$2.2 billion, the public tenders in FY2005 marks a trebling of the \$610-million awarded in the last financial year for IT products and services.

"The Singapore public sector continues to be a major infocomm technology (ICT) user and early adopter of innovative technologies," said Mr Chan Yeng Kit, chief executive of the Infocomm Development Authority of Singapore (IDA).

He announced the booster to some 800 industry players at an annual business opportunities briefing held yesterday by the IDA.

"By sharing our pipeline IT projects with the industry, we hope to better prepare the industry for responding to our tenders," he said.

"We also hope that the industry will engage our agencies early by sharing technology trends, innovative product and service offerings and suggestions on new possibilities," he added.

Based on the IDA's latest survey, the infocomm industry - which received a \$1.6-billion boost from Government spending last year - is set to grow by

7.4 per cent this year.

Multinational companies such as IBM and Hewlett-Packard clinched 42 per cent of the Government tenders last year, with 36 per cent going to local firms and 22 per cent to Government-linked companies.

"Many homegrown infocomm companies have built on their experience and track record with the Government, and replicated their success overseas," said Mr Chan.

It is hoped that this Government-industry partnership will continue to grow the industry, he added.

Towards this end, the IDA is "best sourcing" some of its key IT infrastructure - such as the SingPass authentication system - to the private sector, which will be allowed to commercialise the product.

While Government agencies such as the Ministry of Defence, Ministry of Home Affairs and Ministry of Education make up a substantial amount of the IT procurement tenders, the surge in contract value this year is mainly due to an IDA tender for a Standard ICT Operating Environment (SOE).

This tender alone is estimated to cost \$1.5 billion out of the total \$2.2 billion contract value. The SOE comprises a standard desktop and network environment, to be implemented in phases from 2005 to 2009. Components to be standardised include the

### TOP GOVT IT BUYERS

- 1 Infocomm Development Authority of Singapore
- 2 Ministry of Home Affairs
- 3 Mindel/Defence Science Technology Agency
- 4 National University of Singapore
- 5 Land Transport Authority

### TOP 5 IT SUPPLIERS

- 1 NCS
- 2 Hewlett-Packard Singapore
- 3 CET Technologies
- 4 IBM Singapore
- 5 NEC Solutions Asia Pacific

Today,  
29 Apr 2005

desktop operating system and desktop management tool.

Said Mr Chan: "An SOE will greatly enhance the operating efficiency in Government. It will reduce the time needed to deploy new ICT services, improve our ability to respond to ICT security threats, and most importantly, make it easier to operate and maintain our desktop and networks."

Ms Wu Choy Peng, IDA deputy chief executive said that the tender for some 80,000 to 90,000 computers and laptops would probably not involve a single brand, but will be an "optimal arrangement" between vendors. - *Tor Ching Li*

## Voice in the Industry

### Singapore 500

NCS is ranked as no. 223 in this list. (by revenue)

### Strategic 100

NCS is Asia Pacific's TOP 15 IT Vendors.

### Infocomm Development Authority of Singapore

NCS is top IT contractor for Singapore Government

### China Computer People's World

NCS is ranked as #25 for Top 100 Solutions Providers



### Represented in these councils:

- Singapore Computer Society
- IT Management Association (Singapore)
- National Infocomm Competency Centre
- iN2015 Sub-Committee
- Suzhou Industrial Park International Advisory Council



## Active Player in Industry

### Awards

- H.E.A.L.T.H Gold Award 2005
- H.E.A.L.T.H Leader Excellence 2004
- Distinguished Corporate Award
- Singapore 100 Innovative Companies
- Global 1to1 Innovators Award
- Superbrand

### Certifications

- ISO9001
- Singapore Quality Class
- CMMI Level 3
- Certified IT Project Managers (largest pool)
- Data Centre Services – BS7799 certified
- IDA-ITSC Certified Business Continuity/ Disaster Recovery service provider



CERT. NO. : 2001-1-0268  
SS ISO 9001 : 2000





# Partners for Growth

# In Good Company

## :: Public Sector



## :: Homeland Security



## :: Health



## :: Education



## :: Financial Services & Insurance



## :: Transportation



## :: Telco & Utilities



## :: Commercial, Logistics, Manufacturing



## Creating winners in the new economy...



InfoComm Development Authority of Singapore  
Ministry of Trade and Industry's Department of Statistics  
National Parks Board  
NTUC Income  
Singapore Anti-Tuberculosis Association  
Singapore Land Authority  
Singapore Police Force

- Asia's Top 100 Enterprise IT Users
- CIO Awards 2002, 2003, 2004:

### NTUC Income

- National Infocomm Award Merit (2004)

### InfoComm Development Authority of Singapore

- US e-Government Award (2002)

### National Library Board

- Singapore Innovation Award (2001)
- National IT Award (Public Sector)

### Land Transport Authority

- National IT Award (Public Sector)

### Central Narcotics Bureau

- 5th Intelligent Enterprise Asia Awards

**iDA** INFOCOMM  
DEVELOPMENT  
AUTHORITY  
SINGAPORE



National Library Board  
Singapore

**NTUC**  
**INCOME**

Land Transport Authority

**nCS**  
making IT happen

## Our World Class Eco-system

- Virtual community of hardware and software partners
- Platform independent
- Best-of-breed technology providers



## **Accolades for NCS**

- IBM Elite Partner Award 2004
- Top Systems Integrator for Public Sector
- Most Innovative/Significant Consultant & Integrators Award ~ *IBM*
- Outstanding Performance 2004  
~ *Computer Associates*
- Velocity Premier Partner of the Year 2004  
~ *EMC*
- F5 Authorised Advantage Gold Partner 2005  
~ *F5 Networks*
- Singapore Appreciation Award ~ *Avaya*
- SiS Microsoft Star Partner 2004  
(Top Sales - SQL Server) ~ *SiS*
- Outstanding Partner 2004-2005  
~ *Check Point*

## **Accolades for NCS**

- Gold Certified Partner Award 2005
- Partner of the Year Award 2005
- Large Reseller Award 2005  
~ *Microsoft*
- Partner World Best 500
- Solutions Provider Best 100  
~ *China Computer*
- Top Advance Technology Sales Achievement
- \$10 Million Club Summit ~ *CISCO*
- Sun Premier Systems Integrator 2004
- Sun Outstanding Contribution 2005  
~ *SUN Microsystems*
- RSA Partner Award 2005 (Best Solution Partner) ~ *RSA*
- Esteemed Partner ~ *BMC Software*
- Top Channel Partner Award 2004 ~ *SingTel*
- Top Enterprise Growth by Product line ~ *HP*



# AGENDA

## ⌘ About NCS

## ⌘ Partner for Growth

## ⌘ **Business Innovation**

- Our Competencies
- Our Solutions
- Success Together

## ⌘ Value Creation



## ‘THINK – BUILD – OPERATE’

### :: INDUSTRIES FOCUS ::

EDUCATION	FINANCIAL SERVICES & INSURANCE	HEALTHCARE & LIFE SCIENCES	HOMELAND SECURITY	COMMERCIAL, LOGISTICS & MANUFACTURING	PUBLIC SECTOR	TELCO & UTILITIES	TRANSPORTATION
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### :: SERVICES OFFERINGS AND COMPETENCIES ::

#### CONSULTING

- Business Continuity Consulting
- Business Transition Consulting
- e-Government Consulting
- Enterprise Architecture Consulting
- IT Consulting
- Outsourcing Consulting
- Value-based Consulting

#### BUSINESS SOLUTIONS

- Business Process Re-engineering
- Application Design, Development, Implementation & Maintenance
- ERP Implementation & Maintenance
- Systems Integration

#### MANAGED SERVICES

- Business Process Outsourcing
- IT Infrastructure Management
- Data Centre
  - Business Continuity
  - Network
  - System & Desktop
- IT Security Management
- Facility Management

#### TECHNOLOGY SOLUTIONS

- Engineering & Radio Communication
  - C4ISR (Command, Control, Communication, Computer, Intelligence, Surveillance & Reconnaissance)
  - Intelligent Building
  - Transportation Solutions
- IT Infrastructure Planning, Design & Implementation
- IT Security Training & Certificate
- Telecommunication & Multimedia

## ‘ THINK – BUILD – OPERATE ’

### **CONSULTING**

- Business Continuity Consulting
- Business Transition Consulting
- e-Government Consulting
- Enterprise Architecture Consulting
- IT Consulting
- Outsourcing Consulting
- Value-based Consulting

### **Government ICT Planning**

- Singapore Intelligent Island : IT2000 Masterplan
- Mauritius and Sri Lankan Government IT Blueprints
- Hong Kong SAR Government Departments
- Malaysia’s Sarawak State Government IT planning

### **Enterprise ICT Planning**

- Singapore Anti-Tuberculosis Association
- Singapore Changi Airport
- SingTel Telco Infrastructure

## ‘ THINK – BUILD – OPERATE ’

### **BUSINESS SOLUTIONS**

- Business Process Re-engineering
- Application Design, Development, Implementation & Maintenance
- ERP Implementation & Maintenance
- Systems Integration

- Over 2,000 solutions implemented and counting
- Complex and mission-critical projects
- NCS is one of Asia Pacific’s Top 15 IT Vendors

### **TECNOLOGY SOLUTIONS**

- Engineering & Radio Communication
  - C4ISR\*
  - Intelligent Building
  - Transportation Solutions
- IT Infrastructure Planning, Design & Implementation
- IT Security Training & Certificate
- Telecommunication & Multimedia



\*C4ISR is a acronym for Command, Control, Communication, Computer, Intelligence, Surveillance & Reconnaissance



## Intelligent Building Solutions

- Holistic Security
- Building Automations
- Seamless Connectivity
- Lifestyle and Infotainment

### “One Identity, Multiple Touch Points”



- Multi-million dollar win to build intelligent building solutions for Bahrain World Trade Centre
- Solution includes areas like communications infrastructure, managed services, physical security and car park management.

## ‘ THINK – BUILD – OPERATE ’

### **MANAGED SERVICES**

- Business Process Outsourcing
- IT Infrastructure Management
- Data Centre
  - Business Continuity
  - Network
  - System & Desktop
- IT Security Management
- Facility Management

- Data centre services BS7799 certified
- IDA-IT Standards Committee Certified Business Continuity / Disaster Recovery service provider
- Information Technology Infrastructure Library (ITIL) Certified
- SunTone Certified

## End-to-end Outsourcing Capabilities

NCS OUTSOURCING MODELS	TYPE	SERVICE
	Business Process Outsourcing	<ul style="list-style-type: none"> <li>Technology &amp; Infrastructure Management</li> <li>Consulting                             <ul style="list-style-type: none"> <li>- e-Service Development, BPR</li> </ul> </li> </ul>
	Application Management	<ul style="list-style-type: none"> <li>Application Maintenance</li> </ul>
	Application Service Provider Enablement	<ul style="list-style-type: none"> <li>Design, Build &amp; Operate</li> </ul>
	Infrastructure Outsourcing	<ul style="list-style-type: none"> <li>Application Service Provider</li> </ul>
	Communications Engineering	<ul style="list-style-type: none"> <li>System, Desktop &amp; Network Management</li> <li>Data Centre, Call Centre</li> <li>Enterprise Server &amp; Storage</li> <li>Messaging</li> <li>Business Recovery &amp; Continuity</li> </ul>
		<ul style="list-style-type: none"> <li>Networking</li> <li>Communications systems</li> </ul>

Working with strategic partners to ensure that our suite of services are of world standards and leading edge.



## Education

### School/Students Management

- School link
- Administration system
- Pupil Databank
- Students Registration & Posting
- Examination Processing
- Online Examination Registration

### Human Resource Management

- Teacher Databank

### Campus Network

- Video Conferencing for distance learning
- Wireless Network and Security Infrastructure

### IT Supports for Schools

- Network Integration
- Desktop Management

### e-Learning

- LearningConnect

## Education



- Ministry of Education, Singapore
- Education Department, Hong Kong
- National University of Singapore
- National Accounting Institute, Shanghai
- Nanyang Polytechnic
- Nanyang Technological University
- INSEAD School of Management
- Ngee Ann Polytechnic, Singapore
- Singapore Management University
- Temasek Polytechnic, Singapore

## Financial Services

### Connectivity and Security

- Single Sign-On
- SMS Notification
- Enterprise Application Interface
- Secured emails

### Business Process Outsourcing

- Human Resource Management
- Finance Outsourcing
- IT Procurement
- Data Production
- Document Imaging and Printing

### FSI Applications

- CRM/Wealth Management
- Cash Management
- Foreign Exchange System
- Security Trading
- Clearing and Settlement
- Call Centre
- Payment and Straight Through Processing

### Enterprise Solutions

- Enterprise Portal
- Financial System
- Human Resource System
- Regulatory & Managing Reporting
- Imaging and Work Flow
- Data Warehousing
- Business Intelligence

### Multi-Channels Delivery

- Internet Banking
- Mobile Banking
- PDA Solution

### Basel II Accord

- Rating and Scoring Systems
- Risk Engines
- Exposure and Limit Management
- Collateral Management
- Economic Capital Calculation

## Financial Services



- Agricultural Bank of China
- AVIVA
- China Construction Bank
- Citibank
- Citic Industrial Bank China
- Clearing and Payment System, Singapore
- DBS Bank
- Maybank
- Merrill Lynch
- Network Electronics Transaction Services
- Overseas Chinese Banking Corporation
- Qingdao International Bank
- Prudential
- Shanghai Stock Exchange
- Shanghai Securities Depository & Clearing Corporation Limited
- Singapore Exchange
- The People's Bank of China
- United Overseas Bank

## Public Sector

### Customs & Excise

- Tradenet
- Permits Processing
- Licensing
- e-Customs

### Land

- GIS
- Land Hub
- Survey Mapping System

### Personnel & Finance

- HR systems
- Financial Systems
- Payroll and Claims
- Budgeting & Forecasting

### Election

- e-Voting
- Systems
- Elections
- Management
- Systems

### Library Systems

- Digital Libraries
- Digital Media Repositories
- Library Management & Access Systems

### Population

- Census
- Statistical Information Systems
- Data Mining/Data Warehousing
- Genealogy System

### Judiciary

- Case Management
- Technology Courts
- Case Precedent
- e-Filing

### Manpower

- LabourNet
- Industrial Health Systems
- Manpower Planning Systems

### Tourism Applications

- Social Welfare Systems
- Sports and Fitness Systems
- People Matters Management Systems

### Taxpayer Systems

- Property tax
- Income tax
- e-Filing
- GST Systems

### Public Safety

- Person Registration
- License Registration
- Operation Management
- Border Control
- Investigation Management
- Correction Management



## Public Sector



- Hong Kong SAR Government
- Sri Lanka Government
- Thai Government
- Mauritius Government
- Singapore Government
- Temasek Holdings
- Central Provident Fund, Singapore
- Accountant General's Department, Singapore
- Infocomm Development Authority of Singapore
- Inland Revenue Authority of Singapore
- Judiciary of Singapore
- Land Transport Authority of Singapore
- Ministry of Defence, Singapore
- Ministry of Education, Singapore
- Ministry of Finance, Singapore
- Ministry of Foreign Affairs, Singapore
- Ministry of Health, Singapore
- Ministry of Home Affairs, Singapore
- Ministry of National Development, Singapore
- National Library Board, Singapore
- Prime Minister's Office, Singapore
- Trade and Customs, Singapore

## Healthcare & Life Sciences

### Integrated Hospital Information System

- Inpatient management
- Outpatient management
- Emergency patient management
- Patient billing & cash management
- Appointment scheduling
- Material management
- Financial management & cost control
- Human resources
- Management information reporting
- Outpatient Administration System

### Patient Records System

- Consultation
- Order entry
- Results reporting
- Referral management
- Medical report
- Kidney transplant management

### Public Health Systems

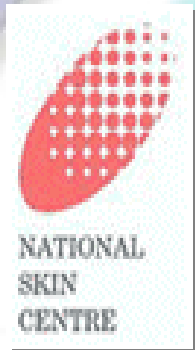
- MediNET
- National Patient Master Index
- Central claims processing
- School health management system
- Population care information system
- Disease registry

### Hospital e-Services

- e-HR
- e-claims
- e-CRM
- e-appointment
- e-pharmacy
- e-learning
- Case management

### Business Intelligence

- Data warehousing
- Data mining
- Geographical info system
- Balanced score card



Singapore General Hospital  
A Tradition of Caring & Excellence



## Healthcare & Life Science

- Ministry of Health, Singapore
- Department of Health, Hong Kong
- Eli-lily Pharmaceuticals
- Roche Pharmaceuticals, Shanghai
- Health Promotion Board, Singapore
- National Healthcare Group Healthcare Institutions, Singapore
- Singapore Anti-Tuberculosis Association
- SingHealth

## Homeland Security

### Anti Terrorist Solutions

- Tyrekiller
- PCC Retractable Ramps
- PCC Fixed Bollards
- Embedded Flower beds
- Under Vehicle Surveillance System

### Judiciary

- Case Management
- Technology Courts
- Case Precedent
- e-Filing

### Library Systems

- Digital Libraries
- Digital Media Repositories
- Library Management & Access Systems

### Public Safety

- Person Registration
- License Registration
- Operation Management
- Border Control
- Investigation Management
- Correction Management

### Police Systems

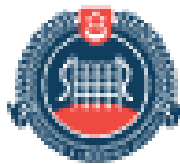
- Computerised Investigation Management System
- Expert System
- Enforcement System
- Electronic Police Centre
- Knowledge Management

### Security Management

- Access Control
- Perimeter Surveillance
- Fire Safety
- Anti-Terrorist Measures
- Integrated Security Management
- Emergency Management

## Homeland Security

- CISCO Security
- Defence, Science & Technology Agency
- Immigration & Checkpoint Agency
- Infocomm Development Authority of Singapore
- Judiciary of Singapore
- Ministry of Defence, Singapore
- Ministry of Home Affairs, Singapore
- Singapore Civil Defence Force
- Singapore Police Force
- Singapore Prisons



## Commercial, Logistics & Manufacturing

Commercial, Logistics & Manufacturing



### Manufacturing

- Document Management
- Manufacturing Execution
- Shop Floor Solutions
- Resource Planning
- Portal Solutions

### Distribution

- Merchandising Planning & Management
- Point-of-sales
- Warehouse & Distribution
- Floor & Space Planning
- Business Intelligence

## Telco & Utilities

### Operations Support Systems

- Fault Management System
- Workflow Management
- Desktop Management

### Billing

- Wholesale Billing

### Satellite Equipment

- VSAT Antenna
- Satellite Transceiver
- Satellite Transmitter & Receiver
- Satellite Modems
- Satellite Earth Station
- Accessories

### Customer Services

- Contact/Call Centre
- Internet Call Centre
- Computer Telephony

### Telco Apps

- Wholesale Pre-paid & Post-paid
- Calling Cards
- Bandwidth Trading System
- Submarine Cable Database
- Management System

### Telco Engineering

- Transmission & Switching Systems
- Core and Access Systems
- Mobile and Wireless Systems
- Conferencing Systems

## Telco & Utilities



- Alcatel
- Ericsson
- M1
- New Century Infocomm (Taiwan)
- NCIC-SAT2 at Neihu, Taipei
- Public Utilities Board, Singapore
- Singapore Power
- SingPost
- SingTel
- Starhub
- Telekomsel
- Tuas Power



## Transportation

### Land Transportation

- Electronic Travel Guide
- Road Information Management System
- Transport-on-demand (ICVS)
- One-stop Motoring Portal
- Motor Vehicle Project
- MessageHub
- Electronic Road Pricing
- Vehicle Entry Permit/Toll

### Transport Engineering

- Traffic & Transportation Solutions
- Security Access & Monitoring
- Information Display and Comms
- Environmental Monitoring
- SCADA Application

### Aviation Facility Services

- Consultancy & Project Management
- Maintenance & Facility Management
- System Integration
- Turnkey Project Implementation
- System Testing & Commissioning
- ISO 9002 Certified

### Integrated Port Management

- Port Planning
- Port Management Apps
- Workflow Management

### Aeronautical Ground Facilities & Telecommunications Infrastructure

- Radar & ATC Systems
- Communication Systems
- Navigational Aids Systems
- Meteorological Systems
- Passenger Terminal Building Facilities

### Air Transportation

- Aviation Facilities & Infrastructure Management
- Aeronautical Ground Facilities
- Passenger Terminal Building Systems

### Passenger Terminal Building System

- Voice Communication Systems
- Flight Information Display System
- CCTV Systems
- PA Systems
- Gate Management System
- Security Systems
- Airport Operational Database

## Transportation



- Beijing Capital International Airport
- Cambodia Pochentong International Airport
- Civil Aviation Authority of Singapore
- China Airlines Corporation Limited
- China Southwest Airlines
- Civil Aviation Authority of China
- Honda
- Haikou-Meilan Airport, China
- Land Transport Authority of Singapore
- Northwest Airlines Corporation Limited
- Malaysia Airlines Corporation Limited
- Maritime and Port Authority of Singapore
- Port of Singapore Authority
- Pudong International Airport, Shanghai
- Singapore Airlines
- Singapore Airport Terminal Services
- Singapore Changi Airport
- Singapore Mass Rapid Transit



# AGENDA

**:: About NCS**

**:: Partner for Growth**

**:: Business Innovation**

**:: Value Creation**

- The Human Element
- Corporate Capital
- The NCS Difference

## Our People, Our Assets

### Culture-Driven

- CORE VALUES

### Employer of Choice



The Business Times, 1 July 2002



## Learning and Developing Organisation

### Balanced Work-life

- Gold H.E.A.L.T.H. Award 2005
- CEO receives the H.E.A.L.T.H. Leader Excellence Award 2004

## Business Transformation Group

## Commitment to Excellence

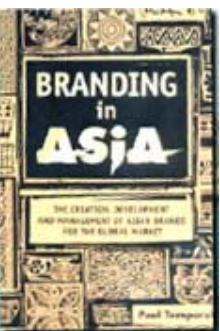
## Our Thought Leadership



**Speakers at regional Seminars & Conferences**

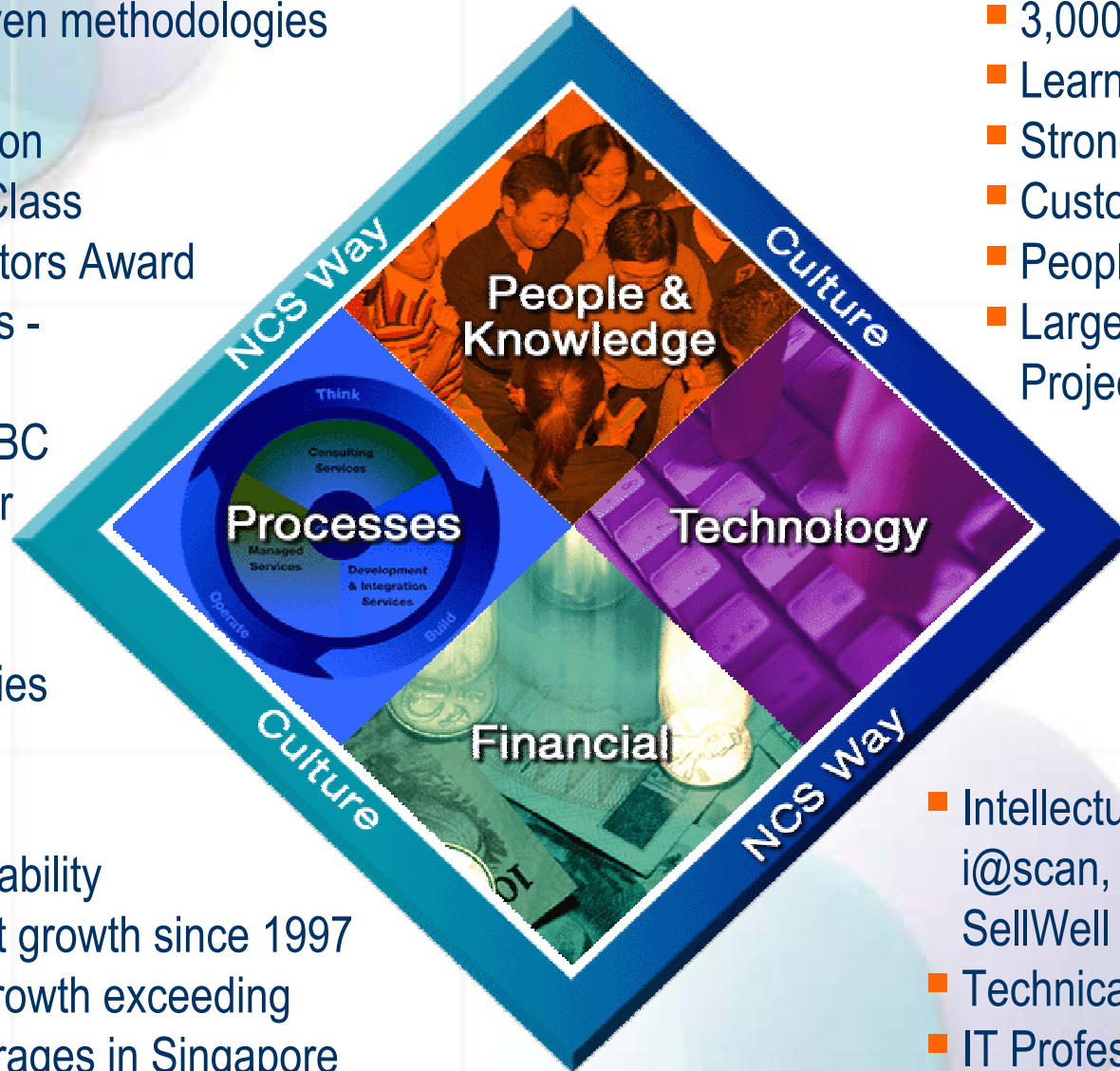
**Co-authors and author of these books:**

- “Branding In Asia”
- “Hi-Tech High Touch Branding”
- “E-Government in Asia” (On the reading list of a degree module at the Kennedy School, Harvard University)



- Best practices, proven methodologies
- CMMI Level 3
- ISO 9001 Certification
- Singapore Quality Class
- Global 1 to1 Innovators Award
- Data centre services - BS7799 certified
- IDA-ITSC Certified BC /DR service provider
- Superbrand 2002/3
- Singapore 100 Innovative Companies

- Financial stability
- Double digit growth since 1997
- Business growth exceeding market averages in Singapore and region



- 3,000 strong workforce
- Learning & Development org
- Strong domain knowledge
- Customer intimacy
- People Developer Award
- Largest pool of Certified IT Project Managers (CITPM)

- Intellectual property (eg i@scan, @xpert PteWealth, SellWell CRM)
- Technical competencies
- IT Professional Services Provider ranking – #1 in S'pore; #10 in Asia Pacific



THANK YOU

**Let Us Be a VALUE-CREATOR  
For Your Organisation**

  
making IT happen