



Technology Partner for
Your Business Needs

NCSI Australia

Your Preferred Partner

The NCS Group is a leading information technology (IT) and communications engineering service provider in more than 10 countries in the Asia Pacific and Middle East regions. It is headquartered in Singapore and is a wholly-owned subsidiary of the SingTel Group.

NCS has in-depth domain knowledge and unique delivery capabilities which focus on defining, realising and sustaining business value for our customers via a broad range of services including consulting, systems development and integration, business process outsourcing, infrastructure management and solutions and technology solutions.

Australia is one of the key focus markets in the NCS Group's global expansion strategy and is represented by NCSI (Australia) Pty Ltd.

NCSI Australia

With offices in Sydney and Melbourne and presence in Brisbane, NCSI Australia has a team of over 290 employees providing a one-stop, end-to-end suite of IT and communications engineering solutions to our customers. With our in-depth domain knowledge and unique Bizval™ methodology which focus on defining, realising and sustaining business value for its customers, NCS continually delivers new standards via the innovative use of technology.

As part of the SingTel Group of companies, NCSI Australia delivers its products and services in partnership with its sister companies, Optus and Alphawest. Backed by the extensive experience and expertise of the NCS Group, gained as the principal IT solutions provider to the Singapore Government and our successful diversification into other key economic and commercial sectors, NCSI Australia is committed to delivering the full range of information and communications technology (ICT) services to our customers.

NCSI Australia has an impressive portfolio of successes, with major inroads into the Government sector in Australia. These include the World Class Service (WCS) project for the Victorian State Government, Easybiz Forms and Payments Platform Project for 32 Local

Government Councils in Victoria and providing thought leadership via consultancies for the South Australian HealthConnect Office and the Western Australian Government regarding the provision of a master plan for eServices and Government portal consolidation.

We have also recently been awarded the Housing Integrated Information Programme (HiIP) project for the Department of Human Services to deliver the new Housing application across Victoria.

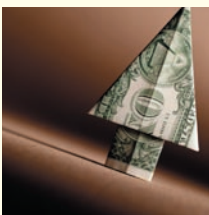
On the commercial front, our customers include Optus for Infrastructure, Application and Desktop support and Fairfax Media for a Data Centre Consolidation and Migration project.



Leveraging on NCS Domain Expertise

With our profound local insights, extensive experience and specialised knowledge of the industries we serve in the region, together with our proprietary Bizval™ methodology, we create value for you by developing and delivering solutions and services that aid your continuous quest for success.

Financial Services and Insurance



NCS has been assisting leading global and regional financial institutions such as banks, insurance, securities and investment companies to achieve high performances. We strategise,

architect and deploy systems that not only keep them ahead in a fast-changing financial industry, but also meet the standards of responsiveness, resilience, security and stability that are expected in the financial services environment. Key solutions and services include consumer banking, corporate banking, clearing and settlement, customer care, online trading, straight-through processing, wealth management and e-commerce.

In China, NCS is the sole business partner of SWIFT (Society for Worldwide Interbank Financial Telecommunication).

Government



NCS has been involved in transforming Government administrative systems through technology since 1981. Our sound understanding of Government policies, operations and processes

enables us to effectively plan and deliver e-Government solutions and services.

In Australia, we were the systems integrator for the World Class Service (WCS) project which enables around 300,000 small businesses in the Victoria state to interact seamlessly with more than 250 Government

departments through a single point of access. The WCS' single sign-on application authorisation solution allows all user accounts to be managed centrally, with the administrator maintaining control over disparate access rights. Users' experience is enhanced as the WCS system is able to provide personalised updates and/or alerts to informational changes or renewals.

Elsewhere in the region, we have been part of the nationwide IT planning initiatives for the Central Asia, Hong Kong, Mauritius, Middle East, Pakistan, Singapore, Sri Lanka and Thailand governments. In particular, our extensive involvement in the strategic IT planning, computerisation and transformation of Singapore's public administration has helped make the Singapore Government one of the best e-Governments in the world.

Healthcare and Life Sciences



The NCS Healthcare Industry Practice focuses on creating value through the strategic use of IT, for care providers, managed care organisations, policy-making agencies, pharmaceutical and life sciences companies, and ancillary healthcare service providers.

We plan and deliver hospital and clinic management systems to improve efficiency of care delivery, electronic medical record applications for better quality of healthcare, web applications to improve service levels, as well as networks linking the healthcare community for supply chain activities and secured sharing of medical information.

For example, we developed and implemented the Public Health Information System, an integrated system capable of providing information to evaluate and monitor health services, facilitate responses and interventions, and support planning and policy formulation for the Government of Hong Kong SAR.

We also developed and implemented the Kidney Transplant Management System, the first of its kind in China, which integrated patient records across hospitals in geographical diverse provinces to enable ease of processing, retrieval and cross-reference by doctors.

Homeland Security



Terrorism and other threats may have put the spotlight on homeland security recently but NCS has understood this need for more than 20 years. We have built up our expertise, partnering a broad range of Government agencies to develop solutions that combat crime, improve public safety and enhance national security.

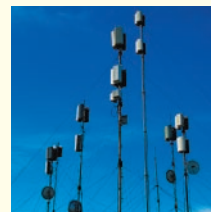
Our solutions cater to the various homeland security agencies, such as the police services, immigration and registration services, narcotics enforcement, prisons and rehabilitation services. These include a Criminal Investigation System where manual processes have been re-designed for greater efficiency and workflow monitored for a better allocation of resources. It is integrated with our Incident Reporting System and with the court system to reduce unnecessary duplication of data.

The Passport System supports advanced identification technologies and deploys efficient workflow systems for the issuance and processing of passports, while the People Registration System eliminates manual form processing for services such as records of births, marriages and deaths. Its centralised database is

accessible by authorised agencies and the system allows automatic validation and integration with other information hubs for greater productivity.

Whether it is introducing cutting-edge technology or re-engineering business processes, we create and deliver value at all times, while ensuring timely delivery and smooth implementation of our applications.

Telecommunications



NCS has successfully implemented strategic and innovative solutions for wired, wireless, cable and satellite communications. Our competencies lie in integrated network management systems, transport and access infrastructure, and telco data networks. We leverage on leading-edge technology and third-party best-of-breed packaged solutions to enable our partners to enhance customer care, shorten time-to-market deployment of new services, ensure stability of the network, and sustain cost and service competitiveness.

For example, the SingTel Mobile's Customer Relationship Management system which integrated its legacy system, data system, data mining application and data warehouse with a front office application, enables SingTel Mobile to enjoy substantial cost savings and improvement in business efficiency.

From infrastructural solutions to business support systems, our strategy of integrating our solutions seamlessly into existing systems and platforms allow our customers to preserve long term asset value.

In Sync with Your Business

With our in-depth domain knowledge, technical experience and deployment experience amassed in serving Government and commercial organisations across the Asia Pacific and Middle East regions, coupled with our proprietary Bizval™ methodology, we create value for you with our complete suite of service offerings.

Consulting Services

NCS Consulting Services combines thought leadership, best practices, deep industry knowledge, technological expertise, and best-of-breed alliances with world-class technology providers. We offer an integrated approach that synchronises and fuses business strategies and technologies that not only fulfil all your business objectives, but also to unlock new opportunities to enhance business value, economic performance and quality of life for your organisation.

Development and Integration Services

Our highly specialised and experienced IT and communications engineering professionals deliver Development and Integration Services based on proven methodologies, practices, processes and tools. We deliver value to our customers through exceptional project and risk management capabilities as well as timely delivery of quality and price-effective solutions.



Infrastructure Management and Solutions

With over 20 years of track record, NCS offers a comprehensive suite of Infrastructure Management and Solutions for technology intensive back-office processes, applications and infrastructure management activities such as customer service, data centre, facility management, enterprise management system, client platform service, IT infrastructure and IT security management. In addition, we offer Business Process Outsourcing (BPO) services. Our data centre, amongst the largest in ASEAN, is fully equipped with round-the-clock attention from our IT professionals. Its services are both ISO/IEC21007 and ISO/IEC20000 certified. We ensure that your IT systems grow with your business, by taking care of the technological complexities and mundane day-to-day operations, which allows you to focus on your core business.

Technology Solutions

The NCS Technology Solutions capability, with over 50 years of in-depth knowledge and experience, differentiates NCS from other IT companies. It effectively integrates IT and engineering expertise into a business solution for our customers. Our service offerings include engineering and radio communication comprising of smart security solutions, transportation solutions, intelligent solutions and C4ISR (command, control, communication, computer, intelligence, surveillance and reconnaissance), IT infrastructure system, IT security training and certification, and telecommunication and multimedia.

Business Transition for Value (Bizval™) is NCS' proprietary and integrated value-based suite of methodologies. It is a measurement of business value in the process of change itself to ensure successful business and IT transformations in a manner that builds confidence and commitment amongst stakeholders. Bizval™ is value focused and process-driven. It ensures focus on six high value organisation components (vision processes, applications and infrastructure, stakeholders, facilities, and policies and law) during service delivery to enable optimal value creation for customers through a three-stage process – Define Value, Realise Value and Sustain Value.



NCS Group is a leading information technology (IT) and communications engineering service provider with more than 7,000 staff in over 10 countries across the Asia Pacific and Middle East regions.

NCS has in-depth domain knowledge and unique delivery capabilities which focus on defining, realising and sustaining Business Value for its Customers via the innovative use of technology.

With proven expertise in consulting, development, systems integration, outsourcing, infrastructure management and solutions, gained while serving government and commercial organisations across the region, NCS delivers end-to-end support for every organisation's technology needs.

Headquartered in Singapore, NCS is a wholly-owned subsidiary of the SingTel Group.

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what you can do

Contact NCSI Australia at reachus@au.ncs-i.com today or visit www.ncsiaustralia.com.au and discover how you can effectively engage NCS, and leverage on our proven solutions, expertise, experience, methodologies and partnerships for business advantage and real value.