

Competitive Environment Competitive Edge

Outsourcing to Meet
Your Business Needs



Your Preferred Partner



NCS Group is a leading information and communications technology (ICT) and communications engineering services provider and together with SingTel, we have with a presence in over 22 countries throughout Asia Pacific, Europe and the USA.

NCS has in-depth domain knowledge and unique capabilities which are focused on creating business value for its customers via a broad range of services, including consulting, systems development and integration, business process outsourcing, enterprise data and managed services, portal management and technology solutions.

NCS also delivers solutions integrating emerging technologies such as mobility, social media, cloud computing, machine-to-machine communications and big data and analytics in our solution offerings to our customers. Through our Solutions for an Urbanised Future (SURF) offerings, we co-create together with our customers to enhance connectivity, collaboration and communication through implementing of emerging technologies.

... with our domain experience & expertise

Serving both the public and commercial markets, NCS is committed to bringing the best in IT and engineering solutions and services to customers in Asia and beyond.

NCS has been a leading provider in communication engineering services such as consultancy, facilities management, airport systems, telecommunications engineering, multimedia and smart-home solutions in the region. In the early 1980s, NCS commenced its ICT business as the principal IT solutions provider to the government in Singapore and played an integral part in the computerisation of the Singapore public service. Our excellent track record gives us a critical head start to become a key regional player in IT and communications engineering businesses.



Our proven strategies, solutions and services across all industries in the Asia Pacific region remain unmatched. We have implemented thousands of large-scale, mission-critical and multi-platform projects in industries including government, defence and homeland security, education, healthcare, financial services and insurance, telco and utilities, transport and logistics, commercial and manufacturing.

We have also successfully carved new market segments such as Intelligent Building solutions and services. For example, our unique ICT and security infrastructure project for the iconic World Trade Centre in the Kingdom of Bahrain showcases our state-of-the-art Intelligent Building solutions.

NCS aims to become a market leader in each country it operates within. We continue to maintain our leadership position in Singapore and are also ranked among the top vendors in Asia Pacific.

... with our regional presence, global reach

Over the years, NCS has grown to be a strong regional player and has offices in Australia, Bahrain, Brunei, Bahrain, China (Beijing, Chengdu, Shanghai and Suzhou), Dubai, Hong Kong SAR, India, Korea, Malaysia, Singapore, Sri Lanka and The Philippines to provide our customers with a single point of contact.

With the global connectivity and support from our parent company, the SingTel Group, we offer unparalleled reach in Asia and beyond.

... with our financial stability, and backed by our strong parent

NCS has established a reputation as a financially sound organisation. We have consistently achieved double-digit growth rates annually. Our financial strength is further backed by our parent company, the SingTel Group, thereby ensuring our ability to commit to our customers both now and in the long term.

With NCS, our customers can be assured of long-term partnership.

... with our people

NCS employs more than 8,000 dedicated professionals in the region and is one of the largest ICT manpower employers in Singapore.

... with our world-class ecosystem

NCS is an independent technology solutions and outsourcing services provider. We partner with best-of-breed technology developers as well as solution and platform providers to ensure that you get a totally integrated solution to meet your needs.

Our world-class alliance of technology partners includes Alcatel-Lucent, Checkpoint, Cisco Systems, EMC, HP, IBM, Microsoft, Oracle, Polycom, SAP, Symantec, Tibco, VMWare and others.

The NCS Edge



NCS recognises that to succeed in today's competitive marketplace, organisations have to generate real business value from their enterprise and IT transformations. As a leading regional ICT and communications engineering services provider, our mission is to create business value for our customers through the innovative use of technology.

... with our unique value-based service delivery methodologies

You can depend on our experience and expertise to deliver valued outcomes for your organisation. Our proprietary and integrated value-based suite of methodologies – Business Transition for Value (Bizval™), tightly integrates the 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.

NCS Bizval™ is value focused and process-driven. It ensures focus on six high value organisation components (vision, processes, applications & infrastructure, stakeholders, facilities and policies & law) during service delivery to enable optimal value creation for customers through a three-stage process - Define Value, Realise Value and Sustain Value.

The key methodologies that span the three-stage process are:

- Business Value Management**
 Business Value Management defines the holistic approach for continually managing, measuring and delivering optimised value from the stakeholders' perspective.

 It helps organisations that seek to create optimal value to systematically review and clarify its vision and strategic direction and explicitly link its vision to a set of value outcomes. It also provides a disciplined approach to define, quantify and manage the business value to be delivered.
- Process Re-engineering for Value**
 Process Re-engineering for Value comprises methodologies for fundamentally changing the way organisations operate through process change. There is also a value planning methodology for end-to-end business process outsourcing.

 It helps organisations that seek improved performance levels and optimal business value to systematically assess, design and manage new processes through improving the effectiveness, efficiency and agility of the organisation's processes.
- Technology Transformation for Value**
 Technology Transformation for Value comprises methodologies for ICT and communications engineering service delivery (including packaged software, implementation, application development, application maintenance, infocomm infrastructure, implementation and IT service management).

It provides a guide to organisations to assess, plan, design, develop and implement ICT and engineering applications and infrastructure to effectively support their business and organisation needs.

- Stakeholder Transition for Value**
 Stakeholder Transition for Value defines the approach for managing change from people's perspective in service delivery.

 It helps to identify the stakeholders in an organisation's change programme, understand their expectations and perception of the impending change, assess the impact and define a systematic stakeholder management plan to manage their transition and eventual commitment to the change.

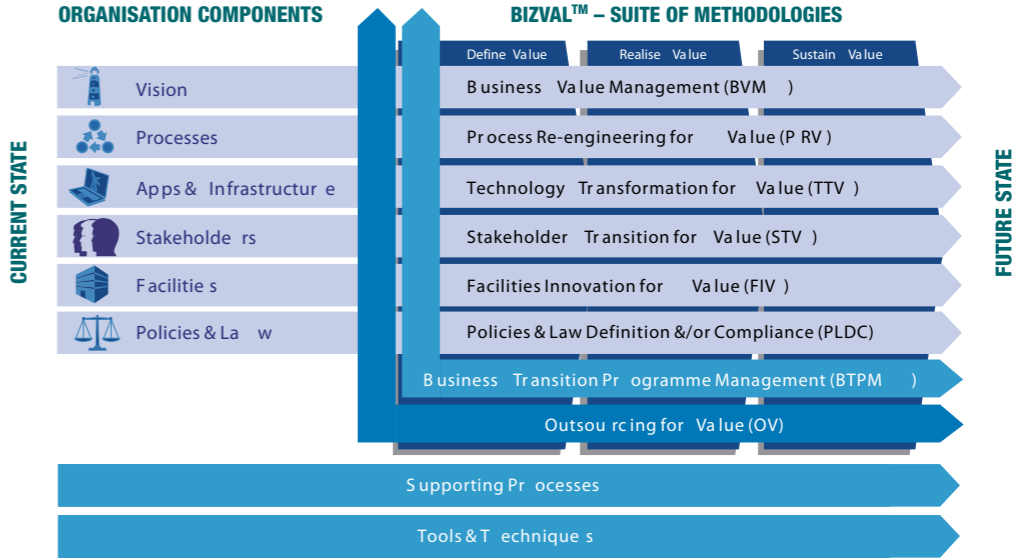
- Facilities Innovation for Value**
 Facilities Innovation for Value defines the approach to plan, provide and/or relocate physical buildings and facilities e.g., data centres, and installing and managing intelligent building facilities.

 It provides a systematic guide for organisations to assess, define and manage new facilities required to support large-scale transformations.

It provides a comprehensive toolkit to help organisations review business policies and law potentially impacted by the desired transformation that may need redefinition, realignment or compliance.

- Policies & Law Definition and/or Compliance**
 Policies & Law Definition and/or Compliance defines the requirements for identifying the policies and law that need to be considered in a business change.

It provides a comprehensive toolkit to help organisations review business policies and law potentially impacted by the desired transformation that may need redefinition, realignment or compliance.



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 and our regional presence and global reach, we create value for you with our complete suite of service offerings.

NCS services include:

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.

Enterprise Data & Managed Services

With over 25 years of track record, NCS offers a comprehensive suite of Enterprise Data & Managed Services 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 also offer Business Processing 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 ISO/IEC27001 and ISO/IEC20000 certified. It is also certified for SS507 Singapore Standard for Business Continuity and Disaster Recovery for Service Providers by Spring Singapore.

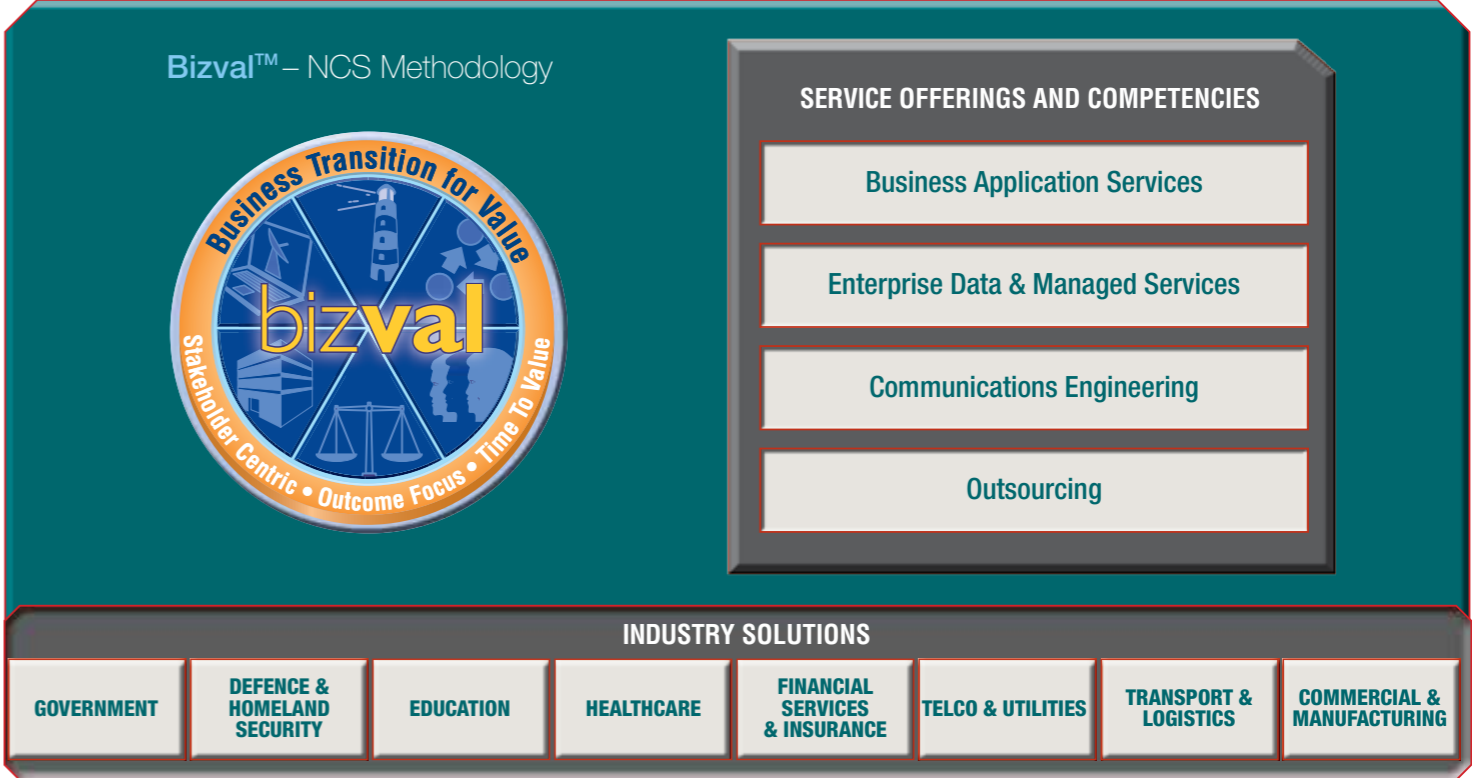
Using our Enterprise Data and Managed Services solutions allow you to focus on your core business. We ensure that your IT systems grow with your business, by taking care of the technological complexities and mundane day-to-day operations.

Technology Solutions

The NCS Technology Solutions capability 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 & reconnaissance), IT infrastructure system, IT security training and certification, and telecommunication and multimedia.

One good example of NCS' ability to successfully integrate information technology, communications and engineering capabilities and facility management services into a total framework is the Bahrain World Trade Centre (BWTC) win in Middle East. NCS and our partner in the Middle East will design and provide the Intelligent Building Solutions. These include the information and communications infrastructure, managed services, physical security and car park management systems amongst others, for BWTC building, the first high-tech yet user-friendly intelligent building in the Kingdom of Bahrain. The Intelligent Building Solutions provided will also reduce costs by increasing energy efficiency and improving facility and resource management.

End-to-End Suite of ICT Solutions



Leveraging on NCS Domain Expertise



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

Government

NCS has been involved in transforming government administrative system 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. We have designed and deployed industry-wide networks and applications as well as developed systems to support all aspects of government policy planning and administration.

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. NCS was commissioned by the World Bank and Sri Lanka's Information and Communication Technology Agency (ICTA) to develop the nation's e-Government blueprint for Sri Lanka. The project includes developing a set of designs, action plan and specific projects to jumpstart the country's e-government journey. The key recommendations pertaining to the development of specific components within a national e-Government Framework are the communication and technology architecture, public service delivery, policy and standards and e-Government processes.

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.



Defence and Homeland Security

NCS has extensive experience in the design, migration, implementation and maintenance of various applications solutions and infrastructure systems for government defence and homeland security organisations. We have been servicing the Singapore MINDEF for more than 25 years in areas such as logistics, human resources, command and control, finance, library management and IT infrastructure services.

For homeland security, NCS supports security management at multiple levels and across various government agencies.

Education

NCS has been harnessing technology for education from pre-school to higher education to workplace learning to support independent and lifelong learning in a virtual learning environment. We also help policy makers, educational institutions, libraries and private enterprises in content and knowledge creation, information delivery, and setting up community networks to support collaborative learning.

We helped Singapore Management University to transform into the first-ever comprehensive wirelessly connected campus, from total classroom interaction to the overall campus administration, in Singapore and the region. Developed and implemented by NCS, this core initiative - Virtual Canvas integrates and extends existing technologies, thereby providing a unique, non-disruptive classroom teaching and learning experience.

We have helped the Ministry of Education (MOE) to enhance the ICT infrastructure and consolidate computing resources across all schools in Singapore to provide an environment for greater use of technology for teaching and learning. We rolled out 120,000 devices to 351 schools across Singapore under the Standard ICT Operating Environment project, impacting over 40,000 school staff.

NCS has also enabled a wireless environment for National University of Singapore (NUS), enabling the infrastructure for a smart and mobile campus across its Kent Ridge and Bukit Timah campuses. The creation of the largest education wireless environment in Singapore is in line with NUS aims to enhance students' learning environment and to empower its staff and students to be continuously connected to resources.

Healthcare

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

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. This system addressed the gaps in the collation, sharing and management of public health information in Hong Kong.

We also developed and implemented the Kidney Transplant Management System, the first of its kind in China, which integrated patient records across various hospitals in geographical diverse provinces to enable ease of processing, retrieval and cross-reference by doctors. In addition, we also provided a holistic solution that included consultation, needs analysis and the training of end-users.

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).



Telco and Utilities

CS 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.

Transportation and Logistics

Our Transportation Industry Practice provides IT and engineering solutions and services to transport operators and policy makers. Be it for operations and asset optimisation, or for improving relationship with suppliers and partners, we specialise in integrating leading-edge technologies and applications to establish a comprehensive suite of functionalities for land transport, airport and seaport management and operations.

NCS is also involved in the design, development and implementation of solutions and services for many international airports in the Asia Pacific and Middle East regions including Beijing Capital Airport, Shanghai Pudong Airport and Haikou Meilan Airport in China as well as Singapore Changi Airport, Qatar Doha International Airport and so forth.

NCS has also designed and implemented numerous projects for the Singapore Land Transport Authority including One Motoring Portal, a comprehensive gateway to all motoring needs, as well as the Vehicle Registration & Licensing system which manages vehicle registration, licensing and transfers of ownership, payment of road tax, and more; and also importantly, the Electronic Road Pricing system to manage road congestion. We have also developed the award-winning MyTransport mobile app and portal, enabling commuters and motorists to receive updates on real-time road conditions and transport related information.

Commercial and Manufacturing

NCS develops proven solutions for businesses in an industry where players compete to bring the latest ideas, designs and products into the market in the shortest time possible. We provide critical brick-and-mortar systems such as enterprise resource planning (ERP), enabling production and shopfloor visibility via Manufacturing Execution System, streamlining processes through collaborative supply chain management (SCM), and increasing revenue through quality customer relationship management (CRM). Our services and solutions are customised for your specific manufacturing and distribution needs, and to meet the demands of the fast-paced digital economy. Our logistics solutions focus on deploying ERP, SCM and e-business solutions for distributors, warehouse operators and so forth.

One satisfied client is Hi-P International Limited - one of the world's leading integrated contract manufacturers headquartered in Singapore. Having launched a plan of rapid expansion into China, Hi-P needed to keep materials and storage costs down while raising overall supply chain visibility across geographically dispersed offices in order to lower overall manufacturing costs. NCS provided a comprehensive and proven Quality Management Service that not only enabled smoother process implementation, but also simplified and streamlined business process, thereby enabling Hi-P to identify and track less efficient, under-performing areas which needed close attention. With precise information, timely decisions can be executed effectively to accelerate Hi-P's global expansion plan.

Partners for Growth



When our Customers Win, we Win!

NCS' portfolio of blue chip customers testifies to the company's strong track record spanning companies and governments in the Asia Pacific region.

We ensure that we have committed and competent professionals to support our customers. NCS has one of the largest pools of dedicated, highly skilled and multi-disciplinary engineers, consultants and project managers in Singapore. Majority of our project managers are equipped with at least one of the following qualifications:

- **Project Management Professional**
(PMP, certification by Project Management Institute)
- **Certified IT Project Managers**
(CITPM, certification by Singapore Computer Society)
- **Senior Certified IT Project Managers**
(SCITPM, certification by Singapore Computer Society)

NCS Group is a leading information and communications technology (ICT) and communications engineering service provider with about 8,000 staff globally. Together with SingTel, we have with a presence in over 22 countries throughout Asia Pacific, Europe and the USA.

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.

Vision

To be the preferred ICT & communications engineering services provider in the Asia Pacific region.

Mission

To create business value for our customers through information technology and communications engineering solutions.

Aspiration

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