

STATE-OF-THE-ART TECHNOLOGY & SOLUTIONS

www.TGS-Enterprise.com

INDONESIA • SINGAPORE • MALAYSIA • THAILAND • PHILIPPINES • BRUNEI • MYANMAR





CORPORATE PROFILE



From Left to Right:

- Andriyanto (CEO Indonesia)
- Ronny Chua (CEO Singapore)
- Ronny Ignatius Widjaya (Chairman)
- Ronald Alexander (Deputy Chairman)
- Wiwat Luppayaporn (CEO Thailand)
- Alwyn Tan (CEO Malaysia)

vision

To become a globally recognized company providing integrated IT and Communication Solution and Service to Enterprise Customers.

mission

To provide state-of-the-art solutions based on a well established technology and to respond to customers' requirements and deliver service with quality and speed.

MAIN BUSINESS

The main business of TGS is in providing solutions and services for Enterprise Customers in the field of telecommunication and IT.

- Enterprise Communication Networks
- Broadband Communication Systems
- Energy Management Solutions
- IT Equipment Services and Solutions
- Cellular Networks Installation and Maintenance Services

Premier Distributor & Partner

TGS Enterprise Networks is the Premier Distributor and Partner for various Technology Vendors and Suppliers. This thus gives TGS access to award winning product and service portfolio from our vendors.

Value

With TGS Enterprise Networks, customers are assured that they are working with a partner that not only understands their local market, but also has in-depth knowledge of the product suites, ensuring that customers will have seamless continuity of service.

BUSINESS UNITS

TGS Indonesia

Established in 2008, PT Tunas Graha Servindo (TGS) engages in diverse activities in the fields of telecommunications services & enterprise communication system includes IP Voice Switch and broadband communications.

TGS Malaysia

Incorporated in 1995 as one of the many business units within Siemens Malaysia Sdn Bhd, it was carved out in 2007 as a separate legal entity known as Siemens Enterprise Networks Sdn Bhd (SENSB).

In July 2010, TGS Enterprise Networks acquired Siemens Enterprise Communications businesses in Malaysia, Singapore and Thailand. It was thus renamed TGS Enterprise Networks Sdn Bhd (TGS Malaysia).

TGS Singapore

Incorporated in 1995 as one of the business units within Siemens Singapore, it was carved out in 2007 as a separate legal entity known as Siemens Enterprise Communications Pte Ltd.

In July 2010, TGS Enterprise Networks acquired Siemens Enterprise Communications business in Malaysia, Singapore and Thailand.

Upon the acquisitions, Siemens Enterprise Communications Pte Ltd changed its name to TGS Enterprise Networks Pte Ltd.

TGS Thailand

First established in Thailand in 1974 under the name T.N. Hardware Limited, it was renamed Siemens Business Communication Systems Limited in 1995.

In July 2010, TGS Enterprise Networks acquired Siemens Enterprise Communications business in Malaysia, Singapore and Thailand.

Upon the acquisitions, Siemens Business Communication Systems Limited was renamed TGS Enterprise Networks Ltd.

OVERVIEW OF OUR PRODUCTS & SOLUTIONS



VOICE SOLUTIONS

Boost your business quickly and in a cost-effective way by changing how you deploy voice communications. Our business VoIP solutions will allow you to deploy advanced IP telephony services just like any other software application, improving productivity and lowering your costs.



UNIFIED COMMUNICATIONS AND COLLABORATION

Our Unified Communications services help you 'meet' partners, suppliers and customers around the world, minus the jetlag.



CLOUD COMMUNICATIONS

You can trust us to keep your data safe and accessible anywhere in the world.



CONTACT CENTER SOLUTIONS

A comprehensive set of Contact Center solutions including inbound voice, inbound email, outbound calls, self-service portal and CRM integration. On premise, in the cloud, or hybrid.



NETWORKS INFRASTRUCTURE AND SECURITY

Simplify the way you share information and improve collaboration.



INDUSTRY SOLUTIONS

Every business sector has its own communications requirements and faces unique challenges. We offer a range of flexible solutions tailored for specific industry needs and objectives.



MANAGED SERVICES

Why waste your IT team's precious time on day-to-day operations? Our Managed Services provides out-tasking and outsourcing services such as communications management and data migration while cutting your costs.



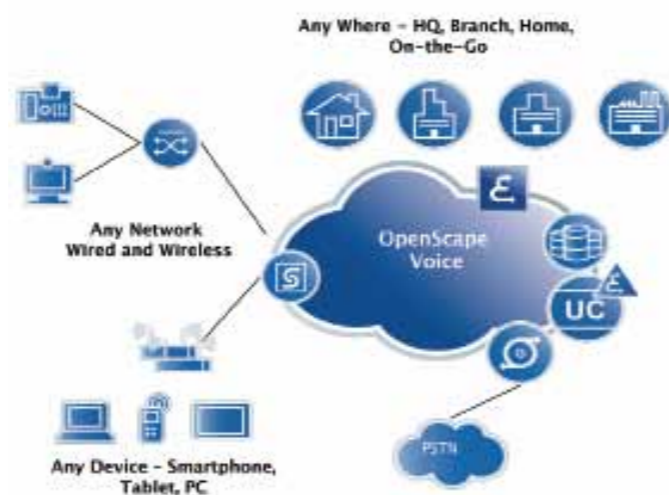
VOICE SOLUTIONS

BOOST YOUR BUSINESS QUICKLY AND IN A COST-EFFECTIVE WAY BY CHANGING HOW YOU DEPLOY VOICE COMMUNICATIONS. OUR BUSINESS VOIP SOLUTIONS WILL ALLOW YOU TO DEPLOY ADVANCED IP TELEPHONY SERVICES JUST LIKE ANY OTHER SOFTWARE APPLICATION, IMPROVING PRODUCTIVITY AND LOWERING YOUR COSTS.

OpenScape Voice

OpenScape Voice is a feature-rich enterprise and carrier-class IP voice application that is fully integrated with, and offered as part of, a complete Unified Communications solution:

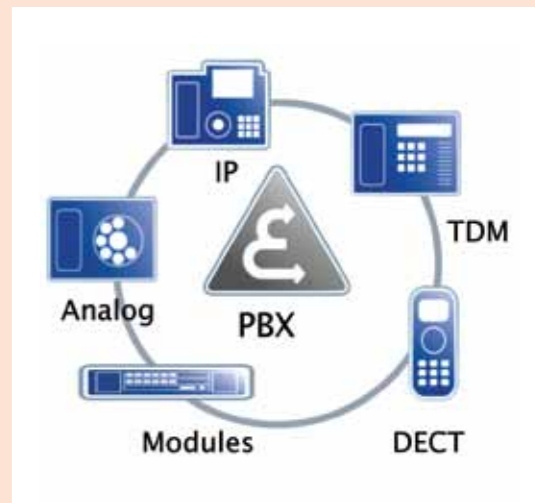
- Open Communications Architecture using application virtualization, industry standard servers, all SIP / IP communications and open interfaces
- Massively scalable, carrier grade reliable with geo-redundant architecture, survivable OpenScape Branch for remote locations
- Winner of the independently judged "Enterprise Connect 2011 RFP Shootout" award, beating 9 leading vendors to prove technical leadership and lowest TCO.



IP, TDM or Hybrid Telephony System

Best-In-Class Converged Communications for the Medium to Large Enterprise

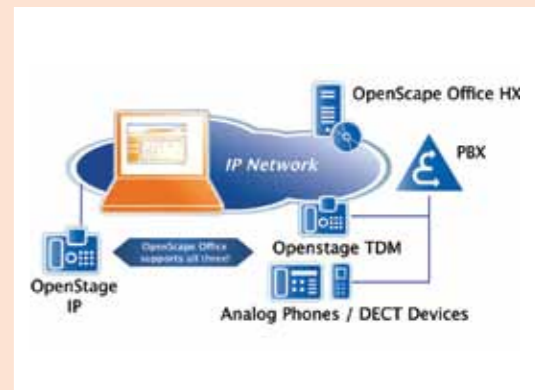
- Flexible deployment options, including:
 - Flexible deployment on traditional cPCI chassis or industry standard server
 - Duplex and separated duplex deployment for high availability
- Rack-mountable gateway/module chassis
- OpenPath FlexLicensing license portability to OpenScape Voice
- Unified user management and migration tools
- Investment protection for new and existing converged-IP customers
- New IT/data center deployment options set stage for IP migration
- Reusable in 'next-gen' OpenScape Voice scenarios



OpenScape Office

Enables your company to utilize the latest communications technologies and save costs

- Award-winning converged communications platform for small and mid-sized companies
- Combines IP and TDM technologies
- Delivers a complete, modern telephony feature set, plus advanced applications
- Cutting-edge UC applications
- Access to low-cost SIP-based Internet voice and video communications
- Advanced standards-based security
- Mobility solutions that extend enterprise communications anywhere
- Centralized management tools that simplify network administration



Clients & Devices

Intuitive phones and clients maximize user productivity

- OpenStage phones
 - Built on Open Standards (SIP, SNMP, XML, G.722)
 - High Def Audio Capable
 - Support for end to end encryption
 - Customizable for various workplace environments, e.g. desk sharing, teams or call center staff
 - Extensibility and customer application development
 - "Blue Angel" Award Winning IP Phone for lowest power consumption (Germany)
- OpenScape Personal Edition
 - Soft client for basic UC and call management on a PC
 - Take your phone number with you
 - Video Call Management
 - Contact Lists, Corporate Directory





UNIFIED COMMUNICATIONS AND COLLABORATION

SIMPLIFY THE WAY YOU SHARE INFORMATION AND IMPROVE COLLABORATION BOTH WITHIN YOUR ORGANIZATION, AND WITH CUSTOMERS, PARTNERS AND SUPPLIERS.

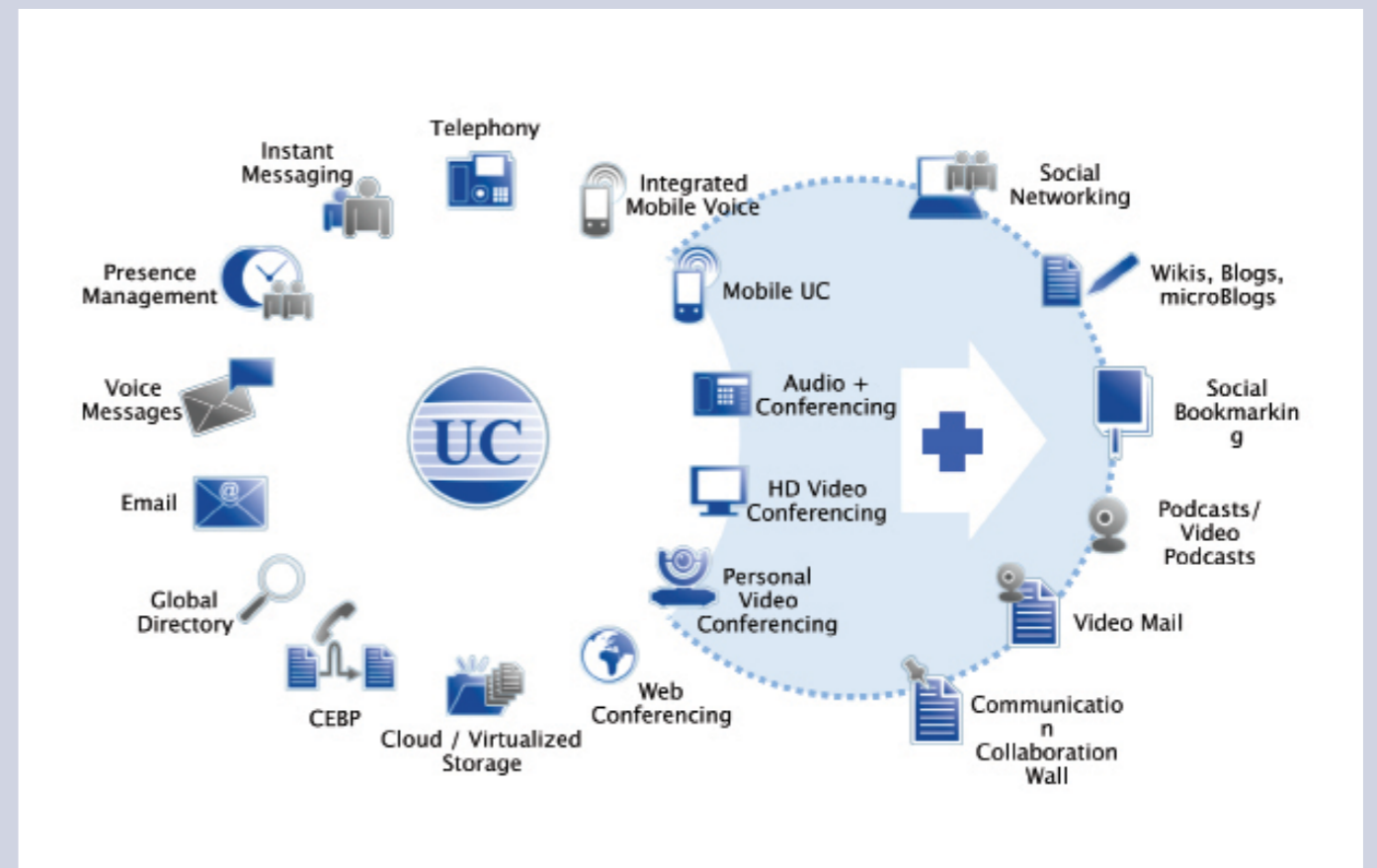
OpenScape UC Suite

Unified communications and collaboration (UCC) solutions help you meet your challenges in this demanding economic climate. By combining all your communications into a single, manageable interface, unified communications simplifies the way you share information and improves collaboration both within your organization, and with customers, partners and suppliers.

Gain a competitive advantage with our unified communications and collaboration solutions, which enable greater responsiveness and deliver higher levels of service at lower operating costs. This facilitates faster decision-making, which also allows you to take advantage of new business opportunities, expanding markets, mergers and acquisitions when they arise. In addition, by enhancing collaboration, UCC will reduce your employees' need to travel, using less energy and slashing your carbon footprint.

Simple and scalable unified communications and collaboration

We use open standards to integrate our unified communications solutions seamlessly with other communications platforms and applications including Microsoft Lync, Outlook and SharePoint. This Open Communications approach helps you leverage and preserve your investments, by enabling you to keep what you have while increasing its value. It also makes UCC easier to use, driving user adoption and maximizing return on investment (ROI).





CLOUD COMMUNICATIONS

EVERYWHERE AND NOW UP THERE. OPEN COLLABORATION FOR SOCIAL, MOBILE, WIRED, WIRELESS AND NOW CLOUD.

OpenScape Cloud Solutions

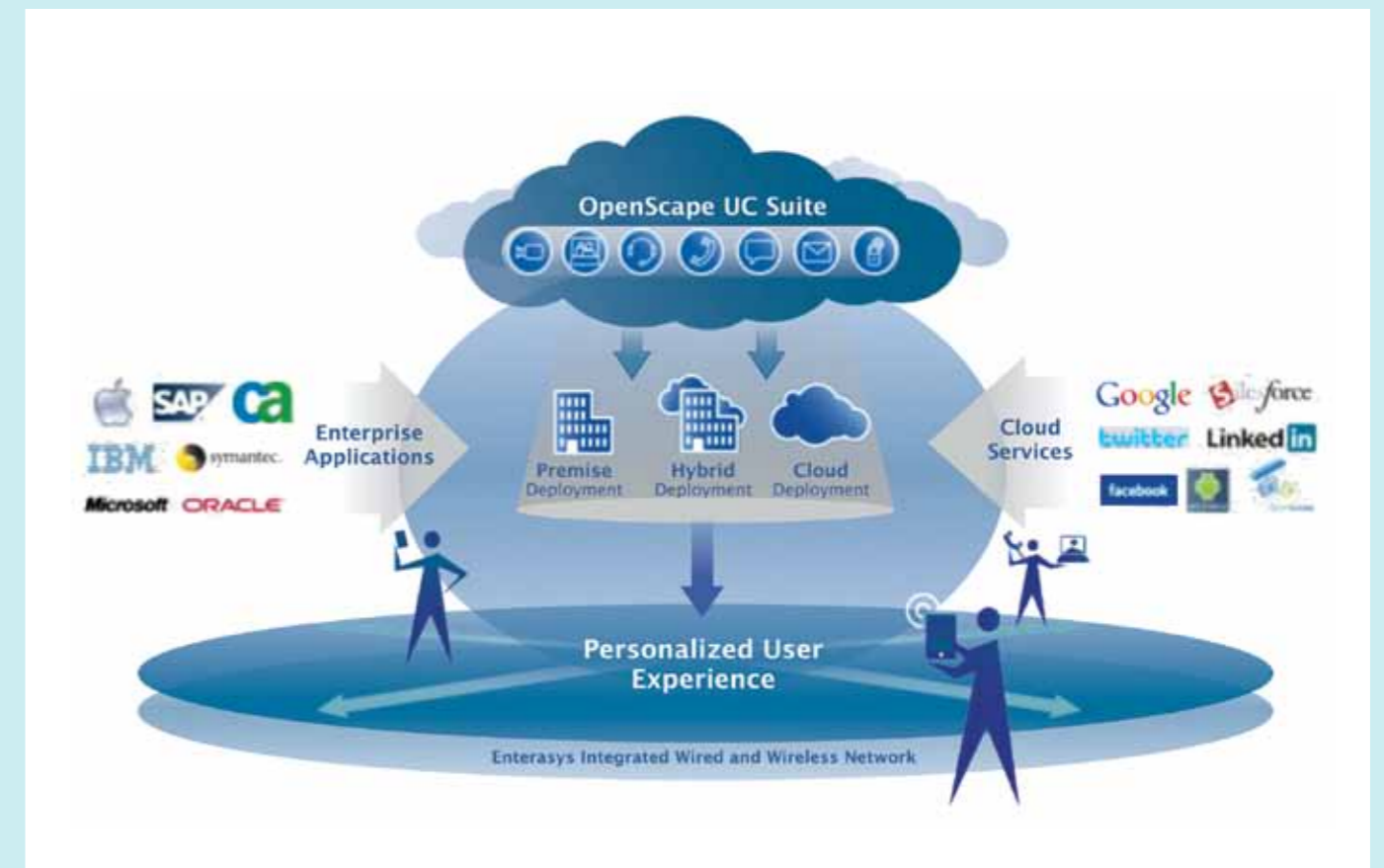
Communication is the engine of the global economy. People talk, deals are sealed, tasks are assigned, information is shared and business is done. In the midst of all these exchanges, you can create a competitive advantage. If you can communicate faster, better and more efficiently, you will be able to grab market share, which will rise with the global economy as it continues to improve.

Secure cloud computing can help you in this quest. Unlike some providers who are just talking about cloud communications, we are already doing it today with our proven technology and open approach:

- OpenScape is a complete integrated secure cloud communication product with carrier-grade reliability and security
- We have long-standing experience in business communications to ensure that all of our secure cloud solutions are easy to acquire and implement
- You can choose any approach: on-premise, private cloud, public cloud, managed services or hybrid
- The flexibility of OpenScape lets you make implementation decisions by location or by application, minimizing capex and lowering total cost of ownership (TCO)

The OpenPath Promise

OpenPath provides a smooth transition to unified communications and collaboration in the cloud at a pace that suits you best.





CONTACT CENTER SOLUTIONS

A COMPREHENSIVE SET OF CONTACT CENTER SOLUTIONS INCLUDING INBOUND VOICE, INBOUND EMAIL, OUTBOUND CALLS, SELF-SERVICE PORTAL AND CRM INTEGRATION. ON PREMISE, IN THE CLOUD, OR HYBRID.

OpenScape Contact Center Enterprise

Improve first-contact resolution and increase customer satisfaction with multichannel customer care

OpenScape Contact Center Agile

Access cutting edge multichannel functionality with our software solution targeted at contact centers with up to 100 active agents

OpenScape Contact Center Voice Portal

Create a speech-enabled automated portal for customer self-service to free up agents to handle more complex issues

OpenScape Contact Center Campaign Director

Design cost-effective outbound campaigns that improve customer loyalty and retention



NETWORKS INFRASTRUCTURE AND SECURITY

PROTECT AND INCREASE YOUR IT INFRASTRUCTURE EFFICIENCY WITHOUT COMPROMISING ON DATA NETWORK INTEGRITY OR INFORMATION SECURITY.

OpenScape Energy Efficiency Management

Reduce energy costs by up to 50% by monitoring, analyzing and managing consumption across your infrastructure

Network Management

Humanize the Enterprise. Meet isaac, the industry's first social media interface that connects your IT network with your social network.

Advanced Security Applications

Visibility & Control Automated network management, Compliance and security for edge-to-core protection

Wireless Solutions

Stay Connected Cloud-ready mobility with wire-like performance and the industry's best TCO

Standalone Switches & Routers

Solutions for switching needs at the data network edge

Stackable Switches & Routers

A flexible range of stackable switches and routers for the data network edge. Gigabit Ethernet Stackable Edge Switch with IPv6 routing

Chassis Switches & Routers

A versatile range of high performance switches and routers for network edge-to-core and data centers.



INDUSTRY SOLUTIONS

EVERY BUSINESS SECTOR HAS ITS OWN COMMUNICATIONS REQUIREMENTS AND FACES UNIQUE CHALLENGES. WE OFFER A RANGE OF FLEXIBLE SOLUTIONS TAILORED FOR SPECIFIC INDUSTRY NEEDS AND OBJECTIVES.

OpenScope Xpert

OpenScope Xpert is a reliable, multi-line communications solution for financial trading, emergency services, and transportation dispatch that will increase worker efficiency and productivity, while reducing operational cost and complexity.

Main Features

Emergency services, transportation dispatch and financial institutions around the world depend on communications. Dispatchers and traders face the responsibility of handling hundreds of critical calls a day. Whether it is a million dollar trade, vital cargo delivery or more importantly, human lives, companies depend on fast and reliable communications. OpenScope Xpert makes it easy - we deliver unparalleled usability and flexibility to the dispatcher or trader to maximize their effectiveness and efficiency.

- **Usability**
Any Traders and dispatch operators can have many communications channels open simultaneously, and open/close dozens of calls each minute. OpenScope Xpert's crisp 10" touchscreen makes it easy to handle hundreds of calls a day.
- **Flexibility**
Different business and services require different connection types, special input/output devices and optimized user interface. OpenScope Xpert is completely configurable and scalable to each user's specific needs.
- **Reliability**
When millions of dollars and human lives are on the line, communications are mission critical for the success of the enterprise. OpenScope Xpert is designed from the ground up to be robust and reliable.





Healthcare Communications Terminal

Increase patient satisfaction, quality of service, revenue, clinical efficiency, while enabling easier compliance and reducing costs, errors, and risks - all in one solution. It's not too good to be true. Allow us to introduce you to the Healthcare Communications Terminal, our newest solution for the healthcare industry.

This innovative device comes complete with a hospital-grade monitor and telephone for the patient's bedside. It provides simple and secure access to applications that benefit doctors, nurses, and the patient. From streamlining medication administration to patient access to entertainment, you HAVE to see this new solution that will meet all your needs:

Streamlined Clinician Access

Enables clinicians to make chart updates directly at the patient's bedside. An integrated barcode scanner allows for digital scanning and verification of any drug prior to dispensing. Reduce errors while improving efficiency

Patient Services

Provide commonly-requested information at the patient's bedside. Offer push-button meal ordering to launch menus that meet specific dietary requirements. Help meet HCAHPS goals with patient satisfaction surveys that escalate patient concerns to hospital administrators BEFORE the patient leaves the hospital. Offer discharge paperwork digitally.

My Care Team

The Healthcare Communications Terminal features an innovative application that allows the patient to learn about the various medical professionals on their team. User-friendly applications enable patients to direct non-emergency questions to their doctor, or keep a digital notepad so that they (or their family members) don't forget to ask any questions

Patient Education

The Healthcare Communications Terminal can optionally deliver patient education modules, tailored to patient's specific requirements. Created your own patient education material? No problem - we'll integrate it to maximize your investment.

Patient Entertainment

Offers your patients access to the internet, movies, games, a phone and television. Optional, low-cost daily fees can enable the creation of new revenue streams, while improving patient well-being. Better yet, there are no complex content provider agreements to manage. We do all that for you - it works out of the box.

Genset Efficiency Solutions

The Genset Efficiency Solution helps site owners to overcome the disadvantages of conventional genset setups.

A battery hybridization of the diesel genset in combination with an intelligent management of the genset-battery system dramatically reduces fuel consumption and CO² emission. This is achieved by operating the generator for shorter periods at optimum load for charging the battery. The lower operation frequency also substantially reduces maintenance efforts while increasing the lifetime of the genset. OPEX and CO² emissions are reduced by up to 70%.

Advantages

- Reduced diesel consumption
- Pro-longed generator & battery life
- Extended maintenance intervals
- Reduction of CO² emission



TRAINING FACILITIES

AT TGS, WE BELIEVE IN HELPING OUR CUSTOMERS MAXIMIZE YOUR INVESTMENT. TO DO SO, WE PROVIDE TRAINING FOR YOUR TEAM SO AS TO FAMILIARIZE THEM WITH THE EQUIPMENT AND SERVICES, SO THAT THEY CAN FULLY UTILIZE ALL THE FUNCTIONS YOU HAVE INVESTED IN.

We are equipped with a comfortable Training room that takes up to 16 participants for our customers' Administrator, End Users or IT Support team.

We also have a Demo Room with 8 testing stations to showcase our latest technology and a Lab Room for integration testing with 3rd Party Vendors.





MANAGED SERVICES

WHY WASTE YOUR IT TEAM'S PRECIOUS TIME ON DAY-TO-DAY OPERATIONS? OUR MANAGED SERVICES PROVIDE OUT-TASKING AND OUTSOURCING SERVICES SUCH AS COMMUNICATIONS MANAGEMENT AND DATA MIGRATION WHILE CUTTING YOUR COSTS. HELP YOUR IT DEPARTMENT FOCUS BETTER TO HELP YOUR BUSINESS SOAR.

We specialized in the followings Managed Services:

- Voice Solutions
- Unified Communications & Collaboration
- Cloud Communications
- Contact Center Solutions
- Network Infrastructure and Security
- Industry Solutions
 - Healthcare Communications Terminal
 - OpenScape Xpert
 - Genset Efficiency Solutions

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