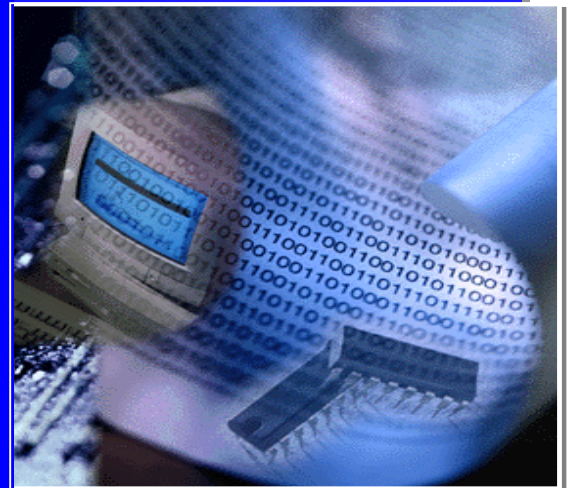# MICROTEC

COMPANY PROFILE

2016

COMPANY INTRODUCTION

Microtec, a Singapore based company, saw tremendous business opportunities within the emerging markets of the Indo-China region (Vietnam, Cambodia and Laos), and the vital role technology plays in the development of their economic growth.

Overseas operations began in Vietnam in 1993, with the supply and distribution of our own Microtec personal computers and trading in various types of office automation equipment. Microtec eventually moved into the supply and integration of servers and network systems and began to be more involved in Vietnam's technology infrastructure projects. By 1995, Microtec began to acquire distributorship with leading multi-national technology companies from the United States and Europe, to represent and integrate their technology solutions.

Over the years, Microtec has built a team of professionals who share the common dynamism, enthusiasm, and dedication that has allowed us to establish Microtec a strong presence and recognition as a leading information technology company in our respective technology field, within the Indo-China region. Our success stems from our early market entry, understanding the market economics and cultivating key relationships with local partners and customers.

Mission Statement

The company's *chief objective* is to maintain recognition as a leading provider of information technology products and solutions in our respective technology field. Our current success is attributed to adhering to our principal values and cultivating these values into successful relationships with our customers, local partners and our principal vendors. The principal values are;

- *Core Competencies* - Focus on our core technology competencies by constantly enriching our technology solution offerings, innovation and expertise.

- *Team Culture* – Dedication and discipline among our team, local partners and principal vendors to maintain our market leadership.

- *Our Customers* – Maintaining customer satisfaction by defining their needs and delivering the right solutions, on time and backed by proven service support infrastructure.

CORE COMPETENCIES

Microtec specialises in providing e*nd-to-end technology and information system solutions* based on integrating quality hardware, software and services, to meet specific IT and business requirements of our customers in the Indo-China region.

We offer our customers the flexibility of purchasing individual products or to provide them a complete end-to-end solution.

Our core technology competencies are:

- **ATMs, Kiosk & Financial Transaction Switching Applications**

- **Data Storage & Backup Solutions**

These solutions are tailored and integrated based on established relations with our following principal partners;

Financial Systems Solutions Partners

Banking Solutions   **Financial Transactions Solutions**   **ATM Management Solutions**

Data Storage Solutions Partners
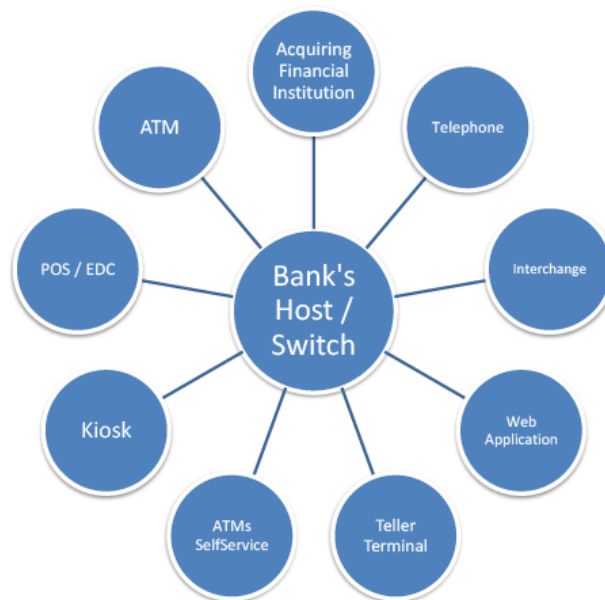
HITACHI
Inspire the Next

Enterprise Storage Solutions

Microtec's Solutions are divided into the following team structure:

Financial Solutions Team (F/S Team)

Our F/S Team specializes in providing *integration*, *customization* and *deployment* of Financial and Banking solutions, specifically in areas of:

- **Channel Delivery Self-Service Solutions**
  - ATM, Interactive Kiosk

- **Cheque and Item Processing Solutions**
  - Cheque and Financial Data Processing / Clearance systems

- **Financial Transaction Processing Solutions**
  - Customer Delivery Channel Solution
  - Payment Processing Interface Gateways (e-Commerce)

- **ATM Operation and Management Solutions**
  - Software Distribution, Electronic Journal and ATM Status Monitoring Solution
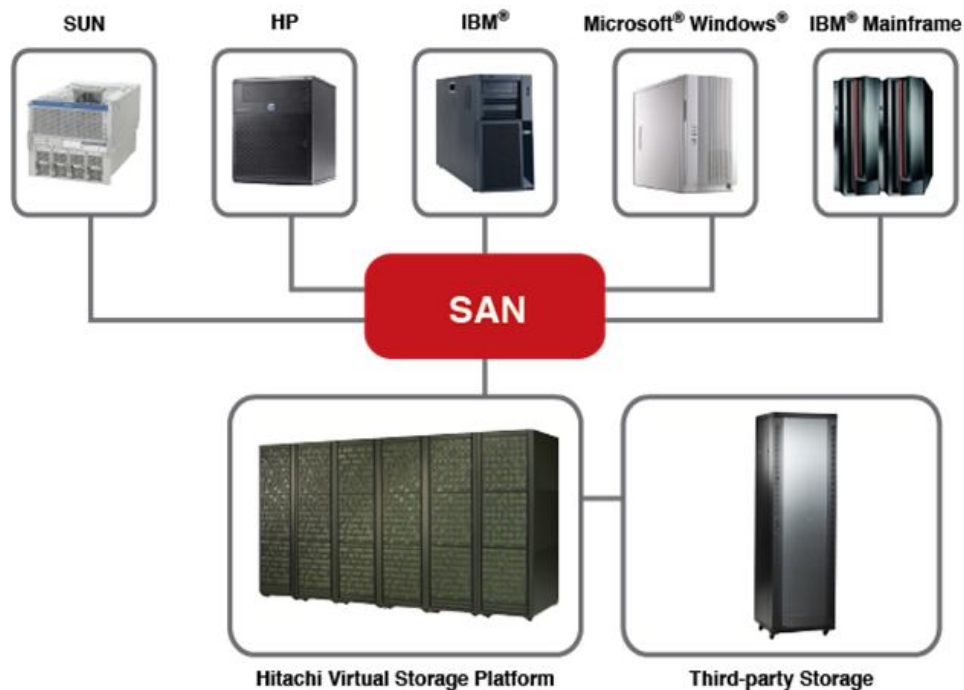 - Payment gateway, risk & fraud management, encryption key management

Delivery Channel Solutions

Data Storage Team (D/S Team)

Our D/S Team specializes in providing *integration*, *customization* and *deployment* of Data Backup and Recovery, Data Storage Management. Our solutions include:

- **Data Backup and Recovery**
  - Complete solutions from standalone drives to enterprise level automated tape backup libraries and backup/recovery software

- **Data Storage Management – SAN & NAS**
  - From entry-level NAS products to Enterprise SAN solutions

Data Storage Solutions

Our other business service includes:

Project Consulting and Co-ordination Services

We work with recognized IT and consulting companies to provide business and information technology services, such as:

- Providing pre-project feasibility & project co-ordination services

- Providing post-project implementation and support services for our principals and multinational customers

Maintenance and Training Services

This is one of our key strengths – our *Support Infrastructure* and *Technical Competence*. With experience gained over the years, certified by our principal vendors, and backed by our well-equipped spare parts depot, allows us to respond to system and customer problems quickly and professionally.

- Providing maintenance and support services for ATM/Kiosk, Storage System, Storage Networking products.

- Training (Software development & Project management)

NCR Self Service ATMs

HDS Storage System

TEAM CULTURE

Microtec has over the years established a dynamic team that has accumulated the expertise to deliver and manage these solutions to our customers. Through our strategic partnerships with our principal vendors, who are leaders in their respective technology field, Microtec provides as part of our solutions:

- System Requirements Study
- Design, Customization and Development
- Project Management
- Training and Maintenance Services

Not only are we competent on the solutions that we provide but we have the understanding on the business aspect of the technology applications we provide. We emphasize in detail on our internal processes, while maintaining a balanced and healthy team working environment.

On April 2012, Microtec officially received our ISO 9001:2008 to ensure we provide the consistent and quality service to our customers.

At Microtec we are *dedicated to succeed*.

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

This is to certify that:

MICROTEC VIETNAM COMPANY LIMITED
5th Floor, 194 Tran Quang Khai Street,
Ly Thai To Ward, Hoan Kiem District,
Hanoi,
Vietnam

Holds Certificate No: **FS 590465**

and operates a Quality Management System which complies with the requirements of ISO 9001:2008 for the following scope:

Providing solutions and services of implementation, setting-up, warranty and maintenance for self-service systems (including ATM, CDM...)

CUSTOMER REFERENCE *(Selected)*

VIETNAM

Banks
- State Bank of Vietnam (SBV)
- JSC Bank for Foreign Trade of Vietnam (Vietcombank)
- Vietnam JSC Bank for Industry and Trade (Vietinbank)
- Vietnam Bank for Agriculture & Rural Development (Agribank)
- JSC Bank for Investment and Development of Vietnam (BIDV)
- Vietnam Technology & Commercial Stock Bank (Techcombank)
- Military Commercial Joint Stock Bank (MB)
- The Southern Commercial Joint Stock Bank (Phuong Nam Bank)
- Saigon Commercial Joint Stock Bank (SCB)
- Vietnam Asia Commercial Joint Stock Bank (Viet A Bank)
- VID Public Bank
- An Binh Commercial Joint Stock Bank (ABB)
- Indovina Bank (IVB)
- Vietnam International Joint Stock Bank (VIB)
- Vietnam Russia Bank (VRB)
- Ocean Commercial Joint Stock Bank (Oceanbank)
- SouthEast Asia Bank (SeABank)
- Tien Phong Bank
- HD Bank
- Mekong Development Bank
- Viet Capital Bank

Ministries & State Agencies
- State Treasury of Vietnam
- Vietnam Airlines
- Vietnam Mobile Services (VMS)
- Vietnam Data Communication Company (VDC)

MNCs & Joint Ventures
- CitiBank Vietnam
- ANZ Bank Vietnam
- HSBC Vietnam
- Standard Chartered Bank Vietnam

CAMBODIA

Banks
- Canadia Bank
- ANZ Royal Bank
- Cambodian Public Bank
- Prasac Bank
- ABA Bank
- Phnom Penh Commercial Bank
- Mekong Bank

LAOS

Banks

- BCEL (Banque Pour Le Commerce Exterieur Lao)
- Lao-Viet Bank
- Indochina Bank
- ANZ Bank
- ST Bank
- Lao Development Bank (LDB)
- Lao Construction Bank (LCB)

EXHIBITIONS & WORKSHOPS

<u>Vietnam</u>

Informatics Exhibition Hanoi	Jun '93
Tricord SuperServer Seminar	Sep '94
AT&T GIS Seminar	Nov '94
Tricord Systems Training	May '95
Informatics Week Exhibition	Nov '95
NCR Seminar	Jul '96
NCR GITP (Project Management) Workshop	Apr '97
NCR HA Server Systems Server	Jun '98
NCR Bond Management System – MOF	Sep '99
Software Design & Development Workshop	Mar '00
NCR ATM Product & Solution	Apr '00
Legato Data Backup & Protection Training	Jun '00
ATM Operations & Management Workshop	Apr '01
Banking Vietnam 2002 - Hanoi	May '02
Banking Vietnam 2003 - Hanoi	May '03
Banking Vietnam 2004 - Hanoi	Jun '04
Banking Vietnam 2005 - Hanoi	Jun '05
Banking Vietnam 2006 - Hanoi	Jun '06
Banking Vietnam 2007 - Hanoi	May '07
Hitachi Data Systems Seminar	May '08
NCR Roadshow 2009 – Hanoi	Aug '09
Vietnam Banking 2010 – Hanoi	May '10
Vietnam Banking 2011 – Hanoi	May '11
ASEAN Banker – Hanoi	Dec '12
Vietnam Banking 2013 – Hanoi	May '13
ATMIA European 2014 – London	June '14
NCR Solutions Workshop - Phnompenh	Nov '14

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