



Company Profile

of

Telesupply Sdn Bhd

Main company contact:

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Sales Coordinator : Connie Chan (connie@telesupply.com.my)

Office Phone : +603-7984-8322

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1. Business, Administrative & Contact Information

- a. **Business name** : Telesupply Sdn Bhd
- b. **Business type** : Private Limited Company
- c. **Company registration number** : 65036-V
- d. **Telephone** : +603-7984 8322
- e. **Fax** : +603-7984 6322
- f. **E-mail** : admin@telesupply.com.my
- g. **Physical address** : 40 C & D, Jalan Desa Bakti,
Taman Desa, Off Old Klang Road,
58100 Kuala Lumpur,
Malaysia
- h. **GPS Coordinates** : 3.102835, 101.684237

2. Introduction

a. Company History

Telesupply Sdn Bhd was established in 1985 by a group of engineers who served in Telecoms Malaysia and Telecoms Singapore. We started the business by supplying and providing after sales service for TAIKO Key Telephone Systems from Japan. In 1991, we became pioneers in introducing Call Sequencers and Automated Attendant Systems (Auto-Receptionist Systems) to the Malaysian Market. Subsequently, we were appointed as the distributors for NICE, THALES and RACAL Multichannel Voice Loggers, marketing our products to the financial and stock exchange securities organisations.

Today, we are also distributors for Verint Systems and are the sole distributor for Multisuns voice recording solutions in Malaysia. Telesupply.

We are very much involved in the Call Centres industries especially for intergration of voice logger with reknown products like Verint, NICE, VoiceCyber and Multisuns. We provide voice logging solution to Call Centres with analog or IP swithes intergration.

We have recently extended our business to the Forex trading rooms with the innovative solution from Infinet, providing full IP based Dealer boards for forex dealers.

With 30 years' experience to-date, continues to grow its' market share and expand the company's range of products in order to cater to an increasingly discerning clientele for telecommunication products, services and solutions.

b. What the company does

Telesupply Sdn Bhd is in the business of sales, service and support of telecommunications and information technology products. We serve more than 100 clients locally and regionally in various industries ranging from airports to banking, financial and insurance to information technology and other sectors.

We focus on Call Centre Voice logging with value added solution and Forex Dealing Room front office Dealer board as our core business.

3. Strategy

a. Vision statement

We look towards becoming leaders in the industry through distinguished products and services, especially in the Call Centre and Bank Forex industries.

b. Mission statement

We give our utmost in providing our clients with the best services by being constantly sensitive to our client needs and requirements and through that we ensure that our team works together flawlessly to meet and exceed our clients' needs and expectations.

c. Values

We strongly believe that educating the market with new ideas and products through providing solutions to client needs is the most challenging and rewarding business

4. Business concept

a. Business concept

We provide specialisation in the area of server-based multi-channel voice loggers and network infrastructure. Our company will assess, design and implement the best solution for clients. In doing so, our clients will be able to maximise their investment through the solutions provided. As pioneers in the industry, we will continue to improve on existing solutions while developing new solutions to meet the needs and expectations of our clients.

b. Products

Voice loggers

The logo for Verint, featuring the word "VERINT" in a bold, blue, sans-serif font. A small registered trademark symbol (®) is located at the end of the word.The logo for Multisuns, featuring a red graphic of three curved lines above the word "MULTISUNS" in a bold, black, sans-serif font. A small registered trademark symbol (®) is located at the end of the word. Below the word is the website address "www.multisuns.com" in a smaller, black, sans-serif font.The logo for Nice, featuring the word "NICE" in a bold, black, sans-serif font. A small registered trademark symbol (®) is located at the end of the word. The letter "I" is stylized with a blue square in the middle.The logo for IR-Link, featuring the word "IR-Link" in a bold, orange, sans-serif font. A small registered trademark symbol (®) is located at the end of the word. To the right of the word is a graphic of a network node with six orange spheres connected by lines. Below the word is the text "IRLINK CORPORATION" in a smaller, black, sans-serif font.The logo for VoiceCyber, featuring a graphic of three orange curved lines above the word "VoiceCyber" in a bold, black, sans-serif font.

Automated Attendant and Voicemail Systems

- Multisuns - MIT1000/2000, Matrix
- MailVox

Headsets:

- GN Netcom

Single Line Telephones

- KP Series 3031/3033/2890/2898

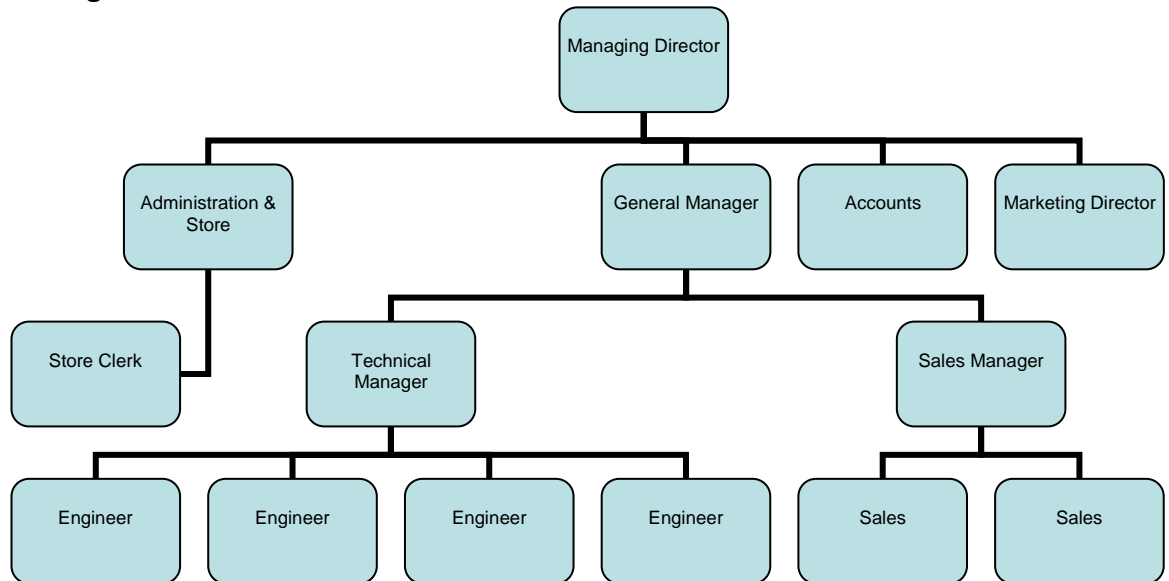
c. Services

Our Technical Support and Maintenance Services include:

1. Network infrastructure related maintenance support services
2. Network equipment maintenance support services
3. Nationwide preventive and corrective network maintenance
4. Comprehensive maintenance support services
5. Project management for network infrastructures and voice systems
6. TDM, Trunk & IP-Based voice logger maintenance
7. Forex dealing room front office dealer boards

5. Management & Ownership

a. Management structure



b. Directors

Tan Heng Juat
Managing Director

Academic Qualifications

B. Eng. (Hons), University of Malaya.

Professional Qualifications

Member of Institute of Engineers, Malaysia

Professional Engineer registered with the Board of Engineers, Malaysia

Professional Experiences :

1975 - 1977 Assistant Controller of Telekom
Line Plant Division
Jabatan Telekom Malaysia

1977 - 1979 Assistant Controller of Telekom
Test & Inspection Section
Jabatan Telekom Malaysia

1979 - 1982 Marketing Manager
Paterson, Simon & Co (M) Sdn Bhd
Marketing ITT PABX & Gas Presurisation Equipment for
telephone cable network
Introduce MITEL PABX into Malaysia Market

- 1982 - 1984 Marketing Manager
KTE Sdn Bhd
Distributor for GTE range of products from PABX, Key Telephone System, Microwave equipment and spares.
- 1984 - Present Managing Director
Telesupply Sdn Bhd
Established Telesupply Sdn Bhd
Importer & Distributor for wide range of telecommunication products from :
Taiko Electric Co. Ltd, Japan
RACAL Recorders Ltd, UK
Multisuns Corp. , Taiwan
Phone Control, West Australia.
GN Netcom Headset, Denmark
Fourseas Telecommunications, Hong Kong.
Verint Systems, Inc.

Liew Shong Soon
Director

Academic Qualifications

B. Eng. (Hons), University of Malaya

Professional Experience:

- 1975 - 1980 Telecom Engineer
Telecoms Authority of Singapore
- 1980 - 1982 Project Engineer
Philips, Holland
- 1982 - 1986 Division Manager
Philips Malaysia
- 1986 - Present Director - Product Development
Telesupply Sdn Bhd

Tham Keng Yeun
Director of Marketing

Academic Qualifications:

MCE
Architectural Draughtsmanship Certificate

Experience :

- 1965 - 1968 Sales Trainee
Behn Meyer (M) Sdn Bhd
Sales of "Olympia" range of office and business machines to dealers and end users

1968 -1970	Sales Representative Lyons Motors Ltd Selling "Holden" and Renault" passenger cars
1970 - 1974	Sales Representative Philips Malaysia Sdn Bhd Marketing of Philips consumer products and setting dealer Network
1974 - 1979	Sales Executive Philips Malaysia Sdn Bhd Marketing Philips products for professional applications dealing with M & E Consultant
1979 - 1988	Assistant Sales Manager Philips Malaysia Sdn Bhd Sales and promotion of Philips professional products : Professional Audio System Congress/Conference System Intercom Radio Paging Voice Logger MATV/CATV Language Laboratory System Background Music System Closed Circuit Television System (CCTV) Electronic Access Control System Threat Detection System
1988 - Present	Marketing Manager Telesupply Sdn Bhd Sales & Marketing of full range of Telecommunications products including : Voice Loggers Key Telephone Systems Voice Messaging System and AutoAttendant Call Billing System etc. Training of sales personnel

- c. Management**
General Manager
Sales Manager
Technical Manager

6. Current customers & projects

Banks

- | | |
|--------------------------------------|-----------------------------------|
| 1 Hong Leong Bank | 11 Public Bank - PB Card Services |
| 2 Affin Bank | 12 Standard Chartered Bank |
| 3 HSBC Bank | 13 Deutsche Bank |
| 4 RHB Bank | 14 Overseas Chinese Banking Corp |
| 5 AmBank | 15 Bank Islam |
| 6 Citibank | 16 Mayban Investment Unit |
| 7 Alliance Bank | 17 Bank Simpanan Nasional |
| 8 United Overseas Bank | 18 JP Morgan Bank |
| 9 Affin Merchant Bank | 19 Citibank Branch Services |
| 10 Alliance Cards & Payment Services | |

Money Brokers, Securities Companies & Futures Trading

- | | |
|--------------------------------------|--|
| 1 Amanah Butler (M) Sdn Bhd | 29 Amanah Saham Kedah |
| 2 TA Securities Sdn Bhd | 30 Boltly Securities |
| 3 TAOFF Sdn Bhd | 31 Sri Comm Options & Futures Sdn Bhd |
| 4 AMMB Futures Sdn Bhd | 32 OSK Futures & Options Sdn Bhd |
| 5 Pacific Mutual Fund | 33 Affin Futures |
| 6 Malaysian Monetary Exchange | 34 Arab Malaysian Securities |
| 7 Fontanaz Futures | 35 INNOSABAH Securities Sdn Bhd |
| 8 South Johore Securities | 36 Citicorp Nominees |
| 9 Mohaiyani Securities | 37 BBMB Kewangan Bhd |
| 10 Public Mutual Fund Bhd | 38 Securities Commission |
| 11 RHB (Melaka) Securities | 39 BSN Investment Unit |
| 12 KAF Refco Futures | 40 Abrar Futures Sdn Bhd |
| 13 KLOFFE Capital | 41 Pesaka Jardine Flemmings |
| 14 OSK-UOB Unit Trust | 42 OCBC Nominees |
| 15 HLG Securities | 43 Prudential Unit Trust |
| 16 HLB Management Unit Trust | 44 HSBC, Securities Dept. |
| 17 HLG Unit Trust | 45 Malayan Securities Trust |
| 18 TA Futures | 46 Hwang-DBS Securities |
| 19 Permodalan BSN | 47 Apex Securities |
| 20 AMMB Asset Management | 48 Malaysian Foreign Currency Clearing House |
| 21 A.A. Anthony Securities | 49 Malaysian Derivatives Clearing House Bhd |
| 22 OSK Securities Bhd | 50 PGEO Group |
| 23 Alliance Merchant Investment Unit | 51 Okachi Malaysia |
| 24 K&N Kenanga International | 52 Sunny Futures |
| 25 HLG Shares Margin | 53 Alliance Shares Margin |
| 26 Alliance Bank -Treasury | 54 RHB Bank – Treasury |
| 27 HSBC Trustee | 55 HSBC Custody & Clearing |
| 28 SBB Asset Management | |

Oil & Gas

- 1 Gas (M) Sdn Bhd
- 3 Malaysian LNG
- 5 Exxon-Mobil
- 2 Sarawak Shell
- 4 Petronas Bhd
- 6 Malaysia Oxygen Bhd

Power & Energy :

- 1 YTL Power Station Sdn Bhd
- 2 Bekalan Air Berhad
- 3 Kulim Power Plant
- 4 Tenaga Nasional Berhad
- 5 Perlis Power Plant

**Central Monitoring and other
Emergencies Services**

- 1 Bank Simpanan Nasional-CMS
- 2 Securico Malaysia Sdn Bhd
- 3 Peakson Alarm & Automation
- 4 Malaysian Red Crescent Society
- 5 Gee Loong Ent.
- 6 ADT Alarm
- 7 Mahmood Security
- 8 Chubb Malaysia
- 9 Alarms and Automation Sdn Bhd
- 10 Prism Protection Services
- 11 KL Monorail

Government Statutory Bodies and Agencies

- 1 Securities Commission Malaysia
- 2 Sarawak Marine Department
- 3 Royal Malaysian Navy
- 4 Radio Television Malaysia
- 5 Kementerian Pertahanan
- 6 Polis Di Raja Malaysia
- 7 Ministry of Defence
- 8 Unitar
- 9 Danamodal

Call Centres

- | | |
|------------------------------|---------------------------|
| 1 Hong Leong Bank | 16 AM Direct |
| 2 United Overseas Bank | 17 Eon Bank |
| 3 University Tun Abdul Razak | 18 TM Touch |
| 4 MAS, Kuching | 19 MAS, Subang |
| 5 Petronas | 20 PutraJaya |
| 6 Genting Highland | 21 SBB, Consumer Banking |
| 7 SCB, Collection Centre | 22 Nilai Memorial Park |
| 8 Diner's Club | 23 SCOPE |
| 9 Direct Response Television | 24 Prometric Kuala Lumpur |
| 10 Teledirect | 25 E-Cop.net |
| 11 Vision IP Sevices | 26 SBB, Direct Access |
| 12 MQ Sports | 27 Star Publications |
| 13 Bonuslink | 28 Price Solutions |
| 14 Mandarin Oriental Hotel | 29 AEON Credit Services |
| 15 Shell Malaysia | 30 Proton Edar |

Other Commercial Organisations

- 1 EQ Sport
- 2 Selangor Turf Club
- 3 Ipoh Turf Club
- 4 Thong Hin Motor
- 5 Everise Venture
- 6 KLCC Urusharta
- 7 Komark Bhd
- 8 Leisure Management
- 9 Penang Turf Club
- 10 KTM Malaysia
- 11 Mobikom
- 12 TM Touch
- 13 G. Siva Kumar & Associates
- 14 Baba's Product

Airports

- 1 MAS, Kuala Lumpur
- 2 Sibu Airport
- 3 Subang Radar Project
- 4 Airod Sdn Bhd
- 5 MAS, Kuching
- 6 Langkawi Airport
- 7 MAS Emergency Centre

**Thank you for taking the time to go through this business profile.
If there are any questions or comments, please feel free to contact us.**