

## FACT SHEET – NATIONAL INFOCOMM AWARDS 2008 Winners for the Category of Most Innovative Infocomm Product/Service

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**Company:** Advanced Network Technology Laboratories Pte Ltd (ANTlabs)

**Product/Service:** *Securite*

### **Product/Service Description**

*Securite* is a full-featured network security solution that protects computer users from phishing, crimeware/spyware, keyloggers and hackers from stealing confidential information during online transactions such as e-banking, internet shopping, and logins to social networking sites and gaming platforms. The solution bridges the gap left by traditional anti-virus solutions which primarily engage a detection and scanning approach to identify known malware.

*Securite* employs the latest in computer, network and security technologies to provide a total solution to ensure that sensitive and confidential end-user information is not compromised during online transactions. The solution consists of the *Securite* Directory Service Provider, the *Securite* Connection Agent and the *Securite* Admin Server. These components work together to prevent identity theft, cripple any malicious attacks and provide ease of deployment.

The software is installed on the user's computer and is activated when the internet browser is launched. When the user visits a website, the software verifies the authenticity of the website and a dedicated link to the site will be established. This dedicated link prevents hackers from hijacking information in transit. During the session, unauthorized rogue applications and processes will be prevented.

### **Benefits**

While anti-virus software is applied to the entire computer, *Securite* is lightweight as it operates seamlessly with the browser and is transaction specific. The users will not experience any noticeable delays while *Securite* is in operation. Users also do not need to conduct regular spyware signature updates for the software to stay effective.

The solution is easily deployed, scalable and cost effective and especially suited for deployment by financial services companies and retailers who want to provide a trusted online environment for their customers. In addition, it can be used by home users to protect them during confidential internet transactions.

**Reference Deployment Site** – The solution is deployed at free Internet terminals at Changi Airport. As one of the world's busiest airports, the facility hosts a stream of travellers from all over the world who use terminals to check email, check bank balances and perform other financial and confidential transactions.

Previously, users risked having confidential information such as Internet banking pin numbers and passwords hijacked when they conducted online transactions at free internet terminals. With the deployment of ANTI labs' *Securite* at the Singapore Changi Airport to secure the free Internet access terminals, passengers can now confidently check their emails and transact online at Changi Airport knowing that their private and confidential data is safe from viruses and spyware.

### **About ANTI labs**

Advanced Network Technology Laboratories (ANTI labs) innovates and develops Consumer Endpoint Security Solutions and end-to-end secured network access products for Financial Services, online retailers, Telco, Enterprise and Hospitality industries. We are world renowned for our robust gateway solutions used by major telcos and hospitality institutions worldwide. Today, ANTI labs is a substantial market leader in Singapore, Indonesia, Malaysia, Vietnam and Thailand, with growing presence in the North American, China, and Middle East market. ANTI labs provides zero configuration endpoint security products that protect Internet users against malware and other Internet borne threats. ANTI labs' security solution "*Securite*" was conferred with the Best Deployment Scenario Award for Integrated Security Software 2008 while its Chief Executive Officer Ang Kwang Tat was honoured with the Shaping Info Security 2008 Industry Award by leading international industry title, Info Security Products Guide, published by Silicon Valley Communications. Additional news and information about the company is available at <http://www.antilabs.com>.

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## **FACT SHEET – NATIONAL INFOCOMM AWARDS 2008 Winners for the Category of Most Innovative Infocomm Product/Service**

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**Company: BuzzCity Pte Ltd**

**Product/Service: myGamma – Community-Based Mobile Advertising Network**

### **Product/Service Description**

myGamma addresses a unique group of “unwired” audience. They are Internet users who have limited or no access to computers and have made their primary access to the Internet using their mobile devices.

The community is one where people worldwide exchange ideas and express themselves as a way of keeping in touch with friends or making new ones. Merchants can tap into this community using myGamma as a unified platform to sell their merchandise. Advertisers can also make use of the mobile advertising network to select their target audience according to metrics such as geography.

Registration is free and members interact via their personal profiles, blogs, discussion groups and many other community features.

The key attributes of the advertising network are:

- Do-it-yourself back-office interface
- Online campaign management, reporting and credit top-up
- Online ad code management and revenue settlement
- Highly scalable and robust advertising serving and targeting

### **Benefits**

Advertisers – Reach the unique “unwired” audience on mobile in over 100 countries

Publishers – Monetize mobile Internet sites through mobile advertising

Merchants – Sell mobile contents worldwide through Gamma Wallet

### **About BuzzCity**

BuzzCity is a developer of global wireless communities and consumer services. Established in 1999 in Singapore, BuzzCity today operates the world's largest wireless community - mygamma.com - for two distinct audiences: the newly connected emerging middle class in developing markets and the blue collar sector in developed regions. These “unwired” consumers are accessing the mobile Internet on their phones due to widespread and affordable wireless access. BuzzCity provides marketers with unprecedented opportunities to reach this audience via its far-reaching advertising, merchant and publisher programs. To know more about BuzzCity, please visit [www.buzzcity.com](http://www.buzzcity.com).

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## **FACT SHEET – NATIONAL INFOCOMM AWARDS 2008 Winner for the Category of Most Innovative Use of Infocomm Technology (Public Sector)**

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**Company: Land Transport Authority (LTA)**

**Project: *Intelligent Transport Systems – Optimising Road Network***

### **Project Description**

The adoption of Intelligent Transport Systems (ITS) has helped LTA to improve the operational efficiency and road safety of Singapore's road network. Starting in the 1980s with the modest Green Link Determining (GLIDE) system for computerised traffic signal control, more components of the system were introduced over the years. These include the technologies for the operations of the centrally controlled Central Expressway Tunnels (CTE), TrafficScan, Expressway Monitoring and Advisory System (EMAS), Electronic Roads Pricing (ERP), and Junction Electronic Eyes (J-Eyes). The ITS are integrated under a single platform called i.transport, which gives improved co-ordination and management of traffic on Singapore's roads.

LTA deploys ITS which use a series of technologies to link motorists, their vehicles and roadside infrastructures together. The technology draws on several disciplines, including infocomm technology, transport engineering, automotive engineering and computer science. This allows LTA operators in its Operations Control Centre to effectively monitor and manage traffic, improve road safety and influence drivers' behaviours through the tweaking of its traffic systems, the provision of traffic advisory information and the activations of recovery crew when necessary.

LTA will continue to use technology to optimise the available road space. For instance, LTA is working with external agencies to provide more reliable and dynamic traffic advisory information to motorists in an effort to employ innovation to improve its traffic management capabilities as well as to enhance its business processes and customer satisfaction.

### **Benefits**

Land transport is a matter that affects everyone. Singapore faces increasing constraints in road building as it becomes more densely built up. Its vehicle population now stands at over 800,000 and continues to grow. LTA relies on innovative infocomm and ITS solutions to make roads safer and to keep traffic flowing smoothly. This makes Singapore a more livable city and gives motorists more pleasant journeys on the roads. In addition, ITS allow timely dissemination of traffic information which is key to help motorists take the best route to their destinations. The ITS solution also plays a role in protecting the environment and contribute towards cleaner air and better quality of life for Singaporeans.

**About LTA**

The Land Transport Authority (LTA) is a statutory board under the Ministry of Transport. It was established on 1 September 1995 under the Land Transport Authority of Singapore Act (Chapter 158A). LTA spearheads improvements to the land transport system through integrated planning, development and management of land transport policies and infrastructure.

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## **FACT SHEET – NATIONAL INFOCOMM AWARDS 2008 Winner for the Category of Most Innovative Use of Infocomm Technology (Private Sector – General)**

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**Company: YCH Group**

**Project: *A High Performance Supply Chain Nerve Centre – RFID Enabled***

### **Project Description**

To help its customers manage their supply chains more effectively, the YCH Group designed and implemented the first RFID-enabled Supply Chain Nerve Centre in Asia Pacific. This is a collaborative management solution that performs all the required logistics activities in real time, meeting the demanding pace set by the customer.

The system was deployed in December 2007 at the manufacturing material hub of YCH Group. This hub serves over 300 global and local suppliers with more than 3,000 Store Keeping Units (SKUs) in 30,000 location facility which operates round the clock to fulfill billion-dollar orders. The solution is able to deliver accurate quantities as required by each manufacturing order thus ensuring that customers' manufacturing facilities are kept running.

Beyond Singapore, this Supply Chain Nerve Centre extends its connectivity across YCH Group's facilities in the region, for seamless interoperability between supply chain partners. This enables the efficient implementation of processes that range from procurement of raw materials to production, assembly, storage, transportation and last-mile distribution.

YCH leveraged on RFID and web service technologies to simplify, synchronise and integrate complex business processes. Suppliers, third-party logistics, freight forwarders, transporters and shippers have access to a suite of innovative services which is enhanced by the unique tag ID Repository. Designed to be robust, secure and non-intrusive, the unique tag ID Repository captures all movements that are user-defined while protecting the integrity of partners' information. Information is exchanged only on an on-demand basis, without the need to replicate databases on the platform. This translates into significant cost savings and enhanced end-to-end visibility of the entire supply chain process.

### **Benefits**

Since the deployment of the Supply Chain Nerve Centre, the YCH Group has experienced between 20 to 40 per cent savings from labour, asset utilisation and time. In the long run, the solution's versatility allows customers and suppliers to continually innovate and develop new classes of eSCM solutions.

## **About YCH Group**

Founded in 1955, YCH Group is the leading end-to-end Supply Chain Company with operations spanning across the entire Asia Pacific region. YCH provides integrated logistics services and best-of-breed, award-winning SCM solutions to world class companies such as Dell, Motorola, Canon, Exxon Mobil, Rohm & Haas, DyStar, LVMH, Frisian Foods and so on.

A strong proponent of innovation, YCH is recognized for its 7PL™ approach in seamlessly integrating supply chain strategy with execution to attain success in the SCM industry. Recently, YCH was conferred the Asian 3PL of the Year award by Supply Chain Asia in 2007 and was a consecutive winner of the highly-regarded Frost & Sullivan ASEAN 4 Logistics Awards for being Singapore's Best Domestic LSP and Best IT/Electronics LSP two years in a row. As a forerunner in worldwide supply chain security, YCH is also the first recipient of the ISO 28000:2007 certification for excellent security management in the global SCM industry. More information on YCH is available on <http://www.ych.com>

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# FACT SHEET – NATIONAL INFOCOMM AWARDS 2008

## Winner for the Category of Most Innovative Use of Infocomm Technology (Private Sector – Small and Medium-Sized Enterprises)

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**Company:** PictureWorks Pte Ltd

**Project:** *PictureAnywhere - Take Picture Wirelessly, Print Photo Instantly*

### **Project Description**

PictureAnywhere is the innovative solution that utilises the latest infocomm technologies to revolutionise the way memories are captured at events. Today PictureAnywhere has created a brand new form of entertainment and has growingly become an event "must have".

PictureAnywhere uses infocomm technology to simplify, synchronise and integrate complex processes – from the moment photos are captured and transmitted for photo editing, template integration, photo identity synchronisation and finally, instant high quality photo printing.

### **Benefits**

For the company, PictureAnywhere has resulted in significant cost savings and enhanced efficiency through the effective use of resources. As PictureAnywhere is highly scalable, it has created many up-sell and cross-sell opportunities resulting in significant increased in the number of new and repeated customers over the years. For our corporate customers, PictureAnywhere has allowed them to create uniquely branded memorabilias which can be reflected in every photo their partners have taken and printed. For general consumers, PictureAnywhere has helped to draw people "closer" through its fun presentations in photos.

### **About PictureWorks**

PictureWorks Pte Ltd ("PictureWorks") is a software company specialising in digital imaging and information solutions. The founder of PictureWorks started the online printing service with Fujifilm Singapore during 2000 when digital camera was first launched worldwide. The service has been awarded as the Most Innovative Use of Technology product by the Infocomm Development Authority (IDA) in year 2001.

From there, PictureWorks developed numerous photo printing kiosks and software solutions to assist Fujifilm Singapore garner a bigger market share, through the provision of value-added services in both traditional and non-traditional photo printing outlets. Currently, PictureWorks operates more than 200 units of photo kiosks and digital imaging systems in most part of the Singapore.

PictureAnywhere, one of the latest innovations from PictureWorks, taps on Wi-Fi to meet the increasing demand for quicker photo capturing and printing. This

technology was developed since 2005 and has been used by many of PictureWorks' clients including commercial companies, theme parks and international events.

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## FACT SHEET – NATIONAL INFOCOMM AWARDS 2008 Merit Awards Recipients

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### A) MOST INNOVATIVE INFOCOMM PRODUCT/SERVICE

**Company: Ohanae Pte Ltd**  
**Product/Service: Securworkplace**

Securworkplace is a patent pending technology that secures online transactions and data. The product generates strong passwords on-the-fly, intercepts and neutralises phishing key logging attacks, and encrypts working sessions. It also employs advanced endpoint sanitisation to continually protect the operating environment.

Ohanae has incorporated the mobile security solution with common consumer devices such as USB flash drives, iPods, mobile phones and laptop computers, thus creating the first portable personal secure workplace. The solution empowers consumers to go beyond passwords and manage own personal secure workspace.

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**Company: RSTN Consulting Pte Ltd**  
**Product/Service: inQflow Solution**

The *inQflow* solution relies on traditional writing with pen and paper, except that with the use of innovative technologies, the paper becomes “alive” and the pen becomes “intelligent”. Using normal paper printed with patented dots and any regular pen, the inQflow solution is able to capture pen strokes and deliver the information to the User’s mobile phone or personal computer.

The same strokes can also be sent to the inQflow Forms Server via GPRS or 3G, which then maps the strokes and converts a digital copy of the original into PDF, TIF or JPEG format. The captured image is then stored in the backend server which automatically ‘recognises’ the pen strokes and extracts the required document for later use. This minimises costs and saves time on manual data entry and data retrieval. The product has been launched in Singapore, Malaysia and China.

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**Company: Third Sight Pte Ltd**  
**Product/Service: Third Sight INSIGHT server**

*INSIGHT* transforms corporate email into a powerful knowledge management platform by recognising the inter-relationships within and across emails. The system, which is based on patent-pending technology, enables users to configure their existing email system for optional, mandatory and rule-based filing.

The solution embeds a knowledge building engine into existing email systems to capture, organise and apply data-mining to email content. Applicable to history as well as new emails, the engine analyses both explicit and tacit knowledge, and presents this organised knowledge through an innovative interface.

Complementing this is a workflow engine that gives Foresight and Oversight into task-based contexts such as timelines and due dates. This module provides a '360 project view' that captures relationships between tasks, related emails, parties involved, documents exchanged, and the task update history.

Enhancing e-mails to make it intuitive and fun is the collaboration module which transforms e-mails into chats, a blog or a wiki. Unlike consumer versions, these tools are fully integrated into Email, and are enterprise-hardened to provide the necessary security, access-control and centralised data management. Lastly, the customer relationship management module, assigns e-mails with 'actionable tickets' that can be routed, tracked and measured with "live" reports.

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**Company: TYLER Projects Pte Ltd**  
**Product/Service: Entertainment Software Developer Game**

Striving to be a leading developer of multiplayer games and applications for social networks such as Facebook, Friendster and mySpace, TYLER developed Singapore's first and most popular Facebook multiplayer online game, 'Battle Stations', a Massively Multiplayer Online (MMO) game which is a hit in the North America. To date, 'Battle Stations' receives more than 85,000 monthly unique visitors and generates more than 52 million page impressions per month. It produces up to 125 times more page views per user than other online social networks and maintains a high daily active user percentage.

The company differentiates itself by developing games that give gamers greater player-to-player interactions and player generated content rather than pushing content from the developer. In addition, TYLER's solution offers gamers the unique selling point of cross network functionality, where they can access any of their game accounts by logging in through TYLER's portal, without having to go through individual social networking sites such as Facebook and mySpace.

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## **FACT SHEET – NATIONAL INFOCOMM AWARDS 2008 Merit Awards Recipients**

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### **B) MOST INNOVATIVE USE OF INFOCOMM TECHNOLOGY (PRIVATE SECTOR – GENERAL)**

**Company: Eu Yan Sang Integrative Health Pte Ltd**  
**Project: Eu Yan Sang Integrative Health – Clinic Management System**

The Integrative Health Clinic Management System is a web-based clinic management system that supports Eu Yan Sang's operations in 22 clinics across Singapore, Malaysia and Hong Kong. The company broke new grounds when it first introduced the system, effectively using infocomm in the business of Traditional Chinese Medicine which has a generally low adoption of technology.

The system greatly enhanced the company's workflow and business processes by increasing work efficiency for clinicians and staff, digitalising patient registration and improving stock management and dispensing. This is in sharp contrast to the pre-implementation days when the company's processes were manual and fragmented. Clinic staff are now enabled to provide better and more efficient patient management.

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**Company: Lien Foundation**  
**Project: Project IngoT (IT Stretching NGO)**

Project IngoT is a first-of-its-kind collaborative initiative to build an integrated healthcare Enterprise Resource Planning (ERP) system across 11 healthcare non-profit organisations. The groundbreaking healthcare informatics project is conceived and driven by The Lien Foundation to help optimise resources, raise productivity, improve patient care, assist in research and sharpen corporate governance. The ERP system comprises of key areas such as accounting, financial and inventory management, human resources, donor management, management dashboard, patient administration, electronic medical record and clinical management. The project eliminates duplicate records and provides a 20 per cent increase in productivity, serving some 46 doctors and 716 nurses from various organisations.

Besides better patient care through sharing of records and medical standards, Project IngoT tracks fundraising campaigns to strengthen donor/sponsor and volunteer relationships. This is done by detailed profiling of individual/corporate donor information – including donation amount and frequency. It was recently awarded the "Best Change Management (Private)" in Asia at the MIS Asia 2008 IT Excellence Awards.

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### **C) MOST INNOVATIVE USE OF INFOCOMM TECHNOLOGY (PRIVATE SECTOR – SMALL & MEDIUM-SIZED ENTERPRISES)**

**Company: HSR International Realtors Pte Ltd**  
**Project: HSR SMART Plus**

HSR SMART Plus is a web-based multi-tiered sales and management system that comprises a public web portal which contains information on HSR activities, and an intranet – the HSR SMART Plus Asso Corner – which allows HSR advisors to access their individual performance reports, match buyers and sellers, and register online for in-house courses. These functions are integrated with a content management system and with internal processes such as advisor management, accounting-related activities and various reporting systems

Since introducing HSR SMART Plus, the system has contributed to HSR's strong performance, including an increase in sales/revenue from \$50M in 2004 to \$300M in 2007 and an increase in value-add per agent from \$1000 in 2004 to \$6000 in 2007.

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**Company: LGA Telecom Pte Ltd**  
**Project: Compiere ERP Solution**

LGA Telecom's implementation of the Compiere Enterprise Resource Planning (ERP) solution has enabled the company to eliminate redundant business processes and to generate more timely and accurate management reports. LGA, which provides IP-centric communications services, used to have nine discrete applications and processes which resulted in a great deal of inefficiency. A lot of time was wasted pulling together information that was needed for decision-making. The deployment of the solution has helped address this by enabling LGA to consolidate these applications into one. The solution is even integrated with the Computer Telephony Integration (CTI) to enhance customer service level. To date, Compiere ERP Solution has helped the company enjoy a 25% productivity gained through workflow integration and a 20% improvement in work efficiency. This translates into a total savings of \$700K annually.

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## FACT SHEET – NATIONAL INFOCOMM AWARDS 2008 Merit Awards Recipients

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### D) MOST INNOVATIVE USE OF INFOCOMM TECHNOLOGY (PUBLIC SECTOR)

**Organisation: Inland Revenue Authority of Singapore**  
**Project: Inland Revenue Interactive Network (IRIN)**

IRAS's Inland Revenue Interactive Network (IRIN) is an innovative integration of various software packages in its online service portal, myTaxPortal. The IRIN system is designed to be a responsive, taxpayer-centric processing model to provide enhanced service excellence for tax payers. IRIN covers a suite of e-services within myTaxPortal, including a large backend system that processes taxes and accounting, supports compliance work and frontline staff.

The hallmark of IRIN is the new pre-filled tax returns that allow taxpayers to e-file their returns with without having to submit detailed documents or information to IRAS. IRIN also drives the Auto-Inclusion Scheme (AIS) where it captures accurate and complete information at source. The result of this is the No-Filing Service for employees whose salaries have been registered and where their claims for personal relief have remained unchanged for the past two years.

As a result of IRIN, individual income tax e-filing rate increased from 64% in 2005 to 87% in 2008 and taxpayer satisfaction improved from 4.61 (out of a 6-point scale) in 2003 to 4.72 in 2007. Singapore is ranked 2<sup>nd</sup> in the world, after Maldives, on ease of paying taxes in the "Paying Taxes" Report 2008 by the World Bank, International Finance Corporation and PWC.

IRAS is also able to identify and take action against non-filers and late payers promptly, including recovering tax payments through other organisations. The storehouse of data enables risk and compliance ratings to be calculated on a regular basis, thus achieving more targeted tax compliance.

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**Organisation: Ministry of Manpower**  
**Project: Employment Pass Online (EPOL)**

The Ministry of Manpower (MOM) introduced an e-service that enhances and expedites recruitment. By harnessing technology, transacting with MOM has become easier and more convenient. The service is called **Employment Pass Online (EPOL)** – a one-stop portal for companies to perform transactions such as application and renewal of work passes, enquiries on application status and printing of application outcome letters. Unlike hard copy applications where there

is a risk of having the application delayed or rejected due to incomplete submission, EPOL's auto alert prompts the user to ensure all necessary information is entered. Once the EPOL transaction is completed, users get an immediate acknowledgement and can check the transaction status and the outcome of the application online.

Since the introduction of EPOL, application processing time has reduced from four to five weeks down to within seven working days, making this one of the fastest turnaround times in the world. Within the Ministry, automation of the labour intensive manual application evaluations helped to free up staff for work on more complex cases.

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