Fact Sheet

National Infocomm Awards 2004 - Winners

Winner - Most Innovative Use of Infocomm Technology (Public)

Company: JTC Corporation
Technology/ Project: eCREAM (Customer, Real Estate And Marketing) System

Description
Launched in January 2004, eCREAM is the backbone engine of JTC's core business processes including customer relationship management, lease management, product management and marketing.

Incorporating both backroom customer-related functions as well as front-end customer online applications, eCREAM represents a radical step forward in the real estate industry by allowing online business transactions and immediate approvals in an industry that is characterised by high-value transactions, complex and tedious legal processes and paper-based submissions.

Benefits
- Changing the rules in the real estate industry - creates a paperless environment by moving away from traditional paper-based and tedious process to online processing and instant approvals.

- Enhances customer experience and better service quality through 24x7 information availability.

- Streamlines and integrates planning, policy, leasing, marketing, customer relationship management and billing to take care of customer lifecycle.

About JTC Corporation
JTC Corporation (JTC) is Singapore's leading master-planner, developer and manager of high quality industrial facilities and business parks. It is also the master developer for one-north at Buona Vista - a 200-hectare development for research & development and entrepreneurial activities. With a focus on knowledge-intensive activities in the biomedical, infocomms and media industries, one-north will be an innovation hotspot incorporating research laboratories, offices, homes, parks and educational institutions.

Established since 1968, JTC has a track record of developing 7,000 hectares of industrial land and over 4 million square metres of ready-built factory space. Currently, JTC has under its management 39 industrial and specialised parks, including four wafer fab parks, two business parks, a chemicals hub at Jurong Island and a biomedical park in Tuas. Together, they house some 7,000 local and foreign companies.

JTC's home page address on the World Wide Web is http://www.jtc.gov.sg

Contact Person
Ms Tang Shuk Yee
Assistant Manager (Marketing Communications)
DID: +65 6883 3064/ Mobile: +65 9088 0733
Email: tangsy@jtc.gov.sg

Winner - Most Innovative Use of Infocomm Technology (Private)

Company: **Sembawang Shipyard**
Technology/ Project: **Alliance e-Collaboration Portal**

Description
Alliance e-Collaboration Portal provides a direct and integrated communication and information link between Sembawang Shipyard and its Alliance partners. It is an online suite of modules, uniquely tailored to manage the refit lifecycle of the fleet of ships for the yard's Alliance partners at various stages of the vessel refit at the shipyard.

Alliance partners include Shell Trading and Shipping Co Ltd (STASCo), UK, BP Shipping Ltd, UK, Jo Tanker AS, Norway and BHP Billiton, Australia.

Benefits
- For Company – the portal facilitates and fosters closer partnership with good translation and interpretation of customer's needs

- For Partner and Customer – the portal helps to achieve greater end-user value at reduced cost with safer, improved quality repairs, and reduced refit time. Information on ship repair process is collated systematically in the portal for easy retrieval, management, monitoring and reporting in a real-time central knowledge repository.

- Through this knowledge repository, the portal provides communication channels and 24x7 access to all pre- and post-refit documents and diagnostic reports. Its also provides partners with joint access into advance information such as docking programme, project schedule, refit documents, and on-line inventory system which enable advance project planning of resources and spares.

About Sembawang Shipyard
Sembawang Shipyard is Singapore's leading shiprepair facility with an extensive track record of ship repairs/ conversion works that span more than three decades.

Complemented by comprehensive and modern facilities with a large and skilled workforce totalling 2,000 employees, the shipyard is fully equipped to handle ship repair and ship conversion works for all types of vessels. Sembawang Shipyard repairs and converts some 220 vessels from more than 35 countries annually.

Contact Person
Ms Wang Hui Ping
Marketing Services Manager
DID: +65 6750 6262
Email: Huiping@sembmarine.com

Winner - Most Innovative Infocomm Product/ Service

Company: **e-Cop Pte Ltd**
Product/ Service: **Managed Security Services (24*7 Information Security Surveillance Services and Cyclops PLUS IDS)**

Description
e-Cop is the region's first to provide Managed Security Services (MSS) including its unique and highly specialised 24x7 Information Security Surveillance Service (ISSS). This service is powered by e-Cop's advanced event correlation engine and incident handling technology.

From its 24x7x365 Global Command Centres, strategically located across the region, e-Cop's pioneering security technology allows organisations to fully leverage its specialised expertise in managing one of the most difficult and complex tasks in info-security today – round-the-clock security risk management, seamless network security monitoring, and real-time response to security threats and violations.

Benefits
▪ Derives significant cost savings versus having the function performed in-house.

▪ Enables management to totally focus on running the business whilst having e-Cop-the info-security expert manage the organisation's info-security requirements.

▪ With e-Cop as the third party "cyber cop", it establishes a critical check and balance mechanism, to safeguard the interest of the customer organisation from an IT governance and IS audit point of view.

▪ Protects organisation's Intellectual Property and enhances its confidentiality in doing business online

About e-Cop Pte Ltd
e-Cop offers trusted and critical information security services that specifically help organisations identify and deal comprehensively with multi-dimensional risks relating to IT security management. e-Cop's methodology and technology philosophy are all centred on the internationally respected "Best Practices" framework for Information Security Management System - BS 7799, ISO/IEC 17799 - which e-Cop actively promotes and practises as a BS 7799 certified organization. Headquartered in Singapore, e-Cop is entrusted today by governments and enterprises around the world to protect their networks, intellectual assets, and business infrastructure.

Contact Person
Mr Manfred Tan/ Ms Lee Siew Lin
Director, Business Development
Tel: +65 6788 2882
Email: manfred.tan@e-cop.net / lee.siewlin@e-cop.net

Winner - Most Innovative Infocomm Product/ Service

Company: **Savi Technology Asia Pte Ltd**
Product/Service: **Smart and Secure Tradelanes (SST)**

Description

Savi Technology is a leading company with proven track record in radio-frequency identification technologies. We provide real-time logistics collaboration and asset management solutions by uniquely leveraging the advantages of wireless data collection systems and web-based software to enable collaboration and securely manage supply chain assets and their contents throughout their entire product cycle.

The Smart and Secure Trade Lanes Initiative (SST) is an industry-driven, supply chain security initiative that incorporates new, more secure business practices, advanced technologies, and supply chain security authorities in a global information network for container security. Designed and developed by Savi Singapore's R&D centre, its web-based software platform Transportation Security System (TSS), addresses the prevalent security problems associated with assets moving through the global supply chain: theft, contamination, tampering, smuggling, immigration, temperature control, radiation, and the danger of hazardous goods. Through Savi SST, shippers, logistics service providers, ports, terminal operators and carriers can speed up shipments through the supply chain, decrease labour costs associated with manual container tracking and monitoring, offer new information and security-based services, while ensuring safe and reliable cargo delivery.

Savi SST provides real-time visibility, which enables shippers to realize significant cost savings through reduced administration costs, enhanced inventory management and the resulting reduction in pipeline inventory and safety stocks, as well as reduced pilferage, inspections and loss.

Benefits

- *Decrease Operational Costs:* Implementation of the technology utilized in the SST solution frees personnel from conducting manual inventory checks, tracking containers, managing global requests at off hours for containers, and finding and filing maintenance records. It allows for more defined automated workflow and routes, reducing operational costs by streamlining business processes, and eliminating the need for manual intervention.

- *Improve Operational Efficiency and Productivity:* Establishes automatic workflow monitors and automated alerts to deviations in planned routes, estimated times of arrival, security breaches, or other custom business rules. This allows for "management by exception" when tracking shipments, enabling management to focus on other key issues in improving the supply chain process.

- *Ensure Container Security and Integrity:* Tracks and monitors the condition of containers along the supply chain. If a container is misrouted, or a seal is tampered with, the system generates alerts allowing authorized personnel to handle the problem quickly and effectively. Cargo is less likely to become lost, stolen, or damaged.

- *Enables problem resolution and avoidance:* Implementation includes process and workflow rules, allowing you to clearly define how a container should be handled and by whom. As a container passes by checkpoints, each new handler has clear instructions on how to route and handle it, increasing operational efficiencies, shipment velocity, and on-time efficiencies. The system immediately recognizes rules violations, allowing handlers to correct the problem or make adjustments to minimize the disruption.

- *Fast-Track Shipments through Inspection:* Provides an automatic, electronic audit trail that enables a shipment to be verified, virtually inspected, and "fasttracked" through the potential "green lanes" being considered by many global customs agencies - eliminating delays and bottlenecks, while consistently ensuring that shipments arrive safe, secure and on-time.

About Savi Technology

Founded in 1989, Savi Technology is privately held, with headquarters in Sunnyvale, California and offices in Washington D.C., San Francisco, London, South Africa and Singapore. The company built and operates the world's largest wireless monitoring network for the U.S. Department of Defense, which employs RFID, barcode, cellular and GPS systems to track 37,000 conveyances daily in 800 over security checkpoints in more than 45 countries.

Since the late 1990s, through investments, research, development and acquisitions, the company's Software R&D centre is based in Singapore and has designed a web-based software platform for both the public and commercial sectors that are uniquely connected to automatic data collection and identification systems for real-time supply chain asset management. Savi is substantially invested by Singapore linked companies including Temasek, Semblog, IDA Ventures, K1 Ventures, TDF Ventures, TIF and various Singapore private investors.

Contact Person

Ms Cheryl Tan
Personal Assistant to President
DID: +65 6249 5820
Mobile: +65 9763 3672
Email: cheryltan@ap.savi.com