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e-GOVERNMENT AND e-ENTERPRISE

unsurpassed efficiency
enterprising solutions
together, we drive
transformation

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transforming the delivery of government and enterprise services

ST Electronics is poised to play a key role in the global e-Government and Enterprise markets, leveraging our technological expertise and research and development capabilities. We are a pioneer in this arena, having delivered end-to-end consultancy and solutions for e-Government and Enterprise infrastructure and services for over two decades.

In an irreversible trend that is sweeping the globe, governments and enterprises are embracing technologies as an inextricable part of operations. Technologies have transformed the way governments and enterprises deliver their services, at an unprecedented scale and scope.

Governments can now reach out to their citizens, and enterprises to the masses while optimising manpower, by harnessing the power of new generation technologies and cyberspace. These technologies have increasingly become the core of a wide spectrum of public and private services, from network infrastructure, integrated security systems, intelligent building solutions to supply chain management and managed services.

Singapore Technologies Electronics (ST Electronics) is poised to play a key role in the global e-Government and Enterprise markets, leveraging our technological expertise and research and development capabilities. We are a pioneer in this arena, having delivered end-to-end consultancy and solutions for e-Government and Enterprise infrastructure and services for over two decades.

The differentiator that sets ST Electronics apart is Service Transformation™ – our unique approach for implementing holistic e-Government solutions that are tailor made to our customers' requirements, environment and budgets. We never forget that our customers are serving their own set of customers, and the systems and solutions are meant to achieve their own specific business needs. Service Transformation™ is systematically initiated with the ultimate users of any service in mind.

ST Electronics' e-Government and e-Enterprise solutions are provided through one of our core business groups, the Large-Scale Systems Group, and our various subsidiaries, ST Electronics (Info-Comm Systems) Pte Ltd, ST Electronics (Info-Software Systems) Pte Ltd, ST Electronics (Satcom & Sensor Systems) Pte Ltd and ST Electronics (Training & Simulation Systems) Pte Ltd.

*Service
Transformation™*

our systems and solutions

ST Electronics' integrated suite of solutions for education has significantly contributed and added value to the overall learning experience and environment for students and teachers.

Education

Technology has become an indispensable tool in education, transforming learning environments into a vibrant and interactive experience. By applying the Service Transformation™ approach in the education sector, ST Electronics' integrated suite of solutions for education has significantly contributed and added value to the overall learning experience and environment for students and teachers. Our 'Education Eco-system' empowers individuals, organisations, suppliers and students to jointly create a continuously evolving learning system. This is made possible through our Multimedia Education Resource Interactive Teacher System (MERITS) which allows for multi-faceted levels of participation by anyone who has an interest or connection to education.

Over the last few years, ST Electronics has made its mark in the international i-Learning and Interactive Digital Media markets. Tapping on our strengths and expertise in modelling, simulation and Information Communications Technologies (ICT), we are participating in the FutureSchools initiative in Singapore, supplying cutting-edge solutions to two of the five schools identified for this programme – Beacon Primary School and Hwa Chong Institution.

ST Electronics provides and integrates different enabling technologies to achieve the end result, including simulation, 3D visualisation, multimedia on demand, interactive digital animation, voice communication and enhanced operations management. Education has never been so exciting – we take users on a unique learning journey that includes experiential discovery, engaged learning, collaborative learning and differentiated teaching. The environment is 3D, interactive, virtual and immersive, making teaching and learning more interesting and engaging.

Our i-Learning solution addresses the challenges of borderless communication by linking communities of learning – live and across cultural boundaries. It also provides easy and free access to online repositories/libraries for research purposes with digital document online delivery.

At the same time, we capitalise on new generation technologies such as Radio Frequency Identification (RFID) to streamline administrative tasks, allowing educationists to devote their time to teaching and other core functions.

In Kazakhstan, ST Electronics has developed learning software in multiple languages and equipped schools with more than 1,200 multimedia laboratories.

We have also maintained a premier position as one of the preferred providers of maritime training, education and consultancy in Singapore and the region. As a training provider of the Republic of Singapore Navy, the Royal Brunei Navy and the Singapore Police Coast Guard, our services include naval education and training in the areas of maritime security, maritime domain awareness, and search and rescue operations. All our maritime services meet the highest international standards as required under the ISPS Code.

Infrastructure and Transportation

ST Electronics has equipped governments and organisations around the globe with comprehensive and integrated Intelligent Transportation Systems (ITS) that facilitate the efficient and seamless movement of large populations across cities.

We are a leader in rail transportation, having played a central role in Singapore's Mass Rapid Transit (MRT) system since it was initiated in 1984. Today, we have successfully delivered over 60 turnkey projects in the Asia Pacific region, covering more than 23 MRT/LRT lines in China, Taiwan, Philippines and Thailand. We provide a full suite of rail electronics solutions for rail operators including command, control and communications, automatic fare collection and platform screen doors.

On the road, ST Electronics' ITS has been implemented in the effective operation and management of Singapore's land transportation system as well as in countries such as Australia, China, Europe, Hong Kong, Indonesia, Malaysia, the Middle East, Philippines, Taiwan and Thailand. Our Expressway Monitoring and Advisory System (EMAS) is a state-of-the-art electronic traffic management solution that integrates the detection, surveillance, traffic information and rescue communication sub-systems to facilitate the management of traffic incidents along expressways.

Equally revolutionary is our gantryless Congestion Management System which utilises Global Positioning System (GPS) and an Internet Protocol (IP)-based communication network to enable next generation traffic management. By incorporating telematics capabilities into our ITS solutions, we are able to open up new opportunities for extended services to motorists and transport authorities via intelligent access devices in vehicles.

Traffic and fleet management as well as telematics solutions are integral parts of ST Electronics' transportation suite of solutions. Our in-house developed i-Transport system centralises the management of various sub-systems including traffic signals control, junction traffic surveillance, tunnel monitoring,

highway monitoring and advisory, and toll collection system, among others, into a unified platform.

Among the many global customers of our systems are the Land Transport Authority and ComfortDelGro in Singapore, Hong Kong Traffic Department and Suzhou City Public Security Bureau in China, General Traffic Directorate/Ministry of Interior for the Kingdom of Saudi Arabia, Municipal Corporation of Greater Mumbai in India, Sharjah Public Transport Corporation in the United Arab Emirates and the Oman Muscat Municipality.



i-Learning Solutions



Telematics Solutions



Rail Electronics Solution



ST Electronics is the largest local provider of managed services, with a fully operational centre that delivers a total suite of human resource, training and education, finance and other National Service administrative services.

Managed Services and Enterprise Solutions

ST Electronics offers a wide spectrum of customised e-Government solutions built on robust system architecture that improves productivity and service levels of public sector organisations. We also provide end-to-end consultancy services for e-Government and e-Enterprise solutions covering infocommunication networks and infrastructure, information security and various intelligent systems.

Our customers sometimes require their solutions to be customised to meet their specific needs. To meet this challenge and ensure that our solutions are delivered in a timely manner, ST Electronics has developed our proprietary scalable software architecture based on our in-house developed Common Application Platform (CAP) – a robust, re-usable and scalable software architecture. CAP is complemented with a well-defined process methodology to form a comprehensive turnkey solution framework. The framework consists of a comprehensive suite of re-usable software components complemented with commercial off-the-shelf software. All these are integrated for easy interoperability with Service Oriented Architectures, thus presenting our customers with cost-effective customised solutions.

Managed Services

As a one-stop solution provider, ST Electronics offers managed services such as data centre management,

network management, ICT facility management, messaging workflow, helpdesk and desktop services. Supported by our 24x7 central command call centres, these services provide our customers with maximum effectiveness at optimal cost.

ST Electronics is the largest local provider of managed services, with a fully operational centre that delivers a total suite of human resource, training and education, finance and other National Service administrative services for 350,000 personnel. Our e-enabled processes and tried and tested model are designed to integrate complex work processes and execute operations all from one convenient outsource agency, saving our customers time and money, and enabling them to focus on their core business.

ST Electronics has the knowledge and expertise to provide products or systems that adhere to EMC directives or any international EMC standards for military, commercial, railway and automotive applications. Our EMC Services and Consulting teams have been providing turnkey Radio Frequency (RF) and EMC test facility solutions since 1984. Supported by extensive RF and EMC domain knowledge, our teams constantly surpass the expectations of our customers from around the globe, with successful delivery of turnkey RF shielded enclosures, anechoic chambers, reverberation chambers, architectural shielded offices and RF test system projects.



End-to-end Consultancy Services



Managed Services

our systems and solutions

Run by some of the finest engineers and ICT talents in the field, our one-stop consultancy centre for infocommunication systems and network infrastructures integrates all processes which are crucial and critical to our customers.

Supply Chain Management

As businesses grow and globalise, Supply Chain Management (SCM) becomes increasingly complex. Encompassing coordination and collaboration with networks of suppliers, intermediaries, third-party service providers and customers, an effective SCM system can make the difference between a major cost overrun and a growth in profits.

ST Electronics has been working with strategic partners to develop a comprehensive eSCM system that enables enterprises to deliver goods accurately and in a timely manner and at the lowest possible cost. By integrating the data flows with Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Finance & Accounting (F&A) and Human Resource Management (HRM) systems, our eSCM system harnesses ICT and streamlines workflow. It also supports the coordination of supply chain operations and decision making through information sharing, and facilitates processes such as procurement and sourcing, inventory management and sales output.

Some of our existing systems may be used as standalone solutions to manage specific areas of supply chain operations, or be incorporated as a larger, more holistic eSCM solution:

- Asset Tracking Open Management System (ATOMS) – a versatile web-based wireless tracking system

that integrates seamlessly with any RFID device to provide real-time tracking and information on the movements of tagged assets within identified premises. The information allows retailers and suppliers to respond quickly to shifts in demand, while enhancing security of physical assets.

- Automated Real-time Transport Management and Despatch System – a system with track and trace capabilities that is able to monitor movements of physical assets in real time, enhancing efficiency and security.

Infocommunication Technology (ICT) Systems and Network Infrastructure

The effective deployment of ICT results in quicker and better delivery of services, improved interaction with businesses and industries, greater convenience in access to information, and cost savings arising from the streamlining of processes.

Run by some of the finest engineers and ICT talents in the field, our one-stop consultancy centre for infocommunication systems and network infrastructures integrates all processes which are crucial and critical to our customers. We deploy some of the latest cutting-edge technologies such as WiMax and Virtual Private LAN Services to provide a wide array of solutions that include satellite communications, converged IP network infrastructure, IP voice

communication and multimedia, and storage networking. Our wealth of experience in wired and wireless communication networks enables us to deliver resilient and versatile broadband network solutions that support seamless voice, data, video access while on the move.

Our infocommunication systems have been deployed all over the world. A case in point is a large-scale infocommunication network that we established for the Maldives Government and related agencies in Malé and 23 other islands, providing connectivity and enabling the delivery of public services more efficiently.

The National Integrated Geosciences Information System (NIGIS) in Botswana is a state-of-the-art system designed to share information at the enterprise level with public customers. It consolidates business-critical data to facilitate data-sharing among specified users and streamlines the appropriate work processes to maximise data utilisation and work efficiency.

Disaster recovery is another major area of concern for public sector agencies. ST Electronics offers data centre, computer centre and network operating centre planning, and sets up disaster recovery teams and mobile command centres to ensure efficient disaster recovery and business continuity even in emergencies.

Integrated Management Systems

ST Electronics designs complete management systems which are fully integrated to allow for centralised control and decision-making of the various aspects of operations. One such example is the Resort and Hospitality System, which is able to handle all areas of hotel operations, from property management and food and beverage to retail and front-of-house; from a single point. Real-time information enables efficient and accurate communication among the property management team. The system can be easily customised for use in the public sector for management of properties and services.

Our Multimedia Content Management System (MCMS) enables the efficient management of display panels by delivering powerful content and information through centralised management and scheduling. Used in shopping malls, integrated properties, airports, convention centres and outdoor venues, the MCMS helps to distribute and publish information efficiently to improve sales revenues and customer service.

Public Safety and Emergency Management

In the face of heightened security and defence threats, it is more critical than ever for government agencies to exploit technologies for enhanced public safety and emergency management solutions.

At ST Electronics, we offer a comprehensive Command, Control, Communications, Computers, and Intelligence (C4I) system with superior situational awareness and communications tools, supporting rapid and incisive decision-making. Our 'system of systems' integration provides operational headquarters and supporting entities with unprecedented connectivity and Command and Control (C2) capabilities.

With optimal resource tracking and security features, our solutions have proven their worth in the region to government agencies in Hong Kong and Singapore.

Efficient Response

A swift response to public safety incidents and emergencies can mean the difference between life and death.

ST Electronics has implemented Command, Control, Communication (C3) solutions for government agencies in the region. These solutions enhance efficiency, interoperability and effectiveness for their users, resulting in faster response time which is critical to safeguarding the security of the nation.



Data Centre Management and infrastructure



Command, Control, Communications, Computers & Intelligence System



Public Safety Solutions

our systems and solutions

ST Electronics has developed new generation solutions that allow the authorities to safeguard infrastructure and assets without compromising the efficiency of operations.

For effective and mobile command, control and communications, our purpose-built Integrated Command and Communication Vehicles (ICCV) are the ideal solution. By integrating complex and large-scale communication and surveillance systems, the ICCVs serve as versatile mobile C4 centres that can be easily and quickly deployed for on-site mission planning and management of emergency situations. The Taiwan National Fire Agency is one such organisation that uses the ICCV to speed up rescue work during typhoons and other incidents in Taiwan.

At the heart of these solutions lie our homegrown SuperneT™ OneHub® Integrated Communication System ST6800 (also known as OneHub® ICS) and eNotification System. The award-winning OneHub® ICS seamlessly integrates various sub-systems to provide data and voice interoperability as well as information dissemination across disparate systems. The eNotification system can be deployed during major events or emergency situations to deliver rapid and accurate messages to thousands of people within a short time.

ST Electronics' Third Generation Mobilising System (TGMS), developed for the Hong Kong Fire Services, is a state-of-the-art C2 system which effectively mobilises fire and ambulance resources to scenes of emergencies. The system also merges sub-systems to optimise the deployment of emergency response capabilities and resources in a

timely and efficient manner to meet the stringent performance requirements of the customer.

Our Police Resource and Incident Management System (PRIMES) is another complete system solution that boosts response to incidents of crime by facilitating intelligent decision-making and effective deployment of the best resources available. PRIMES coordinates and centralises crucial information such as real-time map updates and critical route information, as well as features such as information gathering, sharing and analysis that aid the crime investigation process. Acting as an essential nerve centre, the system complements the police force to bolster operational standards, efficiency and call-response time.

Augmented Security

Security is, without dispute, the primary concern of governments and national agencies. Tapping on pioneering technologies, ST Electronics has developed new generation solutions that allow the authorities to safeguard infrastructure and assets without compromising the efficiency of operations.

The Harbour Craft Identification & Monitoring System facilitates greater real-time visibility of vessels, providing port authorities and security agencies with heightened awareness of the maritime domain. Using GPS and GPRS technologies, the cost-effective and efficient tracking system enables

authorities and agencies to identify, monitor and track approaching vessels, and head off any potential threats. This award-winning system has been implemented by the Maritime and Port Authority of Singapore for real-time tracking of vessels via transponders.

ST Electronics also designs some of the world's most revolutionary radar surveillance systems to provide all-weather surface radar for 24-hour automated surveillance. Our network-centric Surveillance & Sensor Suite (3G-3S) is an intelligent coastal surveillance system integrated with C2 capabilities and overall maritime security features and functions. This enables it to function as a highly effective crisis management platform to detect and manage a comprehensive host of incidents, such as illegal intrusions, oil spills, terrorist activities, piracy and search and rescue operations.

Our intelligent Airport (iAirport) is a C4I system that provides ATC (Air Traffic Control) aerodrome controllers with enhanced situational awareness. Incorporated into the system are decision support tools for faster and more accurate decision-making. iAirport improves airfield surface safety, increases and maximises airport capacity, and reduces the workload of ATC aerodrome controllers.

Information Assurance Security

ST Electronics' info-assurance team provides and ensures that critical information is protected, secure and

transferred reliably. We specialise in the design, development and manufacture of advanced info-assurance products for the protection of data-in-motion, data-at-rest, as well as digital authentication.

With an experienced and competent research and development team, we offer the best-of-breed DigiSAFE brand infosecurity products including hardware-based full disk encryption (FDE), USB authentication tokens for identity management and hardware encryption devices for securing phone, fax, data and IP networks. We also custom build high assurance products and security applications designed to meet the most stringent demands for government deployments.

To offer a total security solution, we provide design, consultancy, integration and deployments of enterprise infosecurity infrastructure and develop security applications to protect critical digital assets.

Intelligent Building Management Services

ST Electronics provides leading edge intelligent building systems, customised to meet the specific security, facilities management and automation needs of today's modern complexes and infrastructure.

Security Management

One of our core products is SecurNet ST8100, a comprehensive security management system which effectively integrates disparate sub-systems to

maintain physical security and protect buildings from access breaches or threats. With an expandable modular design and fail-over redundancy, SecurNet ST8100 forms the security backbone of many public and commercial buildings as well as government complexes including prisons, airports, ports and checkpoints.

ST Electronics is one of the first companies in Singapore to install the smartcard and biometric access management system that adheres strictly to the Smart Visa Identification Passport (SmartVIP) and Intelligent Nation Biometric Access Controls (INBAC) standards as stipulated by the Singapore Ministry of Home Affairs.

Our security systems have experienced similar success in the Middle East, where we were awarded the contract to design and install an integrated security system for the Dubai Festival City, a spectacular development that combines retail, residential and recreational facilities under one roof.

Other security systems we have developed include an under-vehicle inspection system for scanning the undercarriage of vehicles; an intelligent key management system to help owners manage and track the movement of keys within a facility; and an Intelligent Monitoring System that transforms the video security system into a smart electronic eye to provide real-time detection and analysis of potential threats.



Air Traffic Control Aerodrome Simulator



Data is kept secure by the DigiSAFE encrypted hard disk



Integrated Security System for Dubai Festival City

our systems and solutions

As a complete one-stop provider of intelligent building solutions, ST Electronics develops intelligent sub-systems which can either work as a standalone or be easily incorporated into a comprehensive self-contained, integrated application.

Facilities and Resource Management

Buildings outlining the cityscapes of modern civilisation are often highly complex infrastructures with an intricate web of sub-systems and features. ST Electronics' Integrated Building Facilities Management System (IBFMS) is a comprehensive solution that enables building managers to control and monitor the entire building facilities via a single user interface, 24x7. With one central function, the energy resources are optimised and tenant services enhanced.

The IBFMS has been installed in Grand Indonesia Shopping Town – the largest upscale shopping centre in Southeast Asia occupying some seven hectares of land in the heart of Jakarta's business centre. It has also been adopted for use in Shanghai's Jin Mao Tower – one of the tallest commercial complexes in China at 88 storeys. Encompassing systems integration, communications and facilities management, and building automation among others, the IBFMS enables seamless operations and effective decision-making.

As a complete one-stop provider of intelligent building solutions, ST Electronics develops intelligent sub-systems which can either work as a standalone or be easily incorporated into a comprehensive IBFMS for a self-contained, integrated application.



IBFMS for the Grand Indonesia Shopping Town

One such ground-breaking solution is our parking guidance system, the ST380 Pegasus. Providing drivers with real-time indication of available parking lots and directing them to the nearest available lot, our parking guidance solutions have put ST Electronics on the map as a pioneer in this high-tech arena. In Singapore, the parking guidance solutions can be found in major shopping malls such as Plaza Singapura, Suntec City, IMM, The Esplanade, Clarke Quay, Bugis Junction, Tampines Mall, Junction 8, etc. The solution has also been implemented in countries such as Malaysia, Indonesia and Australia to resolve parking woes in city areas.

Our other modular sub-systems include ST Electronics ST330 Astiva – a real-time intelligent video analysis system that transforms passive CCTV images into useful and actionable information. It is a real boon for detecting intrusion and other undesirable scenarios in critical infrastructures and installations such as power plants, reservoirs, museums, national borders and coastlines.

Other modular sub-systems include the embedded people counting system which accurately measures and analyses customer traffic, the intelligent home automation system which automates appliances, home and security systems such as air-conditioning, lighting and alarms for total comfort, convenience and safety.



Parking Guidance System

our company

Our solutions are strategically targeted at the e-Government, Satellite Communications, rail and highway intelligent transportation and Interactive Digital Media markets.

Headquartered in Singapore, ST Electronics has over 40 years of experience in providing electronics, communications and Information Communications Technologies (ICT) solutions to governments and commercial enterprises worldwide.

Our strength lies in our ability to harness leading-edge technologies into products and solutions, which are both innovative and cost-effective. Our solutions are strategically targeted at the e-Government, Satellite Communications, rail and highway intelligent transportation and Interactive Digital Media markets.

A truly global company, ST Electronics has established an international presence in more than 30 cities in 20 countries. We have offices in Bangladesh, Botswana, China

(including Hong Kong), Europe, India, Kazakhstan, Malaysia, Mexico, the Gulf States, South Africa, Taiwan, Thailand and the US, serving a customer base that spreads over more than 80 countries.

ST Electronics is a wholly-owned subsidiary of Singapore Technologies Engineering Ltd – one of the largest public-listed companies on the Singapore Stock Exchange.

our company

Awards and Patents

Our values and work attitude have earned us extensive industry approval and recognition, as demonstrated by some of our accolades. ST Electronics strives to build and strengthen its strong innovative spirit. It continually invests in research and development and has been granted numerous patents for our innovations.

Awards

- Aerospace Supplier Excellence Award (Gold Standard) & Aerospace Innovation Leadership Award (Silver Standard) 2009 for innovative strategies that enhance the aerospace industry.
- Institution of Engineers, Singapore (IES) Prestigious Engineering Achievement Awards 2009 for 'Expandable Mobile Command Hub'
- CIO Awards 2009 in recognition of the best use of technology to derive strategic business value and returns for ComfortDelgro's award-winning Integrated Taxi Management System
- Land Transport Excellence Awards 2008 – Most Innovative Partner (Technology) for i-Transport System
- CRP 2007 (Congrès de la Radiocommunication Professionnelle) Product Trophy for the SuperneT™ Radio Gateway ST2860
- Boat Asia 2007 Innovation Award for Harbour Craft Identification and Monitoring System
- IES Prestigious Engineering Achievement Awards 2007 for CityNet II – The Next Generation Taxi Booking & Despatch System
- Infocomm Development Authority (IDA) National Infocomm Awards 2006 (Merit) 'Most Innovative Use of Infocomm Technology (Private Sector) category for CityNet II – Next Generation Taxi Booking and Despatch System'

- iDA National Infocomm Awards 2006 (Merit) 'Most Innovative Infocomm Product/Service category for the i-Transport'
- Asia Pacific ICT Awards 2006 – Merit (Security Category) for StegMark® Brand Compact Flash Card
- The US Tech Museum Award (Health Category) 2004 for the Infrared Fever Screening System (IFss) (2004)
- The Infrared Fever Screening System (IFss) named TIME Magazine's Coolest Invention of the Year (2003)
- IES Prestigious Engineering Achievement Award & ASEAN Outstanding Engineering Achievement Award 2003 for the Contact Track & Trace Solution
- 7th ASEAN Outstanding Engineering Achievement Award (2000) for the cetrac® Traffic Monitoring & Automatic Incident Detection System

Patents

- System and Method for Detecting Road Traffic Violations (2009)
- Virtual Network Operator Method and Apparatus (2009)
- Method and System for Intelligent Traffic Incident Management (2008)
- Method and Apparatus for Measuring Temperature of a Body (the Infrared Fever Screening System) – Singapore and Australia (2007)
- Automated Taxi/Vehicle Booking and Despatching System (2007)
- Method and Device for Protecting Data Stored in a Computer Device (2007)
- Mobile Electronic Funds Transfer Systems and Method (2003)
- Methods of Digital Stenography for Multimedia Data (2001)
- Image Processing Techniques for a Video-based Traffic Monitoring System (2001)
- Monitoring System for Libraries (2000)

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