

A Corporate Profile



WHO WE ARE...



Incorporated in 1997, Thakral One (formerly known as Raffles Solutions) aims to bridge the gap between business and information technology in emerging markets by ensuring that its offerings are customized and the applications are well adapted to the needs and realities of these markets. The organization provides robust IT infrastructure solutions and services, implements carefully selected enterprise applications and offers reliable long-term managed support to its clients in emerging markets.

Backed by the \$1.5b Thakral Group, Thakral One leverages the group's geographic presence, its strategic partnerships with leading solution providers and an extensive experience in IT product distribution.

Headquartered in Singapore, Thakral One is present in India, China, Hong Kong, Malaysia, Nepal, Philippines, Sri Lanka, Afghanistan, Bangladesh, Bhutan, Cambodia, Qatar, UAE and Vietnam.

OUR HERITAGE



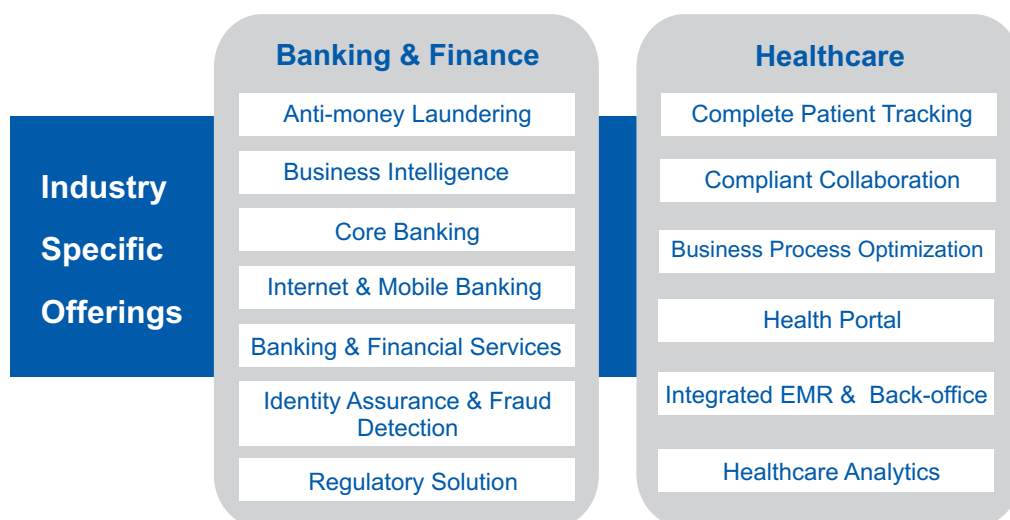
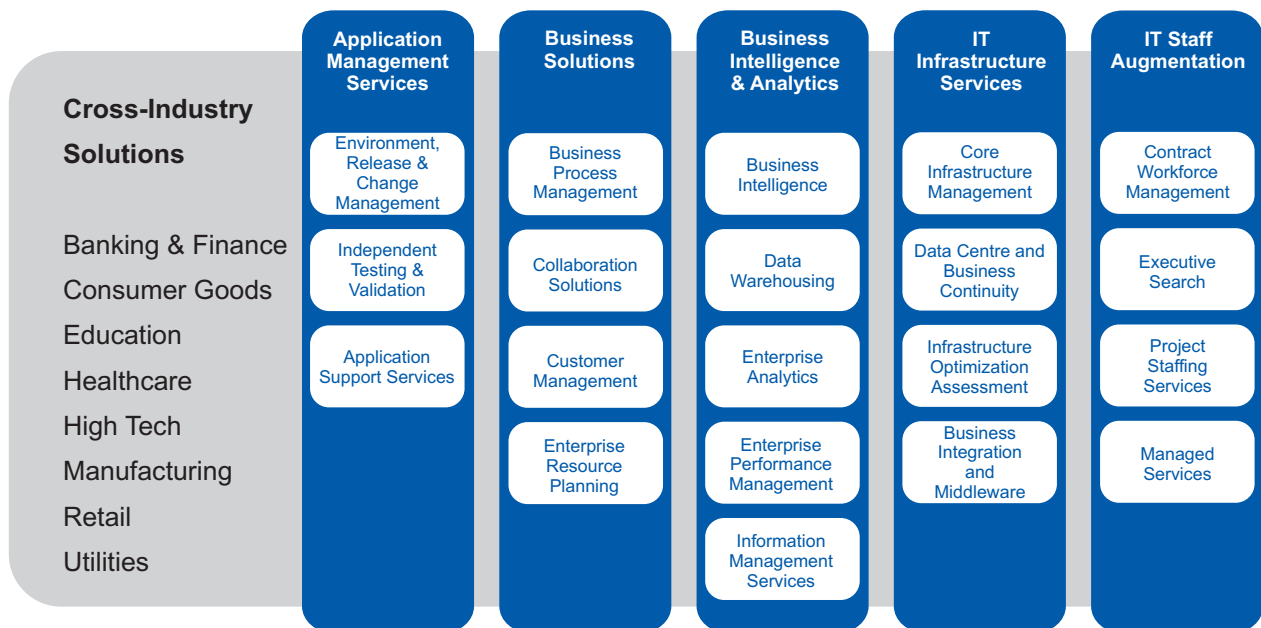
Founded in 1905, the Thakral Group is one of Singapore's largest home-grown conglomerates with operations spanning 24 countries and employing over 12,000 people worldwide. The Thakral Group had its beginnings in a small retail business, the 'Punjab Store', in Bangkok. In 1936, the Thakrals' enterprising spirit led them to Japan, where they continued to focus on the family's core business - textiles. Later, the group ventured into several other countries, including Singapore and China in the 1950s and 1960s. At a time when the strategy of regionalization was still in planning stage for most companies the Thakral family had already made inroads into foreign lands, which would later pave the way for the Group's growth and diversification.

While Thakral's roots were in trading and textiles, the group has since forayed into electronics distribution, real-estate, hotel establishments, manufacturing, IT and value-added consulting services. Today, the Thakral Group is also providing IT products, services and support in most emerging markets as well as in Europe and US.

WHAT WE CAN OFFER...



Thakral One's offerings span enterprise solutions such as ERP, CRM, Business Intelligence (BI); infrastructure services for business continuity, middleware, virtualization; and professional services, across industries such as financial services, retail, manufacturing, healthcare, public sector, among others. We have also built dedicated capabilities for the banking industry in the areas of core infrastructure, core banking solutions, process consulting and, applications such as Anti-Money Laundering (AML) and BI solutions tailored to the specific needs of the banking and financial sector.



KEY OFFERINGS

ACROSS INDUSTRIES



APPLICATION MANAGEMENT SERVICES

Thakral One's application management services are designed to offer our customers the freedom to focus on creating and implementing their business strategies and their tactical plans. By outsourcing your application management to Thakral One you will be able to free your resources for more innovative initiatives. We maximize the functionalities of your applications by implementing a structured plan that proactively identifies and removes potential threats to the overall system stability, while improving its performance.

ENVIRONMENT, RELEASE AND CHANGE MANAGEMENT

- Coordinated and organized software enhancements
- Automation and optimization of the development and deployment lifecycle
- Defect and change tracking mechanism

INDEPENDENT TESTING AND VALIDATION

- Proactive services, unlike the traditional testing approaches which are reactive in nature
- Employ best-practices framework and in-depth expertise and experience in a wide range of technologies, platforms, tools and business domains
- Root-cause-analysis methodology helps eliminate future application issues

APPLICATION SUPPORT SERVICES

- Offer transformation of legacy applications to agile computing environments
- Standardization and rationalization of mission critical applications
- Expertise in application development, application maintenance and application portfolio management

BUSINESS SOLUTIONS

Thakral One's business solutions enable our customers to create successful and adaptive strategies and business plans, built on the foundation of robust business architectures and streamlined processes. Our integrated offerings will help organizations, like yours, maximize their resources and the value delivered by their current systems and new applications.

BUSINESS PROCESS MANAGEMENT (BPM)

- Automation of business processes; creation of a customized yet flexible business process platform
- Provide modeling and development tools and business activity monitoring dashboards
- Offerings include consulting, implementation, migration, enhancements, upgrades and solution-framework development

BUSINESS PRODUCTIVITY & COLLABORATION SOLUTION

- Thakral One offers Microsoft® SharePoint® 2010 - the complete collaborative business platform
- Communication of up-to-date information throughout the organization; effective documents and records management
- Reduced cost of physical storage and management of paper-based records
- Thakral One also offers the following solutions based on SharePoint - *Enterprise Portal, Records and Document Management, Contract Lifecycle Management (CLM) and Workflow Applications Development*

ENTERPRISE RESOURCE PLANNING (ERP)

- Offers real-time data availability for analysis, traceability of financial data and critical inventory items
- Minimize the risks of data duplication and data entry errors
- Clearly defined process phases, milestones roles, artifacts, cross-phase-processes and additional project management processes

CUSTOMER MANAGEMENT

- End-to-end customer relationship management and support services
- Optimization of your customers' experiences at each touch point
- Cost-effective processes and faster time-to-market for new products and offerings
- Thakral One's key offerings include *CRM - Customer Relationship Management* and *Customer Service Support*

BUSINESS INTELLIGENCE & ANALYTICS

Business intelligence and analytics solutions can help automate decision-making as well as enhance business performance and improve value-to-cost ratio. Thakral One offers solutions to enable organizations, like yours, to identify, extract and analyze business data. These solutions provide timely information, facilitates knowledge management, accelerates decision-making and delivers relevant, contextual insight.

BUSINESS INTELLIGENCE

- Identify, extract and analyze business data
- Enables access to timely information, facilitates knowledge management, accelerates decision-making and delivers relevant, contextual insights
- A 'building block approach' enables us to offer products and services as independent or integrated solutions
- Services you can leverage include *Business Intelligence Consultancy* and *Business Intelligence Assessment*

ENTERPRISE ANALYTICS

- Provide users with the capability to study analyze and provide insights on business operations, risks and markets
- Real-time insights help organizations respond to the changing demands, make more informed decisions and increase revenues

DATA WAREHOUSING

- Management and maintenance of the actual data and the data warehouse through tools, technologies and methodologies
- Data gathering, analysis and delivering it to business users

ENTERPRISE PERFORMANCE MANAGEMENT

- Allows companies to take decisions made through their BI systems and strategically align them with the corporate goals
- Align and integrate the key performance indicators into short, medium, or long-term goals

INFORMATION MANAGEMENT SERVICES

- A 360-degree approach to information lifecycle for consolidating and communicating the right information at the right time in the right structure
- Services you can leverage include *Content Management Services*, *Information Portal Services* and *Enterprise Search Services*

IT INFRASTRUCTURE SOLUTIONS

Thakral One's IT infrastructure offerings deliver end-to-end solutions that can help optimally enhance your business' performance, while bringing in agility and reduced costs. We bring in on-demand solutions to meet your business' dynamic needs and provide step-by-step guide to transform the business to a standardized and rationalized state. Thakral One's complete spectrum of services help you build and manage a highly available, reliable IT infrastructure.

CORE INFRASTRUCTURE MANAGEMENT

- Leverage IT optimally, so that it becomes a more efficient and strategic asset of your business
- Helps amplify the impact of your people, manage complexity and achieve agility, protect information, control access and advance the business with optimized IT solutions

- Specific service offerings include *Identity and Access Management, Desktop, Server and Device Management, Security and Networking, Data Protection and Recovery, and Virtualization*

DATA CENTRE AND BUSINESS CONTINUITY

Thakral One helps address specific data center needs like migration to advancing technologies, managing transition and deployment, and providing new-age IT management services, among others.

INFRASTRUCTURE OPTIMIZATION ASSESSMENT

Thakral One's Infrastructure Optimization (IO) Assessment service provides a suite of services to help you understand and optimize your existing architecture and get a holistic view of your global infrastructure.

BUSINESS INTEGRATION AND MIDDLEWARE SERVICES

- Infrastructure technology solutions and services, focused on Oracle Fusion Middleware technology, provide a strong foundation for next generation innovative solutions across business units
- Help organizations accomplish their agile enterprise needs and continuously improve the existing business processes
- Solutions offered include *Service-Oriented Architecture and Business Process Management, Enterprise Application Infrastructure, Application Identity and Access Management, and Database Integration*

IT STAFF AUGMENTATION

Thakral One has around 14 years of experience in successfully managing IT staff augmentation for its clients. A large pool of resources deployed across the emerging markets and a focused approach on developing skill-sets across domains enables Thakral One to offer the best-in-market talent to

our clients. A global outlook with strong localized presence and specialized skills-development enables us to focus on providing value to our customers' businesses through industry-specific offerings, customized solutions and highly-skilled domain experts.

Thakral One offer expertise in Helpdesk, Server, Desktop, Voice Support, Unix, Linux, Oracle DBA, SQL DBA, Security Specialist, DBA Db2, Lotus Notes Admin, Citrix Admin, Storage Engineer, Avaya, Sap, Mainframes, Microsoft Technologies, Web Technologies, ERP/ CRM, Embedded, Testing, Business intelligence (BI) and Middleware, among others.

INDUSTRY-SPECIFIC OFFERINGS

BANKING AND FINANCE

Thakral One brings to the table end-to-end value chain solutions, a streamlined delivery process and an efficient implementation methodology for financial institutions. Thakral One offers professional and managed services, as well as best-in-class products for Private Wealth Management, Retail, Islamic Banking, Corporate, Microfinance, Universal, Treasury and Payments.

Thakral One has partnered with market leaders like Temenos, Oracle, HID and FRSGlobal to offer:

- Anti-Money Laundering
- Business Intelligence And Analytics
- Core Banking
- Identity Assurance And Fraud Detection
- Internet & Mobile Banking
- Mobile Banking
- Regulatory Solution

Thakral One provides banks with a wide range of services that support and complement their IT systems. Drawing on its highly specialized pool of skill-sets in the banking domain, technology expertise and ability to implement cross-geo best practices successfully, Thakral One can help in seamlessly integrating new solutions into your overall environment.

- Implementation Services
- Local Support Services
- Consultancy Services
- Release and Change Management
- Management Consultancy
- Staff Augmentation
- Loan Origination Solution - Support and Services
- Testing Services
- Managed Services

HEALTHCARE

Thakral One helps hospitals and healthcare institutions manage patient data in real-time, thereby increasing productivity and simplifying business. Through clearly defined process phases, milestones roles, artifacts, cross-phase-processes and additional project management processes, Thakral One will empower you with a clearer picture of the responsibility structure and process flows and, create more efficient and effective business models.

Apart from services like *Applications Management and Optimization, Business Intelligence & Performance Management Solutions, Helpdesk Support, Infrastructure Assessment and Optimization and Project Management and Solutions Design*, Thakral also offers:

- Complete Patient Tracking
- Compliant Collaboration
- Business Process Optimization
- Health Analytics
- Health Portal
- Integrated EMR and Back-Office

PARTNERING WITH THAKRAL ONE...



KEY STRENGTHS

- Strong focus on and a deep understanding of the emerging Asian markets
- End-to-end value chain solutions and resources - Hardware, software, implementation services and support
- Key strategic partnerships - Long standing relationships with public sector, major banks and large private organizations
- Ability to adapt and deliver global best practices to emerging economies
- Giving clients reach and access through our regional footprint and capabilities
- Strong backing and support of the Thakral Group and senior management

DELIVERY MODELS

- Partial or end-to-end life cycle projects
- Onsite and/ or offsite delivery models
- Staff augmentation services
- Outsourcing
- Fixed price delivery

STRATEGIC PARTNERSHIPS





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