



# sains

Our Vision:

*We aim to be the premier provider of quality IT services in the region*

Our Mission:

*Your long term ICT Solution and Service Provider based on mutual value creation and trust.*

## COMPANY PROFILE

**S**ARAWAK INFORMATION SYSTEMS SDN. BHD. (**sains**), a company of the Sarawak State Government, started operation in 1992. Today, with a group staff of over 500 people, we are one of the major Information and Communication Technology (ICT) firms in Malaysia and by far, the largest company with the most comprehensive track record and skill base in Sarawak. Our competencies as a leading systems integrator and solutions provider include ICT consultancy services, software development and integration, networking, hardware and systems engineering, Internet, Intranet, and Extranet services, Multimedia services, Data Conversion Services, IT training, IT Security services, IT Maintenance and Support services.

SAINS group of IT companies operate in Sarawak and Peninsular Malaysia to provide the most comprehensive and value-added IT solutions and services to the business sector of Government, Local Councils, Utilities & Energy, Manufacturing, Engineering & Construction, Education and Health Care.

Our biggest customers are the government and statutory agencies together with big multinational corporations in Sarawak. Our technical people have extensive technology as well as project experience. Many of them have international exposure covering a wide spectrum of information and telecommunication technologies. We are confident of our ability to meet and satisfy the demands of our customers.

**sains**

*updated 2005*



## OUR PEOPLE, OUR ASSETS

**W**e have developed in-house over 200 different software application systems for a wide range of clients to meet the specific requirements of their organisations. Our people are skilled in a full range of hardware platforms, operating systems, databases, desktop software and development tools, web authoring and application development tools, multimedia authoring and application development tools, GIS software, GIS application development using modelling and geo-spatial analysis tools, and Networking technologies.

The software applications that we develop for our customers have been replicated and implemented in over 800 projects. These projects are complemented by training programmes to ensure that all levels of staff

in the organisation can utilise the software application effectively to enhance their productivity and efficiency.

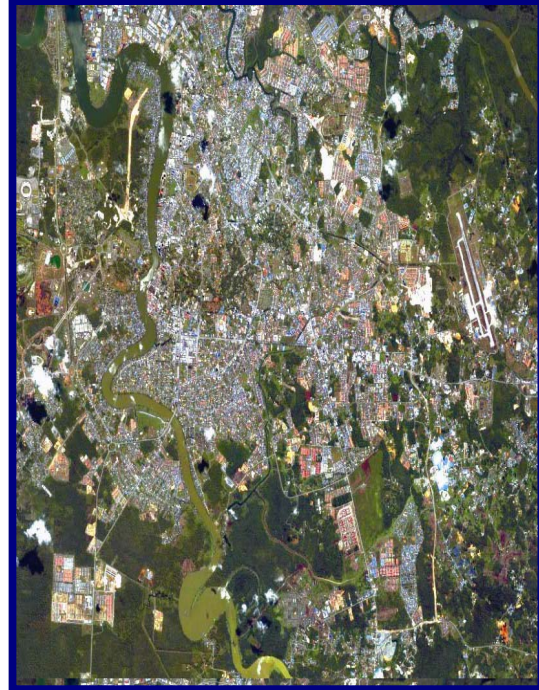
In software solution and services, our people are organised into distinct business units focusing on Geographical Information Systems (GIS), Financial Systems, Human Resource Systems, Utility & Resource Management Systems, Help Desk Customer Service Systems, Work Order Routing Systems, Library Management System, Document Management Systems, E-Government Systems, Intranet/Internet Systems, Electronic Bill Presentment and Payment System, Interactive Multimedia and Animation solutions, Broadcast and commercial quality graphics and special effects work.

**A**part from our software developers, we have a group of network and system engineers who provide planning, design, implementation and management of networks and its security; ranging from Local Area Networks (LANs) to Wide Area Network (WAN) for our customers. We implement LANs and WANs for our customers based on the required networking technologies.

To date we have implemented over 300 LANs throughout Sarawak. We have also planned, designed, built, operated and maintained the SarawakNet WAN totally in-house. This WAN covers the whole of Sarawak and currently links more than 250 LANs together. It is used by over 14,000 state civil servants who access over 50 e-Government application services daily.

SAINS-GIS is a business unit in our company that specialises in the provision of geo-spatial and geo-referenced information and technologies. Our services in GIS include consultancy, systems design and integration, mapping, building application for

geo-spatial modelling and analysis, training, maintenance and support. Our GIS team comprises of IT and Surveying professionals experienced in dealing with topography and remote sensing data.

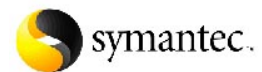


Satellite Image of Kuching, 2002

**W**e also provide a range of other services for our customers ranging from Facility Management, Data Centre Services, Data Conversion Services, Project Management and Systems Integration. In projects where the customers request for SAINS to assist in the data conversion services, we have carried this out to ensure that our customers can utilise the software application upon the completion of software acceptance with all data being fully converted.

## OUR BUSINESS PARTNERS

To ensure that we have access to leading edge technologies at all time, we establish business alliances with "best of breed" IT hardware manufacturers and software owners. We are thus able to meet the needs of our customers with world-class technologies, products and tools. We deployed integrated application systems leveraging on Oracle, Lotus, ESRI, Symantec (Veritas) and Trend Micro as our software technology partners. For hardware solution services, our people are organised into distinct business units focusing on SUN hardware/Solaris UNIX operating system platform, HP/Compaq and Microsoft Windows 2000 Server/Intel-based operating system platform together with APC for power supply control and CISCO as our networking strategic partners for communication equipment.



## MAJOR PROJECT REFERENCE SITES

<i>No.</i>	<i>Project</i>	<i>Year Installed</i>	<i>Application/Usage</i>
1.	Electronic Dewan Undangan Negeri (eDUN)	1993, Upgraded 1998	First developed to assist users to perform speedy, accurate search and retrieval of Hansard documents from electronic document repository. It was enhanced to allow online submission and tracking of questions from the DUN members before each DUN session.
2.	Development Project Monitoring System (DPMS)	1995, Upgraded 1999, 2001, 2002	Developed to provide users from the State Planning Unit (SPU) and Project Implementation & Monitoring Unit (PIMU), Sarawak, with the capability to monitor all state development projects and to allow efficient reporting of project matters such as project profile, financial allocation, monitoring of physical progress, geospatial related information and analysis.
3.	SarawakNet <i>(Wide Area Network for the Sarawak Government)</i>	1996, Upgraded 2000, 2003	Designed and developed as an intranet for the Sarawak Government and other agencies to provide users with the capability to communicate, share and/or transmit information easily with one another through the Wide Area Network (WAN). Users are also able to obtain and share information with the rest of the world through the internet.
4.	Centralised Talikhidmat Management System (CTMS)	1998, Upgraded 2000, 2001	A one-stop phone-in, fax-in, email or online submission via the Internet for the public to reach any State Government agencies, make complaints, give feedbacks or make enquiries regarding government services to the public. The system logs, routes, monitors each case from the caller right through to action officers in the agencies. The objective is to deliver quality and satisfactory services with improved response time.
5.	Sistem Nikah, Cerai & Rujuk (SINAR)	1999, Upgraded 2002	The system enables Jabatan Agama Islam Sarawak (JAIS) to manage the application and processing of Islamic marriage, divorce and reconciliation at the HQ and divisional offices of Miri, Bintulu, Sibul and Kota Samarahan.
6.	ANGKASA	1999, Upgraded 2002	A web-hosted library management and multimedia application for Public Libraries and Resource Centres. The application and union catalogue are centrally hosted and served via LibraryNet for 12 participating libraries currently. The system also allows the public users to register online via the internet, reserve books, check due dates and search for materials across all participating libraries' online catalog.
7.	E-Syariah	2002, Upgraded 2005	Developed to improve management of cases while streamlining the processes involved in registration of Syarie Lawyers. Computerised Library System enhances searches, borrowing of books & reference materials for Judges & Registrars. The E-Syariah Portal enables public to access information on court procedures, rules & regulations and submit enquiries on status of cases. Faraid calculations could also now be performed over the internet. By 2005, 106 Syariah Courts at 102 locations in Malaysia are equipped with this system and linked to Jabatan Kehakiman Syariah Malaysia. Subsequently, the Legal Affairs Division of the Prime Minister's Department, the National Registration Department, Department of Islamic Development of Malaysia, Royal Malaysian Police Department and the Immigration Department are given access to the system.

# WE ARE REACHABLE ANYTIME, ANYWHERE

In order to provide efficient and effective services to our customers, we also set up and operate a network of customer support centres located in all major towns of Sarawak. Our subsidiary companies with branches located in major Peninsular Malaysia towns also ensure that our customers can access us easily throughout the country. We believe in the need to be customer-oriented in the way we operate, in the way we conceptualise solutions and in the way we deliver our products as required by our customers. You can reach us at any of the addresses below:

## Headquarters

**SAINS**  
3rd Floor, Wisma Bapa Malaysia,  
Petra Jaya, 93502 Kuching, Sarawak.  
Tel: 082-444 199  
Fax: 082-444 211

## **Sri Aman**

Lot 117, No.5, 1st Floor, Club Road,  
95000 Sri Aman, Sarawak.  
Tel : 083-327103  
Fax : 083-83-327104

## **StratFos Consulting Sdn. Bhd.**

2nd Floor, Lot 318, Section 9,  
KTL D Lorong 12, Jalan Rubber,  
93400 Kuching, Sarawak.  
Tel : 082-234342  
Fax : 082-234454

## Branch Offices

### **3rd Mile Office, Kuching**

No. 325 & 326, Lot 2719 & 2720,  
1st, 2nd and 3rd Floor, Central Park  
Commercial Centre, 3rd Mile,  
Jln Tun Ahmad Zaidi Adrus,  
93150 Kuching, Sarawak  
Tel: 082-427199  
Fax: 082-410322

## **Sarikei**

No.13, 1st Floor,  
Jalan Wisma Jubli Mutiara,  
96100 Sarikei, Sarawak  
Tel : 084-658793  
Fax : 084-651132

## **Sains Innovasi Sdn. Bhd.**

Unit 15.02, 15<sup>th</sup> Floor, MCB Plaza  
No. 6, Changkat Raja Chulan  
50200 Kuala Lumpur  
Tel : 03- 2715 2000  
Fax: 03- 2715 9648  
<http://www.sainsinnovasi.com.my>

### **Green Road Office, Kuching**

No.91, Lorong 396, Jalan Kim Kiat,  
Off Lower Sq. Maong,  
93150 Kuching, Sarawak.  
Tel : 082-236884  
Fax : 082-427176

## **Sibu**

No. 29, 2nd Floor, Taman Damai,  
Jalan Tun Haji Openg,  
96000 Sibu, Sarawak.  
Tel : 084-349148  
Fax : 084-349149

## **Silicon Communications Sdn Bhd**

Unit 15.02, 15<sup>th</sup> Floor, MCB Plaza  
No. 6, Changkat Raja Chulan  
50200 Kuala Lumpur  
Tel: 03-2715 8648  
Fax: 03-2715 9648  
<http://www.silicon.com.my>

### **Jalan Keretapi Office, Kuching**

Sains Call Centre & Training Centre,  
Ground Floor, Lot 369, Block 10,  
KCLD, Jln Tun Ahmad Zaidi Adruce,  
93150 Kuching, Sarawak  
Tel : 082-236633 (Call Centre)  
082-365222 (Training Centre)  
082-555999 (Talikhidmat)  
Fax : 082-235522 (Call Centre)  
082-365333 (Training Centre)

## **Bintulu**

No. 87, 2nd Floor  
Parkcity Commercial Square  
Jalan Tun Ahmad Zaidi  
97008 Bintulu, Sarawak  
Tel : 086-314518  
Fax: 086-314519

## **Regional Offices:**

### **Johor Baru**

Silicon Communications Sdn Bhd  
16-01, Jalan Molek 1/10, Taman Molek,  
81100 Johor Baru  
Tel: 07-351 6721 / 6722  
Fax: 07-351 7055

## **Miri**

Lot 791, 2nd Floor, Jalan Bintang Jaya 4,  
Bintang Jaya Commercial Centre,  
98000 Miri, Sarawak.  
Tel : 085-431213  
Fax : 085-431211

### **Melaka**

Silicon Communications Sdn Bhd  
Suite 1.6, 1<sup>st</sup> Floor, Bangunan Inkubator  
K-Ekonomi, Taman Tasik Utama,  
Ayer Keroh, 75450 Melaka  
Tel: 07-351 6721 / 6722  
Fax: 07-351 7055

### **Jalan Uplands Office, Kuching**

Lot 9366, Section 64 KTL D  
Jalan Uplands,  
93620 Kuching, Sarawak  
Tel: 082-426733 (General line)  
Tel: 082-422472 (Direct line)  
Fax: 082-423533

## Subsidiary Offices

### **SiliconNet Technologies Sdn. Bhd.**

1st Floor & 2nd Floor, Lot 369,  
Block 10, KCLD,  
Jalan Tun Ahmad Zaidi Adruce,  
93150 Kuching, Sarawak.  
Tel : 082-234008  
Fax : 082-232008  
<http://www.snt.com.my>

### **Penang**

Silicon Communications Sdn Bhd  
Block B3-24 & 25, Krystal Point  
303, Jalan Sultan Azlan Shah  
11900 Sungai Nibong  
Pulau Pinang  
Tel: 04-646 9268  
Fax: 04- 643 3416

## Released by:

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