



Wistron ITS

Customer Value Enabler

OTC: 4953

9th January 2014



wistron[®]

Wistron ITS

Contents



Company Brief



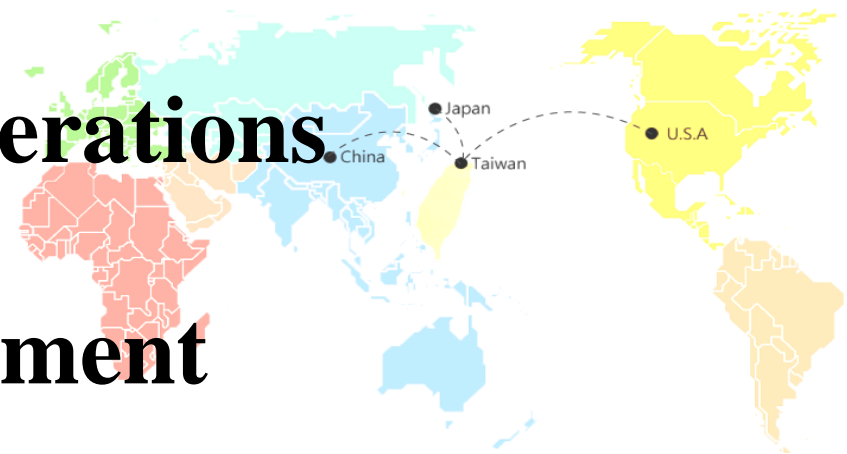
Services and Customers



Company Operations



Future Development



Company Brief



Founded

June 1992

Chairman

Simon Lin(林憲銘)

CEO

Ching Hsiao(蕭清志)

Pay-in Capital

417,650,220 NTD(Jan. 2014)

Employees

1,896 (Sep. 2013)

Milestones

2014

- 1/8/2014 (IPO) Taiwan OTC listed

2012

- **Revenue grew more than 50%**

2011

- **Merged a JP firm of 200 native employees**

2010

?

- CMMI Level 3 , ISO 27001 certified at several sites

2008

2007

- IBM AP Core Supplier; Flagship company in IT outsourcing sponsored by MOEA Taiwan.

2006

- **Continuous profitable ever since (2006~now)**

2004

- **Company renamed & reset the Biz directions**

2002

- Wistron Group became primary shareholder

- **Company founded**

1992

Established Service Network



A world map with various regions highlighted in different colors: Europe and Africa in shades of green and red, Asia in shades of blue and cyan, and North and South America in shades of yellow and orange. A dashed line connects dots for Japan, Taiwan, and the U.S.A. A globe is visible in the top left corner.

From Asia to the World

Services and Customers



WITS Delivers Services to

Enterprise

- **Enterprise Applications Development**
- **Business Process Outsourcing**

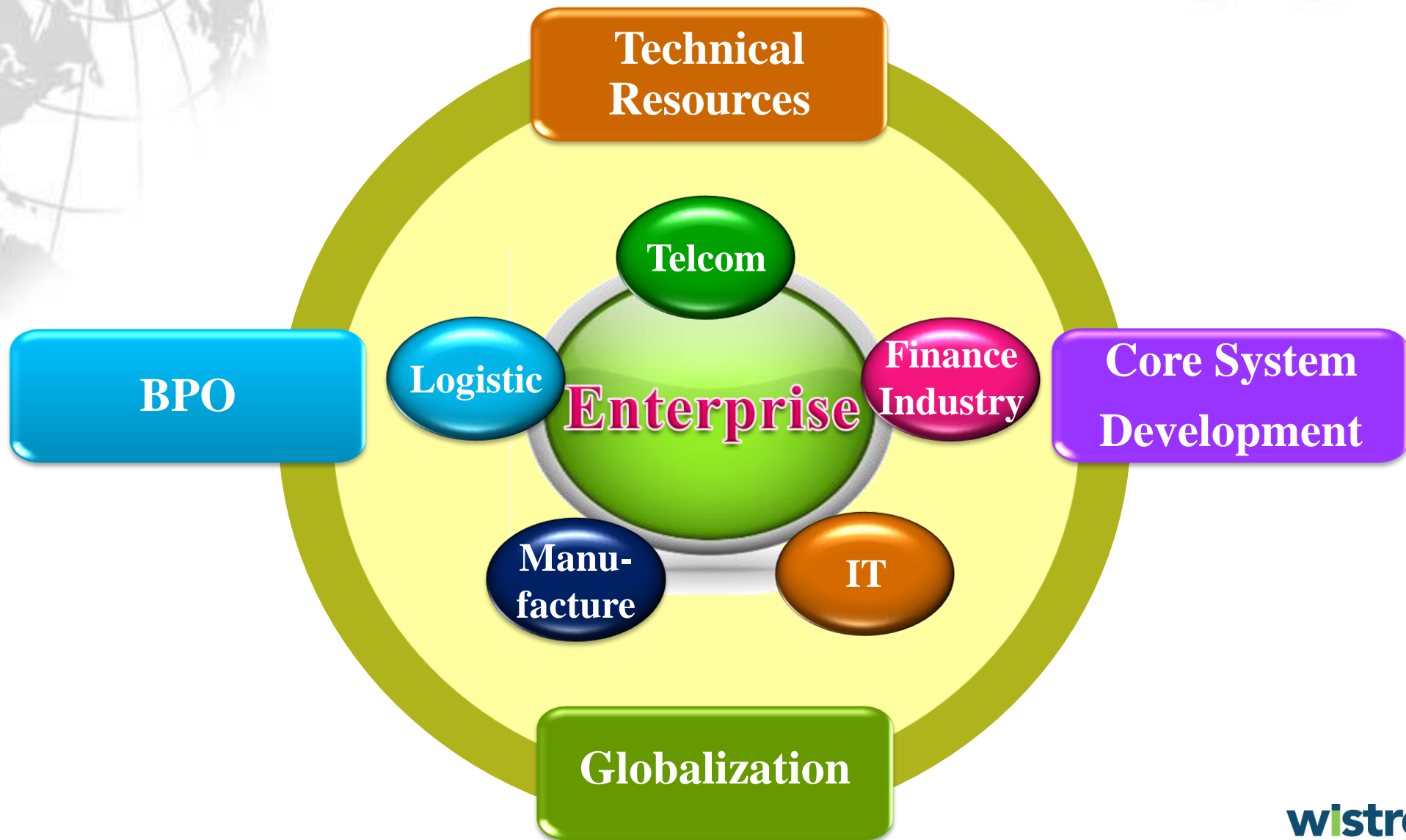
**Product
Company**

- **Product R&D**
- **Globalization/Localization**

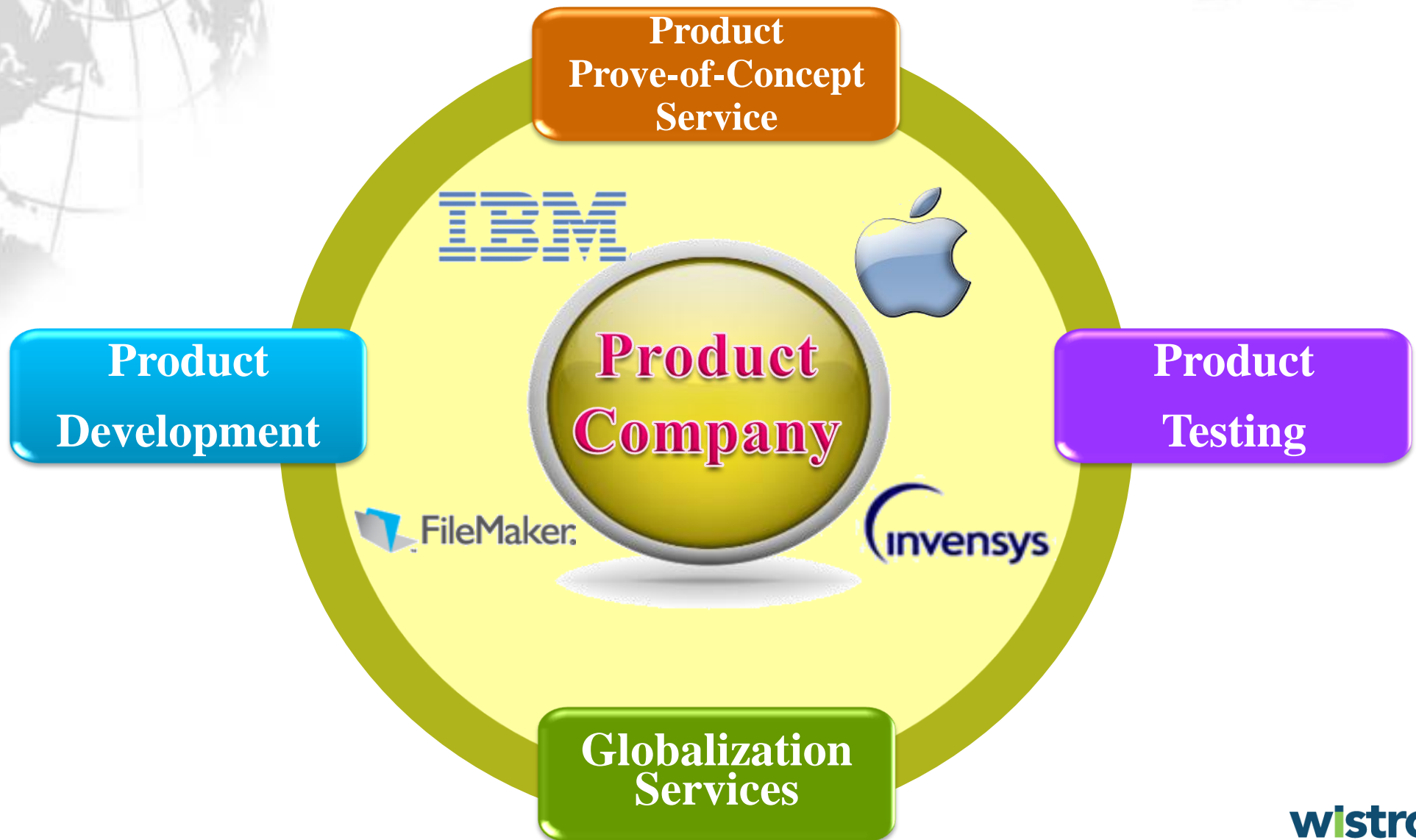
**Solution
Provider**

- **Solution Implementation**

Services for the Enterprise



Services for the Product Company



Services for the Solution Provider



Solution Implementation Services

Services



**Technical Consulting Services
(TCS)**



**Information Technology Outsourcing Services
(ITO)**



**Business Process Outsourcing Services
(BPO)**



**Product Globalization Services
(PGS)**

Technical Consulting Services (TCS)

Services



- Provide qualified IT talents to serve client's needs
- Often work with dedicated Offshore Development Center

Advantages

- Reduce the customer outsourcing management complexity
- Professional technical resources to meet client's requirement
- Long-term partnerships with leading global companies

Information Technology Outsourcing (ITO)

Services



- System R&D, development, testing, maintenance services
- Delivery model
 - On-site / Near-site & Off-shore

Advantages

- Know-how in Telecom, Finance, Manufacture, IT and Logistics
- Mature & proven Global Delivery Model
- Reliable augmented resources to fulfill client's IT requirements

TCS/ITO Service Structure

Customer

WITS

PM
BA, SA, IT
user

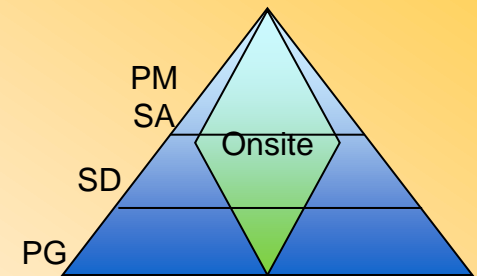
On Site (TCS)
Onsite Manager
BA
SA, SD, PG

Off Shore (ITO)
ODC Manager
Team Leader
SD, PG, Tester

Productivity Improving Center

- Process (SEPG/QA)
- Methodology & Tools (SA/SD/Coding/Testing)
- Technique Repeatable (Framework/Modules/Pattern)
- Core Research Groups

Project Team



WITS Resource Structure

Supporting System

Administration

HR

Financial

MIS

TCS / ITO References

IT/Telcom



Manufacture/Logistic



Finance Industry



Public Sector



Business Process Outsourcing (BPO)

Services

- 
- Data Collection Service - Credit Card Application Data Processing
 - Data Analysis Service – E-marketing effectiveness analysis

Advantages

- To increase the efficiency and quality with tools
- To ensure the information security with ISO 27001 certification



Product Globalization Services (PGS)

Services



- Including language translation, UI re-format, desktop publishing
- Pre-engineering and validation

Advantages

- Over 20-year service experience for global IT companies
- Global resources network that supports up to 29 languages
- Mature working process to ensure the quality & timely delivery

PGS References



Cognos.
software



Rational. software










DB2



WebSphere



Services Matrix

To Services	Enterprise	Product Company	Solution Provider
TCS			
ITO			
BPO			
PGS			

Competitive Advantages

1

A Member of Taiwan Best-of-Breed IT Group

2

**Well established service network
in Greater China and Japan**

3

**Cross-site global delivery model with mature
technical resources in AP Area**

4

**Diversified technical resources
and industry experience**

5

Solid customer base and successful partnership

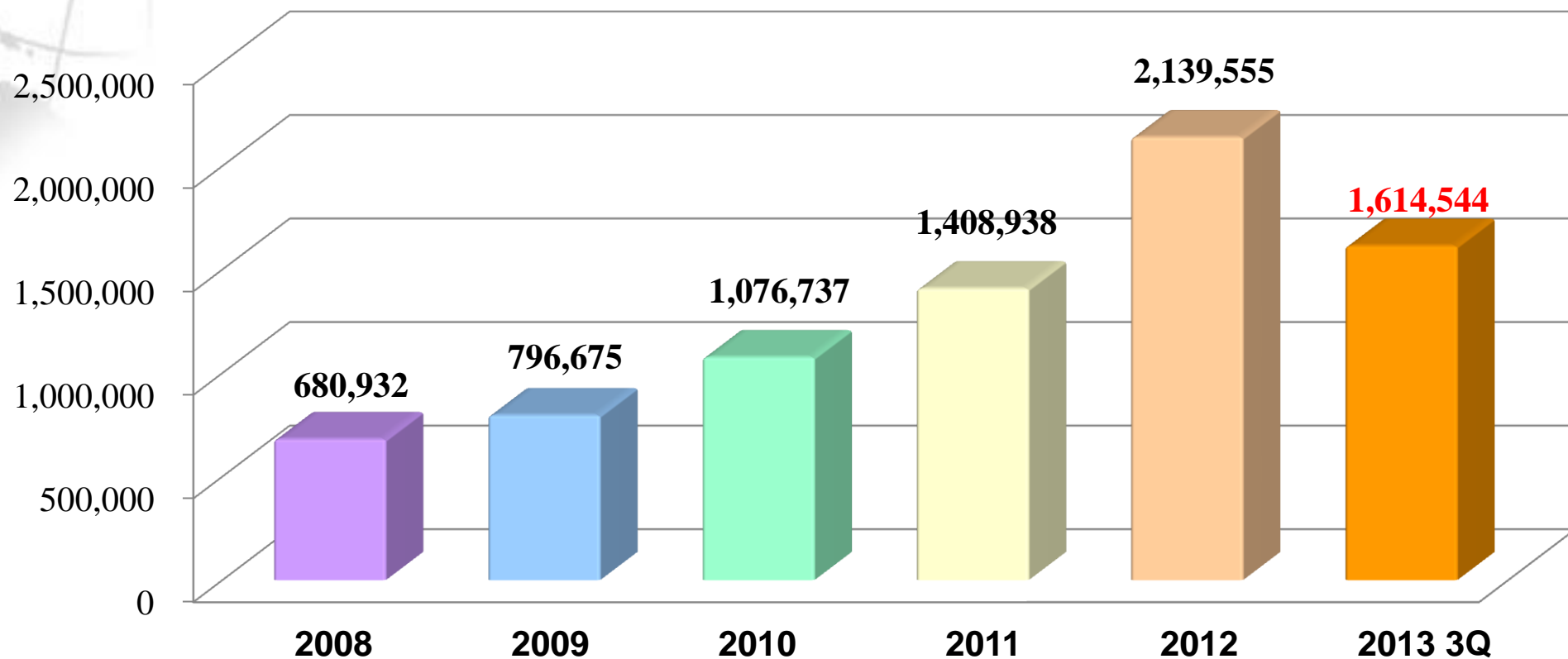
Company Operations



Financial Information

Revenue

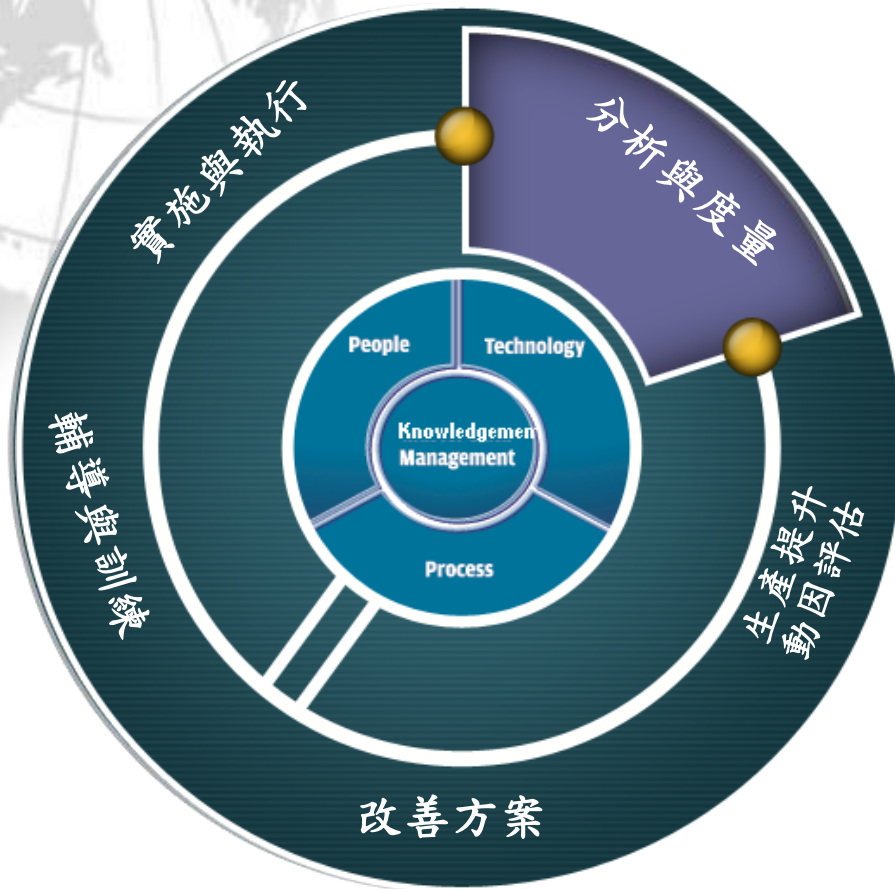
K NTD



Financial Information (2013 Q3)

	2008	2009	2010	2011	2012	2013 3Q
Gross Margin	29.86%	31.33%	28.88%	18.11%	19.15%	18.70%
Profit Rate	6.56%	7.58%	4.98%	1.77%	2.44%	2.19%
EPS (NTD)	\$ 1.70	\$ 2.03	\$ 1.73	\$ 0.71	\$ 1.48	\$ 0.95

Achievements in R&D Activity (1)

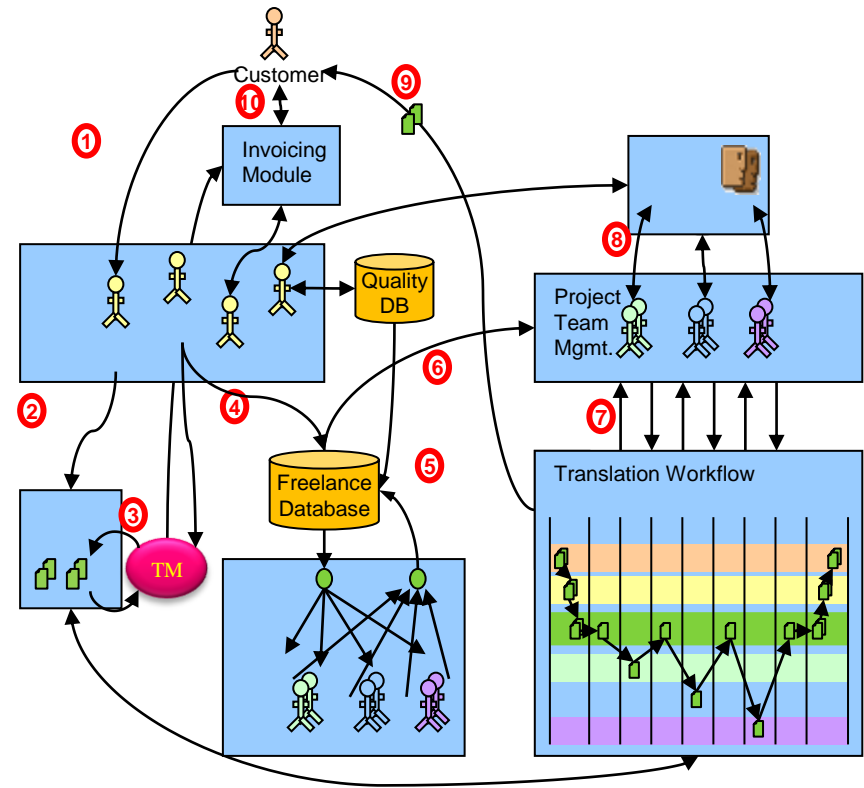
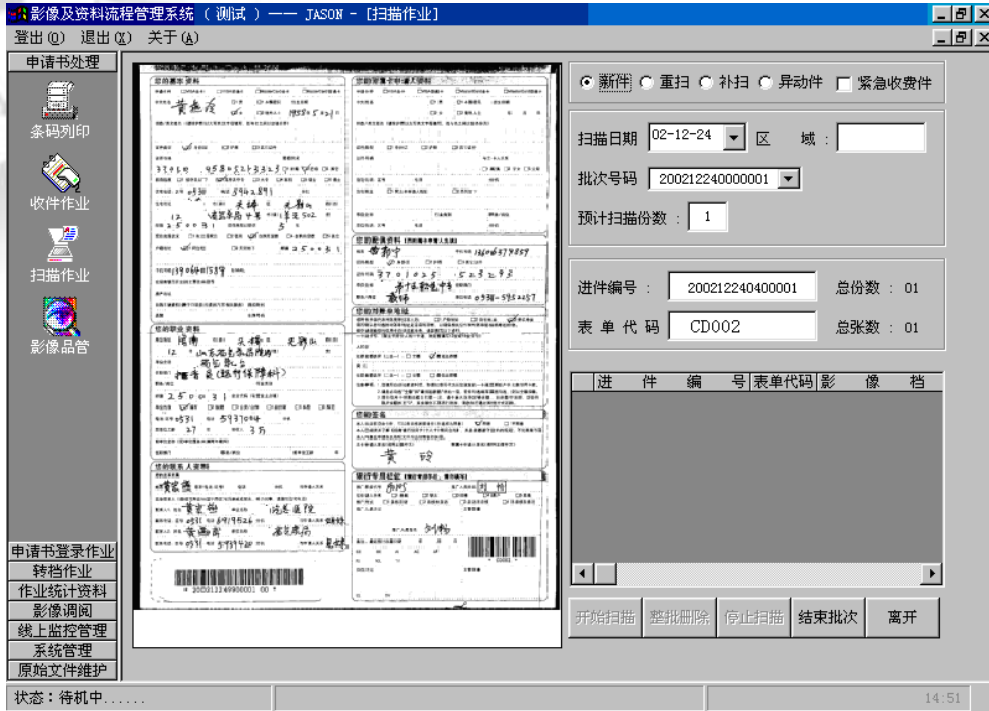


S/W Engineering Process Refinement



Knowledge Management Mechanism

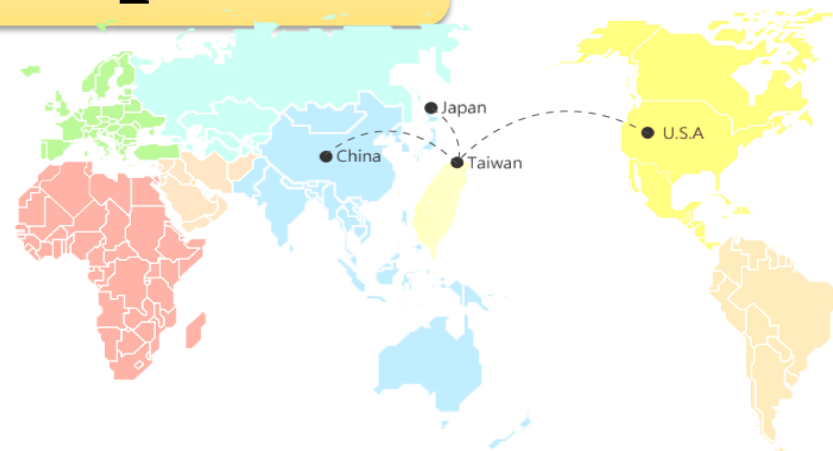
Achievements in R&D Activity (2)



Tool for BPO Services

**Order Lifecycle Management
for PGS**

Future Development



Future Development

Taiwan

**Logistic Center for
Cross Regional
IT Services**

China

**Focus on Chinese
Domestic Enterprises**

Japan

**Expand and develop
JP market with
Local professionals**

U.S.

**Set-up branch office
for the Next Biz Jump**



Wistron ITS

A Global First-Class IT Service Provider From Taiwan

Wistron Information Technology & Services Corp.

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