



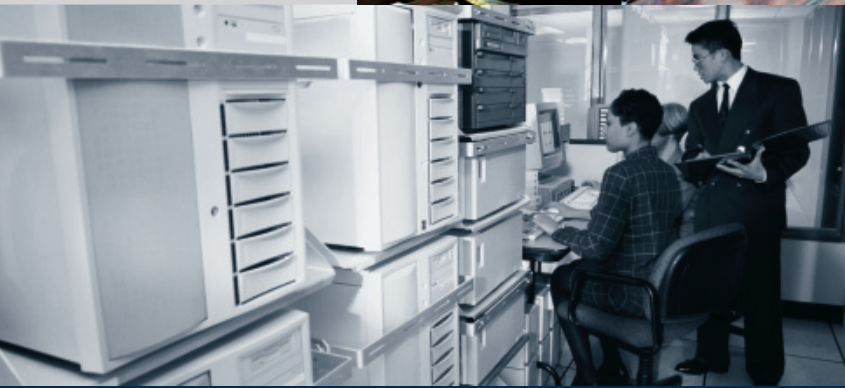
Company Profile



LOCUS

Bridge to the Future

Locus Telecommunication Inc., Ltd.





Company's Background



Locus Telecommunication Inc., Ltd. (LTI), founded in 1999 and situated in Thailand, is Locus' hub for the South East Asia region. LTI has over 100 professionals working at its Bangkok office, and focuses on call center/CRM and network integration business. LTI is the market leader in CTI-based multi-channel contact center solutions and customer relationship management application tools, and through partnerships with global suppliers, is also implementing various data communication and network projects. LTI has served diverse clients in the banking, insurance, manufacturing, utilities, and telecom industries in countries such as Thailand, Australia, the Philippines, Singapore, and Vietnam.



Business Overview

Locus Telecommunication Inc., Ltd. provides solutions in areas such as Contact Centers (CC), Customer Relationship Management (CRM), and Network Integration (NI).

Contact Center (CC) and Customer Relationship Management (CRM) Solutions

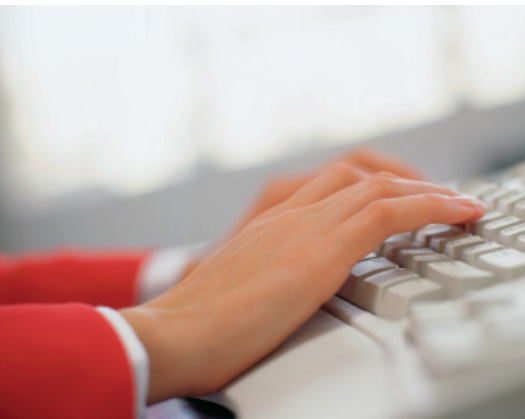
LTI provides clients with CRM solutions, integrated corporate multimedia communications, call center solutions, and next-generation intelligent PBX with various voice solutions, such as CTI middleware, IVR, and Recording Systems.



Solutions

Contact Center Solutions:

- CTI-based Contact Center
- Multi-media Contact Center (voice, chat, web collaboration, VoIP, email)



Products

- PBX /ACD
- IVR/Fax
- Computer Telephony Integration (CTI)
- Call Management System (CMS)
- Outbound Dialing System
- Predictive Dialer
- Call Monitoring & Recording Solution
- Work Force Management System (WFM)
- Call Center Self-Service Options
- CRM Application

Services

Business Consulting Service

Our business consulting service team will help our customers in planning and setting up the strategy of solutions for call center and customer relationship management. Once the team gets approval from such customers, the project fulfillment team will assist in providing world-class and hi-tech solutions. Not only do we provide technical solutions, the company also gives support to our valued customers by setting up training programs in terms of system implementation as well as planning communication and public relations activities for successful solution implementation.

Customer Service

LTI's Customer Service Department provides technical support to our valued clients to ensure their systems operate smoothly, efficiently, and effectively. Our experienced service teams provide pro-active maintenance services to prevent technical problems and enhance reliability, as well as comprehensive monitoring to ensure superb system performance levels.

To ensure the prompt response and reply to our clients' requests, LTI's Help Desk Center and state-of-the-art Contact Center operate 24 hours a day, 365 days a year, allowing our experienced, certified engineers to provide immediate recovery services.

For more information, please contact us at 0-2989-3400 and ask for Customer Service, or e-mail us at CustomerServices@locus.co.th.





Network Integration

Solutions

Total Network System

System design, equipment provision, and installation service on a turnkey basis

Products

Small & Medium Enterprise

- Local area network (LAN).
- Wide area network (WAN).
- Small office/home office (SOHO).

Large Enterprise

- Application networking.
- IP telephony.
- Architecture for Voice Video Integrated Data (AVVID).
- Storage networking.
- Wireless LAN.

Service Provider

- Optical networking.
- IP core solution.
- Network access infrastructure: xDSL system, TDM based system, etc.
- Next Generation IP routers.
- Customer premises equipment: xDSL modem + VoIP, Video Conferencing System.

Advanced Next-Generation Switching and Data Communication System

- Data network solutions: Metro Ethernet Access Switch.
- Voice solutions: Voice Portal, Prepaid Service, NACD, SS7, VoIP, Programmable Switch, Next Generation Network (NGN).



Worldwide Partners

Locus Telecommunication Inc. Ltd. has established strong partnerships with leading companies worldwide. These companies represent the 'best of the best' in meeting the critical systems implementation, software integration, and platform deployment needs of customers.

At Locus, we recognize the important role that our worldwide partners play in supplying leading-edge communication solutions to our customers. These mutually beneficial relationships continue to enable us to meet-and exceed-our customers' expectations to provide them with the best communications technologies.



www.avaya.com

Avaya is a global leader in contact center and communication systems, applications and services. Avaya designs, builds and manages communications networks for more than one million businesses worldwide, including more than 90 percent of the FORTUNE 500(r). Focused on businesses, large to small, Avaya is a world leader in secure and reliable Internet Protocol (IP) telephony software applications, contact center systems and services. Driving the convergence of voice and data communications with business applications-and distinguished by comprehensive worldwide services - Avaya helps customers leverage existing and new networks to achieve superior business results.



www.siebel.com

Siebel Systems is the world's leading provider of customer relationship management (CRM) solutions and a leading provider of applications for business intelligence and standards-based integration. Through its 'CRM for Everyone' strategy, Siebel provides CRM solutions for any kind of organization, any type of user, and any budget. More than two million employees at over 4,000 organizations worldwide use Siebel solutions to drive increased profitability and customer satisfaction, while reducing operating costs.





www.inin.com

Interactive Intelligence Inc. is a global developer of software for IP telephony, contact center automation and unified communications. Interactive Intelligence's Interaction Center Platform(r) is the foundation for its unique suite of Windows 2000-based IP telephony software, which extends IP PBX functionality to include multimedia routing and queuing, interactive voice response, voice mail, unified messaging, fax-on-demand, Internet text chat, Web callback, SIP support and much more.



www.nice.com

NICE Systems is a worldwide leader of multimedia digital recording solutions, applications and quality management solutions and the industry leader for advanced Computer Telephony Integrated (CTI) recording solutions.



www.blue-pumpkin.com

The Blue Pumpkin Workforce Optimization Suite integrates and automates all processes associated with workforce management, from strategic resource planning, resource and skill deployment, to time and activity assessment, and performance management. The Suite allows you to optimize employee management processes, which are key elements in driving customer satisfaction, loyalty and profitability.





What Our Customers Say..

Key Customers (Contact Center & CRM)



Thai Life Insurance Contact Center

ACD, IVR, Call Management System (CMS), Recording System, CRM (TelePro), CTI (multi-channel)

- In bound and out bound calls

"Locus service in terms of systems set up, maintenance, and customer service reach the satisfaction level of Thai Life Insurance."

Mr. Supamit Boonyapong, Assistant Vice President, Thai Life Insurance Care Center.



Krung Thai Bank Multi-Media Contact Center

ACD, IVR, CMS, Recording System, CRM (TelePro), CTI (multi-channel), wall board, EAI (Enterprise Application Interface);

- Inbound and Outbound
- Campaign management
- 700 branch integration with central contact center configuration

"With our objective of becoming a "Convenience Bank," the state-of-the-art contact center system provided by Locus better serve the bank's customers and promote the bank image."

Mr. Pairoj Deeraksa, Senior Vice President and Manager, Electronic Banking and Contact Center, Branch Support Department, Krung Thai Bank Public Co., Ltd.



Samsung Electronics (Asia Pacific)

ACD, CMS, IVR, CTI interface software application, wallboard

- In bound
- Integrated multi-national contact center (Thailand, Philippines, Vietnam, Australia)

"We always appreciate Locus for installing the state-of-the-art call center systems for us and providing us a good service especially Locus Maintenance Service Team. I think that Locus deserves to be a powerful leader in the call center market."

Mr. SD Jeong, General Manager, Samsung Electronics Customer Center



TOT Corporation Plc., Ltd.

LTI built a comprehensive CRM-based (Siebel) multi-channel contact center fully connected to TOT's database with a 300-seat capacity. The second phase of the project will include multi-channel contact center with an additional 700-seat capacity, fully functional for outsourcing business.

Government Contact Center

ACD, AIC, IVR, Siebel eGovernment, Recording System, Workforce Management

- Multi-Channel Contact Center
- 200 seats
- In bound
- Provide services to Thai citizens via telephone no. 1111

"Built on proven technology, Locus solution has given Government Contact Center the ability to have more effective communication to the public, for instance, through multi-channel routing and intelligent voice automation."

Ms. Suporn Kongpathi, Vice President, Contact Center Department, TOT Corporation Public Co., Ltd.

Key Customers (Network Integration)



Provincial Electrical Authority of Thailand

Communication System for
Distribution Management System



Lenso Q-Net

DSL Routers (CPE)



Samart Corporation

Access Solutions



Wire & Wireless

ADSL Routers (CPE)



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