

Encore Integrated Solutions Pte Ltd

A member of BTB Holdings

SERVICE PROFILE

SAP Education & Training
SAP Implementation & Consulting
SAP Support & Enhancements
NetApp Storage Solutions
Facilities Rental



Team Spirit & Excellent Partnership

A quick introduction...



Team Spirit & Excellent Partnership

About EIS

We are a Singapore based Infocomm Technology company formed in January 2003, that focuses in providing the best System Integration & Education Services. We are committed to deliver state-of-the-art technology education & consulting services as well as well-equipped facilities for our customers.

We are specialized in SAP Solutions, NetApp Storage Solutions & Facilities Rental. Our clientele include MNCs, SMEs, Large Corporations, Government Agencies & other Consulting firms.

We are a member of **BTB** Holdings, with other subsidiaries under the same Holdings Group:

- **CS Innovation Pte Ltd** - Biomedical
- **Angelic Lifestyle Pte Ltd** – Lifestyle & Recreation
- **Business Integration & Technology Services** – Business Consultancy

Our Value

EIS has a strong team of very experienced consultants who have previously worked in large scale regional or global MNC projects and rollouts, thereby equipped with solid business and technical know-how as well as effective problem-solving skills.

Our logo exemplifies our value system. As pledged in the tagline "***Team Spirit & Excellent Partnership***", all members of our team endeavor to serve as one body in one mind, working in firm relationships with all other stakeholders (i.e. our customers, partners, contractors/suppliers) to ensure maximum contribution and excellent results on all undertakings.

Other components of our logo advocates an attitude of "***Versatility***"; "***Dynamism***"; "***Passion***"; "***Vibrancy***"; "***Integrity***"; "***Sincerity***" and "***Commitment***".

Our Services



At **EIS**, we provide a holistic range of services & solutions to suit customers' diverse range of requirements:

- SAP Education & Training
- SAP Implementation & Consulting
- SAP Support & Enhancements
- NetApp Storage Solutions
- Facilities Rental

Our SAP Competencies

Equipped with years of practical project experiences & proven track records, we are confident our SAP Core Competencies will be an asset for you, your SAP team & your organization. From full life-cycle SAP implementation, to upgrade & enhancement, to operational support, we can handle & manage them all. Fuss-free!

- SAP NetWeaver (Business Intelligence, Enterprise Portal, Exchange Infrastructure)
- SAP BASIS
- SAP ABAP & JAVA WebDynpro
- SAP Business Workflow
- SAP Business Integration Technology
- SAP User & Security
- SAP Financial & Management Accounting (FICO)
- SAP Human Resource (HCM / HR)
- SAP Supply Chain Management (SCM)
- SAP Sales & Distribution (SD)
- SAP Materials Management (MM)

Our Services



SAP Education & Training

As a SAP Authorized Training Partner, **EIS** has been conducting SAP Functional, Technical & Development courses, in standard as well as customized training. At **EIS**, we provide 14 major SAP training tracks, offering more than 100 SAP courses, and has since conducted more than 1,000 SAP classes for thousands of students from Asia Pacific Japan, Europe, Middle East & U.S for more than 6 years & running.



Diagram: 14 Major SAP Training Tracks

*Thank God I came to **EIS** for my SAP training. The delivery techniques exhibited by the **EIS** trainers are excellent. As a trainee, you could see a perfect combination of practical and theoretical knowledge displayed by the trainers at **EIS**.*

*Now, I feel so confident in applying all the "tricks" according to the rule of thumb, taught by the **EIS** trainers. I only hope that all SAP training centers deliver SAP courses as well as **EIS**. Thank you **EIS**!*

Rahmon Akanbi
Basis Administrator
Oceanic Bank International PLC Nigeria

EIS team of trainers are highly experienced & certified SAP Consultants who have worked in multiple large scale projects, with an average of 8 years of SAP experience.

The many positive feedbacks from our students / customers – Project Directors, Managers, Administrators, Consultants, Super Users & End-Users from SMEs, MNCs, and also SAP Consulting firms – are good live testimonials of our well-delivered SAP classes.

What's more, we've been awarded the Best Training Partner by SAP, for consecutive two years in both 2007 & 2008! This further affirms **EIS'** strong foundation in providing professional trainings and excellent knowledge transfer.

Contact our friendly sales team today for advice & registration.

Our Services

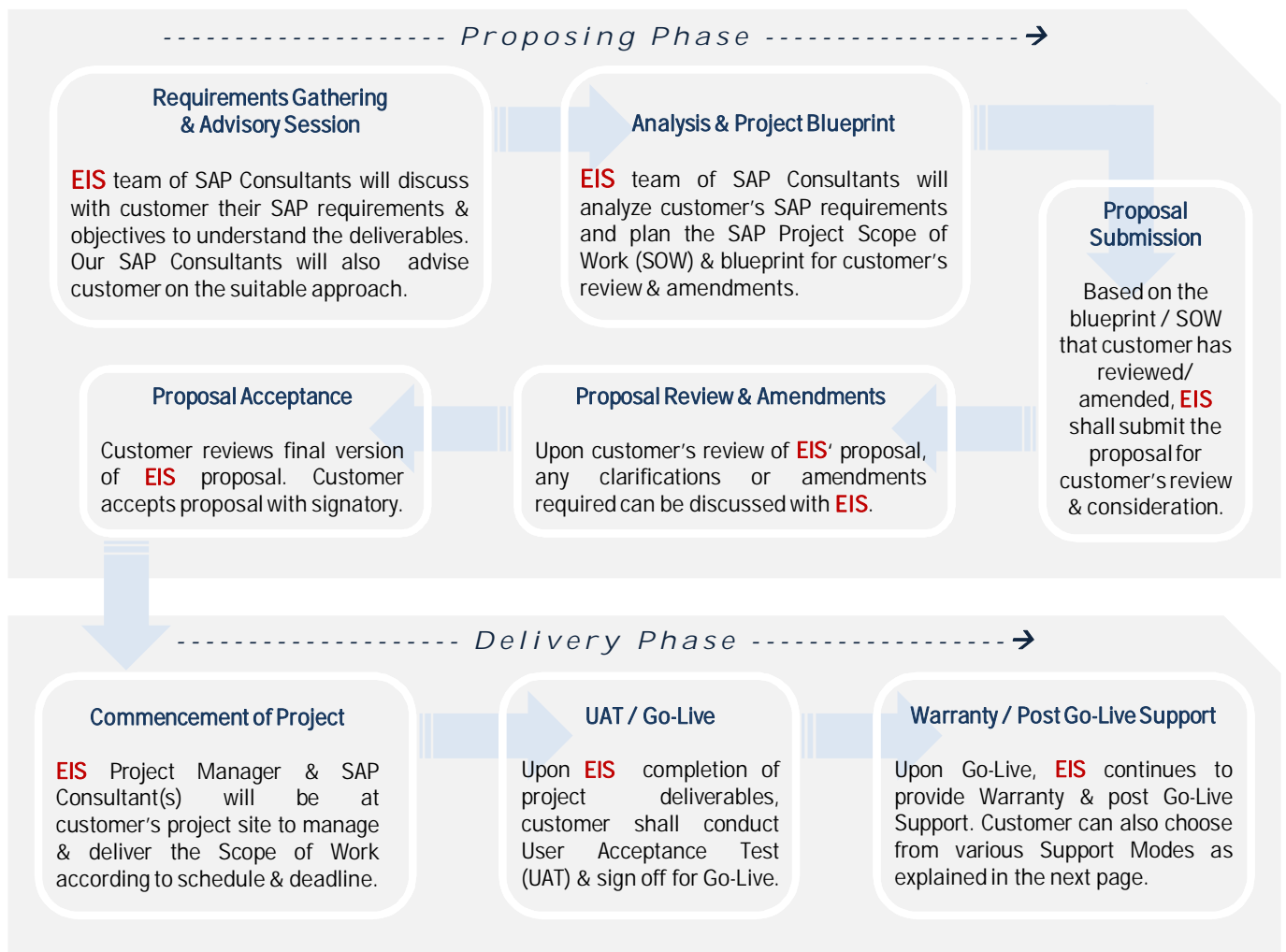
SAP Implementation & Consulting

With **EIS** strong team of very experienced & certified SAP Professionals, we combine comprehensive business best practices and in-depth technical knowledge in providing professional SAP Consulting, Project Management, Solution Implementation, Enhancement & System Support services. Tailored to the specific requirements of each customer, right from Planning, Design, Configuration, Development, Enhancement, to Implementation. From Blueprint to Go-Live, **EIS** offers quality SAP Consultants & skill-sets that strives to achieve excellent outcome while delivering maximum benefits for our customers.

EIS SAP Implementation & Consulting Services (not limited to the following):

- SAP Installation & Implementation (Both system & application)
- SAP Upgrade (Both system & application)
- OS/DB Migration
- SAP Configuration / Development
- Disaster Recovery System Implementation
- High Availability System Implementation
- Unicode Conversion
- SAP System Security Enhancements
- Setup & configure infrastructure & interfaces to remote access / systems
- Custom development & programming
- Setup of IDOC, ALE & Integration related services

SAP Implementation & Consulting Methodology: How it works?



Contact our friendly sales team today for a non-obligatory discussion, quote or advisory session.

Our Services

SAP Support & Enhancements

At **EIS**, we understand the different expectations & unique requirements of our customers. We aim to help customers achieve a balance between meeting their SAP needs while keeping costs low. No matter what the objectives are, **EIS** works hand-in-hand with our customers to customize & deliver a suitable mode of support.

EIS SAP Support & Enhancement Services (not limited to the following):

SAP System Support

- System & database administration (backup, DB space utilization, etc)
- System related troubleshooting
- Short-dump analysis & troubleshooting
- Performance monitoring, tuning & optimization
- Apply support packages & patches
- SPAM & kernel patching
- Data archiving
- System restoration & recovery from backup
- Backup integration with 3rd party software & tape libraries
- System health checks
- Technical documentation
- System maintenance & support

SAP Application Support

- Resolution of User(s)' SAP Issues (FICO, HR, SD, MM, etc..)

Solution Enhancement

- Operating system & database (OS/DB) migration
- SAP System / EP Upgrade
- Disaster recovery system implementation
- High availability system implementation
- Unicode conversions
- Security enhancement in SAP Systems
- SAP ABAP custom development, customize programs & performance, troubleshooting, documentation
- SAP Development (EP, ABAP, Java, J2EE WebDynpro, XI, etc)
- Workflow design & development
- SAP Application / Functional upgrade, configuration & enhancements (FICO, HR, SD, MM, etc..)

For Solution Enhancement Methodology, refer to SAP Implementation & Consulting Methodology. (Previous Page)

SAP Support Modes: Choose the suitable mode or simply customize it the way you want.

Support Mode	What is it?	How it works?
1st &/or 2nd Level of Support	Responsive & quality SAP support provided by EIS team of SAP Consultants. The above listed SAP support services can be provided as 1 st &/or 2 nd level of SAP support for customers' SAP end-users, & in-house SAP team respectively.	Customer simply escalates SAP issues / problems to EIS , we will respond within the Service Level Agreement (SLA) required by customer & resolve for customer.
Regular Support / Preventive Maintenance	EIS team of SAP Consultants conduct regular system health checks, troubleshooting, reports, etc. EIS can also help to solve non-urgent / non-critical SAP issues while on-site.	Customer can select a suitable frequency for such SAP activities. For instance, once or twice weekly / monthly, etc.
Temporary Stand-in / Resource Outsourcing	EIS team of SAP Consultants can stand-in temporarily to cover any absent staff. Alternatively, customers can also engage EIS SAP Consultants on a short / long-term contract.	Depending on the requirements of customer, EIS SAP Consultants can stand-in or be engaged on contract basis.
Ad-Hoc	EIS can resolve any SAP issues for customer on an as-required basis. When customer signs an ad-hoc support contract with EIS , customer automatically enjoys discounted rates, with no cost commitment at all, yet has their SAP support covered.	When customer escalates SAP issues / problems to EIS , we will respond & resolve for customer. Customer only incur cost when EIS SAP Consultants are activated to resolve issues.

Above support modes are delivered **ON-SITE** &/or **REMOTE** (i.e. telephone, email, remote connection to SAP System).

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Our Services



NetApp Storage Solutions

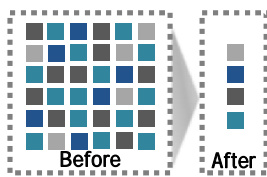
As a partner of **NetApp** & **Avnet**, **EIS** is also providing NetApp storage solutions in addition to our SAP expertise & capabilities.

Why choose NetApp for storage? – The NetApp Advantage

<p>Store the Maximum Amount of Data for Lowest Cost</p> <ul style="list-style-type: none"> Achieve 100% or greater utilization 50% or greater reduction in power, cooling, capacity & space requirements, without sacrificing performance or resiliency Maximize the value of existing storage systems 	<p>Storage efficiency creates Total Cost of Ownership (TCO) savings for key applications</p> <ul style="list-style-type: none"> 39% lower TCO for Oracle® 55% lower TCO for SAP® 30% lower TCO for Exchange 38% lower TCO for VMware® 44% lower TCO for file services 35% lower TCO for archive 	<p>Storage efficiency reduces storage administration costs</p> <p>SIEMENS 3x data growth but reduced IT costs & headcount</p> <p>Mazda 10x increase in data with no additional headcount</p> <p>Boston Scientific 1.5 administrators manage 750TB & growing</p>
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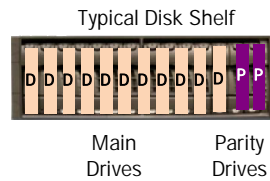
Increasing Efficiency – How NetApp Does It?

NetApp® Deduplication



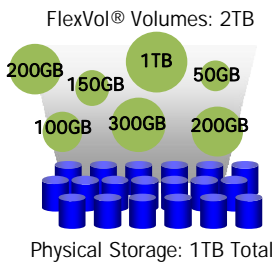
- Deduplication removes redundant data blocks from volumes, regardless of application or protocol
- Saves up to 95% for full backups
- 25% - 55% for most data sets

RAID-DP (Double Parity RAID)



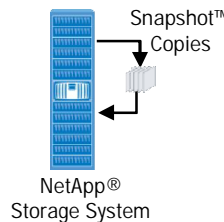
- RAID-DP has superior fault tolerance by recovering from the simultaneous failure of two drives, unlike other RAID levels that can only tolerate single drive failures
- 46% capacity savings versus RAID 10 mirroring

FlexVol® Thin Provisioning



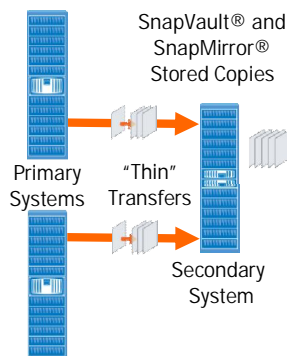
- Enables users to create flexible volumes that virtually allocate storage with a fraction of the physical space
- Streamlines capacity provisioning
- Average increase in utilization of 33% & often over 100%

Efficient Snapshot™ Copies



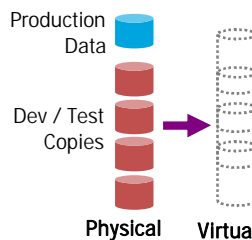
- NetApp Snapshot™ copies do not require 'copy' space, it simply writes changes to the active file system, thus consuming minimal storage space
- With NetApp, data is protected by Snapshot copies without requirement to purchase excessive amounts of disk storage
- Deliver savings of up to 80%

Thin Replication



- SnapMirror & SnapVault simplify disk-based disaster recovery & backup
- After an initial copy, subsequent transfer moves only changed blocks
- Enables virtual restores of full, point-in-time data at granular levels
- Deduplication of primary data saves up to 95% space

FlexClone® Virtual Clones



- FlexClone improves storage efficiency for applications that need temporary, writable & instantaneous copies of data sets
- Creates a virtual 'clone' copy of primary data set & stores only the data changes between parent volume & clone
- FlexClone provides space savings of 80% or more for test & development copies

Contact our friendly sales team today for a free demo, discussion, quote or advisory session.

Our Services



Located at 55 Market Street
At the heart of CBD, Raffles Place

Facilities Rental

Located at the heart of Singapore's Central Business District, as well as fully furnished training facilities, **EIS** provides a professional, convenient & affordable facility to conduct your various activities such as trainings, meetings, examinations, discussions & more. Let **EIS** be your preferred partner for all your facilities needs today!



Sofa Lounge Area



Pantry



Training Room



Training Room



Training Room



Training Room



Training Room



Training Room

Facilities

- Multiple training rooms that can accommodate up to 24 participants
- Multiple meeting rooms that can accommodate up to 6 persons
- Dedicated computer for each participant
- Internet Connection
- Computerized Classroom Management System provided to manage classroom training & improve efficiency
 - e.g. Instructors can centrally show their presentation / training slides on students' screens
 - e.g. Instructors can also centrally control, instruct, monitor & record students' activities on their computer workstations
- LCD Projector
- Phone(s) provided for conference calls
- Spacious setup

EIS also provides the following **complimentary value-added facilities & services** for customers:

- Friendly on-site technical & administrative support
- Writing materials for instructors & participants (e.g. whiteboard, flipcharts, notepads & stationeries)
- Pantry & sofa lounge area for tea-breaks & networking
- Free flow of hot & cold coffee, tea, beverages & wide variety of snacks & refreshment items
- Daily newspapers
- Local calls
- Low volume on-site faxing, printing & photocopying
- Special catering available on request

Location

- Prestigious location, at the heart of Singapore CBD (Central Business District)
- 3 minutes walk from/to Raffles Place MRT Station
- Public / shuttle buses & taxi stands situated nearby
- Cafeterias, pastry shops, food centers, restaurants, banks, post office, book & stationery stores, money changers, printing shops, health practitioners & shops all conveniently located within the vicinity
- Prominent hotels situated nearby
- Great for business meetings & trainings

Facilities Ideal For

- Corporate Internal Trainings
- Commercial Trainings
- Group Trainings
- Business & Sales Meetings / Conferences / Discussions
- Staff meetings / Reviews
- Client Project Meetings
- Examinations
- Interviews
- & many more....

Contact our friendly sales team today for a tour of our facilities, rate card, non-obligatory quote or reservations.



Team Spirit & Excellent Partnership

www.eispl.com

Download the softcopy version at: www.eispl.com/serviceprofile.pdf



For enquiries,
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