

DIGITAL TRANSTEC LIMITED

COMPANY PROFILE

August 2008



OVERVIEW OF DIGITAL TRANSTEC LIMITED

Established in 1994, Digital Transtec Limited (DTL) is a privately held company that provides Information and Communication Technology (ICT) solutions to variety of industries. These include but are not limited to Telecommunications, Aviation, Financial Services, Government and Mining.

Headquartered in Kingston Jamaica, DTL primarily serves the English-speaking Caribbean but extends its reach into Latin America, Europe and Africa. DTL is currently positioned to be a global player in specific niche markets across the world.

Beginning in 2006, the company's management team took a strategic decision to restructure our core business from a hardware-centric to a software-centric business model. As a result, we have engaged more resources into the areas of **Software Development** and **Professional Services** instead of hardware installation and repairs.

Our considerable experience in the hardware segment of the market has directly influenced our approach to software development. Our software products are designed to be resilient across various hardware platforms and are easily integrated into existing infrastructures. In the past, DTL has partnered with major fortune 500 companies such as Compaq/HP, Stellant and Comverse to implement and maintained high-class ICT solutions -- Enterprise Servers, Structured Cabling Infrastructures, Wide Area Networks, PBX and Voice Mail solutions and Document Management for Utilities, Corporate and Government customers.

This fundamental shift in our business model resulted in a re-engineering of the firm's staff complement, customer base and business partners. Today, the core customer base of the company consists of private sector firms with large transaction requirements, whilst our product offerings have morphed to include **content management** and **services delivered via mobile telephony**.

The business currently consists of ten (10) staff members with plans to grow to fifteen (15) over the next 6- 9 months. Additional staff will be contracted on a project basis for specific purposes.

Digital Transtec is registered with the National Contracts Commission as a **Grade 1** Information

Technology Systems provider, having implemented Projects in excess of US\$ 1 million.



MISSION

To utilize well trained staff of the highest calibre and integrity to consistently provide timely and cost effective solutions and services to our customers, and a reasonable rate-of return to our shareholders.

VISION

- To be the company of choice in Jamaica for the ICT solutions and services it offers and become a major ICT provider in the Caribbean region and beyond through the expansion of its offshore operations.
- To contribute at least 10% growth in revenues per annum, by delivering solutions that are both knowledge and asset based.

BUSINESS PARTNERS

Digital Transtec prior to its occupation of the current mainstream of business, partnered with local distributors to deliver our products and services and were distributors and are also channel partners, and authorized reseller for major international technology manufacturers such as HP, SIEMON, COMVERSE, AXIS, SIEMENS and STELLENT. In many cases we had sole distribution arrangements with our partners, some of which are described below.

- **Hewlett Packard** – ranked 11, as a Fortune 500 company, is one of the largest Information Technology Company in the world and the second largest global supplier of personal computers. THE NEW HP offers a wide range of products, from pocket PC's to enterprise servers.
- **ORACLE IBPM** (formerly Stellent Inc.) is a global provider of content management software solutions that drive rapid success for customers by enabling fast implementations and generating quick, broad user adoption. With Oracle, customers can easily deploy multiple, line-of-business applications – such as accounts payable imaging, claims processing, websites, call centers, compliance processes and dealer extranets – and also scale the technology to support enterprise-wide content management needs.
- **TALLY-Genicom** - is an industry leader and the global manufacturer and distributor of computer printers and solutions for business, industry, office and home, with a wide variety of technologies and services.
- **MICROSOFT** - Over the last three decades, technology has transformed the way we work, play, and communicate. Today, we access information and people from around the world in an instant. Since its founding in 1975, Microsoft has been a leader in this transformation through it's software applications and development tools.



PRODUCTS AND SERVICES

Our service and product selection process is driven by the needs of our chosen markets, the quality of products in our channels, our suppliers and our profitability. We also position ourselves in niches where we can provide innovative solutions to the market. The continuous evolution of the company has witnessed the transition from predominantly hardware solution to integrated and/or custom enterprise solutions. These include:

- Application Integration Services
- Advanced Messaging Systems, data and content solutions
- Integrated and web enabled electronic document, records management and content management systems
- Software application development
- Mobile Commerce Solutions
- Application Services Provider (ASP)
- Professional Services/Consultancy
- Printers - Tally-Genicom

SUPPORT PERSONNEL & SERVICES

Digital Transtec Limited provides a range of **After-Sales Support Services** either on its own or in conjunction with its business partners and associates. These services are delivered through its Customer Service, Systems Integration and Networking units.

The Technical Services team is comprised of Four (4) **permanent staff members with an aggregate of over fifty (50) years' experience in the Information Technology (IT) industry and a wide cross-section of contracted consultants.** They possess technical skills in a variety of IT specialist areas including the following

- Software Design and Programming
- Software Testing and Integration
- Systems Integration
- Systems Design
- Network Connectivity / Management
- Client/Server Technologies
- Multi-user / Network Operating Systems
- Telephony Systems



Team members are experienced in network planning, design, implementation or operational /maintenance support. The network operating systems supported are Unix, Linux, HP-UX, Novell NETWARE V.4.X & 5.0, Microsoft Windows Server.

PROFESSIONAL SERVICES

Project Management Services & Consultancy

The success of major Information Technology (IT) projects that involve large amounts of capital and other resources can only be assured if the project is properly managed. DTL's Project Management Service provides highly trained professionals to plan, monitor and control complex IT projects to ensure successful implementation in accordance with customers' time, cost and technical performance objectives. DTL will broker specialized expertise where necessary from our international partners or local associates.

Digital Transtec Limited will assign a Project Manager who will be your single point of contact for services delivered within the scope of the project. Specifically, the Project Manager will:

- Manage and co-ordinate all resources and activities
- Arrange review meetings and prepare progress reports to keep you informed of project status and results
- Ensure that all your requirements are met

The centerpiece of the Project Management process is the Project Plan. This document will, inter alia:

- Identify project goals, including deliverables and milestones
- Identify all necessary resources
- Define and schedule the specific tasks to be performed, using critical path methodology to identify risks and contingencies.

OUTSOURCING SERVICES

Management of Information Technology in any organization is critical to the institutions ability to effectively deliver products and services and maintain a competitive advantage. The level of investment and expertise required to satisfy IT needs, induces many organizations to turn to Technology Suppliers to manage this area of their operations in the most cost effective manner. Services outsourced by companies can include procurement, networking, system integration, systems and network



administration, hardware and system maintenance, training and development of human resources.

Digital Transtec Limited provides a range of outsourcing options, which can be customized to our customer's preferences.

This includes:

- Full outsourcing, which involves the transfer of assets - computers, networks and personnel from the customer to DTL who will take responsibility for all IT activity.
- Partial outsourcing, which allows the customer to retain ownership of assets but relinquishes day-to-day operation of facilities to DTL.

INFORMATION TECHNOLOGY FACILITIES & APPLICATIONS

The Information Technology division provides Enterprise solutions based on the partnerships that we hold.

Our flagship Document Management solution from our partner Oracle is one of the most widely used content management solution in Jamaica.

TECHNICAL SUPPORT DIVISION

Digital Transtec annually invests in Technical Training for its Engineers, that encompasses both Partner and Professional Certification courses. This ensures a highly skilled and knowledgeable team capable of providing competent technical service to our customers.



REFERENCE SITES

Digital Transtec Limited has been supplying Information, Communication and Office Technology solutions to commercial enterprises in Jamaica for over twelve (12) years. Some of the projects we have successfully executed include:

Jamaica Tourist Board: Implemented a LAN and WAN solution, which provided data communication between offices.

Rural Agriculture Development Authority: Installed a LAN and WAN at the head office and provided branch connectivity over a routed network using Cisco routers.

National Water Commission: Installation of one of the *first* all-island integrated voice and data Wide Area Network over Frame-relay using the Netrix platform.

Cable & Wireless Jamaica: Implemented a Comverse Voicemail system for the local domestic telephone market.

Blue Cross of Jamaica: Implemented a document imaging system.

Ministry of Labour and Social Security: Installed and maintained an all-island WAN for the ministry, covering 14 parishes. This also involved the implementation of Alpha Class Servers for the Data Centre.

Factories Corporation of Jamaica: Designed and implemented a Siemon Structured Cabling System with modular raised floor system.

Advanced Integrated Systems: Installed and upgrade the internal network infrastructure (LAN) to support online transaction processing. This included HP Servers and a Linux based Firewall.

Bank of Jamaica: Implemented a document imaging system.

Oceanic Digital Jamaica/MiPhone: Implemented the LAN and WAN, which included Siemon Structured Cabling; Cisco Switches, Routers and Firewall; HP Servers with StorageWorks Backup.

Cable & Wireless Jamaica: Implemented a number of software development solutions, which includes: World Direct IVR; Online Ring Tones; Info-text Services.

Cable & Wireless Jamaica: Implemented a Comverse Credit Management system for the local domestic telephone market.

Oceanic Digital Jamaica/MiPhone: Implemented SMS services on the Comverse platform.



University of Technology: Installation and Configuration of servers, personal computer and applications.

Ministry of National Security: Implemented the island wide infrastructure for the Police Ticketing System. This included the installation of servers, personal computers and a Wide Area Network using Cisco routers.

Financial Services Commission: Implemented a Document and Records Management System with Workflow and Forms design.

Verizon TeleServices International: Deployment of 130 PC with configured operating system and applications, in addition to a category 6 structured cabling system.

Bank of Jamaica: Network Upgrade surrounding the implementation of a Policy based Network Management suite, Wireless Infrastructure and Intrusion Detection.

MedeCus Health Insurance Agency: Implementation of total IT turnkey solution Incorporating Structured Cabling, Network equipment, Server Systems and PBX.

TransAir Billing System: Design and implemented an Aviation Billing System currently used by the Jamaica Civil Aviation Authority and the Netherlands Antilles Air Traffic Control.

Current Business Partners

Oracle / Captovation / SAG	--	Records Management
TallyGenicom	--	Printers

Management Team

1. Lorna E. Green - Chairman / CEO / Finance
2. Ms. Kristina Sibblies - Manager - HR / Administration
3. Ms. Jacqueline McNaughton - Customer Service Supervisor
4. Mr. Calmin Scarlett - Engineering Services Manager

Consultant

5. Mr. Douglas Nelson