FPT IS strives to become a globally trusted provider of software solution and IT services, creating value for our customers, enhancing success for our employees, and contributing in a positive way to the community.
COMPANY OVERVIEW

Established as a key player in applying information technology into the backbone sectors of the country’s economy.
Established: December 31, 1994
Revenue: 206 million USD (2014)
Number of employees: 3,200 (2014)

During more than 20 years of development, FPT Information System (FPT IS) has been one of the leading system integrators in Vietnam and the region. Demonstrating technical capabilities attested to by customers and partners worldwide, we offer solutions and services for key industries of the countries we operate in.

Parent company: FPT Group

- Established: 1988
- Revenue: 1.65 billion USD (2014)
- Number of employees: 22,000 (2014)
- Traded as: FPT (HOSE)

Our parent group – FPT Corporation – is the leading name in ASEAN ICT industry. With over 22,000 employees worldwide, FPT has presence in 19 countries and nearly 90 cities across the globe. FPT operates through four core business domains of Technology, Telecommunications, Distribution – Retailing, and Education. Being member of such major organization has empowered FPT IS towards sustainable development.

Quality Assurance

The FPT IS quality assurance system is certified with internationally recognized certifications in quality management (ISO 9001:2008), information security (ISO 27001) and software development processes (CMMi3). Our project management policies follow PMP and CMMi standards and utilize ASAP (SAP), ADM (Accenture) and AIM (Oracle) methodologies for implementation.
MILESTONES

1994
Established

1996
Implemented project to connect Vietnam to the internet

2005
Integration gateway for General Department of Tax – State Treasury – Ministry of Finance – General Department of Customs in Vietnam delivered

2006
Merger of two FPT member companies into FPT IS with 1800 employees

2007
First overseas rep. office in Singapore established

2008
Personal income tax system for Vietnam Ministry of Finance delivered

2009
ERP system for Vietnam National Petroleum Group implemented – the largest ERP project in Vietnam

2010
First project implemented for Singtel

2011
Overseas companies: FPT IS Singapore and FPT IS Cambodia established

2013
Case management system for Philippines state agencies delivered

2014
Rep. offices in Philippines & Bangladesh established

2015
3200 employees

1994
- Designed and implemented the first national internet network, connecting Vietnam to the internet

1999
- Entered the telecom market with a project for VMS Mobile – one of Vietnam’s largest mobile communications providers
- Developed the first core banking software in Vietnam

2002
- Successfully implemented the billing and customer care system FPT.BCCS for VMS Mobilone

2005
- Provided the integration gateway for General Department of Tax – State Treasury – Ministry of Finance – General Department of Customs in Vietnam to facilitate information exchange and budget collection

2007
- Merger of two FPT member companies into FPT IS with 1800 employees

2008
- Selected as prime contractor to provide and implement SAP ERP system for Vietnam National Petroleum Group (Petrolimes) with 1,500 end-users, 118 sites and 42 Petrolimes subsidiaries

2009
- Chosen as prime contractor to provide and implement SAP ERP system for Vietnam National Petroleum Group (Petrolimes) with 1,500 end-users, 118 sites and 42 Petrolimes subsidiaries

2010
- TELEHOUSE Vietnam established with KDDI & ITX (Japan)

2013
- First project implemented for Ministry of Economy and Finance of Cambodia delivered

2014
- Integrated income tax administration system for the National Board of Revenue in Bangladesh delivered
- Wins Gold and Silver Awards at the ASEAN ICT Awards in the Philippines for two of FPT IS self-developed solutions, FPT.eHospital (Hospital Management Information System) and FPT.xGOV (e-Government Information System)
- Won the EPC (Engineering, Procurement and Construction) contract to provide the core business processes management solution for Vietnam Social Security, who serve approximately 55 million insured people nationwide

2015
- Provided an integrated income tax administration system for the National Board of Revenue in Bangladesh, helping to enhance Bangladesh tax management capability, increase state revenue, and streamline the process of paying taxes for the taxpayers. The system serves 1,200 tax officials, 3 million taxpayers and around 650 local tax authorities
- Set up a Case Management System for the Philippines Department of Finance and its attached agencies, including, the Bureau of Internal Revenue and Bureau of Customs. Funded by the United States Government’s Millennium Challenge Corporation, the project’s primary aim is to promptly detect possible lifestyle-related violations within revenue-generating government agencies

2016
- Managed services for 600 servers of Daimler Chrysler throughout the Asia Pacific region

2017
- Selected as prime contractor to deploy financial management information systems (FMIS) for the Ministry of Economy and Finance of Cambodia. The project, funded by World Bank, is being implemented at 31 treasury units at both central and local levels
- Signed two major telecom contracts with Lao Telecommunication Company. One of two projects won Global Telecoms Business (GTB) Awards 2014 in the Business Innovation category
- Pioneered the introduction of FPT e-Services to the Vietnam market with a package of three electronic services: FPT.CA Certificate Authentication Service, FPT.eTax Electronic Tax Declaration Service and FPT.VNACCS Electronic Customs Declaration Service
- Awarded first prize in the category of e-commerce applications for public services at the eAsia Awards, organized by Asia Pacific Council for Trade Facilitation and Electronic Business, for project to implement e-customs for Vietnam General Department of Customs
FPT IS continues to extend our capability and experience into the global market

17 COUNTRIES

68 PROVINCES & CITIES
CAPABILITY

We offer customers a full portfolio of industry-specific and cross-industry end-to-end solutions, developed and implemented by our highly qualified experts who have in-depth knowledge in system integration, software development and IT services.
FPT IS has established long-term partnerships with various Ministries and Government Departments. We have implemented projects across Law Court, Supreme People’s Procuracy, Public Security, Central Bank, Social Security, and General Statistic Office. Our e-government solution, awarded Silver Award at ASEAN ICT Awards 2012, is now being used at 500 units in over 20 local governments.

FPT IS has deployed numerous Public Finance systems in Vietnam, Cambodia & Bangladesh. We have been chosen as prime contractor for the deployment of the largest national financial systems in Vietnam, including Tax Management System and Integration gateway for General Department of Tax – State Treasury – Ministry of Finance – General Department of Customs. The eCustoms project implemented for the Vietnam General Department of Customs won First Prize at eAsia Awards 2013.

FPT IS has many years of experience in Banking, Securities, Insurance and Micro Finance. We have delivered core solutions for each sector, integrating in-house developed and integrated solutions from world leading vendors. We have also provided securities solutions for Stock Exchanges, the Securities Depository, the State Securities Commission and Securities Companies. Our banking – finance solutions have been applied in more than 300 banks and financial organizations at home and abroad.

FPT IS Transportation solutions cover four key areas: Law & Enforcement, Traffic Infrastructure management, Terminal management and Intelligent Transportation Systems. We have successfully implemented two major projects: the Bus Management System for the HCMC Department of Transportation, facilitating the overall management of over 3,000 buses, 120 routes and 17,000 bus trips per day in HCMC, and e-ticket system for Vietnam Railways, enabling passengers to purchase tickets online 24/7 and also improving Vietnam Railways’ business efficiency.

FPT IS has been actively working with specialists in the medical sector to develop solutions that cover all areas of preventive, treatment and public healthcare. With over 15 years of development and continuous upgrade, FPT.eHospital, our comprehensive hospital information management system, has been deployed at over 100 hospitals. The solution was recognized with a Gold Awards in ASEAN ICT Awards 2012.

FPT IS has also developed in-house solutions for Enterprises, Media and Education sectors, including human resource management, hotel management, content management and network operation management solutions for both television operators and publishers.

New technologies such as Smart Meters, Metering Data Management, Billing & CIS, GIS and Demand Response are playing vital roles in today’s utility industry, by dramatically improving revenue collection and limiting loss. FPT IS, together with our international partners, is proud to introduce a complete end-to-end solution, incorporating these aspects, for electricity, water and gas. On average, two million smart meters are manufactured each year.

Drawing on a deep understanding of CSPs business, FPT IS has developed a large portfolio of internationally compliant BSS/OSS/VAS products and solutions which give customers a comprehensive view of both network and service layers. Our products and solutions are trusted by more than 20 operators worldwide including leading operators with over 50 million active subscribers each. In 2014, the project to provide Lao Telecom with a Business support system won Global Telecoms Business (GTB) Awards.
CROSS-INDUSTRY SOLUTIONS

ERP

FPT IS has the highest success rate for Enterprise Resource Planning (ERP) system implementation across Vietnam. With over 600+ ERP consultants and strategic relationships with world leading vendors, FPT IS delivers unmatched expertise across a full range of industry-specific ERP solutions. Spanning multiple lines of business and emerging technology areas (such as analytics and mobility), all of our solutions are designed to leverage as much value as possible at every stage of the ERP process.

FPT IS has been supporting customers to get more out of ERP investments, from implementation and extension, through upgrade and maintenance, to application and infrastructure outsourcing. We accelerate business results and improve business outcomes by relentlessly driving toward business value, delivering insights for technology investments decisions, and providing the best resources, delivery and breadth of services for our clients.

FPT IS have successfully implemented hundreds of projects over 20 years, including a significant number of large scale projects in public finance, oil and gas and banking. Our ERP team possesses a full range of international certifications as well as language skills including English and Japanese, which enables us to serve customers from various parts of the world.

BI/DWH

FPT IS has been working closely with world-leading vendors such as Oracle, IBM, Microsoft and Teradata to successfully deploy Business Intelligence (BI) & Data Warehousing (DWH) systems for various customers in the region. Our expertise in BI/DWH domain extends to many industries including banking and finance, public sector and telecommunication. Deeply understanding our customers businesses and needs, FPT IS’s involvement is a critical factor allowing our customers to take full advantage of a BI/DWH system by enabling business insights, leading to sustained growth and competitive advantage.

Unified communication

Unified communication offers numerous benefits, including the ability to integrate email, voice and instant messaging into a more cohesive communications system, enabling faster decision making and lower overall IT and telecommunication costs. With a strong base of highly experienced and internationally certified experts, FPT IS provides a full range of services including design, deployment, training, maintenance and support. Through deep understanding of customer needs, FPT IS has successfully deployed many sophisticated and large scale communication systems, covering a wide range of technologies including infrastructure, collaboration, voice conferencing and contact center solutions.

CRM

FPT IS has developed significant experience in Customer Relationship Management (CRM) through many years of implementing both software developed in house and best-in-class Oracle Siebel, SAP, Salesforce, Microsoft Dynamics and Amdocs solutions. Our CRM customers span various sectors, including Telco, Banking and Services Enterprises. Our solutions can be independent or integrated with Billing and/or ERP to drive efficiency. In addition, we have also made CRM systems available on SMAC platform with a social, mobility, analytics reporting, and in the cloud.

GIS


HCM

Human capital management (HCM) has become increasingly important for organizations and enterprises. In collaboration with PeopleSoft and SAP, FPT IS has implemented HCM for a wide range of customers in various industries including Public Sector, Utilities, Banking, Airlines and Retail & Distribution. Our solutions are fully integrated with ERP, CRM, SCM, BI to best support customer decision making.

PARTNERS AND PRODUCTS

SAP ERP ECC
SAP Supply Chain Management – SCM
SAP Supply Relationship Management – SRM
SAP Product Lifecycle Management – PLM
SAP Public Budget Formulation – PBF
SAP Tax and Revenue Management – TRM
FPT.SAP iFESS
Oracle E-Business Suite
Oracle PeopleSoft/ JD Edwards
Oracle Supply Chain Management – SCM
Oracle Enterprise Assets Management – EAM
Oracle Hyperion
Microsoft Dynamics

DOMAINS EXPERTISE

Trading & Distribution
Construction & Real-estate
Oil & Gas
Banking & Finance

Telecommunication
Retail
Public Sector
Manufacturing

SAP, Microsoft, Oracle
SI & IT SERVICES

FPT IS is the leading system integrator in South East Asia with an extensive partner network of world top vendors. We have designed, provided and implemented end-to-end information systems for backbone organizations across industries and sectors of various economies including Philippines, Cambodia, Singapore, Australia, Myanmar and Bangladesh. We have been chosen to be prime contractor for the implementation of the largest IT projects in Vietnam.

Providing nationwide service network coverage, FPT IS engineers work towards delivering the highest quality levels of IT services to our customers. Currently, we provide maintenance services to more than 50% of Vietnam’s ATMs and POS and also hold the record for the most extensive maintenance services in the country.

As the biggest company in Southeast Asia in terms of employees and holding more than 2000 international technology certificates, FPT IS employs high-qualified experts who are equipped with a broad range of IT skills. Our in-depth experience, best practice approach and delivery model, language skills and professionalism ideally place us to serve customers from many parts of the world.

In order to enable our customers to take full advantage of the opportunities arising from the emergence of SMAC, FPT IS’s R&D team has incorporated mobility, analytics/big data, and cloud technologies into our products and solutions portfolio. We offer a wide range of Mobility products for field services, distribution, telecom, utilities, media and banking. In 2011 FPT IS established our own public cloud that now offers a set of in-house software including human resource management and e-government. In addition we have designed and implemented numerous private clouds for customers of different sectors.

ADDITIONAL SERVICES

Data center

Telehouse Vietnam is the data center joint venture between FPT IS and 2 major Japanese corporations: KDDI and Mitsui. Inaugurated in September 2010 with a size of 1,900m2, we provide Co-location services, Technical support, Managed services and Relocation services. Telehouse Vietnam is operated to Telehouse International Standard: Tier 3 facilities design, TIA-942 standard for cabling and network design and IT Services and Data Center Operation procedures are compliant with ITIL, ISO 27001 certified and Quality assured by TUV NORD and TELEHOUSE.

BPO

FPT IS is the pioneer of Business Process Outsourcing (BPO) in Vietnam. FPT IS designs and provides outsourcing services for Finance & Accounting, Human resource management and Data processing. With “Co-sourcing and not Outsourcing” as our motto, our strongly committed team deliver cost savings to customers, with ongoing maintenance and continuous improvement of service quality. FPT IS BPO Center has over 100 members of staff, of which over 70% are proficient in Japanese (equivalent to level N1, N2) and hold accounting certificates level 2 and 3 per the Chamber of Commerce and Industry of Japan.

e-Services

FPT IS e-Services provide enterprises and individuals with top security and convenience for electronic processing, including Electronic Social Security Service (FPT.BHXH), Electronic Tax Declaration Service (FPT.eTax) and Electronics Customs Declaration Service (FPT.VNACCS). Our Certificate Authentication services (FPT.CA) reaches the FIPS 140-2 standard (recognized by US and Canada) at Level 4, the highest level.
We are home to more than 3,200 employees, 2,500 of whom are highly qualified engineers with a thorough understanding of clients industries and in-depth domain specific knowledge. Our experts are also equipped with professionalism and proficiency in various languages including English, Japanese and French.

**TRAINING SYSTEM**

We encourage every individual at FPT IS to maximize their abilities by facilitating a comprehensive training system for our employees. FPT IS staff are offered various educational opportunities including project management courses, on-job training programs, specialized seminars, joint training programs with top vendors and other external training courses.

**SUSTAINABLE RESOURCE**

Our engineers are graduates from prestigious IT educational institutions all over the world. FPT Education, one of seven FPT member companies, is also a trusted resource for sustainable recruiting, offering FPT IS qualified employees at various levels.

FPT University:
- Awarded three-star certification from QS Star rating - one of three top rankings for universities worldwide
- 16,000 students enrolling in various specializations per year
- 4,000 graduates of FPT university work for FPT

FPT Polytechnic College: employ a project-based and outcome-based learning model, to offer highly skilled engineers for the IT industry

International Programmer Training Center FPT Aptech: produce professional programmers equipped with hands-on experience and practical skills for the labor market

**INTERNATIONAL CERTIFICATIONS**

FPT IS experts have been recognized with more than 2000 international technology certificates issued by world-leading solution and service providers.

<table>
<thead>
<tr>
<th>Partner</th>
<th>Number of certificates</th>
<th>Type of certificates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco</td>
<td>350+</td>
<td>CCIE, CCDP, CCNP, CCSP, CCIP ...</td>
</tr>
<tr>
<td>IBM</td>
<td>150+</td>
<td>pSeries, High end disk-tape, Websphere, MQ, MB, AIX, DB2 ...</td>
</tr>
<tr>
<td>Microsoft</td>
<td>300+</td>
<td>MCSE, MCSA, MCITP, MCSD, MCDBA ...</td>
</tr>
<tr>
<td>Oracle</td>
<td>150+</td>
<td>OCP 11g, Oracle Exadata, OCP Java Programmer ...</td>
</tr>
<tr>
<td>HP</td>
<td>80+</td>
<td>HP-UX, HP Storage works, NNM ...</td>
</tr>
<tr>
<td>SAP</td>
<td>100+</td>
<td>SAP Netweaver, SAP BusinessObject 4.0</td>
</tr>
<tr>
<td>Juniper</td>
<td>80+</td>
<td>Business Intelligence (BI) ...</td>
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<tr>
<td>Checkpoint</td>
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<td>JNCIE-ENT, JNCIP, JNCIS, JNCGA, JNCSAP ...</td>
</tr>
<tr>
<td>PMI</td>
<td></td>
<td>CCSE Plus, CCSP Plus, CCSE, CCSA ...</td>
</tr>
</tbody>
</table>
Strong partnerships with top vendors of IT solutions and services worldwide lay a solid foundation for our future achievements.
SUSTAINABLE DEVELOPMENT

To build a convenient environment for all individuals to move forward stably with society has been our goal since 1994.
SUSTAINABLE DEVELOPMENT

People
Consider people as the most valuable asset
Create sound policies, develop culture
Support young talent
Spread benevolence

Planet
Raise environmental awareness among FPT staff
Cooperate with environmental organizations
Apply smart solutions for energy saving

Profit
Increase R&D, advance governance systems, customer focus
Continue to deliver national-scale IT projects
Ensure highest benefits to buyers and shareholders
Over the last 25 years, FPT group has accumulated and developed a rich and long-standing corporate culture, that FPT IS is proud to be a part of. FPT IS is respected as a responsible employer, creating a favourable workplace environment for all employees and enabling individuals to maximize their potential.

<table>
<thead>
<tr>
<th>FPT Leader</th>
<th>FPT Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dedication</td>
<td>Individual respect</td>
</tr>
<tr>
<td>Exemplary Behaviour</td>
<td>Innovation</td>
</tr>
<tr>
<td>Insight</td>
<td>Teamwork</td>
</tr>
</tbody>
</table>

CORPORATE CULTURE
SOCIAL RESPONSIBILITY

We are dedicated to building a strong and prosperous community

Over many years we have rolled out a series of charitable activities such as offering scholarships for pupils from remote and rural areas, establishing nurturing centre for gifted students (FPT Young Talents – FYT), organizing blood donation campaigns, and joining Operation Smile in its mission to provide free surgeries to repair facial deformities for children around the globe.