



YOUR BEST CHOICE
FOR ICT PROJECTS
IN VIETNAM

QTSC

QUANG TRUNG SOFTWARE CITY

TOP Enterprises of the Year

CÔNG TY PHÁT TRIỂN CÔNG NGHỆ THÔNG TIN MỀM QUANG TRUNG
QUANG TRUNG SOFTWARE DEVELOPMENT CO., LTD
ISO 9001:2000

FOREWORD

Dear Readers.

Welcome to the Quang Trung Software City overview edition with a fresh new look to celebrate its eighth anniversary.

The edition's content reflects the increasing influence of the city's current tenants and the successful performance of Quang Trung Software City (QTSC), the nation's first and only true operational software park.

The booklet includes articles on the city's future, tenant companies' performances and recognition of government leaders and industry experts, with many having contributed articles to the publication. These reflect the ever-growing development and importance of tenant companies and QTSC to Vietnam's software industry.

Looking back to its fifth anniversary, when we also published a booklet to reveal how QTSC developed from an open suburban plot of land into a 43 hectare park at the forefront of Vietnam's software sector, QTSC has transformed itself from an understaffed and unskilled company into an experienced software park ready to welcome and accommodate tenants with completed infrastructure, quality services and devoted staff.

On its eighth anniversary, QTSC reached a new level of offering full services to tenants including daily services for offices and staff living conditions. Especially, new incentives for tenants during the economic crisis are offered. Telecom infrastructure is much better than before with new data centre services.

Through offering incentives to offer lower costs, convenient and standardised working environments, QTSC is turning to its next period of servicing tenants on all of its 43 hectares.

On behalf of QTSC Development Company, I would like to thank fellow entrepreneurs who are current running business in QTSC or will find QTSC as their new home, organisations and government authorities those will turn out QTSC as a true and the first successful software park story in Vietnam.

As director of the QTSC Development Company, I look forward to receiving and hearing comments and suggestions current tenants and new investors may have regarding ideas on seeing QTSC provide an even better performance.

Chu Tien Dung, General Director

Quang Trung Software City Development Company

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GHP Far East stands behind its customers

Founded in February 2004, GHP Far East Co., Ltd is a 100 per cent foreign direct investment firm from Swiss Post (Switzerland) and a German private investor.

First established to serve as an IT outsourcing partner for German businesses, after five years in Vietnam, GHP Far East has strongly developed and has widened its clients. "We provide business in BPO - Business Process Outsourcing and data processing. We have our own markets in Europe and Japan, which account for more than 95 per cent of our market share," said GHP Far East chief executive officer Frank Schellenberg. The time difference between Vietnam and Europe allows staff members to complete their job within the day in order to make the results available to the customers in German in the early morning.

Although work is done in Vietnam, GHP Far East strictly abides by regulations stipulated in the German data protection directive and is working with ISO 27001 (ISMS - Information Security Management System) standards. Quality is always considered as the first element in all projects and services. We have managed to expand our client network to other countries without sacrificing customer service qualities or the working conditions in our Ho Chi Minh City office. We offer our clients BPO, data entry solutions, data management, software development and IT services at higher quality and security standards, Schellenberg said.

From 55 staffs at the beginning in 2004, GHP Far East has over 400 trained employees, provide 24/7 support. Working in three shifts per day allows us to keep in contact and serve customers at any time. In 2009, GHP Far East plans to increase manpower to 600 with greater emphasis on data processing (data entry, data conversion, research data, data valida-



GHP Far East is offering a helping hand

tion, and image processing) and software development.

"We don't have many competitors in Vietnam in our main businesses and markets. We are competitive with Chinese and Indian suppliers and they often offer lower cost products and services. However, we have high quality standards in our products and services, that's why we could encourage customers to choose us after a trial in China or India," said Schellenberg. With data processing, we can concentrate on customer requirements by experienced staff supported by

new technologies. The own "In-House-Software-Solution" includes OCR (Optical Character Recognition), ICR (Intelligent Character Recognition) and a PMS (Production Management System). According to customers' requirements the export of data includes many formats such as: XML, CSV, TXT, ASCII, PDF, HTML and different database formats. The key factors are in-time delivery, with stringent quality and security standards. In 2008, GHP Far East digitalised more 20 million documents for 25 domestic and overseas customers included large enterprises in the world.

For its performance in global business and contributions to Vietnam's ICT industry development, GHP Far East has been recognised with a series of awards and certificates.

"We are strongly committed to growing here on the platform of worldwide quality. Ho Chi Minh City and especially Quang Trung Software City are very supportive in helping us to grow," said Schellenberg.

GHP FAR EAST AWARDS AND CERTIFICATES

- ❖ ISO 27001 (ISMS - Information Security Management System) Certificate issued by TÜV Rheinland
- ❖ The Data Protection Certificate issued by Lufthansa
- ❖ The CMMI level 3 Certificate issued by SEI
- ❖ ISO 9001-2000 Certificate issued by TÜV Rheinland
- ❖ Novell's Silver Partner (Solution Provider Partner)
- ❖ A member of HCA (HCMC Computer Association)
- ❖ HCA Award for the contribution
- ❖ Fourth consecutive Sao Khue Awards in 2006, 2007, 2008 and 2009 from VINASA
- ❖ The HCMC People's Committee Award for best achievements in 4 continuous years from 2004
- ❖ The ICT Gold Medal from HCA in 2007 and 2008
- ❖ The HCM ICT Award in 2008
- ❖ The Top Enterprises of the Year 2007 and 2008 in QTSC

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