

## ABOUT TELOGIC

Telagic Pte Ltd is a software development powerhouse in the South East Asia region. With our Head Office in Singapore, Telagic has well-established offices in Malaysia, Thailand, Indonesia, and is continuously growing into the region. Incorporated in 2002, Telagic was formed by a team of experience and energetic professionals with extensive technical experience in computer telephony and the telecommunications industry.

## WHAT WE DO

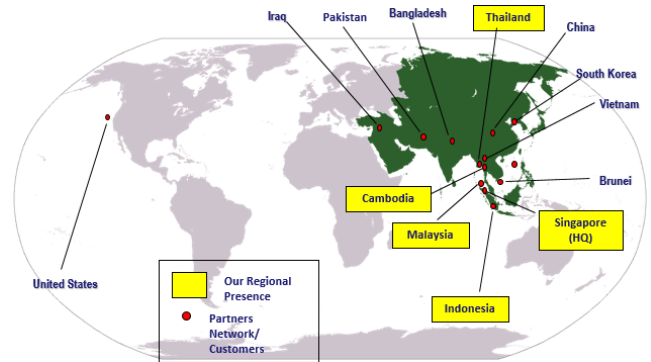
**System Development:** Telagic is a systems and solutions development house for the Telecom and IT sector. We have developed Cloud systems addressing problem statements in various sectors, as well as On Premise systems serving the telecom industry with open and flexible network management and mobile value-added solution suites. Telagic's solutions have been deployed by various major carriers and service providers throughout the region.

**Technical Support:** Telagic also offers 24/7 technical & maintenance support and professional services to our clientele that includes consultation, implementation, training etc

## OUR TEAM

Our team consists of highly skilled software architects, software developers, consultants, QA/Testers and project managers with expertise ranging from Core Engines, Database management, Web and Mobile Applications, IP, voice, data and wireless communications technology.

Our team is also experienced and knowledgeable in telecommunication network elements and advanced telephony signalling protocols



*Telagic has delivered one of the largest USSD system in the world at a large Asian service provider where it's currently handling traffic at 600 TPS at peak hour and around 22 million USSD transactions per day.*

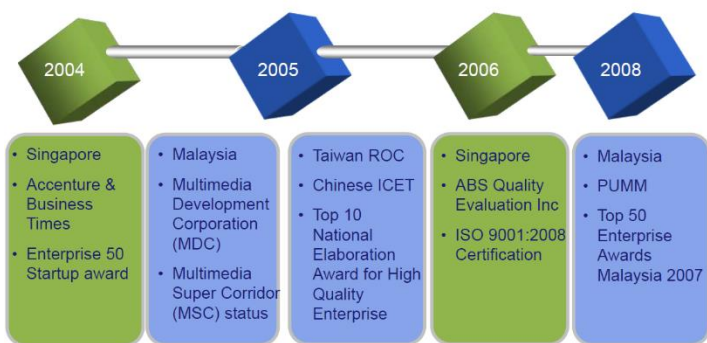
*Telagic empowers more than 20 Telco Operators covering networks exceeding 100 million subscribers*

*Telagic's Cloud based enterprise solution has served millions of retail customers*

## WHY TELOGIC

- ✓ Extensive experience in designing and developing telecoms value-added services for the fixed line and mobile network.
- ✓ Experienced and knowledgeable in Cloud and On Premise Systems
- ✓ Client-centric combining flexible engagement models with highly competent people supporting global deliveries
- ✓ Strong project management skills with experience in large scale projects.
- ✓ The key management and staff have more than 15 years of working experience in the industry.

## OUR ACHIEVEMENTS



## WHAT WE OFFER

Telagic offers the following Outsourcing Services

- 1) SOFTWARE DESIGN, DEVELOPMENT AND TESTING SERVICES
- 2) TECHNICAL & MAINTENANCE SUPPORT SERVICES for IT, NETWORK & SYSTEMS

## REFERENCES





# TELOGIC OUTSOURCING SERVICES

## 1) SOFTWARE DESIGN, DEVELOPMENT AND TESTING SERVICES

While you are working hard to come out with innovative ideas, servicing your customers and compete in a highly competitive market place, the last thing you wish to have are problems related to development of your software solution.

This is an area where Telogic can provide immense value. Telogic offers high quality and cost-efficient software development and testing outsourcing services covering the following technologies and many more.

### BACKEND TECHNOLOGY:

- 1 ASP.NET Core 2, or MVC.NET 5
- 2 C/C++
- 3 Java
- 4 Node JS
- 5 PHP
- 6 Entity Framework
- 7 Azure cloud services
- 8 Google Cloud
- 9 Scala
- 10 Rust
- 11 C#
- 12 Go

### FRONTEND TECHNOLOGY:

- 1 Angular
- 2 Bootstrap
- 3 jQuery
- 4 HTML 5/CSS 3
- 5 Express JS
- 6 Qt
- 7 Visual Studio : C#

### MOBILE APP TECHNOLOGY:

- 1 Native or Hybrid Apps
- 2 Firebase backend
- 3 Node.js based administration webapp
- 4 Unity: mobile apps, 3d apps and game
- 5 AR and VR
- 6 React Native

### DATABASE TECHNOLOGY:

- 1 MySQL
- 2 Oracle
- 3 SQL Server
- 4 NoSQL/MongoDB
- 5 Postgresql
- 6 ArangoDB

### TELECOM TECHNOLOGY:

We also offer a unique edge in outsourced software development to the Telecommunication sector with the following specialized telecommunication and signaling knowledge:

- |                         |                       |
|-------------------------|-----------------------|
| 1 ASN.1 encoder/decoder | 5 GSM MAP             |
| 2 Short Message service | 6 USSD service        |
| 3 GSM Roaming service   | 7 SIP, RTP            |
| 4 ISUP/TDM              | 8 SS7 SIGTRAN network |

**& many more .....**

**2) TECHNICAL & MAINTENANCE SUPPORT SERVICES for IT, NETWORK & SYSTEMS**

Telogic also offers technical and maintenance support outsourcing (TMSO) services. Our agents are assigned as your full-time outsourced operations support help desk.

TMSO provides you a whole range of technical service and support options so that you can have greater flexibility to choose the service that you need. Depending also on your unique specification and requirement we are flexible enough to customize the programme to suit your operations.

Allow you and your team to fully concentrate in your business and let Telogic handle your problems.

Since the past 17 years, we have provided excellent support services to our customers who are major carriers and service providers in the region. Following are the Services we offer :

**I. MAINTENANCE SUPPORT SERVICES FOR DEPLOYED SYSTEMS**

- *Help Desk Level 1/ Level 2 Technical Support for deployed Systems*

*Service Types:*

- *Basic 8x5*
- *Enhanced 7x24 Local or Remote support*
- *Hotline Standby support.*

*Our flexible help desk support provides a single point of contact for managing your customers' support requests.*

- *Reliable and cost-effective support solution for resolving service, hardware and network issues*
- *Perform periodic preventive maintenance and maintenance activities on system*
- *Identify hardware failures and install replacements provided by hardware vendors.*

- *Applying firmware and Operating System updates/patches (Windows or Linux)*
- *Monitoring running services and operations*
- *Perform housekeeping for storages and database*
- *Performing system and data backups*
- *& many more ...*

**II. IT & NETWORK SUPPORT SERVICES**

- *Office local network infrastructure design, implementation & support*
- *Installing and configuring for internet access*
- *General troubleshooting & repairing of PCs and Laptops*
- *Reformat, reinstallation and upgrade of an operating system on a computer*
- *Installing PC hardware such as RAM, Hard-disks, Network cards, etc..*
- *& many more ..*

**THE DIFFERENCE**

Telogic not only provides you the technical know-how but also the consultancy service that makes this programme unique. We are part of your team and we share your vision, your concern and your needs to provide excellent service to your customers.

**HARDWARE SUPPORTED (PREMIUM ADD-ON OPTION)**

With this add-on, Telogic will provide certain hardware in-house as standby (if such option is subscribed). Should the hardware fail you can be certain that backup unit is available even during midnight or public holiday. Telogic will replace and test the equipment and the customer will only need to pay after the equipment is up and running.

For Singapore & all other international enquiries, please contact our Head Office in Singapore  
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