

Hesper Technology Sdn. Bhd. Management Background

Date of incorporation
1998

Company Registration No.
457553-M

Main Office
15-3A Jln. SS23/15,
Taman S.E.A.
42700 Petaling Jaya, Selangor.
Tel: 03-7880 9910
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Shareholding
100% Malaysian owned

Company Secretary
LL Business Management Services
14, Jalan. Satu, Taman Kepong,
52100 Kuala Lumpur.

Auditors
YC Lee & Co.
No.5 A, Jalan 16/155C,
Bandar Bukit Jalil,
57000 Kuala Lumpur.

Bankers
CIMB Bank Berhad
Bandar Utama

Maybank Berhad
SS2, PJ Branch

Profile

Hesper Technology was founded in Malaysia in 1998 as a privately owned company. We are a global Total Solution Provider providing applications software and consulting services to clients worldwide across every major industry and government level especially in the area of Healthcare, Data Warehouse, Business Intelligence and Business Performance Management, Database and Internet Security System. We are committed to serve the specific needs of our various customers. Hesper's subsidiary company named Speedminer Sdn. Bhd. is a MSC-status company. Its flagship product - the Speedminer Data Warehouse and Business Performance Management solution (Speedminer DW and BPM) has been successfully implemented in Europe, China, Middle East and the Asia Pacific Region. Hesper has also been appointed as Malaysia's exclusive distributors for TrakCare Health Information System, Caché Object Database, Ensemble Application Integration Platform and The Defender Internet Security System.

Hesper, led by a group of highly qualified and enthusiastic team, has many man-years of experience in deployment and implementation of, hospital information system and laboratories information systems addressing the needs of healthcare industries .

We also excel in the area of data warehousing and business intelligence system.

We, as a technology-oriented company will continue to invest in research to develop leading edge technologies in health information systems, data warehouse, business intelligence and business performance management. We are confident that we shall be positioned to be a leader in this area for years to come.

Our Mission

To provide technological solutions that are cost effective and cutting edge altogether. Thus as the Malaysian market is becoming increasingly more aware of the benefits of technology and as our nation is gearing towards its "Vision 2020" goal, we would want to be able to provide the best solution and technology available.

Service Excellence

Our objective is to stay competitive by providing excellent after sales support and dedicated attention to all our customers, making customer satisfaction our top priority and care. Customers of Hesper are at a competitive advantages as we constantly update them with new technology, re-training and quicker response to problems.

Implementation Services utilizing tested and proven methods delivered by our team of experienced professionals range from project managers, consultants and engineers to ensure successful implementations that are on time and on budget. These services include:-

- Project Management
- System Installation
- System Integration
- Application Consulting
- Programming
- Training

After Implementation Services are provided to our customers to deliver maximum uptime and continuous usage of our solutions ranging from infrastructure to application. With the assistance of our team of certified professionals, we provide customized services to meet the specific needs of our customers. This ensures the continuous successful use of the solutions we provide.

Company Strength

Hesper employs more than 30 dynamic, motivated and dedicated individuals to accomplish its goal. Headed by the hands-on leadership of the managing director, the team includes people with a variety of technical, managerial and application support skills and qualifications. Our professional team constantly undergoes intensive training locally and abroad in our principals' headquarters, to equip themselves with the latest skills and knowledge to deliver world-class support and services to our valuable customers.

Solutions

At Hesper, we choose to carry products that have high performance, user friendly and are cost effective only. To compliment our products, Hesper provides a team of technically qualified and dedicated staff to implement and customize the various products to suit the needs of our customer, to train our customers and to provide support, updates and follow-ups. Hesper offers a wide range of products and services with exceptional strength in healthcare, data warehouse, business intelligence and business performance management, database etc. Our comprehensive range of solutions include:-

SPEEDMINER DW AND BPM

Speedminer DW and BPM is one the most comprehensive and fully integrated sets of data warehouse, business intelligence and business performance management solution available. Speedminer not only assists you in uncovering the wealth of information in your corporate to build the best Business Intelligence platform, but also to manage the performance of your business so that your business will always stay ahead of competition and excel. Databases from various sources in variety of formats are integrated into one common platform for users to access, analyze and share information to understand how their business is performing at any moment in time. The relevant information is distributed across the organization to improve decision-making and to reduce the time between insights gained to action. Business Performance Management provides enterprise with business intelligence plus business rules, business content and business processes that support collaboration across the organization and a unified approach to managing and improving financial and operational performance. Speedminer DW and BPM with the following modules and functions enable enterprise to achieve the abovementioned objectives.

Speed ETL. Speed ETL connects to all popular relational databases, unstructured data source like MS Excel and text files to extract data, cleanse it, and load it to Speed OLAP repository. Speed ETL supports various cleansing methods including transformation, ranges grouping, null replacement, integrity fix and even most complex customized cleansing rules. Speed ETL supports incremental update for Real Time DW. The ETL processed is further made simple by the ability to capture metadata directly from major DBMS, Task Scheduler and auto creation of surrogate and foreign key.

Speed OLAP. Speed OLAP is the repository for the metadata and engine of Speedminer that process all analysis. Speed OLAP uses superior technology, which eliminates the need of building cumbersome cube. The OLAP data is stored as compressed bitmap for extremely fast processing thus making Speed OLAP the fastest OLAP engine available.

Speed Analyzer. Speed Analyzer facilitates **complex cum ad-hoc query** on large current and historical data with the ability to drill-down, drill-across, slice-

and-dice all the analysis result, and to drill-through to underlying transactional details. It also supports drag-and-drop and many other familiar features. Speed Analyzer enables easy creation of measures and supports computations for complicated calculations.

Security and Language Support. Security in Speedminer is based on Role and Folder model. Each user is assigned to one or more role where each role will determine the access to various modules. Reports, KPI, Dashboard and all other objects are stored in folders, which may be assigned 'read', 'write', 'delete' and 'manage' access right. Speedminer also supports multilingual at user level.

Speed Enterprise Reporter. Speed Enterprise Reporter is a standalone module that is used to generate high quality, comprehensive and presentable reports. It also gives users the tool and ability to customize and combine reports with images, text and charts to generate a more informative, intuitive and creative reports with ease. Users are also able to create report templates and then schedule them to be generated later or at certain time. This in return improves efficiency and reduces the time wasted in generating reports thus saving users much time while preventing un-productivity. Apart from generating reports for everyday requirement, Speed Enterprise Reporter also enables users to create statistical reports based on data/information from Speed Analyzer and Speedminer OLAP – in other words, more can be achieved when creating reports.

Speed Listing. Drill through lists out matching transactional details in various grid formats. When combined with Speed Visualizer, it provides a platform for creating custom form, even allowing creation of extension fields to a table to facilitate capture of pictures, date, checkbox and text information.

Besides capturing additional information as an extension to operation data, custom form can also be used to allow data entry into OLAP database for advance cleansing purpose.

Speed Scorecard. Key Performance Indicators (KPI) are quantifiable measurements, that reflect the critical success factors of an organization, which help an organization define and measure progress toward organizational goals. KPI can be viewed numerically or in speedometers. The visualizing impact of KPI is much enhanced with the insertion of colour codes to alert conforming and nonconforming events. Value ranges are given to determine critical levels in speedometer which help to give clear visibility to important issues concerning business goals and plans. These ranges assist in identifying poor or good performance.

Metrics builder is to put KPIs together to support Balanced Scorecard or other classifying Performance Management methodology. These KPI are calculated for a time period specified (e.g. quarterly, monthly, weekly, daily etc.) These metrics can, in turn, be aggregated at various levels of the organization along the lines of dimensions or subjects to quickly and consistently identify, centralize, personalize and monitor all company KPIs at one place and time.

With the identification of the KPIs, the Balanced Scorecard is constructed. A powerful scorecard could provide information that align corporate, departmental and employee strategic goals and objectives with day-to-day performance measures. This scorecard ultimately become actionable when successful goals lead to further objectives or when missed goals result in changes in business process. A clear and concise BI solution providing actionable information through KPIs is the goal for business performance management (BPM), where company leaders would be able to provide the right information to identify problems before they occur.

Intelligence Alert is an Active Warehouse to monitor business performance by automatically issuing intelligent alerts (on screen, via e-mail or SMS) and notifying Users based on threshold value or event criteria as they occur.

Speed Visualizer. Speed Visualizer allows grouping of relevant components like Pivot Table (Cross tabs), Chart, Alert Listing, and KPI etc. to be displaced on a single page. It can so be designed to accept Users input as the filter to the selected components on board.

Speed GIS explores the fundamental principle of business performance that relates closely to location. Speed GIS takes numbers and analysis results of your corporate data and places it on the map according to location. With the more visualized way of presenting information, Speed GIS allows patterns in data to be spotted easily.

Speed Office consists of Document Management System, Web Mail, and BLOG which are all tightly integrated with the rest of Speedminer modules.

Speed Workflow allows a series of dashboards to be linked as a workflow for sequential execution of screen component or even act as a presentation slide with real time access to Data Warehouse.

Speed Venn facilitates creation of Venn diagram from queries. Currently supporting up to 3 queries, Speed Venn dynamically draws the Venn diagram using SVG and allows drill down on each of the section (even the interception) to list the matched transaction record.

Speed SMS auto sends out reminders to the recipient to remind them of their appointment, outstanding payment, subscription renewal etc. There is no surprise of the increasing trend in SMS usage, simple because it is a better and clearer way of communication. Speed SMS supports multi-languages and multiple templates to enable customers of different preference and different categories to receive different messages in their own preferred language.

TrakCare

TrakCare is an integrated healthcare information system that delivers a fully functional electronic health record for use by hospital administrators and clinicians. TrakCare has a comprehensive set of components that assist in the smooth functioning of healthcare facilities. TrakCare gives you the tools you need to improve

quality of care and manage care costs. By design, the system focuses on the patient, managing both clinical and administrative information related to their health via the Electronic Health Record (EHR).

All of TrakHealth's software solutions are designed to deliver feature rich functionality including browser and graphical user interfaces in a flexible modular design.

At the heart of TrakCare is the Electronic Health Record (EHR). The EHR contains all of the patient's information covering their administrative details as well as all their clinical information. TrakCare has the ability to interface with other applications and adheres to the HL7 Messaging Standard for Information Exchange. Information capture is achieved by keyboard/mouse entry, bar-coding and machine interfaces. TrakCare allows for information to be available remotely at the patient's bedside or in the patient's home by utilising remote access technology such as wireless connection of laptops, pen-based tablet notebooks and handheld devices.

The pharmacy stock and purchasing function offers a tool for managing an inventory for the hospitals drugs and other consumables such as medical, surgical and laboratory items. It includes keeping track of the movements of individual items as well as any purchasing details.

CACHÉ

CACHÉ is a post-relational database that uniquely offers three integrated data access options: a robust object database, high performance SQL, and rich multidimensional access. Caché enables rapid Web application development, extraordinary transaction processing speed, massive scalability, and real-time queries against transactional data - with minimal maintenance requirements. Caché is a high-performance database with a multidimensional data server and an advanced application server, optimized for Web application development and applications deployment. Caché, is the world's first true e-DBMS with fully Unicode support. Its Multidimensional Data Server and Application Server provide superior performance and scalability, integrated object and SQL data access, and state-aware Web connectivity. Professional developers enjoy Caché's rapid development capabilities, and the flexibility to use a wide variety of popular programming tools.

Ensemble

Ensemble™ is the only application integration platform to incorporate the functionality of an integration server, application server, high performance object database and a unified development and management environment in a single, architecturally consistent product. Ensemble takes application integration to the next level by enabling organizations to rapidly implement new business solutions that leverage the functionality of existing applications, orchestrate new business processes and integrate data across the enterprise. Ensemble excels at enabling rapid creation of composite applications—new strategic business solutions that integrate the functionality of existing

applications, new business process logic, and data from across the enterprise. It's a comprehensive platform that delivers the capabilities required for the rapid implementation of even the most complex enterprise application integration initiatives.

Defencity The Defender

The Defender is an "All-in-one" gateway security solution that addresses the unique security needs of small and medium-sized offices by combining five essential network security functions in a single, easy-to-manage appliance. It protects against today's multi-faceted security threats through a unique combination of state-of-the-art firewall, anti-virus, Internet content filtering, intrusion detection, and virtual private networking technologies.

Defencity NetSecure. NetSecure acts as your network gatekeeper between the Internet and corporate networks or between network segments. With its firewall/VPN technology combines stateful packet filters, IDS, and sophisticated security; NetSecure monitors and secures your Internet traffic giving you optimal security.

Defencity MailSecure. MailSecure provides comprehensive, policy-based email filtering and attachment virus scanning to protect organisations against liability claims, Spam attacks, and the loss of proprietary information. With its new modular scanning technology, MailSecure ensures that only approved attachments and desired content enter or leave the network. Spam Defence is quickly becoming a necessary component of your online security and privacy protection. With email communication quickly becoming filled with more hazardous, offensive, and annoying spam than legitimate emails, you can not afford to not protect your mailbox with our RBL based SPAM control.

Defencity WebSecure. WebSecure is a Web Content Filtering System that protects your web traffic by scanning for inappropriate content and viruses using various high performance filtering technologies and ICSA antivirus engine. Detailed reporting by user and site allows management to define Web policy so that the business can better take advantage of the Web.

Defencity The Reporter. To provide monitoring and reporting on web usage, e-mail and on other services such as intrusion detection. The Reporter indicates clearly who, when, where and how web-access resources are being used or abused. This data can be summarized for individual users, departments, or actions. This approach provides a more accurate picture of how bandwidth is being used within an organization.

HARDWARE & NETWORKING

Hesper has a team of technical staff who offer large and small organization consultancy and in the implementation of networking and computer solution.

Record Of Success

Hesper counts some of the most reputable hospitals and companies in Malaysia and overseas as part of our list of satisfied customers. Some of our valued customers – trusted names are like

Malaysia

- IJN (National Heart Centre)
- Pusrawi (Islamic Medical Centre)
- DEMC (Darul Ehsan Medical Centre)
- Hospital Fatimah
- Selayang Hospital
- Gleneagles Intan Medical Centre
- Pantai Premier Pathology Pte. Ltd.
- Bandar Baru Klang Medical Centre
- Universiti Kebangsaan Malaysia Hospital (HUKM)
- Hospital Sultan Ismail
- University Malaya Medical Centre
- Telekom Malaysia Limited
- Maxis Communications (M) Limited
- Intan Training Centre
- Digital Intersystem Pte. Ltd.
- TAR College
- University Tunku Abdul Rahman
- Accos Pte. Ltd.
- B. Braun Medical Supplies Pte. Ltd.
- Department of Information Malaysia
- Northport (M) Limited
- Crystal Integrated Pte. Ltd.
- IOI Corporation Limited.
- Department of Statistics Malaysia
- Pertubuhan Keselamatan Sosial (National Employee Social Security Body)
- Indah Water Konsortium Pte. Ltd. (National Sewerage Company)
- Qtelmedia (M) Pte. Ltd. (Content Network Provider)
- Celcom (M) Ltd.
- Digi.Com Ltd.
- Maxis (M) Ltd.
- Ministry of Tourism, Malaysia
- Northern University of Malaysia (UUM)
- Prime Minister's Department
- Kuala Terengganu Specialist Hospital

Singapore

- Tenet Insurance
- Raffles Hospital

Thailand

- Mahachai Hospital
- Chaophya Hospital

Hong Kong

- Sports Performance
- Dr. Vio and Partners

China

- Fuzhou General Hospital
- The General Hospital Guang Zhou Command Of PLA
- YueBei Hospital
- Beijing Jishuitan Hospital
- Beijing Jishuitan Friendship Hospital

- The People's Hospital Of Ningxia Hui Autonomous Region

India

- Manipal Group of Hospitals (18 Hospitals)
- Sir Ganga Ram Hospital

Saudi Arabia

- Sultan Bin Abdulaziz Humanitarian City (The Largest Rehabilitation Hospital in Saudi Arabia)
- Al Mashfa Hospital

Oman

- Sultan Qaboos University Hospital, Muscat

Kuwait

- Royale Hayat Hospital
- Al-Safat American Hospital

Qatar

- Qatar Petroleum Hospital

UAE

- Emirates Clinics
- DU Dubai Telecommunications Ltd

New Zealand

- St. George's Hospital
- Mercy Hospital, Dunedin

Australia

- Community Health Centre for the entire State of Victoria (40 sites)

USA

- Nittany Eye Associates
- West Hills Vision Center
- Weaver Eye Associates
- EyeCare Associates
- Primary Eyecare Associates
- Ocean State Eye Care

U.K

- Bridges Worldwide

Ireland

- Qtelmedia Development Corporation

South Africa

- Inkosi Albert Luthuli Central Hospital

They all rely on Hesper's solutions and services to improve customer service quality, reduce costs and increase efficiency and profit. The companies that use our technology to gain competitive advantages are the foundation of our success. We are committed to help our customer and to provide them better than expected service every time.

Partners

Hesper has developed a partnership program to create the best business solution possible for our customers worldwide. In addition to its direct sales force and

project team, Hesper works with a variety of partners to offer its solutions to customers.

Why Hesper?

Organizations today have taken full advantage of the latest technology to improve the quality of products and services to clients and also to attain revenue with minimum resources. However, in order to utilize technology in the most cost-effective way and to increase maximum return, it requires deep understanding of the current market needs and the available technologies. The lack of this understanding causes many organizations to spend too much on Information Technology while gaining very little out of it. Equipped with this understanding and knowledge, we at Hesper are able to provide the expertise and consultation for your organization. Whether it is the computerization of your computer system or your organizations' need of a faster, more scalable and reliable database, data warehouse and business performance management, security for your internet/intranet/extranet or in the venture of "virtual" trading or even in improving the communication facilities. We are here to guide you on how to achieve the best out of IT with minimum cost and resources.