APPENDICES
Appendix I

E-MAIL MESSAGES COLLECTED FROM THE BUSINESS COMMUNITY

Please refer to the following table when accessing the e-mail messages in the corpus. Each e-mail sample is numbered and the page number is found at the bottom right-hand corner of each page.

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Dear En. Hatta,

I am sending you our latest course brochures & schedules for your attention. Do call me for any further enquiries regarding our training courses.

Thank you for your attention.

Regards,

Angie Ng
Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03-2222 2222 ext. 870  Fax: 03-2222 8787
http://www.com.my/training

---Original Message---

From: Soh [SMTP:]
Sent: Thursday, 25 February, 1999 5:27 PM
To: Schlumberger

Angie, as spoken, please send the catalog & the course content to Hatta at the following address.

Q

Hatta Kamaruzzaman
Schlumberger GeoQuest (East Asia)
8th Floor, Rohas Perkasa
Jalan Perak, 50450 Kuala Lumpur
MALAYSIA.
Tel: 60-3-2667788 (main)
60-3-2694175 (direct)
60-17-8781597 (mobile)
Fax: 60-3-2667500
Email: ahatta@kuala-lumpur.geoquest.slb.com
subject:  
Monday, 19 April, 1999 10:35 AM

'Elaine Ong'
'Shum T. W.', 'Wong Cheu Mee', 'Amelia Abu Bakar'

FW: MS Outlook 98

I discussed with Amelia & Cheu Mee regarding the dates. So, please e-mail our confirmation, location map &
list of outline to them asap.

m-yew t.y.wong@src.shell.com.my
on-seng c.s fung@smds.shell.com.my
chan@ssi.shell.com.my
@ssi.shell.com.my

Here's our draft copy of our course outlines (Page 4 of this document):

Original Message——

From: [Redacted]
Date: Monday, 19 April, 1999 9:02 AM

To:

Cc:

Subject: Notice of Training Programme

To the Notice of Training Programme:

From: [Redacted]

Date: Monday, 19 April, 1999

Re: Notice of Training Programme

Dear Ms. Hoe, Hoong CHAN

Please find attached notice of training programme for

Desktop & Information Access

Services International / ITS - Asia Pacific

Puchong, Malaysia

+603-25121877

Internet Mail: w.h.chan@ssi.shell.com.my

Best regards,

Angie Ng

Training Sales Specialist, Professional Services & Training Dept.,

Customer Services & Support Group

Tel: 03-25121877  Ext. 870  Fax: 03-25121878

---

Page 2
Thanks for info...definitely very useful.

Angie

Kok Leong Lee
TEL: 8597089

Original Message

From: Angie Ng [mailto:angie@] Sent: Tuesday, March 16, 1999 4:30 PM
To: 'kok.leong@'; 'shum.t.w@'; 'shannon@penang.com.my'
Subject: Training quotations.

Please find the attached file in Word 97 format for our quotation.

Please take note that the training schedule is tentative & subject to a minimum number of registration of participants (inclusive from other company). For the MCSE training package, I shall forward to you the necessary information once I have the soft copy of the contents from our business partner (Note: we do not conduct any MCSE program at the moment.)

Regards,
Angie Ng
Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03- ext. 870 Fax: 03-
Hello Mr. Lee,

I am Angie Ng from Training Services. I've tried calling your phone but unable to reach you. I need to know more about your training requirements i.e. how many participants required for each course, preference of the training venue etc. before I can quote you. You may contact me at the following no.

Thank you and have a nice weekend.

Angie Ng
Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03-8888 8888, Ext. 870
Fax: 03-8888 8888
http://www.csam.com.my/training

---

Hi James,

Intel Penang wanted a training course as follows:

1. MS-SQL
2. MCSE
3. Internet Connectivity Engineering
4. Microsoft TCP/IP
5. Perl Programming
6. MS-Office 2000
7. MS-System Management Server 2.0
8. MS-Windows 2000 Professional
9. MS-Windows 2000 Server Network
10. Installing and configuring MS-Windows 98
    1. Installing and configuring MS-Windows NT Workstation 4.0
4. Upgrading support from MS-Windows 4.0 to Windows 2000
5. MS-Project.

The contact person is: Mr. Lee Kok Leong, he is overall P. I.C. of the Asia Server.

Please try to get more experienced personnel to talk to him.
He can be reached at: 04-8597089 or e-mail him at kok.leong.lee@intel.com

Just let him the indication figure by today. Those unable to conduct by
please let me know, I need to source for him the training centre.

Thanks & Rgds,
Angie Ng
Abdul-Aziz Yunus (rku482)
Elaine Ong
RE: Training Schedules

To: Abdul-Aziz Yunus

Thank you for informing me. Yes, I have received your fax of the Course Registration Form. Elaine Ong, our course coordinator will be faxing you our confirmation letter for the training.

--- Original Message
From: Abdul-Aziz Yunus [SMTP: rku482@email.sps.mot.com]
Sent: Monday, 26 April, 1999 9:28 AM
To: alyanep@com.my
Cc: Elaine Ong, Shum T. W., Umni.Kalthom Zainudi (r12409); Josephine Teh (rku779)
Subject: Re: Training Schedules

Angie,

Please be informed that I've already faxed to you the course registration form to 7587382. Fyi, below are the detail info of the course which I am registering:

Description: Solaris 2.x System Administrator Essential
Course code: SA-135
Course Date: 10th to 14th May 1999.
Course Fee: RM1650

Pls send me a confirmation note of the course date and location. Thank you.

Regards,
Aziz Yunus

Angie Ng wrote:

> Thanks En. Aziz for your prompt reply. We hope to welcome you to our Training Centre.

> --- Original Message ---
> From: Abdul-Aziz Yunus [SMTP: rku482@email.sps.mot.com]
> Sent: Wednesday, 31 March, 1999 5:30 PM
> To: alyanep@com.my
> Subject: Re: Training Schedules

> Ms Angie,
> > Thanks,Yes I've received the material. Pls enroll my name for the "Solaris 2.x Admin 1" training scheduled on the 26Apr-30Apr99. BTW I've already sent an email to the account register@... as stated on the enrollment form.
> > I am preparing for the paperwork (educational assistance) and it is in a processing state at our Finance and Learning Centre dept. here. Most probably it will be complete in a week time from now. Once done, I will send you a fax upon confirmation of my attendance. Thank You.
> >
> > Best Regards,
> > Aziz Yunus

> Angie Ng wrote:
> >
> > Hello En. Aziz,
> >
> > Have you received our latest Course Schedule which I have faxed to you on the 18/3/99? Do call me if you have any queries.
> >
> > Regards,
> > Angie Ng
> > IT Training Sales Specialist, Professional Services & Training Dept.
> > Tel: 03-7587382 / Fax: 03-7587382 ext. 870
> > http://www.sps.mot.com.my/training
> >
> >> File: vcard.vcf
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> >> File: vcard.vcf
Tenjie Ng

Fung, Choon-Seng C.S. SMDS-GDME/35 [GBICFUN2@HUBCENTRAL.SHELL.com]
Monday, 26 April, 1999 9:39 AM
tc teng@com.com.my; Chan, Wai-Hoong SSI-TSAP/4
wong@csdtrc.com.my; akiang@com.com.my; bamelia@csdtrc.com.my;
shum@com.com.my; cmwong@com.com.my
RE: MSX Project for SRC & SMDS

Hi Wai Hoong,

Would prefer to go to training centre since all training facilities had been setup there.

Could you please also confirm date & time & venue for MSX Project meeting please.

Regards,
Fung Choon Seng

From: C/O: CHOO-SENG C.S. Fung
c: Wai-Hoong w/h. Chan;
Subject: RE: MSX Project for SRC & SMDS
Date: Monday, 26 April, 1999 08:53AM

Dear Fung,

Sorry for late reply. Your training will be scheduled on 28/4/1999 (Wed) 9.00 am. The venue will be at CDA training centre or Shell House, I guess I would like to decide where you like to be. Please contact Ms. Wong at 6279390 or e-mail to cmwong@csam.com.my.

My suggestion for the venue prefered at training centre as the equipment has been prepared for Shell training.

Please call Ms Wong to confirm the venue.

Thanks & Regards.

Teng Tian Chuan
System Engineer
Malaysia Berhad
Tel: 03-3768305 ext 393
Mobile: 016-4570469

On Mon, 26 Apr 1999, Fung, Choon-Seng C.S. SMDS-GDME/35 wrote:

Wai Hoong/Teng,

Could you please confirm whether the training will be on this week by this morning/meeting will be on this week by this morning please? As I need to discuss/confirm the dates with my boss. If the meeting/training is Wed & Thursday this week, I need to book the flight asap.

Hope to hear from you by 12 noon today.

Thanks and regards,
Fung Choon Seng

From: To: Wai-Hoong w/h. Chan
Cc: CHOO-SENG C.S. Fung; 
Subject: RE: MSX Project for SRC & SMDS
Date: Saturday, 24 April, 1999 11:43AM
We could arrange the training on 28th, but there will be only one trainer available for SRC Outlook training on 28th. Even though, we should be able to handle a class with 10 users.

The facilities we need for Outlook training is one suitable location and a PC configured to be able to logon to Exchange server.

I will see you when I go to Shell House on Monday.

Regards,
Cheu Mee

On Fri, 23 Apr 1999 w.h.chan@ssi.shell.com.my wrote:

> My earlier reply to Fung suggested the week after next. But if CSA can
> really allocated resource next week, it would be better. I think Fung
> prefers either 28 or 29 April. If the venue is Shell House, what
> facilities
> will be required?
>
> Regards,
> Wai Hoong CHAN
> (Desktop & Information Access)
> Shell Services International / ITS - Asia Pacific
> Kuala Lumpur, Malaysia
> Tel: +603-2512877
> Fax: +603-2512182
> * Internet Mail: w.h.chan@ssi.shell.com.my
>
> ---- Original Message ----
> From: Wong Cheu Mee [mailto:cmwong@csdrc.****.com.my]
> Sent: Friday, April 23, 1999 3:48 PM
> To: Chan, Wai-Hoong SSI-TSAP/4
> Cc: Fung, Choon-Seng C.S. SMDS-GDME/35; 'Angie Ng'; 'Amelia'; 'Shum';
> icteng@****.com.my
> Subject: RE: MSX Project for SRC & SMDS
>
> Wai Hong,
>
> Is it possible we schedule the Outlook training on Tuesday 27/4/99? Since
> Fung is the only person to attend, we could have asked the trainer to give
> the training in Shell House.
>
> Regards,
> Cheu Mee

----Original Message----
From: w.h.chan@ssi.shell.com.my [mailto:w.h.chan@ssi.shell.com.my]
Sent: Wednesday, April 21, 1999 2:06 PM
To: icteng@****.com.my; cmwong@csdrc.****.com.my
Cc: GBICFUN2@HUBCENTRAL.SHELL.com
Subject: FW: MSX Project for SRC & SMDS

Teng, Cheu,

Can you please see how Fung's request can be accommodated.

Regards,
Wai Hoong CHAN
(Desktop & Information Access)
Shell Services International / ITS - Asia Pacific
Kuala Lumpur, Malaysia
Tel: +603-2512877
Fax: +603-2512182
* Internet Mail: w.h.chan@ssi.shell.com.my

---- Original Message----
From: Fung, Choon-Seng C.S. SMDS-GDME/35
Sent: Wednesday, April 21, 1999 9:56 AM
hello,

if i'm not mistaken, somebody from CSA said that she wants to confirm with me the availability of the training course by 5.3.99, but until now i still haven't received any feedback.

pls advice and thx.

Regards,

LIONG HV

SIEMENS Malacca, MP PE (Test)
Tel: (06) 232-5266 ext.3147 or 3160
Fax:(06) 231-5433
Email: Hang-Voon.Liong@siemens-scg.com

> From: Angie Ng<SMTP:aikiang@csam.com.my>
> Reply To: aikiang@csam.com.my
> Sent: Tuesday, February 02, 1999 3:07 PM
> To: 'Hang-Voon.Liong@siemens-scg.com'
> Cc: 'cw Yong@csam.com.my'
> Subject: FW: Training Course Fee
>
> Hello Mr. Liong,
>
> With reference to our tele-conversation, I would like to inform you that
our promotions for Offer 1 & 2 ends in Feb 1999. However, as our
Maintenance Service customer, we are extending a 15% off from our Standard

> Fees to Siemens for the coming SA-285 training class (22-26/3/99) too.
>
> Therefore, the After Discount Training Fee = RM1750 x 85% = RM1487.5 per
person
>
> Total for 2 participants = RM1487.5 x 2 = RM2975 only
>
> Please do not hesitate to call / e-mail me should you have any queries.
Please enrol your participants through our Course Enrolment Form. Hope to
hear from you soon.
>
> Original Message
> From: cw Yong<SMTP:...>
> Sent: Tuesday, 26 January, 1999 7:18 PM
> To: 'aikiang@csam.com.my'
> Subject: FW: Training Course Fee
>
> Angie,
>
> Siemens Components would like to register for Solans training and they
are

> looking for discount on the training fees. Kindly follow up!

> Please update me as well.
>
> Thank you.
> CW Yong
> Fv 411
Thanks, Yvonne. I hope that SUN can give us a better rate than this price. The price given is less than 15% only from the Published Rate (RM1,400 per pax i.e. RM14,000 per class of 10 pax). Moreover, we will be providing the equipment during the training period and I also need to give my customer discount.

Hope to receive your reply soon.

Hi Angie

Based on the details provided, SunEd is pleased to forward herewith a special discounted package to CSA for your kind consideration:

SL130 PERL Programming
- RM 12,000 (min 10pax)
Venue: Motorola, PJ
Date: TBA

Please note that these are special "indicative" prices. The package above includes materials for the students and certificate of achievement for those who meet the attendance requirements. If you have any questions with respect to this please revert and I can escalate this to our Business Manager.

The above quotation INCLUDES meals and transportation allowances for the instructor.

Do not hesitate to call if you need further clarifications.

Rgds
Yvonne
Original Message

From: Khor Kim Leng - TCD <khor@
To: Shum <shum@
Cc: khor@csam.com.my <khor@csam.com.my>
Subject: FW: Training Room Rental

Shum,

I'm getting Eric Lim to use the training room for our internal training for Business Object products, for 3 days. Initially we are arranging the PCs from OPD and MIS and use PR 1. Since we found your training room is not occupied during that day, we thought it is better and save our time of setting up too.

As this training is more towards for internal staff, and we also invited 2 customers to attend, one we charge but the other one is free, wonder whether you should charge me?

The participants are:
- Jessica (Finance & Account)
- Jayne Aw (Finance & Account)
- Swee Lee (MIS)
- Khor (TCD)
- Amy (TCD)
- 2 customers

Thanks.

Khor

----Original Message-----

From: Amy Tan [mailto:sctan@...]
Sent: Thursday, April 08, 1999 9:17 AM
To: khor@...<shum@
Cc: twilm@...<shum@
Subject: FW: Training Room Rental

----Original Message-----

From: Eric [mailto:twilm@...]
Sent: Thursday, April 08, 1999 8:00 AM
To: sctan@...
Cc: khor@
Subject: Training Room Rental

Amy,

I've already pass the training room rental form to Angie. She requested you to talk to Shum directly.

regards,
Amy

Amy,
Hi Mr. Saravanan,

Thank you for your reply. I have just faxed over my quotation together with the Course Outlines for the relevant courses to you. Please let me know if you have received them and please call/e-mail me if you have any queries.

Hope to hear from you soon.

--- Original Message ---
From: admin@tccm.po.my [SMTP:admin@tccm.po.my]
Sent: Tuesday, 13 April, 1999 6:25 PM
To: aikiang@com.my
Cc: vshore@tccm.po.my
Subject: RE: Training Needs

Answer to your questions....?

1. Win 95 (20) Word (20) Excel (20).
2. 10

--- Original Message ---
From: aikiang@com.my
To: Administrator
Cc: Vance Shore
Subject: FW: Training Needs
Date: Tuesday, April 13, 1999 1:46PM

--- Original Message ---
From: Angie.Ng [SMTP:aikiang@com.my]
Sent: Thursday, 08 April, 1999 10:48 AM
To: 'visara@tccm.po.my'
Subject: Training Needs

Hello Mr. Saravanan,

I am Angie Ng from Training Services and I understand from my colleague, Mr. CW Yong that you have requested for a quotation on our training courses. But, before I quote to you, I would like to ask you a few questions, i.e.

1) How many no. of participants / classes are required for the Win 95, Word 97 & Excel 97 courses?
2) What is maximum size of participants that your proposed training room can accommodate? We recommend to have 10 - 15 participants per class.
3) For all on-site training, we normally includes our trainers' transportation & accommodation charges; unless your company will be providing the accommodation.

Please give me a call & e-mail to me as soon as possible so that I will be able to send our quotation to you soon. Thank you & hope to hear from you.

Regards,
Angie Ng
IT Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03-22222/22 ext. 870 Fax: 03-22222
http://www.com.my/training
Cheu Mee, please let us know the latest schedule for SRC training. Are the training classes on everyday & is it 2 sessions per day? Shum would like to know. Please call me when you’re free. TQ.

---Original Message---
From: Cheu Mee Wong [SMTP:cheumee@usa.net]
Sent: Tuesday, 11 May, 1999 12:42 PM
To: aikiang@csam.com.my; shum@csam.com.my; tcteng@csam.com.my
Subject: Re: [FW: SRC HTML Training Manual]

I have passed the Shell KL copy of HTML training manual to SRC. I will liaise with Mr. Wong on what modification should make.

Cheu Mee

---Original Message---
From: Teng Tian Chuan [SMTP:]
Sent: Tuesday, 11 May, 1999 10:48 AM
To: aikiang@csam.com.my
Subject: RE: SRC HTML Training Manual

ASAP

Teng Tian Chuan

---Original Message---
From: Angie Ng [mailto:aikiang@...com.my]
Sent: Tuesday, May 11, 1999 10:29 AM
To: 'tcteng@...com.my'
Subject: RE: SRC HTML Training Manual

When do they require it?

Original Message

From: System Engineer
Sent: Tuesday, 11 May, 1999 10:15 AM
To: Angie Ng
Cc: Shum Tuck Wai; Teng Tian Chuan; Thor Wei Jen; Wong Chue Mee
Subject: SRC HTML Training Manual

Angie,

As per request from Mr. Wong, he would like to have the SRC HTML Training Manual which match with their environment. Please create the above HTML files for them and charge accordingly.

Thank you & Regards.

TCT
Systems Engineer
Network Systems Support Department
E-mail: tcteng
Phone: 603-7587888 ext 393
Mobile: 016-2220304
Fax: 603-7587382
Gemma,

Please make sure the PC setup is ready by Friday afternoon. We will come over to do the confirmation checkup.

Thanks.

On Tue, 16 Mar 1999 gemma.g.m.rajaram@ssi.shell.com.my wrote:

> Ms. Wong,
> CSC has requested their training to be held on the 22nd of March (Monday)
> for 2 sessions. The training will only cover the basic things, therefore we
> have to omit the migration procedure and just make the introduction short
> and brief.
> Morning (8:30am - 10:30am)
> Susan Karn
> Sim Meng Hong
> Mahendra Mahabeer
> Mohd Ramli Ibrahim
> Susila Devi
> Leong Hon Ying
> Afternoon (1:30pm - 3:30pm)
> Farid Iskandar
> Surina Mohd Kabeer
> Sherizan Mohd Dan
> Chew Cheong Lian
> Zulkafli Abu Bakar
> Yeoh Soah Shih
> Alias Ashaari
> Jamaliah Mond Din
> Training will be held at the CSC Meeting room, 1st floor. I will create
> extra training user id's for exchange (train13 - train20) and also create
> user id's for the netware on server SMTHQG1MFI and for email (training
> thirteen - training twenty). Password will remain as outlook or all.
> Lawk: by copy to you, need you to arrange a PC (with Outlook) at the CSC
> meeting room tomorrow (17/3/99) if possible as Chew needs to do some testing
> before the training on the 22nd.
> Chani: we also need a proxiata for the 22nd morning to be placed at the CSC
> meeting room before 8.30am.
> Regards,
> Gemma M. Rajaram
> +6-03-251-2084 Fax No.: +6-03-251-2788
Angie Ng [aikiang@om.com.my]
Friday, 16 April, 1999 9:55 AM
'swho@om.my'
'Elaine Ong'; 'Shum T. W.'
Shell Brunei

Here's our quote to U. I shall pass to U our hardcopy later. Please remember to give us your Task Request Form together with the Course Enrolment Form if the training is confirmed. TQVM.

Shell.doc

Yours,
Angie Ng
Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03-7503870 / 7587878 ext. 870 Fax: 03-7587382
http://www.om.com.my/training
Please check the following:

20

Original

Subject: 

Cold Call

Cc: 

Date: Thursday, December 03, 1998 10:02 AM

Tel: 03-759790

Fax: 03-7597392

To: 

Copy: 

Original No. 5010542 & 5010561

Subject: Plaza Hotel

From: 

Subject: Plaza Hotel

Dear Mr. Aaron Looi,

Please note that all the training conducted in November was not for all our Head Office staff. Please respond soon so we can continue our training.

Please note that all the training conducted in November was not for all our Head Office staff. Please respond soon so we can continue our training.
From: Aik Kang <aikkang@com.my>  
To: Elaine Ong <elaineong@com.my>  
Cc: Shum T.W. <shum@com.my>  
Sent: Friday, January 22, 1999 10:54 AM  
Subject: RE: TNB

Hello Elaine,

SSC NG has just spoken to me regarding the list of trainees from Teraga National Bank (TNB). Please provide the list from January 1999 onwards. Only those with their March 1997 attendance list are to be included.

Thanks.

Best regards,

Aik Kang

---

23
Subject: JPPH

Re: JPPH

Saturday, 19 December, 1998 8:10 AM

Soo Fei,

I'm just known to Mr. Lau of JPPH. I thought of paying him our year-end dividend, and will call him to arrange an appointment to see him to talk about future arrangements. He’s keen to follow up too. Do let me know of the meeting then.

TQ.

Joanne

Training Dept.

Customer Services & Support Group

Tel: 03-7503881 ext. 767
Fax: 03-7507382

via Ng
From: Angie Ng [aikiang@sm.com.my]
Sent: Monday, 12 April, 1999 2:23 PM
To: 'twim@sm.com.my'; 'khor@sm.com.my'
Cc: 'Elaine Ong'; 'Shum T. W.'
Subject: FW: Business Objects Training

Oops, sorry the refreshment should be:

1st day: RM5 x 9 = RM45
2nd & 3rd day: RM5 x 5 x 2 = RM100

Total refreshment = RM145
Grand Total charges = RM2,250 + 145 = RM2,395

Eric, I’ve spoken to Shum and we will only approve the rental with confirmation of the following charges:

RM750 per day x 3 days = RM2,250 (excluding refreshment)

---Original Message---
From: Angie Ng [SMTP:aikiang@sm.com.my]
Sent: Thursday, 08 April, 1999 9:16 AM
To: 'twim@sm.com.my'; 'khor@sm.com.my'
Cc: 'Elaine Ong'; 'Shum T. W.'
Subject: RE: Business Objects Training

---Original Message---
From: Angie Ng [SMTP:aikiang@sm.com.my]
Sent: Wednesday, 07 April, 1999 5:09 PM
To: 'twim@sm.com.my'
Cc: 'Elaine Ong'; 'Shum T. W.'
Subject: FW: Business Objects Training

---Original Message---
From: Angie Ng [SMTP:aikiang@sm.com.my]
Sent: Tuesday, 06 April, 1999 11:18 AM
To: 'cmwong@sm.com.my'; 'pcong@sm.com.my'
Cc: 'Shum T. W.'
Subject: FW: Business Objects Training

---Original Message---
From: Eric [SMTP:twim@sm.com.my]
Sent: Tuesday, 06 April, 1999 11:05 AM
To: 'aikiang@sm.com.my'
Cc: Khor Kim Leng (E-mail)
Subject: Business Objects Training

Angie,

As I spoke to you, we need to borrow a training room from you on 13 - 15 Apr 1999 (Next week Tue-Thur). We would appreciate if you could send us a confirmation the availability of room. We require 9 PCs with pentium process, min 16MB RAM and 100HDD space.

Thanks

Regards,
Mr. Chong,

I hope that you can help me to find out whether the cheque has been cashed yet by Medidata. Thank you so much in advance for your assistance.

Original Message
To: Angie Ng [SMTP:aikiang@tom.my]
From: 'hepsas@tm.net.my'
Subject: Developing Web Services

Monday, 06 April, 1999 11:07 AM

Mr. Chong,

How are you?

Mr. Chong, I hope you can help us to check on the payment for this training. It seems that Medidata has not received the payment yet.

Thanking you in advance & hope you'll have a wonderful weekend.

Regards,

Angie Ng
Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03-7503870 / 7587878 ext. 670 Fax: 03-7587382
http://www.com.my/training
Angie Ng

From: Angie Ng [aikiang@####.com.my]
Sent: Monday, 17 May, 1999 8:53 AM
To: zida.z.zainal@ssi.shell.com.my
Subject: RE: [Outlook 98 Advance Training]

Kay, I'll meet at 2 pm today.

-----Original Message-----
From: zida.z.zainal@ssi.shell.com.my [SMTP:zida.z.zainal@ssi.shell.com.my]
Sent: Friday, 14 May, 1999 2:37 PM
To: aikiang@####.com.my
Subject: RE: [Outlook 98 Advance Training]

Angie,

Thanks for your reply. Maybe we can meet up at 2.00pm, Monday.

regards,
Zida Zainal
Desktop/Info Access
ITS - Asia Pacific/Middle East
Shell Services International
Kuala Lumpur, Malaysia
Tel No. (603) 251-2442
Fax No. (603) 251-2182
* Internet Mail: zida.z.zainal@ssi.shell.com.my
<mailto:zida.z.zainal@ssi.shell.com.my>

-----Original Message-----
From: Angie Ng [mailto:aikiang@####.com.my]
Sent: Friday, May 14, 1999 11:06 AM
To: Zainal, Zida SSI-TSAP/4
Subject: RE: [Outlook 98 Advance Training]

Hi Zida, can I meet up with you to show you our advanced training materials on next Monday, afternoon? Please call me to confirm e-mail to me. Thank you.

-----Original Message-----
From: zida.z.zainal@ssi.shell.com.my [SMTP:zida.z.zainal@ssi.shell.com.my]
Sent: Thursday, 13 May, 1999 5:31 PM
To: aikiang@####.com.my
Subject: FW: [Outlook 98 Advance Training]

Angie,

Can you please provide me with the details ASAP.

regards,
Zida Zainal
Desktop/Info Access
ITS - Asia Pacific/Middle East
Shell Services International
Kuala Lumpur, Malaysia
Tel No. (603) 251-2442
Fax No. (603) 251-2182
* Internet Mail: zida.z.zainal@ssi.shell.com.my
<mailto:zida.z.zainal@ssi.shell.com.my>

-----Original Message-----
From: Cheu Mee Wong [mailto:cheumee@usa.net]
<mailto:cheumee@usa.net>
Sent: Thursday, May 13, 1999 5:30 PM
To: Zainal, Zida SSI-TSAP/4
Cc: aikiang@csam.com.my <mailto:aikiang@csam.com.my>
Subject: Re: [Outlook 98 Advance Training]

Hi Zida,

I am actually outstation at SRC, PD until end of May. Angie Ng, our training
Angie Ng

From: Angie Ng [aikiang@com.my]
Sent: Friday, 04 December, 1998 9:33 AM
'Maggie Chin'
Subject: RE: Meeting & Prometric test

Dear Maggie, could you please elaborate a bit on this Connection Program?

---Original Message---
From: Maggie Chin [SMTP:mcchin@tm.net.my]
Sent: Friday, 04 December, 1998 9:15 AM
To: aikiang@com.my
Subject: Re: Meeting & Prometric test

Angie,
The purpose of the meeting
1. Iverson Connection Program - Exclusive partner program
2. Exam voucher (provided I am able to gather the information in time)

Regards,

---Original Message---
> From: A [SMTP:com.my>
To: 'Maggie Chin' <mcchin@tm.net.my>
Date: Thursday, December 03, 1998 8:57 AM
Subject: RE: Meeting & Prometric test

>Maggie, could U possibly sent a mail to inform about the purpose/agenda of
>this visit so that I can forward it to the relevent party in OCA? Thanks.

---Original Message---
> From: Maggie Chin [SMTP:mcchin@tm.net.my]
> Sent: Thursday, 03 December, 1998 12:00 AM
> To: aikiang@com.my
> Subject: Re: Meeting & Prometric test
>
> Dear Angie,
>
> I confirmed the meeting as mentioned. Please update me if any of your
> colleague will be invited for the meeting.
>
> See you....
>
> Thanks and Regards,
>Maggie Chin
>IVERNSON ASSOCIATES SDN BHD

---Original Message---
> From: A [SMTP:com.my>
> To: 'mcchin@tm.net.my' <mcchin@tm.net.my>
> Date: Wednesday, December 02, 1998 4:18 PM
> Subject: Meeting & Prometric test
>
> Hi Maggie,
>
> Can we meet on next Monday, 3 p.m.?
>
> The following is the name of the exams.
>
> Certified Solaris Administrator - Part 1 Exam
> Certified Solaris Administrator - Part 2 Exam
> Certified Sun Network Administrator Exam
> Sun Certified Java Developer - Part 1 Exam
> Sun Certified Java Developer - Part 2 Exam

> Regards,
> A

> IT Training Sales Specialist, Professional Services & Training Dept.
> Customer Services & Support Group
> Tel: 03-7503870 / 7587878 ext. 870 Fax: 03-7587382
> http://www.com.my/training
We received your registration form, there are only 5 participants. Can u pls double confirm this, by fax in another registration form for the 6th participants? Please use registration form, and fax it to:

I will not be around tomorrow. IF there is anything, pls contact Elaine or Angie at ext 870.

regards,

---

On Thu, 21 Jan 1999, Sweechee Lee wrote:

Hi YK Lee and Angie

Please note there are 6 paxs. Please bring enough hardwares.

Regards
SC Lee

---

Lee Yee Keng wrote:

Hi Jaya/Mary,

Would like to inform you that, we will send the following machines to you site on tomorrow (fri) morning:-

- jura systems
- 4 external tape drives
- 4 printers
- 4 scsi cables
- 4 power cables
- 5 copies of SA135 manual

Besides this, we will collect back the following machine, which was used for the SA270 training:-

- 5 sets of sun classic system
- 4 sets of external cd-rom
- one 3com Hub
- 5 pieces of Solars 1.1.2 CD
- 2 files of SA270 tranparency

"Can u pls make the machine ready? And, we will appreciate if u can arrange some people to help us to move the machine. Thanks!"

I will give u a call before we go to your place, and you can reach me at 7566124 or 7582196.

regards,

---

On Thu, 21 Jan 1999, Sweechee Lee wrote:
You do not have to call MK if you want to deliver the hardwares. Please call Jaya at 7732730 or Mary at 7732739, they are the Learning Center manager.

My phonet # is 7732592. Please note the last 4 digits of our phone number is our internal ext #. You can call us from the guard house with that number.

Regards

SC Lee

---

Le wrote:

hi Mr. Koh,

WE will send some system to your site for SA135 training next week. Most probably will deliver them on Friday morning or afternoon, will let you inform once we are confirmed.

Can u pls give me your phone number, and also Mr. SC Lee phone number, so that I can contact u easily?

Thanks!

gregards,
Hello Mr. Fung,

I am sending you the hard-copies of our training manuals (2 copies) by DHL today. Here's the files requested:

1. out98.ppt - Course Outlines (write-up of the course objectives)

2. Contents of training manuals in htm format
   - images.zip
   - manual.zip

3. Quick Reference file
   - quick.zip

Please unzip the files in (2) & (3).

---

Original Message:

From: GBICFUN2@HUBCENTRAL.SHELL.com [SMTP:GBICFUN2@HUBCENTRAL.SHELL.com]
To: Tian-Chuan.T.C_Teng@ssi.shell.com.my; w.h.chan@ssi.shell.com.my; s.s.iew@ssi.shell.com.my; shum@ssi.shell.com.my; cmwong@csdtrc.ssm.com.my; w bribor@ssi.shell.com.my; ai kiang@ssi.shell.com.my; mhchong@csdtrc.ssm.com.my; bameila@csdtrc.ssm.com.my; meliaa@csdtrc.ssm.com.my; tcteng@ssl.shell.com.my
Cc: RE: SMDS Update

Wed, May 05, 1999 5:36 PM

Teng,

It's ok if I can receive the training material by next week. Please do not forget to include the write-up of the course objectives.

I am in the midst of updating the latest version of the email user addresses. A copy will be forwarded to you next week for incorporation to the MSX server.

Regards,

Choon-Seng C.S.
Head, IT Services
Shell MDS (M) Sdn Bhd, P.O.Box 1084, 97008 Bintulu, Sarawak, Malaysia.
Tel: 086-292530  Fax: 086-292405
Email: choon-seng.c.s.fung@smds.shell.com.my

---

From: Tian-Chuan T.C. Teng
To: CHOON-SENG C.S. Fung
Cc: Wai-Hoong w.h. Chan; Sze-Sing s.s. Liew
Subject: SMDS Update
Date: Wednesday, 05 May, 1999 05:07PM

Mr. Fung,
Gemm:

On Monday, 25 January, 1999 10:08 AM
Send: Gemma.G.M.Rajaram@smth.shell.com.my
To: 'Angie Ng'; Jwee-Seng.J.S.Goy@csmh.com.my; 'Amelia'; 'Magdalene'
Subject: RE: MS-OUTLOOK

Hi Gemma,

Thanks for your message, I think we need more details on the training schedule as we are not familiar with Shell company indicator code. I will discuss with you when I go to Shell today afternoon.

Another thing that I worry is the setup of the systems. Basically we have no time to double confirm on the setting at all.

regards,
Chew Mee

--- Original Message ---
From: Gemma.G.M.Rajaram@smth.shell.com.my
To: Chew Mee
Subject: FW: MS-OUTLOOK

Hi Ms Wong,

Looks like we have to extend the KK training to 1 week now. As per Helen's note below, she has arranged separate sessions for the worksites. You will have to bring forward the KK Flight bookings to the 7th or 8th March till the 12th of March. If you need any assistance on the inhouse fligh bookings you could email to Helen at her address: HELEN.H.Ting@smth.shell.com.my

1/3/99 - Trainer KL/LBN (am)
Labuan session (pm)
Trainer LBN/KK (pm)
Overnight KK

2/3/99 - AQ Session (am) KKA may wish to join this session.
SBI Session (pm)

3/3/99 - AQ Session (am) KKA may wish to join this session.
KK/SDK (pm)
Overnight SDK

4/3/99 - SDK session (am)
SDK/TWU (pm)
Overnight TWU

5/3/99 - TWU session (am)
TWU/KL (pm)

As for the Kuching training, I will have to move it to the 18th and 19th of March which is after the PD/M'cancellation training. Hopefully you could re-arrange the flight bookings for this. So far the Kuching training will be held in the Kuching A/Q for all the site. Hope there won't be any changes for this.

Another change, tentatively, for Penang. Initial training date was set for the 15th of March for all four worksites, i.e. Bagan Luar, Bagan Dalam, Ipoh and Batu Undan. We may re-schedule this as follows:

5th March: Bagan Luar / Bagan Dalam (training at Bagan Luar office)
6th March: Ipoh / Batu Undan (training at Ipoh office)

Constraints are because of the travelling. It would be costly for all the users to travel therefore it is easier for the trainer to go over instead.
Hope you all got the message. He don't want us to interrupt him again with this matter.

Regards,

shum

---Original Message-----

From: w.h.chan@ssi.shell.com.my <w.h.chan@ssi.shell.com.my>
To: aikiang@csam.com.my <aikiang@csam.com.my>
Cc: GBITWON1@HUBCENTRAL.SHELL.com <GBITWON1@HUBCENTRAL.SHELL.com>; cmwong@csdtrc.com.my <cmwong@csdtrc.com.my>; ttcteng@csam.com.my
Date: Monday, April 26, 1999 5:40 PM
Subject: RE: 2nd Trainer

Angie,

As discussed in the meeting, May 7 is the critical day where 2 trainers are required (due to personal attention to Peter Norman's group). April 29 falls on the first week of training in SRC (for LRCC group of users). Don't feel we need a second trainer on this day as we don't see any parallel run of training sessions. Anyway, can the Project Manager please start to look into such project management matters.

Regards,

Wai Hoong CHAN
(Desktop & Information Access)
Shell Services International / ITS - Asia Pacific
Kuala Lumpur, Malaysia
Tel: +603-2512877
Fax: +603-2512182
Internet Mail: w.h.chan@ssi.shell.com.my

---Original Message-----

From: Angie Ng [mailto:aikiang@csam.com.my]
Sent: Monday, April 26, 1999 2:19 PM
To: Chan, Wai Hoong SSI-TSAP/4
Subject: 2nd Trainer

Hello, Wai Hong,

Is it agreeable (with reference to my quotation dated 15 April, 1999) that we will send our 2nd trainer for the 29th April class? On the 28th, our trainer will be conducting the training for Fung of SMDS. Please let us know if you require our 2nd trainer (Amelia) as soon as possible so that we can make the necessary arrangement. Thank you for your attention.

Regards,

Angie Ng
IT Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03-7503870 / 7587878 ext. 870  Fax: 03-7587382
http://www.csam.com.my/training
Here's our quotation. Pls inform me regarding the status of this training asap once your customer has confirmed on training needs. TQ.

---Original Message---
From: Lim See Hiong-BBG, Kuantan [SMTP: limsh1@pd.jaring.my]
To: akiang@csam.com.my
Subject: Re: MS Classes

Can you quote both (yes & no) just in case we're not able to setup our training office in time. Tks.

gdgs,
LimSH

---Original Message---
From: Angie Ng <akiang@csam.com.my>
To: 'Lim See Hiong-BBG, Kuantan' <limsh1@pd.jaring.my>
Date: Friday, April 02, 1999 12:21 PM
Subject: RE: MS Classes

>Can I quote based on the assumption that your side will provide all the
>training equipment (e.g. computers, tables, printer etc.)? I will not
>include the cost of using these equipment.

---Original Message---
From: Lim See Hiong-BBG, Kuantan [SMTP:limsh1@pd.jaring.my]
Sent: Friday, 02 April, 1999 11:12 AM
To: akiang@csam.com.my
Subject: Re: MS Classes

>Yeah.
>
>Where want it to be conducted at Kuantan Office.
>
gdgs.
>LimSH

---Original Message---
From: Angie Ng <akiang@csam.com.my>
To: 'Lim See Hiong-BBG, Kuantan' <limsh1@pd.jaring.my>
Date: Friday, April 02, 1999 11:06 AM
Subject: RE: MS Classes

>>Hi Lim,
>>
>>Is the on-site training supposed to be conducted in Kuantan?

---Original Message---
From: Lim See Hiong-BBG, Kuantan [SMTP: limsh1@pd.jaring.my]
Sent: Friday, 02 April, 1999 10:36 AM
To: akiang@csam.com.my
Cc: Mr. Dlom S.C.
Subject: Fw: MS Classes

>>Angie,
>
>>Appreciate if you can quote me for the below classes. note that customer
 уверил, что будет проводить тренинг в нашем офисе. Пожалуйста, выведите 5 человек
>per class.
>>
>>Dlom,
>>since we do have the intention to setup our training center do you think
>we
>>can speed it up? Kindly Advise.
>>
>>gdgs.
>LimSH
Hi Maggie,

Do you have the pricing for any of the following courses?? Your feedback will be very much appreciated. Thank you & have a nice week.

Angie,

Can you help me to find information for the following courses as well. I think it is missing from the info that you provided.

- Internet connectivity engineering
- ASP
- Perl programming
- Deploying and Managing Microsoft Office 2000
- Deploying Microsoft Windows 2000 Professional in a Windows 2000 Server Network
- Installing and Configuring Microsoft Windows 98
- Installing and Configuring Microsoft Windows NT Workstation 4.0
- Mastering Microsoft Office 2000 Solution Development
- Planning and Implementing Microsoft Windows 2000 Directory Services
- Upgrading Support Skills From Microsoft Windows NT Server 4.0 to Windows 2000

Rgds

Kok Leong Lee
NET: 8597089

-----Original Message-----
From: Angie Ng [mailto:aikiang@****.com.my]
Sent: Saturday, March 27, 1999 11:07 AM
To: [mailto:****@intel.com]
Subject: FW: MCSE Certification

Enclosed is the MCSE promotion from our business partner, Iverson Associates for your reference.

Please do not hesitate to contact me for further information.

Thank you.
Angie Ng

To: [Email Redacted]

Subject: Courses - Microsoft & Cisco

Thursday, 25 March, 1999 10:10 AM
aikiang@bbg.com.my

Angie,

I need to check with you does conduct any courses on Cisco. One of my customer requested for such kind of course. Do let me know, so that I can find out more from him.

Second thing, can you give me a estimation cost on Exchange User Training. I am drafting up a proposal to my customer. Basically, customer require us to provide on-site training. Training room will be setting by customer. 10 person per class and half day per session. 400 staffs so estimate is 40 classes within 20 days. (Customer may not go for it, as cost a lot).

Besides the above, give me the price for NT Admin, Exchange Admin, MS SMS and SQL for administrator (2-3 person). Pls provide the duration course as well.

Sorry for all the inconvenience caused.

Thanks & Best Regards,

Sales Manager, Kuantan Branch

[Phone number and email address redacted]

------------------------------
Angie Ng

From: Angie Ng [aikiang@com.my]
Sent: Thursday, 15 April, 1999 3:54 PM
To: Desmond Ang
Cc: Shum T. W.; 'Elaine Ong'
Subject: RE: Solaris 7 training for Pacific World Project

Dear Desmond,

At this moment, we do not provide Solaris 7 training courses yet. Therefore, if they need Solaris training urgently, they can attend the EU-118 course (recommended for beginner) and then proceed to take SA-235 & SA-286 (if they are planning to be System Administrator). Later, when we introduce Solaris 7 courses, then maybe they can attend the transitioning to Solaris 7 course.

Please inform your customer to visit our CSA Training Centre homepage at http://www.csam.com.my/training to know more about our courses (or else we can fax / e-mail to U the details of the courses). Our course outlines & pre-requisite of the courses is stated in our homepage.

---Original Message---
From: [SMTP: smtp@scang@johor.com.my]
Sent: Thursday, 15 Apr 1999 3:27 PM
To: Angie Ng (E-mail)
Cc: Eric Yoon Sang Ang (E-mail); Desmond Swee Chai Ang (E-mail); Weng Yuen Lum (E-mail); Lee Boon Hoo (E-mail)
Subject: Solaris 7 training for Pacific World Project

Wish to seek your advice/the proper course identification for Solaris 7 platform, running BAAN IV & Oracle project at Pacific World SBI:

Project trainees:
1. Dhnish Menon (MIS Manager)
2. Tan Yong Chai (Finance & Administration Manager)
3. Eric Ang Yoon Sang - (CSA - JB Presales)

Tentative courses confirmed for each individual:
a. Fundamentals of Solaris 2.X with CDE (EU-118)
b. Solaris 2.X System Administration I (SA-235)
c. Solaris 2.X System Administration II (SA-286)

Also; advise in terms of PROLUS scheme option for above courses.

At your earliest convenience, if possible.

Regards,

[Signature]

Johore Bahru Branch
62, Jalan Serampang, Taman Pelangi, 80400 JB
Tel: 07 - 3333 237
Fax: 07 - 3310 680
Email: scang@johor.com.my
Handphone: 012 701 4288
Hello Mr. Lum,

Since your customer has 3 participants only for this course, it would not be cost effective to have on-site training as they will need to pay additional costs to cover our trainer's transportation & accommodation. We do not have our own trainer (from CSA Training Centre) to conduct this course now. However, I can quote you the fees from our business partner, i.e. Iverson Associates (one of Microsoft Certified Technical Center in PJ) to conduct the training. The following is our quote:

Venue: Iverson Associates Sdn. Bhd. (address will be given upon confirmation of training)
Time: 9 am to 5 pm
Course Name: Supporting MS System Management Server 1.2
Duration: 5 days
Standard Fees: RM3150 per participant
Special Fees: RM2520 per participant (for a minimum of 3 per registration)
Total Fees: RM2520 x 3 = RM7560 for 3 participants

Please let me know if your customer still insisted for on-site training as we can also quote for it. By the way, what is your customer's Company Name (I need it to inform Iverson).

Hope to receive your reply soon.

Hi Angie,

Thanks for the info. Customer needs one person to be trained only. That's why we request the training material. We managed to download from Internet to solve the problem.

I have another special request of MS SMS training for my customer (3 person on site training) in JB, any issue for this.

Thanks LUM

CSA Training Centre can conduct MS Outlook 97/98 - Essential for User training & the fee is RM200 per participant for a one-day course at our PJ centre. However, we cannot offer special rate for group training & on site training too. Just let me know the number of participants / classes & venue of the training required if you need us to quote it to your customer.

Thanks.

Regards,

Ally
IT Training Sales Specialist, Professional Services & Training Dept.
Tel: 03-7503870 / 7587878 ext. 870 Fax: 03-7587382
http://www.csam.com.my/training
Hi Angie,

Pls assist us,
thks & rgds,
Chris

-----Original Message-----
From: L. [SMTP:wylum@johor.com.my]
Sent: Thursday, April 01, 1999 11:45 AM
To: chrislow
Cc: Koh - PreSales JB
Subject: MS Outlook Training Material

Hi Chris,

I would like to know that our CSSG training center can provide us the above material. Reason that our project: TITAN included above services (Koh will teach them in basis function) but customer request a sample of training material.

Thanks LUM
Elaine Ong [pcong@csdtrc.com.my]
Monday, 18 January, 1999 10:48 AM
'aikiang@csam.com.my'
RE: SA-135 for Motorola

Angie,

I've still not receive Motorola enrolment form yet!!!!

---Original Message---
From: Angie Ng [SMTP:aikiang@csam.com.my]
Sent: Friday, January 15, 1999 3:03 PM
To: 'Elaine Ong'; 'sun@csdtrc.com.my'
Cc: 'Shum T. W.'
Subject: SA-135 for Motorola

Motorola has just confirmed verbally that there are 5 participants for the 25-29/1/99 class at their site. The Course Enrolment Form will be faxed over next week. Elaine, pls remember to fax them our Pre-Class Checklist once U've received the form. TQ

Regards,

Angie

IT Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03-6981 / 6249 ext. 870    Fax: 03-6249
http://www.csam.com.my/training
Hi Angie,

Will it possible to change the date? As sultan selangor will be Agong on 25/4/99 (Sun), so mon might be holiday for Selangor. And, it is just before 1/5/99 (labor day), so might be difficult to get transport.

Thanks~

A. wrote:

Universiti Telekom has verbally confirmed for SA-235 training (5 pax) at their premises on 26-30/4/99 to CSA Melaka, Endy Tan. They will faxed their Course Enrolment Form soon.

Please make the necessary arrangement for the delivery of our training notes once U received their form (they would like to read it first on their own before the training dates). Please send them to CSA Melaka office (Attn: Mr. Endy Tan) & call Endy Tan to make other arrangement.

Elaine, please invoice to Endy Tan. I shall give U a copy of my quote.

TQ.

Regards,
A.

IT Training Sales Specialist, Professional Services & Training Dept.  
Customer Services & Support Group  
Tel: 03-8888 / 8888 ext. 870  
Fax: 03-8888

http://www. .com.my/training
Subject: Rental of PC Training Room

Date: Friday, May 07, 1999 3:44 PM

After much discussion from our side, we've decided to offer a very special rental rate to ASI, i.e. RM700 per day (which is inclusive of refreshment for morning & afternoon tea-breaks). All setup & house-keeping of the equipment before & after the training period should be done by your staff.

Currently, one of our recommended rooms is equipped with 11 units of Compaq DeskPro 33/133 with 32 MB RAM, CD ROM drives, 1.2 GB hardisks & speakers;

One Compaq Proliant server, projection panel etc.

Please note that this special rate is only offered to ASI Group only
- and not to other department.
- Please liaise with our Course Co-ordinator, Elaine Ong (Tel. no. 7588605) for booking of the dates required for your training classes.

Regards,

IT Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03- [redacted] ext. 870  Fax: 03- [redacted]
http://www. [redacted]/training
Hi Angie,

I am afraid my schedule is a little bit tight this week. Can you make it on Monday 24th May? If so, I will reserve it for you and you can give me a call on Monday.

Regards,
Pat

WARNING:

All legal advice shall not be forwarded to external party without prior permission.
All opinion expressed is private and confidential.

-- Original Message --
From: P[SMTP: com.my]  
Sent: Thursday, May 20, 1999 11:12 AM  
To: [SMTP: com.my]  
Subject: Re: Joint delivery of course - Nilai Synergi Sdn. Bhd.

Hi Angie,

I am afraid my schedule is a little bit tight this week. Can you make it on Monday 24th May? If so, I will reserve it for you and you can give me a call on Monday.

Regards,
Pat

WARNING:

All legal advice shall not be forwarded to external party without prior permission.
All opinion expressed is private and confidential.

--- Original Message ---
From: A[SMTP: com.my]  
To: [SMTP: com.my]  
Date: Wednesday, May 19, 1999 2:30 PM  

I’ve added some of the document. When will U be free to have a meeting with me? At the moment, anytime this week (except Thur. afternoon) should be fine.

--- Original Message ---
From: A[SMTP: com.my]  
To: A[SMTP: com.my]  
Cc: ‘Lim Cheng Leong’  
Subject: Joint delivery of course - Nilai Synergi Sdn. Bhd.

Dear Angi,

Please look through my comments highlighted in blue. Please discuss and revert to me for redraft and follow up.

Thanks.

 Regards,

--- WARNING ---

All legal advice shall not be forwarded to external party without prior permission.
All opinion expressed is private and confidential. << File: ATT00005.html >>

--- << File: 055may1999-my comments.doc >> << File: ATT00003.html >>
MK Koh & SC Lee,

The management has decided to compile our quotation for the Sun Certification Program & will be faxing them to you shortly. Please let us know if you have any queries.

 regards,

Angie Ng
Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03- and ext. 870  Fax: 03-
http://www.csam.com.my/training
Pls find the response to Zuma Engineering. I am keeping 10% for future negotiation. Pls take note. Thanks

> From: kjsea <kjsea@csam.com.my>
> To: ykong@infosabah.com.my; michael@infosabah.com.my
> Cc: kjsea <kjsea@csam.com.my>; aikiang@csam.com.my
> Subject: Fw: Training for Zuma Engineering/SESP
> Date: Thursday, February 25, 1999 10:47 AM

> Kon / Mike,
> We have no plan to conduct the Sun courses available from Sun on our own
> (without Sun cert.). However, we will provide you 15% off standard training
> charges for EU116 and SA-135. The participants will still be receiving the
cert. from Sun. The VVM is CSA's developed course, therefore, the cert will
> be from CSAM. Thank you

> Regards
> Sea

---
> Subject: Training for Zuma Engineering/SESP
> Date: Wednesday, February 24, 1999 4:49 PM

> Here's our pricing. We're giving 15% off from our standard
> training fees (to Zuma Engineering) for a minimum of 5 participants per
class.
> (applicable for EU116 & SA-135 only)

> | Course Code | Course Fees (RM) | Venue |
> |-------------|-----------------|-------|
> | EU116       | 950x5x85%=4037.50 | KK    |
> | SA-135      | 1650x5x85%=7012.50 | KK    |
> | VVM-231     | 1250x5=6250.00   | PJ    |

> We will be giving the original Authorized SUN Training Provider materials & certificates for EU-116 & SA-135. VVM-231 is our own developed training course.

Please take note that VVM-231 can only be conducted in our PJ training centre as at this time we do not have the necessary hardware at our KK centre.

> Regards,
> A
James,

Please reserve the 4-8/1/99 for the SunNet Manager training for Motorola. They will have about 4 registered participants (2 of them will be considered as "repeat" participants). As agreed by Shum, we shall lend them our Sun systems for this training. Therefore, please liaise with our Sun trainers here for the system set-up later. Please also liaise with Mr. M. K. Koh of Motorola for any other additional requirement which you might require (I might have missed out in my earlier e-mail to him). You may e-mail to him on this matter.

An threw:

Hello SC Lee & MK Koh,

Sorry to inform you that our trainer is not able to conduct the class in Dec.

Therefore can we still maintain the date to be on 4-8/1/99. Do let us know if the date is okay as soon as possible so they can make the necessary preparation. Please remember to fax to us your Course Enrolment form & the answers to the Pre-Class Checklist form: TMV.

Regards,

IT Training Sales Specialist, Professional Services & Training Dept.

Customer Services & Support Group

Tel: 03-7503870/ ext. 870 Fax: 03-
Thank you for the feedback. It is rather surprising as I have personally heard them referring customers to training centre by informing them to call training centre & providing them with the number.

We shall however highlight the matter to them and also the existence of Solaris training at Section 14.

Wendy

From: A <aikiang@yolee>
To: 'ystan@csam.com.my'; bsiti@csam.com.my; reception@csam.com.my
Cc: 'ystan@csam.com.my'
Subject: Telephone calls
Date: 05 December 1998 12:08

Hello Wendy,

We've received a few complaints from our customers recently - regarding our receptionist not knowing that we are conducting Solaris training courses.

Therefore, may I request you to inform your staff that all receptionists should inform customers to call our Training Centre (Tel. 03-7588605) for any training enquiries. Please remind them that this only applies for calls from customers and not from any other training centres. I used to receive calls from other training centres which are trying to promote their training for our staff (e.g. staff development training) This kind of calls should be directed to our HR Dept.

Thank you for your attention & hope to get your full support in this matter.

Regards,

A

IT Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
From: A

Sent: Saturday, 05 December, 1998 12:46 PM

Subject: FW: Training for Kementerian Tanah

---Original Message---

From: A

Sent: Saturday, 05 December, 1998 12:45 PM

To: 'cwy@penang

Cc: 'Cliff Cheng Leong; Shum T. W.'

Subject: FW: Training for Kementerian Tanah

Hello James/Douglas,

We need you/your staff to assist us in conducting a few classes of Network Admin. & SunNet Manager courses for the month of Feb & March 1999. We need to complete conducting these project by end of March. Please confirm the date which you can allocate your staff to conduct on this date.

SA-380: 8-12/2/99 1 class (13 or 12 pax)
         1-5/3/99
         8-12/3/99
         15-19/3/99
         8-12/3/99
         15-19/3/99
         22-26/3/99

Thank you for your support & hope to get your reply soon.

---Original Message---

From: A

Sent: Saturday, 05 December, 1998 12:32 PM

To: 'cytang1

Subject: FW: Training for Kementerian Tanah

Please send us a Task Request Form / Purchase Order to confirm on this training as soon as possible so that we can allocate our resources for this project once the training is confirmed. Our bookings of the training classes is on a first-come-first-serve basis.

Regards,

PIT Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Sorry SC & MK for the late reply in giving you our quotation for the required courses. I've been chasing SUN Education for their reply for the past weeks. They've just given me their reply. I'll faxed to you our quotation in a short while (after sending this mail). Do inform me if I've not received.

---Original Message---
From: Sweechee Lee [SMTP:r14908@email.sps.mot.com]
Sent: Tuesday, 09 March, 1999 12:00 PM
To: angie; Shum; Mk Koh (r27666); Pearl-Anne Louis (cpi012)
Subject: Shell programming and Perl classes

Hello Angie

I am still waiting for your reply on the Shell programming and the Perl class. Do you have any update? Can you please give us the answer ASAP.

Thank you

Regards
SC Lee
E-mail: aikiang@csam.com.my

Subject: RE: Changes of the training date :-

The last sentence should be:

Sorry for any inconveniences caused.

With reference to recent teleconversation, we pleased to inform you the changes schedule for the following training date:

1. Solaris 2.0 System Administration I (SA-235) : Rizal Abu Bakar
   Date: 12-16 April 99 or 17-21 May 99

2. Solaris 2.0 System Administration II (SA-286): Damla Abd Aziz
   Date: 26-30 April 99

   Date: 14-18 June 99

Please advise us on the date of your next training.

Sorry for any inconvenience caused.

Regards

* Training Co-ordinator
* Email: 
* Tel: 
* Fax: 
Angie Ng

From: Aang Ng [email redacted]
Sent: Wednesday, 21 April, 1999 5:05 PM
To: [email redacted]
Subject: RE: PC rental

Thanks, Mr Wong for your reply.

---Original Message---
From: THIAM-YEW.T.Y.Wong@src.shell.com.my [SMTP:THIAM-YEW.T.Y.Wong@src.shell.com.my]
Sent: Wednesday, 21 April, 1999 4:44 PM
To: aikiang@csam.com.my
Cc: NAZRUL.IZHAM.N.I.Abdul-Ghaffar@src.shell.com.my; ROBERT.R.Choo@src.shell.com.my; SIAU-CHUEN.S.C.Ho@src.shell.com.my; AHMAD-AIDEI.A.A.Jalaludin@src.shell.com.my; Wal-Hoong.w.h.Chan@shell.com.my
Subject: RE: PC rental

Angie

Thanks for the quotation we have decided to take it from our local vendor, the fees are lower. But the training will still come from CSA.

Regards

---Original Message---
From: aikiang.com.my / Internet / o=SHH COMPANIES MALAYSIA / c=GB / a=GOLD 400 / p=SHH
To: THIAM-YEW.T.Y.Wong@src.shell.com.my / Internet / o=SHH COMPANIES MALAYSIA / c=GB / a=GOLD 400 / p=SHH
"thiam-yew t.y. wong" / o=SHH REFINING PORT DICKSON / c=GB / a=GOLD 400 / p=SHH
Subject: PC rental
Date: Wednesday, April 21, 1999 11:20AM

Hello Mr. Wong,

I've just faxed to you our quotation for the PC rental. Please let me know as soon as possible if you are interested.

Regards,

Aikiang
IT Training Sales Specialist, Professional Services & Training Dept.
Customer Services & Support Group
Tel: 03-7503870 / 7587878 ext. 870 Fax: 03-7587382
Hi Shum,

The above customer has just purchased an Ultra 60 from the Java Fiesta promotion which comes preinstalled with the latest Solaris 7.

Will your training center be able to train them on Solaris System Admin Essential (SA135) and System Admin (SA285) for Solaris 7? They intend to attend the training in January 1999.

By the way, just a reminder that you have verbally agreed to give me 45% discount for the training mentioned above which works out to be RM 907.50 (SA135) and RM 962.50 (SA285). Will the costs differ for Solaris 7?

Thanks & regards,

Angie Ng
Hi Angie,

I will not be sending anyone to KL this time around, since my engineers are tied down with multiple projects & they can’t afford to be away for 5 days. We may decide to run a class in Penang sometime later. I will let you know.

Thank you

Regards,
Pearl Louis
HRD Executive
Motorola University
Penang, Malaysia
Tel: 60-4-8504145
Fax: 60-4-6432229

---

From: Sweechee Lee-R14908@email.sps.mot.com; Aziz MohdHarris-CMA011
Subject: RE: PERL training

We will be having the Perl Programming training class on 28 Jun - 2 Jul at Motorola, SG. Way. Please enrol your participants thru' our Course Enrolment Form as soon as possible if you have any staff who are interested. We have 3 more seats available now.

If your staff have no background in Unix programming, then they should also attend the Shell Programming training (24-28/5/99). We have 4 more seats available for this course.

Please call me if U have any queries. Thank you & have a nice weekend.

---

From: Sweechee Lee-R14908@email.sps.mot.com
Subject: RE: PERL training

Thanks, SC for the introduction.
From: shum [shum@csam.com.my]
Sent: Friday, 19 March, 1999 5:13 PM
To: cssgtrc@csam.com.my
Subject: Fw: SUN PRODUCT TRAINING AND UPDATE (7 & 8 April, 1999)

To SUN trainer and Angie, let me know how many of you want to attend. I will register for you.

Shum
-----Original Message-----
From: hony <hyuuen@csam.com>
To: sml <sml@csam.com.my>; mml <mml@csam.com.my>; mes <mes@csam.com.my>
sunse <sunse@csam.com.my>; suncs <suncs@csam.com.my>; csdcsnm
<csdcsnm@csam.com.my>; JESSLANE <JESSLANE@csam.com.my>
Cc: Sunny Hunny <hyuuen@csam.com.my>
Date: Thursday, March 18, 1999 6:44 PM
Subject: Fw: SUN PRODUCT TRAINING AND UPDATE (7 & 8 April, 1999)

Dear all,

Pls register with Monica and cc me.

Thanks so much.

Regards,

[Signature]

Sun Biz Dev Mgr

hyuuen@csam.com.my

012 205 2100 or 03 750 3845

From: Monica Ng <mnym@hotmail.com>
To: monica@malaysia.sun.com
Subject: SUN PRODUCT TRAINING AND UPDATE (7 & 8 April, 1999)
Date: Wednesday, March 17, 1999 6:32 PM

Dear Sun partners,

Sun Microsystems Malaysia Sdn Bhd is going to conduct a ALL-Sun products update/training for recent product rollouts and product roadmaps. The scheduled date is April 7-8 (Wed. & Thurs). Pls mark your calendar.

The Sun Regional Product Sales/Mkt and SW&T teams will be in KL for this update/training. They are also available for customer visits. If you have any prospects that could leverage these excuses, pls let us know.

The regional folks will focus on product positioning, competition, marketing-programs, competitive-upgrade-program, new products rollouts, as well as product roadmaps. The Malaysia SEs will be assisting them on product technical info.

The following is the tentative training schedule:

April-7, 1999

8:00am  Registration  Monica
8:30am  Welcome  Govi P (MD)
8:45am  Enterprise Server UE500 Robin Johnson
9:00am  E10K (Positioning & roadmaps) Shamsul A (SE)
10:30am  BREAK
10:45am  WorkGroup Server Robin Johnson
12:30pm  LUNCH
1:30pm  StorEdge Steven Gan
3:30pm  BREAK
3:45pm  StorEdge - pt2 Steven Gan
7:00pm  BYE
We're giving 15% discount off from our standard training fees for your customers & 50% discount for all internal staff training (original Sun certificates will not be given for internal staff training). For your information, these are our standard training fees:

a. 2 units of Fundamentals of Solaris 2.X with CDE (EU-118)  
Standard Fees (RM)  
1650

b. 2 units of Solaris 2.X System Administration I(SA-235)  
1750

c. 2 units of Solaris 2.X System Administration II(SA-286)  
1850

Please visit our Training Centre homepage at http://www.csam.com.my/training to know more about our training courses.

Angie,

What's CSA-JB transfer price for below courses?

a. 2 units of Fundamentals of Solaris 2.X with CDE (EU-118)  

b. 2 units of Solaris 2.X System Administration I(SA-235)  

c. 2 units of Solaris 2.X System Administration II(SA-286)  

And one of each for CSA-JB internal staff (Presales - Eric Ang)

I wish to PO immediately.

Sun Microsystems (Malaysia) Berhad
Johore Bahru Branch
52, Jalan Serampang, Taman Pelangi, 80400 JB
Tel: 07 - 3333 237
Fax: 07 - 3310 680
Email: scang@johore.com.my
Handphone: 012 701 4288
Position: Training Coordinator
Report To: Systems Support Manager
Date: 15/3/99

Group: Customer Services & Support Group
Division: Field Division V
Department: Professional Services & Training

POSITION SUMMARY:
To carry out the administrative and coordination activities of the Training Centre.

RESPONSIBILITIES:
1. To liaise with the customers on training course enrollment, quotation, etc.
2. To prepare the training schedule.
3. To circulate the training schedule to internal sales person and staff.
4. To post training schedule to our customers.
5. To assist in the preparation of the course materials.
6. To prepare certificate of attendance for participants.
7. To prepare training invoices.
8. To ensure successful teamwork in our organization and fulfill CSA’s philosophy through your actions.
9. To ensure there is an emphasis on quality and continuous improvement within your job function.
10. Any other duties as and when assigned by the management.

AUTHORIZATION:
To send out faxes and letters to customers.

QUALIFICATIONS REQUIRED:
Minimum SPM.
JOB DESCRIPTION

Position: Technical Instructor
Report To: Systems Support Manager
Date: 15/3/99

Group: Customer Services & Support Group
Division: Field Division V
Department: Professional Services & Training

POSITION SUMMARY:
To conduct training for customers (internal and external) and provide telephone and on-site support where necessary.

RESPONSIBILITIES:

1. To provide technical assistance to customer through phone, mail, fax or on-site where necessary.
2. To provide training to both internal and external customers on Microsoft office, Windows, Windows NT, Novell Netware, Sun Solaris, etc.
3. To evaluate new software products.
4. To assist in producing new courseware where necessary.
5. To ensure successful teamwork in our organization and to fulfil CSA Malaysia's philosophy.
6. To ensure that there is an emphasis on quality and continuous improvement within job functions.
7. To carry out any other duties as and when assigned by the management.

AUTHORIZATION:
To maintain the resources in the Training Room.

QUALIFICATIONS REQUIRED:
Diploma or Degree.
Technical know-how and ability to work independently.
JOB DESCRIPTION

Position: Sales Engineer / Sales Executive
Reports To: Sales Manager
Division: Customer Service Division
Date: 24/02/97
Department: IT Training

Position Summary:

To engage in sales activities on training courses offered by the company.

Responsibilities:

1. To ensure sales target set out for the year are achieved.
2. To maintain good customer rapport.
3. To monitor market conditions and requirements, hence recommending pricing and market strategy on training courses.
4. To do training needs analysis if required by customers.
5. To recommend new training courses and course outlines of training courses to be conducted (if required).
6. To promote training courses offered by the company.
7. To cultivate, service and expand an active pipeline of existing and potential customers.
8. To engage in marketing related activities such as P.R., presentations, negotiations, quotations, marketing tools and literature, contracts etc.
9. To investigate customer's complaints regarding training quality, delivery, facilities, etc.; and recommending corrective measures.
10. To recommend pricing / terms and conditions of training services to ensure competitiveness and profitability.
11. To report regularly on all training sales activities and maintain sales records as prescribe by the department.
12. To ensure successful teamwork in our organization and fulfill CSA Malaysia's philosophy through your action.
13. To ensure there is an emphasis on quality and continuous improvement within your job function.
14. To carry out any other duties as and when assigned by the management.

Authority:

1. To propose training sales quotations to customers.

Qualification Required:

1. Diploma or Degree in any discipline.
INFORMATION ON THE ASC GROUP

3.1 History and Business

ASC was incorporated as a private limited company in Malaysia under the Companies Act, 1965 on 6 November 1975 with the name of Automated Systems (M) Sdn Bhd. Prior to its incorporation, the operations of ASC were set up in 1971 as a branch of John Galt Ltd, Hong Kong. Subsequently on 24 February 1982, the company changed its name to Com passed Systems (M) Sdn Bhd. In 1991, under a restructuring scheme, Holdings acquired the entire issued and paid-up share capital of ASC from John Galt Ltd. Hong Kong via an issue of new shares. On 13 June 1996, ASC was converted into a public limited company and assumed its current name.

ASC is one of Malaysia’s leading systems integrators. ASC is today well represented in 22 branch offices strategically located throughout Peninsular Malaysia, Sabah and Sarawak with a staff strength of about 550 employees with many experienced and dedicated IT professionals.

ASC is an independent service company in Malaysia and is principally engaged in the supply, installation and maintenance of computers and related products, maintenance and support of the various systems software and application software, COM services, systems consultancy, design and develop customised software, project management and systems integration as well as distribution of computer and communication hardware and software. ASC has been acknowledged as the most preferred IT organisation in Malaysia by Computerworld, in its July 1995 Vol 8 edition.

In the mid 1970s, the era of minicomputers, the main activity of ASC was in the supplying of IT products and services. ASC supplied various types of minicomputer systems, key-to-disk data entry systems and COM equipment. In addition, it provides data processing service bureau, software development and consultancy and other related on-going services.

However, by the end of the 70s, ASC has established itself as a solution oriented IT company. It has set itself with a sound track record offering comprehensive leading edged solutions and services to the public, educational and financial sectors as well as many multinational corporations ("MNC").

First Decade of Operations (1975-1984)

In its first decade of operations, ASC achieved the following:

i. The On-Line Real Time Specialist

ASC had successfully implemented several major turnkey projects, amongst which were the OCBC Bank Berhad's On-Line Retail Banking System and the Selangor Turf Club's Telephone and Credit Betting System.

ii. One of the Pioneers in introducing Mini-Computers in Malaysia

The nation's five universities, namely, Universiti Malaya, Universiti Kebangsaan Malaysia, Universiti Sains Malaysia, Universiti Pertanian Malaysia and Universiti Teknologi Malaysia were equipped with Digital PDP-11 and VAX Mini-Computers by ASC. The trend of using mini computers was well received and later proven to be popular in many commercial organisations including multi-national corporations.
iii. The first COM Bureau in Malaysia

The first COM Bureau was established to serve banks and government agencies in converting the massive computer generated printouts onto more cost effective microfiche. This COM service offers customers with a cost effective means of managing, distributing, archiving and retrieving.


In this second phase of expansion, has added to its list of comprehensive range of computer hardware, software, peripherals, and networking products to address the diverse needs of customers in growing industries of banking and finance, manufacturing, transportation, oil and gas, government and education. These new products are selected from the best names in the industry after passing thorough and stringent evaluation including market demand and customer feedback.

In the year 1985, M pioneered the introduction of the Open System - the UNIX Operating System in Malaysia. In representing SUN Microsystems, it was one of the first in the country to design, develop and implement the distributed Open Client-Server-based Retail Finance System for Hong Leong Finance Berhad. In 1995, Hock Hua Bank Berhad which implemented the Client-Server based banking system had also engaged M as its computer hardware and network systems integrator.

In its second decade of operations, M's achievements include:-

i. The First Open Systems Training Laboratory

The launching of the Open System Training Laboratory was officiated by the Minister of Science, Technology and the Environment on 18 November 1991. It marked the co-operation of the public and private sectors in developing skills and capabilities for computing in the Open System environment. Open System provides the freedom to choose the technology, products and systems implementation from multiple vendors that best meet the needs of the organisation. The establishment of the UNIX Training Laboratory at INTAN, reflects M's initiative in supporting the Government's efforts to promote Open Systems programmes.

ii. Scaleable Processor ARCHitecture (SPARC) Catalyst Centre

In collaboration with MIMOS and Sun Microsystems, the first SPARC Catalyst Centre in the ASEAN region was launched on 4 June 1993. This is a testimonial of government and private sector co-operation in promoting IT and in particular, M's commitment towards the government's drive in promoting IT in Malaysia. This centre is set up to assist local software developers by providing them with computing facilities and software tools in promoting the development of software industry in Malaysia.

All SPARC trademarks are trademarks or registered trademarks of SPARC International, Inc. Products bearing SPARC trademarks are based upon an architecture developed by SUN Microsystems, Inc.
iii. Awards from Advanced Logic Research ("ALR")

M achieved the distinction of having marketed the most ALR brand of personal computers in Asia Pacific region from 1988 to 1993.

iv. Railway Ticketing and Reservation System

M entered into a strategic alliance with Finnish Railways to implement the Online Ticketing and Reservation System for KTM Berhad. This went live on 31 January 1986.

v. Broker Front End System

In July 1993, M was commissioned to provide a Total System Integration Project for the KLSE. This Broker Front End System Project entails the design and development of application software and the supply of computer hardware.

vi. MS ISO 9001 Accreditation

In March 1994, M was awarded the MS ISO 9001 Quality Management and Assurance Standard for its entire business operation by SIRIM. Quality has always been a core value for M and is its competitive edge in doing business both locally and internationally.

vii. Award From Sun Microsystems Inc.

- for Sales Quota Achievement

Gold SunShine Club Award, 1995
- for Sales Quota Achievement

Outstanding Strategic Win, 1995
- for Strategic and Important Deal

Sun Team ICON Partner Award, 1995
- for Performance Award in Inter-Continental Region

Best Significant Deal, SunShine Club, 1995
- for securing a Major Deal in Asia South region

Outstanding Channel Partner ICON Operation SunSoft, 1995
- for Channel Performance and Management

viii. Computerworld Readers Preference Survey

In the Malaysian publication of Computerworld July 1995 Vol. 8, M was voted the Most Preferred Local IT company. The survey was conducted based on readers' preference for IT products and services. The criteria for the selection were on cost effectiveness, quality products, service and support responsiveness and reliability.
Malaysian First Commuter Automatic Fare Collection System.

In 14 August 1995, KTM Berhad created history in the railway development in Malaysia by introducing the first Electric Commuter Rail Service for residents in and around Klang Valley. KTM implemented the self-service user-friendly ticket vending machine for the dispensing of the commuter tickets by representing ASCOM Autelca of Switzerland, the market leader in Automatic Fare Collection Systems.

Expansion of Branch Network

In 1977, KTM started on its plan to set up branches in all major towns and cities. Subsequently, branches were set up as shown:

<table>
<thead>
<tr>
<th>Year of Establishment</th>
<th>City/ Town</th>
<th>Year of Establishment</th>
<th>City/ Town</th>
</tr>
</thead>
<tbody>
<tr>
<td>1977</td>
<td>Kota Kinabalu</td>
<td>1989</td>
<td>Kota Bharu</td>
</tr>
<tr>
<td></td>
<td>Kuching</td>
<td>1990</td>
<td>Kuala Lumpur (2 offices)</td>
</tr>
<tr>
<td></td>
<td>Georgetown</td>
<td>1991</td>
<td>Seremban</td>
</tr>
<tr>
<td></td>
<td>Kuala Terengganu</td>
<td>1993</td>
<td>Sandakan</td>
</tr>
<tr>
<td></td>
<td>Ipoh</td>
<td>1994</td>
<td>Kuala Lumpur</td>
</tr>
<tr>
<td></td>
<td>Johor Bahru</td>
<td></td>
<td>Labuan</td>
</tr>
<tr>
<td></td>
<td>Kuantan</td>
<td></td>
<td>Tawau</td>
</tr>
<tr>
<td></td>
<td>Melaka</td>
<td></td>
<td>Miri</td>
</tr>
<tr>
<td></td>
<td>Alor Star</td>
<td></td>
<td>Bintulu</td>
</tr>
<tr>
<td>1988</td>
<td>Sibu</td>
<td></td>
<td>Segamat</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1995</td>
<td>Mentakab</td>
</tr>
</tbody>
</table>

The expansion of branch operations is the key to providing excellent after sales support and services to its customers nationwide. Customers throughout the country are thus able to enjoy consistent, quality and effective maintenance service and support. KTM's customers comprise MNCs, government agencies, financial institutions, oil and gas companies, utilities and manufacturing organisations.

In tandem with the rapid development in states like Pulau Pinang, Johor, Melaka, Pahang, Sabah and Sarawak, many branches have now been upgraded to full-fledged operations with dedicated teams of sales and marketing personnel, technical support, service engineers and administrative staff. The full fledged branches and their year of upgrading into a full fledged branch are as follows: Georgetown (1991), Ipoh (1992), Johor Bahru (1992), Kota Kinabalu (1992), Melaka (1994), Kuantan (1995) Seremban (1996) and Labuan (1997).

To date, KTM has managed an efficient and dynamic network on 22 branches in strategic locations enabling the delivery of better value in terms of customers' IT needs, products, solutions and services.

Achieving the objective of having one of the largest network in Malaysia is the most significant task of KTM in its expansion programme. This strategic plan is to take advantage of the vibrant growth potential not only at the Klang Valley but throughout Malaysia. KTM's rapid growth and development has borne fruits and they will provide additional impetus to KTM's progress in years ahead. Moreover, these branches can serve as springboards into other retailing activities and as distribution outlets.
Organisation Chart (FEB 1998)