

Universal Connections, suite of customizable and scalable services provide your business with infrastructure solutions using the right people, processes and tools to make your technology and communications initiatives a success.

infrastructure SOLUTIONS

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UNIVERSAL CONNECTIONS' DIVERSITY MOTTO

" Your System Integrator & Business Solutions Partner "

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Part innovative, Part strategy, 100% solutions.

CONSULTING SERVICES



MAXIMIZE YOUR TECHNOLOGY INVESTMENTS

IT and communications infrastructure is the backbone of business. In fact, infrastructure affects just about every aspect of business – manufacturing, sales and marketing, distribution, customer service, finance – and is a critical factor in determining future success.

At Universal Connections, we understand and we've worked with companies of all sizes in a variety of industries to plan, design and build the infrastructure needed to be successful. From front-end functionality to the nuts and bolts of IT networks and infrastructure, Universal Connections provides consulting solutions based on clients' unique business objectives.

By leveraging our diverse enterprise network experience and structured consulting methodologies, we can rapidly evaluate, plan and implement a cost-effective solution for your critical infrastructure. We can address all your infrastructure lifecycle elements – assessment, strategy, architecture, design, planning and implementation – to develop an infrastructure that supports your business.

As a Microsoft Certified Partner, we have developed comprehensive consulting services for *Microsoft® Integrated Technologies* including the Windows® operating systems, Active Directory™, as well as Microsoft Exchange and Systems Management Server products.

Our *Help Desk Technologies* consulting services provide clients with reliable, knowledgeable and high-quality services to design, implement and manage internal technical support. Universal Connections offers customizable solutions for your support needs including our proprietary and successful Unicon Outsourcing Program, as well as consulting and maintenance for the LAN/WAN® servers and peripherals and IT related Technical Service such as printers and desktop PCs

Like you, we treat IT projects as the investments they really are. Universal Connections will help to turn your IT infrastructure into the critical component necessary to achieve success, now and in the future.

SUPPORT SERVICES



Time and again, we react positively to change.

SUPPORT YOUR IT INNOVATIONS

With innovation constantly altering the technology landscape, it's a challenge to keep pace with the many new upgrades, updates and products that arrive every day. Where do employees seek help? How do you maintain productivity in the face of change? Who can you trust with your infrastructure? You'll need a partner with in-depth technical expertise, the ability to be flexible and a strong spirit of openness. Businesses today need a partner who works with them, a company that takes into account their changing needs.

At Universal Connections, we analyse your business problems and craft an outsourcing solution that addresses your needs. Universal Connections' Support Services give our clients peace-of-mind and the luxury of world-class management services housed at either Universal Connections' state-of-the-art Enterprise Support Center (ESC) or at our clients' locations.

Our *Consolidated Service Desk (CSD)* provides clients with 24/7 telephone and Web-based support, a single point-of-contact for resolution, escalation and notification of computer systems problems. Using leading software tools, help desk staff proactively address problems and resolve calls quickly.

Managed from a Universal Connections' engineer, our *Desk Side Support* services seamlessly integrate IT maintenance technicians into clients' office environments to support desktop, laptop, peripheral equipment, software and install, move, add and change (IMAC) services.

Trust Universal Connections to provide the peace-of-mind and support your company needs through all the changes of innovation.

TELECOMMUNICATIONS SERVICES

When it comes to telecommunications, we pull out all the stops to provide you with nationally delivered, first-rate, managed telecommunications services. Universal Connections, a dynamic and potential system integrator and reputable service implementor of turnkey solutions with more than 2 years experience in the telecommunications industry. We bring consistently high quality, on-time deliverables and world-class customer service to our clients' telecommunications projects.



PO&I
SOLUTIONS

We keep
the circles of
communications
rolling.

WHAT WE DO AT PO&I

We provide managed and systematic telecommunications services primarily focused on *Planning, Organizing, Implementation and testing*, (which including staging and delivery) for communications and related networks and infrastructure in four primary areas:

- *Customer Premise*
- *Central Office Installation*
- *Remote branch deployment*
- *Outside Plant*

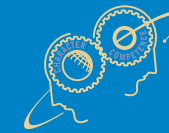
As an industry leading one-stop solutions supplier of telecommunications to small, medium and enterprise organizations, we provide you with a high caliber team of professionals, high-quality management and supervision, a superior performance record and value-added services and products, leaving you with time to focus on your core business needs.

We are committed to helping you apply better communications technologies to solve business problems and achieve a better return for your telecommunications investments.



A COMPANY BUILT ON CHARACTER AND COMPETENCE

At TEKsystems, we take words like perseverance, character, competence, collaboration and excellence very seriously, as they're at the core of our business values. Our philosophies are extremely important to us, and our company prospers because of our culture of teamwork, diversity and dedication.



Great works
are performed not
by strength, but by
perseverance.

UNIVERSAL
CONNECTIONS
ADVANTAGE

WHY USE UNIVERSAL CONNECTIONS?

We stand behind our values each and every day to consistently deliver first-class client services. It's what we call the *Universal Connections Advantage*. Some of the many ways we strive for service excellence include:

- *Many Years of Experience and Proven Processes* – With our many years' experience, proven methodologies and state-of-the-art tools, we ensure that our clients' needs are met with every single engagement.
- *Partnerships and Alliances* – Universal Connections is focused on providing current IT and communications solutions that fit clients' needs. We partner with a number of technology companies to ensure the best possible solutions for your situation. Our partners include:
 - Microsoft®
 - Cisco®
 - 3Com™
 - Hewlett-Packard®
 - IBM®
 - APC®
 - Veritas®
 - Symantec®
 - Intel®
 - Network Associates®
 - Compaq®
- *Professional Sales and Delivery Support* – Universal Connections has offices strategically located throughout the central of Johor Bahru. With certified technical engineer and consultants in the areas our clients seek expertise, we make possible to delivery resources available in your local market.

Universal Connections provide a full suite of technology services that combine quality people, steadfast values and our exceptional and customized level of service.

Staffing Solutions

Helping you get the right people in the right job, right now.



ADDITIONAL SERVICES

In today's business environment, where information technology is changing at a relentless pace, IT departments are faced with seemingly impossible demands and deadlines. More than ever before, businesses need the right people in the right job, right now.

As the nation's leading provider of innovative IT and communications staffing solutions, we know there's no steady state when it comes to business. Rather than make the time and dollar investments in staffing using internal resources, forward-thinking firms are turning to us for contract employees.

We help businesses build their IT, communications and network systems to meet the demands of today's business challenges. Our organization fulfills the needs of thousands of clients every day by matching the industry's most talented IT and communications professionals with companies who need their assistance. Through our comprehensive services, we can provide stability and strength to your business so you can focus on your core competencies.

Application Solutions

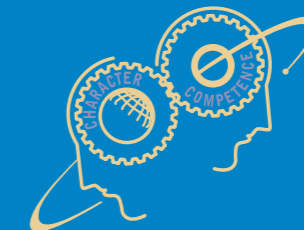
Customizing business success.

Our technical expertise in custom application development combined with our specialties in knowledge management, Web-enabled solutions and strategic IT consulting make us a solid partner to meet your unique business and IT needs.

When you partner with Universal Connections eSolutions you get robust, cost effective and high-quality solutions and a partner with the expertise to make your initiatives a success.



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