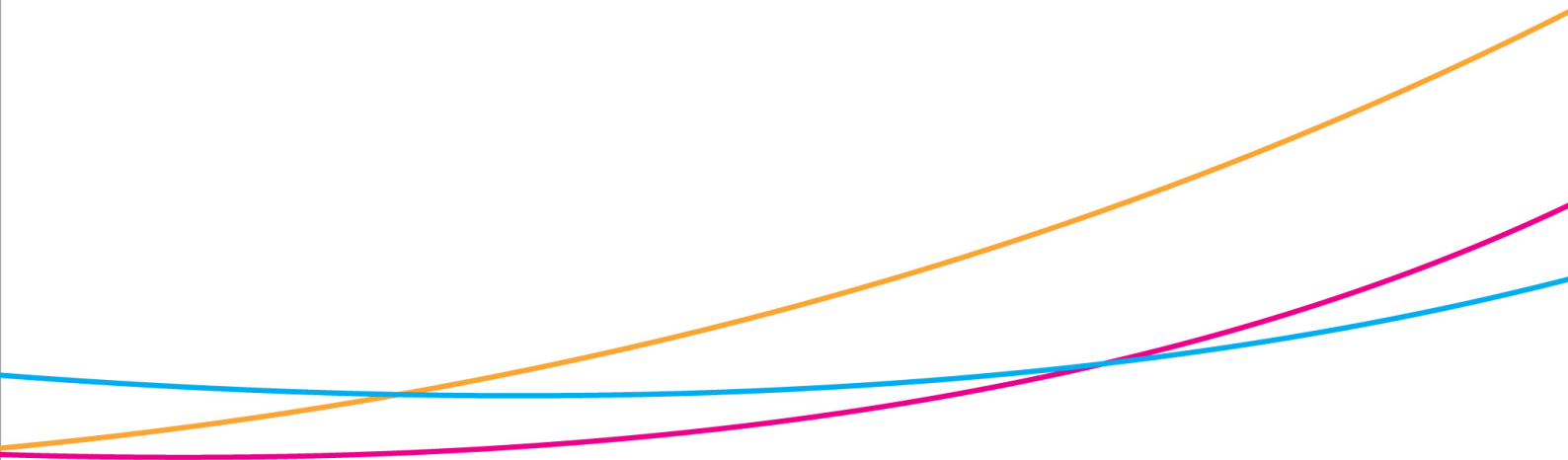# REDtone

The Leading Integrated Telecommunications and Digital Infrastructure Services Provider

REDtone

GROWING FROM STRENGTH TO STRENGTH

From humble beginnings, REDtone has grown to become a leading provider of integrated telecommunications and digital infrastructure services for organisations. One of the most respected and well-known homegrown brands in Malaysia, the company boasts an ever-expanding range of offerings, wide service network and dedicated workforce of more than 350. Engineers as well as R&D, technical and customer service personnel make up half of our skilled staff.

A PROMISE OF EXCELLENCE

"Flexibility", "Value" and "Dependability" are the three simple yet powerful words that set out our promise to all stakeholders, underscoring a steadfast commitment to delivering reliable services with the utmost professionalism. These virtues are embedded in our long-term growth strategy that revolves around the core businesses of Telecommunications Services, Managed Telecommunications Network Services and Industry Digital Services.

OUR BACKGROUND

- Our founding company, REDtone Telecommunications Sdn Bhd (previously known as VMS Technology Sdn Bhd), was established in 1996.
- REDtone International Bhd was incorporated in 2002 and has been a Berjaya Corporation Bhd subsidiary since 2015. It was listed on the Malaysian Stock Exchange's MESDAQ, now known as the ACE market, in January 2004.
- A pioneer Multimedia Super Corridor (MSC)-status company, REDtone holds licenses for Network Facilities Provider (NFP), Network Services Provider (NSP), Applications Services Provider (ASP), LTE (4G), WiMAX and Satellite services.
- We were the first MSC-status company in Malaysia to be awarded R&D grants under the Multimedia Super Corridor Research and Development Grant Scheme in 1998 and 2001.

YOU CAN COUNT ON US TO DELIVER

Customer delight has always been of paramount importance to us at REDtone. Our commitment to service excellence is reflected in an ever-growing list of satisfied customers.

- To date, we have served more than 15,000 corporate customers, ranging from conglomerates, multinationals and public-listed companies to SMEs and government-linked corporations (GLCs).
- We are committed to nation building and have leveraged our telco engineering and technological expertise to facilitate connectivity across the country, especially in rural areas. To this end, we have successfully implemented large-scale projects for numerous government agencies and have also been instrumental in the successful rollout of government-initiated projects like Kampung Tanpa Wayar (KTW), Time-3 (T3), Pusat Internet Malaysia (PiM), and other Universal Service Provision (USP) initiatives.
- REDtone is the No. 1 WiFi infrastructure builder and operator in Malaysia, and has successfully built and managed thousands of WiFi hotspots nationwide. Our WiFi track record also includes tenures as the official ICT/WiFi provider for several major international and local events.

CUTTING-EDGE SOLUTIONS THAT DRIVE BUSINESS VALUE

TELECOMMUNICATIONS SERVICES

Broadband and Corporate Internet

Widely acknowledged as the broadband and data specialist for organisations, REDtone is the only service provider in the industry with a unique suite of last-mile technologies such as Wireless Point-To-Point, Metro E, Fibre, Satellite, LTE (4G), ADSL, WiMAX and Microwave. From IPVPN, leased lines to customised solutions, our extensive suite of leading-edge solutions provide secured and scalable connectivity to our customers.

Managed Services

Our comprehensive portfolio of managed services that meet the evolving IT and network needs of organisations today includes:

- Software-Defined Wide Area Network (SD-WAN)

  Helps simplify the WAN environment for organisations by establishing a unified network plane across disparate networks and providing a central hosted solution for WAN management. This gives businesses better visibility and control over their network performance, bandwidth and security in addition to allowing them to respond dynamically to new business challenges.

- Cyber Security

  Offers comprehensive protection against the most challenging distributed denial-of-service (DDoS) attacks; our advanced cloud-based solutions which have been purpose-built to provide enterprises across industries with reliable, cost-effective and scalable DDoS mitigation services comprise DDoS Protection and Clean Pipe services.

- Enterprise WiFi-as-a-Service

  A full suite of enterprise-grade managed WiFi solutions that includes WLAN configuration, network implementation, hardware and software management, as well as operation and maintenance.

Voice

REDtone is the No. 1 corporate voice provider in Malaysia, and a three-time recipient of the Frost & Sullivan "Alternative Voice Service Provider of the Year" award. Designed specifically for business customers, our voice offerings comprise:

- SIP Trunking

  Provides high voice quality and clarity while eliminating the need to invest in extra gateways or trunk cards. Highly scalable without the hassle of network planning as voice trunks in new sites can be added easily.

- Cloud PBX

  Fully virtualised, coupled with an advanced unified communications feature set. Frees users from the hassle of owning and maintaining an on-premise solution.

- SIPhony

  An enterprise-grade, self-managed virtual phone system designed specifically for SMEs and small businesses. A prepaid model, with no contract tied to it.

- Discounted Call Services

  Offer attractive rates for IDD, STD and mobile calls. Our PSTN network is constantly being improved and upgraded to deliver the best service quality to our customers.

MANAGED TELECOMMUNICATIONS NETWORK SERVICES

Our services in this business segment include building, maintaining and operating large-scale WiFi hotspots, cellular base stations and fibre infrastructure.

WiFi Solutions

As the leading WiFi builder and operator in Malaysia, REDtone has vast experience in site acquisitions as well as the design, planning and implementation of large-scale WiFi projects, including metropolitan hubs, townships, shopping malls, hotels, educational institutions and other commercial buildings.

Telco Engineering Services

We possess the expertise and know-how to design, build, operate and maintain telco engineering infrastructure. Our skill set includes large project management; network design, implementation and rollout; system integration; radio network planning and optimisation; conducting interoperability tests, acceptance tests and site tests; network and site documentation; 2G/3G e-Note B site design and deployment; Fibrerisation; and civil material engineering work.

Additionally, REDtone is the largest third-party neutral MORAN (Multi-Operator Radio Access Network) operator in Malaysia.

INDUSTRY DIGITAL SERVICES

Cloud Services

The largest B2B cloud platform in Malaysia, REDtone *flexi*Cloud offers comprehensive, scalable, flexible and cost-effective solutions that help businesses align their IT infrastructure with their overall business strategy and objectives. Whether it is managing enterprise applications and computing or securing networks, there is a *flexi*Cloud solution to match every business need.

Virtual Reality (VR) Solutions

REDtone *flexi*Craft is a complete VR platform that enables businesses to digitise their physical spaces and assets to create an immersive interactive virtual walkthrough which can also be integrated with an ecommerce platform. It delivers a truly revolutionary online experience to boost sales conversion. With offerings that include VR Store, VR showroom and VR event, *flexi*Craft has the potential to drive more visitors as well as higher sales and conversions than photos or even videos. A great way to generate more traffic, engagement and leads for businesses, *flexi*Craft helps smoothen the sales process and improve closing rates.

Data Centre & Disaster Recovery Services

Our wide spectrum of ICT-as-a-Service, Business Continuity Services and Professional Advisory Services enables enterprises to operate, compete and transform more effectively in a challenging business environment.

Internet of Things (IoT)

- REDtone Smart Farming

  REDtone Smart Farming is an integrated IoT platform that allows farmers to leverage sensors, smart gateways and monitoring systems to collect information, control various parameters on their farms and analyse real-time data in order to make informed decisions. It focus on three key areas i.e. remote monitoring, automation and remote control. REDtone Smart Farming allows farmers to achieve higher and better crop yield while reducing resources and operating costs.

  REDtone was named "Best Industrial Provider for the Agriculture Sector" at the prestigious MSC Malaysia APICTA Awards 2019.

Healthcare Solutions

REDtone healthcare solutions facilitate a total web-based medical imaging platform which is used to build Teleradiology Exchanges. This platform allows radiologists to read 2D and 3D CT scans and MRI images losslessly in real-time over mobile networks to provide 24-hour, onsite and offsite radiology reporting services. These solutions are now also available to clients outside Malaysia as our telehealth division has successfully made inroads into the overseas market.

Over the years, we have won 39 awards in a wide range of categories, such as technology, innovation, leadership and finance. So you can be sure that our products and services meet and surpass the highest quality standards in the industry.

2019
Global AgriTech Awards
• Best Smart Farming Technology

2019, 2016, 2001
APICTA Asia Pacific ICT Awards
• Industrial: Agriculture (2019)
• Best of e-Government & Public Sector, Merit Award (2016)
• Best of Communications Applications (2001)

2019
CSR Malaysia Awards
• Integrated Telecommunications

2019
ASIA Responsible Enterprise Awards (AREA)
• Social Empowerment category

2018
International Finance Awards
• The Most Innovative Telecom Company

2017
APAC CIO Advisor
• Top 25 APAC Cyber Security Solutions Providers

2016 - 2017
The BrandLaureate BestBrands Awards
• Corporate Branding - Best Brands in Telecommunications - Integrated Services Provider

2016
APAC CIO Outlook
• 25 Most Promising Telecom Solution Providers

2016
Frost & Sullivan Award
• Malaysia Innovative Smart City Solution Provider of the Year

2016
Malaysia Cyber Security Awards
• Malaysia Cyber Security Project of The Year

2014
APEA Asia Pacific Entrepreneurship Awards, Malaysia
• Outstanding Entrepreneurship Award

2013
PIKOM ICT Leadership Awards
• Member Excellence Awards

2010
MDEC Achievement Excellent Award
• MSC Malaysia R&D Grant Scheme Top Performer RMK-7 & RMK-8

2010, 2006, 2005
• SMI Recognition Award Series

2009, 2007, 2005
Frost & Sullivan Award
• Alternative Voice Service Provider of the Year

2008
Malaysia Canada Business Council
• Business Excellence Award (Gold Award)

2008
5th MCBC Business Excellence Award
• Industry Excellence For Science & Technology

2005
AsiaMoney Awards
• Best Managed Companies
• Best Small Caps

2005
OSK
• Top 100 Malaysian Small Cap Companies

2005, 2004, 2003, 2002
Deloitte Touche Tohmatsu
• Asia Pacific Technology Fast 500

2004
Asia's Best Companies
• Best Small Capital category

2003, 2002, 2000
SMIDEC
• Enterprise 50 Awards

2000, 1999
APMITTA
• Best of The Best Prime Minister's Award (1999)
• Best of the Industrial Commercial Products Award (1999)
• Best of Value-added Communications Technologies, Merit Award (2000)

1998
• The Best Of Teleconnect Computer Telephony Expo, New York

1997
• PIKOM-Computimes "Best IT System"