SYSCOM COMPUTER ENGINEERING CO.

Best System Integration Company
for Business Competitiveness

2025.3.31

Disclaimer

The presentation and discussion contain certain forward-looking statements with respect to the results of operation, financial condition and current expectation.

The forward-looking statements are subject to known and unknown uncertainties and risks that could cause actual results to differ materially from those expressed or implied by such statements. Such risks and uncertainties include but are not limited to the impact of competitive products and pricing, timely project acceptance by our customers, timely introduction of new technologies, ability to ramp new needs into products, financial stability in end markets, and other risks that Syscom can not control.

The forward-looking statements in this release reflect the current belief of Syscom as of the date of this release and Syscom undertakes no obligation to update these forward-looking statements for events or circumstances that occur subsequent to such date.

Outline

- **About Syscom**

- **Market and Business Outline**

- **Business Achievement**

- **Vision**

- **ESG Sustainable Development**

- **Q&A**

About Syscom

- **Established:** 1975
- **IPO   :** 2001
- **Business Scope:**
    - System Integration & Professional Services
    - IT Consulting & Training
    - Software & Hardware Sales and Service
    - E-Commerce & Information Security Services
    - Network & Wireless Design & Construction
    - R&D for Smart Service-based Robot, AYUDA
    - Artificial Intelligence Services
    - Cloud Application & Services
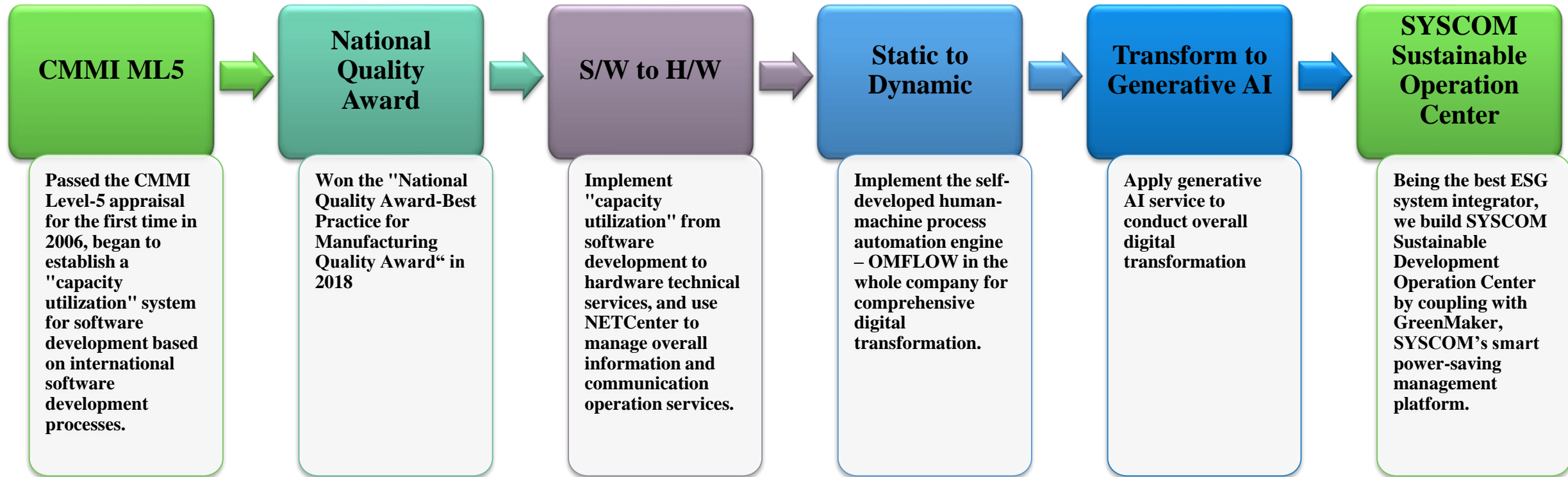   - Solutions for ESG sustainable development

    Finance, Telecom, Public Sector/ Defense, Healthcare, Transportation, Manufacturing, Education , Retail

- **Customer Domains:**

Achievements and Awards

- "Comprehensive cyber Security monitoring and management solutions" awarded "System Integration Export Award" by Taiwan Smart City Solution Alliance (2025)
- Won the "ITS Taiwan Awards 2024" by ITS of Taiwan (2024) for the "Suhua Highway Corridor - Longitudinal line Anti-congestion Intelligent Traffic Management System"
- The 27th National Quality Award-BEST PRACTICE AWARD FOR INDUSTRIAL SUPPORT(2024)
- Self-developed Syscom Computer Products Win the "Taiwan Excellence Award" .
  - OMFLOW(2023-2025)
  - Smart Service Robot Ayuda (2021 Silver Award /2023/ 2024 Silver Award/2025)
  - NETCenter(2021-2023/2025)
  - DBMaker (2013-2015/2017/2020-2023/2025)
- Wins the first place of "Service Innovation Award" of the Ministry of Communications' "5G-driven Intelligent Transportation Technology, Service Innovation and Industrial Development Program" (2022/2024)
- Honored with "Information Security Management Excellence Award" by SGS (2020)
- The only information service provider listed in the 50th Anniversary Book of the Industrial Development Bureau of the Ministry of Economic Affairs (2020)
- SYSCOM wins the 25th National Quality Award - BEST PRACTICE AWARD FOR MANUFACTURING QUALITY(2018)
- SYSCOM's robot Ayuda awarded "System Integration Export Award" by Taiwan Smart City Solution Alliance (2018)
- SYSCOM's robot Ayuda Wins "2017 Cloud IOT Innovation Champion Award" with its smart robot platform (2017)
- "Dedicated Enterprise Cloud Hosting Services – Pracla" Given "2016 Cloud Service Award" by Industrial Development Bureau, Ministry of Economic Affairs (2016)
- Wins the 2nd annual Taiwan Mittelstand Award (2014)
- Given "Taiwan ICT Best Practice Award" in Asia Pacific ICT Summit (2010)
- Honored with "Best Partner of Information Security" by BSI (2006)

- Passes the certification of "CNS 27001:2014" (2023-2025) and "ISO/IEC 27001:2013" (Applicability version 5: 2023-2025).
- Passes the certification of " ISO/IEC 20000-1:2018 " (2023-2026)
- Passes the certification of "ISO/ISE27701:2019 "(2023-2025)
- Passes the appraisal of "CMMI-DEV v1.3 Maturity Level 3" (2023)
- Passes the certification of "BS 10012:2017"(2022-2025)
- Passes the appraisal of "CMMI-DEV v1.2 Maturity Level 5" (2011)
- SYSCOM is the first Taiwanese company passing the globally top level software quality appraisal "CMMI-Maturity Level 5"(2006)
- Honored with "Best Partner of Information Security" by BSI (2006)
- Passes the certification of "ISO 9001:2000" (2003) and ISO 9001:1994" (2000)
- Passes the certification of "ISO 9002:1994" (1999) and ISO 9002(1996)

Pursue sustainability, excellence and evolution

- **Winning the award is an affirmation and the driving force for comprehensive optimization**
- **Leverage information systems and GenAI to achieve comprehensive digital transformation**

CMMI ML5	National Quality Award	S/W to H/W	Static to Dynamic	Transform to Generative AI	SYSCOM Sustainable Operation Center
Passed the CMMI Level-5 appraisal for the first time in 2006, began to establish a "capacity utilization" system for software development based on international software development processes.	Won the "National Quality Award-Best Practice for Manufacturing Quality Award" in 2018	Implement "capacity utilization" from software development to hardware technical services, and use NETCenter to manage overall information and communication operation services.	Implement the self-developed human-machine process automation engine – OMFLOW in the whole company for comprehensive digital transformation.	Apply generative AI service to conduct overall digital transformation	Being the best ESG system integrator, we build SYSCOM Sustainable Development Operation Center by coupling with GreenMaker, SYSCOM's smart power-saving management platform.

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Quality Excellence Persistence:
Won "National Quality Award" Twice

Honored with

The 27th National Quality Award-
Best Practice Award for Industrial Support

The 25th National Quality Award-
Best Practice Award for Manufacturing Quality

SYSCOM-developed products won 2025 Taiwan Excellence Award again

4 SYSCOM-developed products won 2025 Taiwan Excellence Award: DBMaker Database, OMFLOW Process Automation Engine, NETCenter IT monitoring and management center, and Ayuda Smart service robot.

System Integration Export Award 2025

Provide a comprehensive information security integration service platform, including the IT Infrastructure real-time management platform (NETCenter) and the intelligent information security integration platform (Diamond Guard) independently developed by SYSCOM, to meet customers' information security monitoring, management and event response in different IT/IOT/OT fields.

2025 Innovation and Application Award

The "WebHR_GPT Generative AI Human Resources Regulations Query System" developed by SYSCOM for the Human Resources Administration Office won the "2025 Smart City Innovation Application Award."

Source: Chinatimes 2025/3/18

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2025 Top 10 Strategic Technology Trends

AI Imperatives and Risks	• **Agentic AI** • **AI Governance Platforms** • **Disinformation Security**
New Frontiers of Computing	• **Postquantum Cryptography** • **Ambient Invisible Intelligence** • **Energy-Efficient Computing** • **Hybrid Computing**
Human-machine Synergy	• **Spatial Computing** • **Polyfunctional Robots** • **Neurological Enhancement**
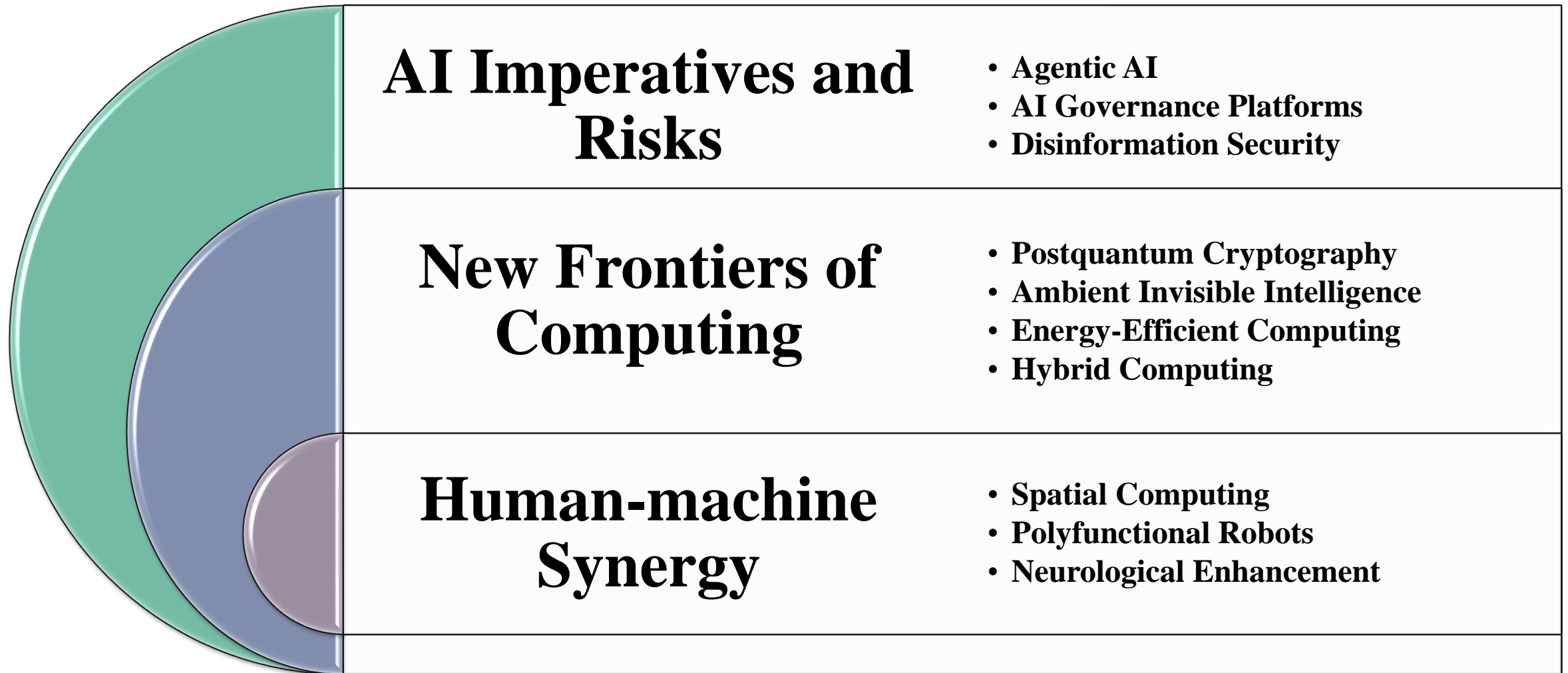
Source: Gartner

Expand service areas and applications

Integrate AI Infra and expand international cooperation to provide AI government, AI retail, intelligent healthcare, intelligent security, and various application services

Finance

- Risk Control & Management
- High-Frequency Trading
- Digital account online opening system
- Banking, Securities, Futures, Insurance Core Business Systems
- Payment System
- Wealth Management
- System Test & Performance Tuning
- Service-based Robot
- Financial Services Channel Integration Platform
- Smart & Integrated Information

Telecom

- Hybrid cloud
- Network management platform
- Network architecture
- SDDC planning and construction design
- IP Core, Network Convergence, Network
- Cloud Data Center
- Cross-Brand Network Management System
- Integrated Network Management & Monitoring Platform
- Information Security Planning & Design
- Brand Sales & Maintenance Service

Public Sector

- **Empower smart government**
- Cloud Services
- AI platform storage system planning and construction
- Service-based Robot
- Human Resource & Payroll Management System
- IT/OT Outsourcing Services
- E-Government Planning, Construction & Maintenance Services
- Information Security

Healthcare

- Long-term Care System
- Cloud Service
- Service-based Robot, Ayuda/Ayuda cute
- Hospital Information Systems (HIS)
- Dr. Rounds
- Women & Children Health Mobile Nursing System
- Health Care System
- Smart Wards
- Smart Care Platform

Transportation

- 5G integrated with AIoT applied to smart traffic control program
- ICT construction and maintenance services of Taoyuan Airport ICT system
- Real-time Integration, Automation, and Operations Environment
- Smart Transportation /Bus Terminal Information System
- ETC & traffic control system
- Highway Supervision Information System
- Ticket vending machine

Others

- Intelligent customer service
- eCommerce/Retail Cloud/Smart Recipes
- Integrated Cloud Computing Solution & Services
- Information Security Management System-Consulting, Planning and Implementation
- Energy Monitoring and Saving System)
- Service-based Robot, Ayuda
- Smart Sales, and Smart Security

Integrate leading products and cutting-edge technology
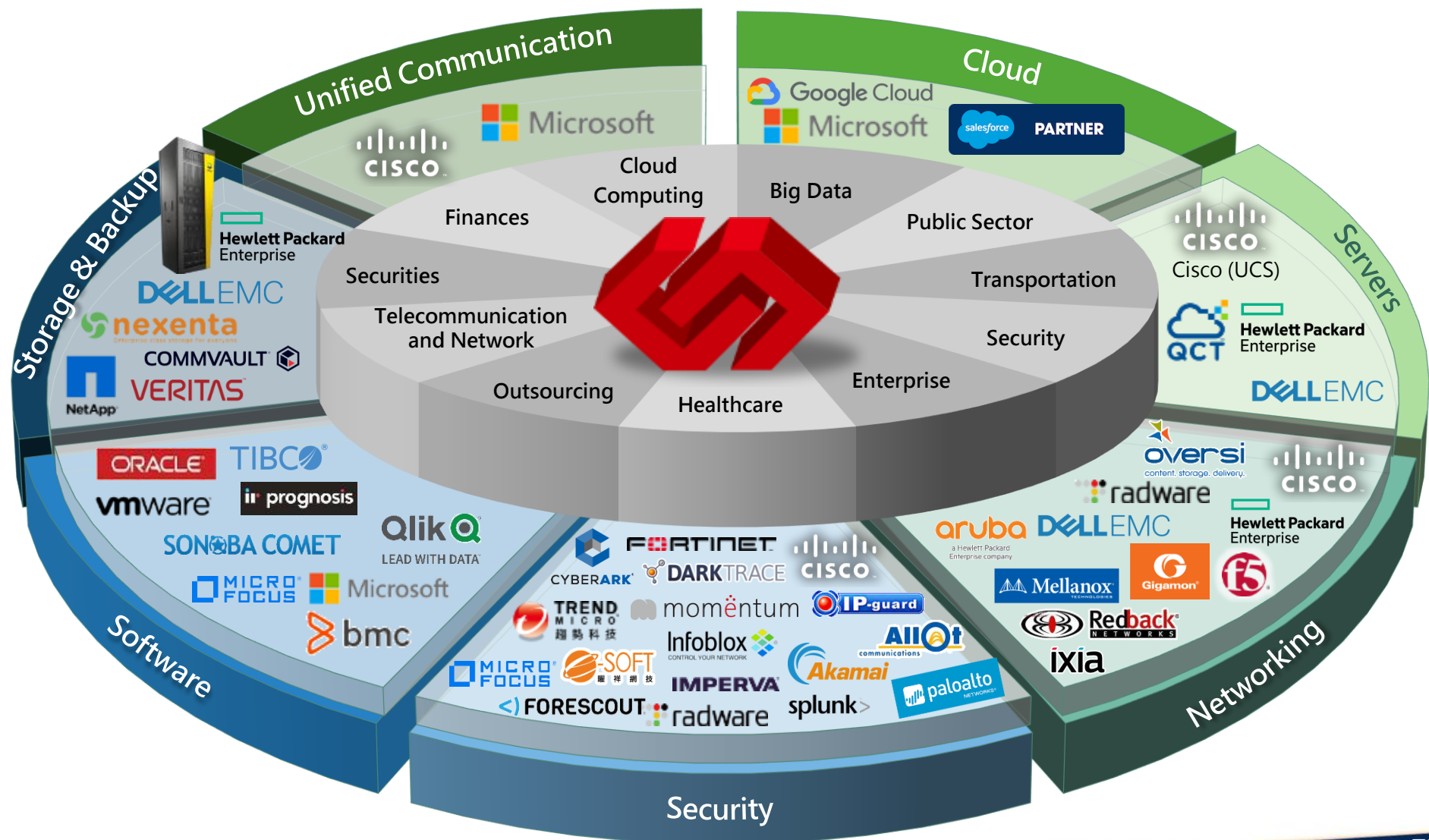
# Innovative Generative AI Application Examples

Strengthen "AI-enabled" to integrate innovative application results of generative AI, develop application cases in key fields, and enhance the competitive advantage and added value of large-scale system projects
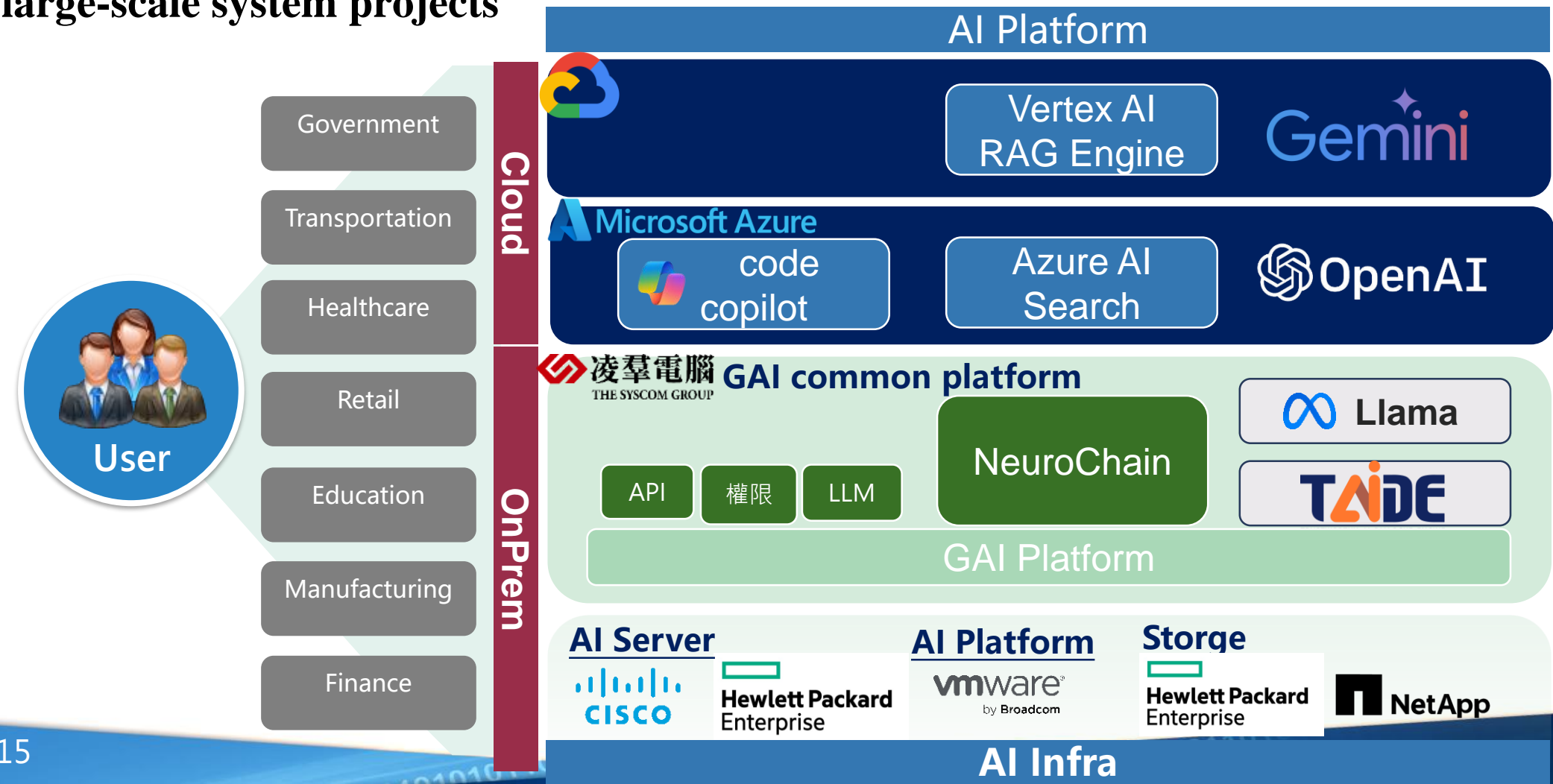
NETCenter
IT Infra Network Monitoring Management Center

- **Private brand, sold to major public sector and financial institutions**

- **Let IT managers fully control the operational and service status of server/network/database/application system**
  - Dashboard allows managers and related personnel to see clearly at a glance
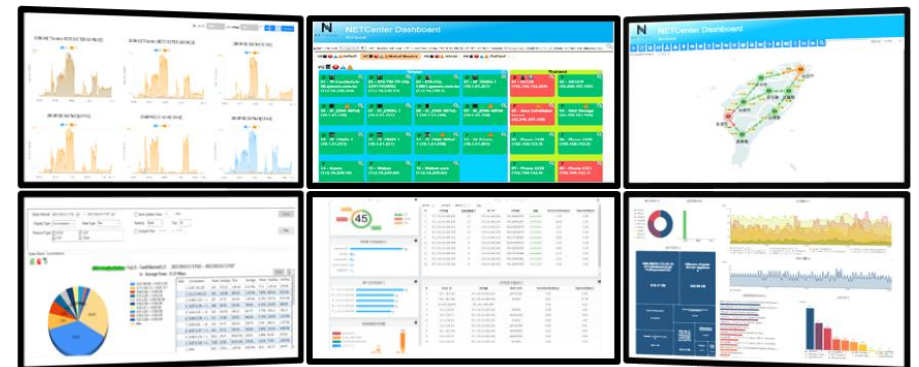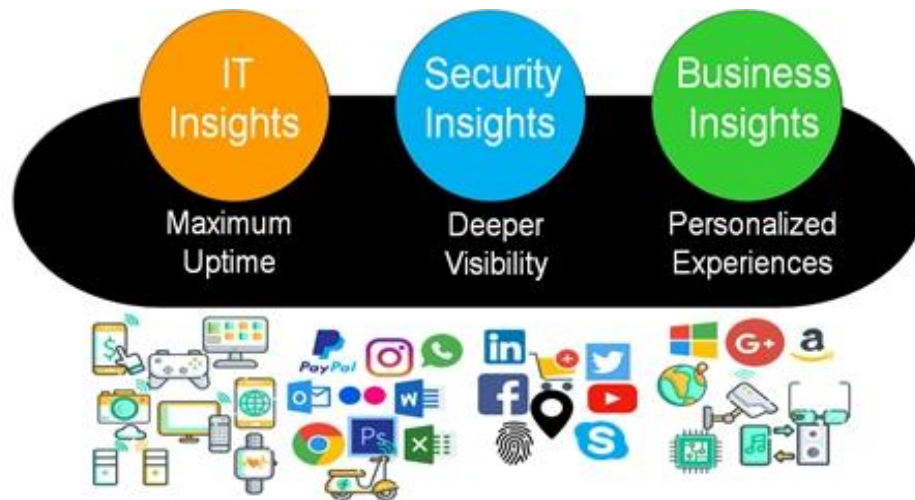
OMFLOW- Information Process Automation

- **Private brand, sold to major public sector and financial institutions**
- **Higher-degree integration of IT and human being - process information and mobile phones**
- **An excellent tool for enterprises to achieve "net-zero carbon emissions" and "environmental sustainability"**
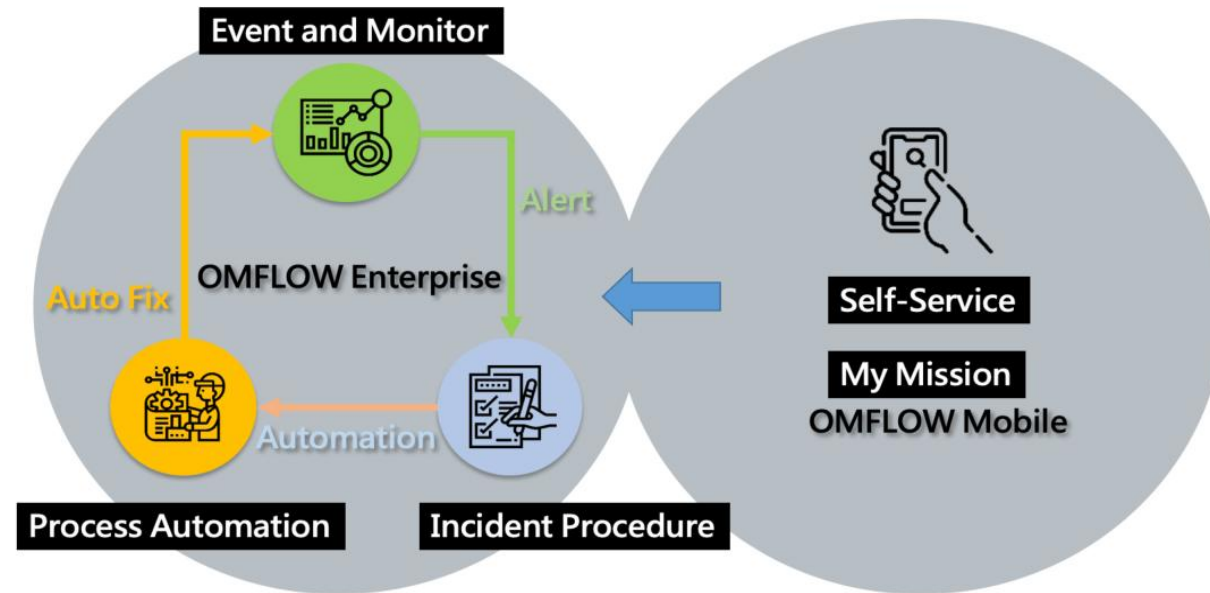
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2024 AIoT Show

- **Time: 2024/10/23-25**
- **Venue: Nangang Exhibition Hall 1**
- **Announced the AI Agent Project and collaborated with Inventec to launch smart home solutions**
- **Seven Themes Presented**
  - Smart Service
  - Smart Home
  - ESG Solutions
  - Smart Retail
  - Smart Security
  - Smart Healthcare
  - Digital Transformation

2024 Smart City Expo "Lead to AI+ Smart Future"

- **Time: 2024/3/18-21; Venue: Nangang Exhibition Hall 2**

- **Seven Themes Presented：**

  AI Infra, Smart SYSCOM, AI Government, AI Retail, Smart Healthcare, Smart Security, and International Corporation

- **"GenAI Leads to Smart Future" Forum held on March 19**

AI Government

- **The "WebHR_GPT Generative AI Human Resources Regulations Query System" developed by SYSCOM for the Human Resources Administration Office won the "2025 Smart City Innovation Application Award."**

- **Next-generation computer room construction**

- **Technology application in law enforcement - GAI common platform and intelligent image recognition**
  - AI knowledge application solutions designed specifically for enterprises, ensuring the accuracy of AI responses and supporting cloud and field deployment
  - AI intelligent image recognition technology integrated into smart transportation and urban monitoring systems to assist law enforcement to improve efficiency and safety

Smart Healthcare

- **Worked with Advantech to launch the "Smart Medication Solution medTRx"**
  - a one-stop solution integrating software and hardware, accelerating the intelligent management of medication, and ensuring the timeliness, accuracy and safety of medication dispensing and administration. Successfully selected as the "Digital Health Infrastructure Project" jointly promoted by the Information Office of the Ministry of Health and Welfare and the Industrial Technology Research Institute

- **Next-generation medical information system service project**

- **"SYSCOM Nursing AI"**

Smart Transportation

- ## Railway

  - Train and station information display system
  - Passenger Information System

- ## Highway

  - Smart traffic control system for Suhwa Highway
    - Wins the first place of "Service Innovation Award" of the Ministry of Communications' "5G-Driven Intelligent Transportation Technology, Service Innovation and Industrial Development Program, 2023-2024"
    - Won "ITS Taiwan Award 2024" by ITS
  - Intelligent surveillance information system

Smart Security

- "Comprehensive cyber Security monitoring and management solutions" awarded "System Integration Export Award" by Taiwan Smart City Solution Alliance (2025)

- Provide a comprehensive information security integration service platform, including the IT Infrastructure real-time management platform (NETCenter) and the intelligent information security integration platform (Diamond Guard), to meet customers' information security monitoring, management and event response in different IT/IOT/OT fields.
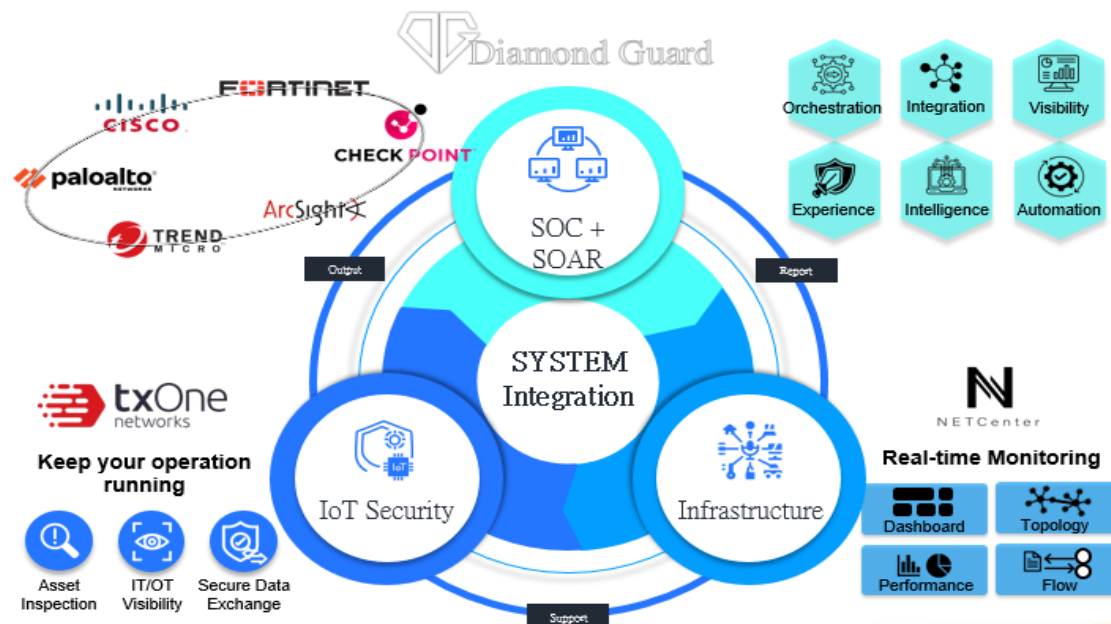
Business Achievements

BALANCE SHEET HIGHLIIGHTS (Consolidated）

(Unit：NT$ Thousand)

Item	December 31, 2024	%	December 31, 2023	%
Cash and cash equivalents	733,387	15%	884,494	18%
Contract assets-current	858,494	18%	483,322	10%
Notes and accounts receivable	1,160,046	24%	1,437,760	30%
Inventories	457,662	9%	473,593	10%
Investments	120,000	2%	100,884	2%
Property, plant and equipment	366,735	8%	362,728	8%
TOTAL ASSETS	4,879,530	100%	4,846,270	100%
Short term loan	176,651	4%	190,855	4%
Notes and accounts payable	1,249,019	26%	1,453,664	30%
TOTAL LIABILITIES	2,695,279	55%	2,728,966	56%
SHAREHOLDERS'EQUITY	2,184,251	45%	2,117,304	44%

Business Achievements

INCOME STATEMENT(Consolidated)

(Unit：NT$ Thousand)

Item	2024	%	2023	%	YoY
Net Operating Revenues	6,932,729	100%	6,383,820	100%	8.60%
Gross Profit	1,788,960	26%	1,660,878	26%	7.71%
Operating Expenses	1,474,074	22%	1,375,419	22%	7.17%
Operating Income	314,886	4%	285,459	4%	10.31%
Net Nonoperating Income and Expenses	55,536	1%	44,048	1%	26.08%
Net Income	304,683	4%	276,638	4%	10.14%
Net Income Attributable to the Shareholders of the Parent	306,397	4%	278,293	4%	10.10%
EPS(NTD)	3.06		2.78		10.10%

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Operating Strategy

AI-enabled applications help industry upgrade and transformation

Expand product and professional service sales to increase profits

Master advanced technology applications to transform the digital economy

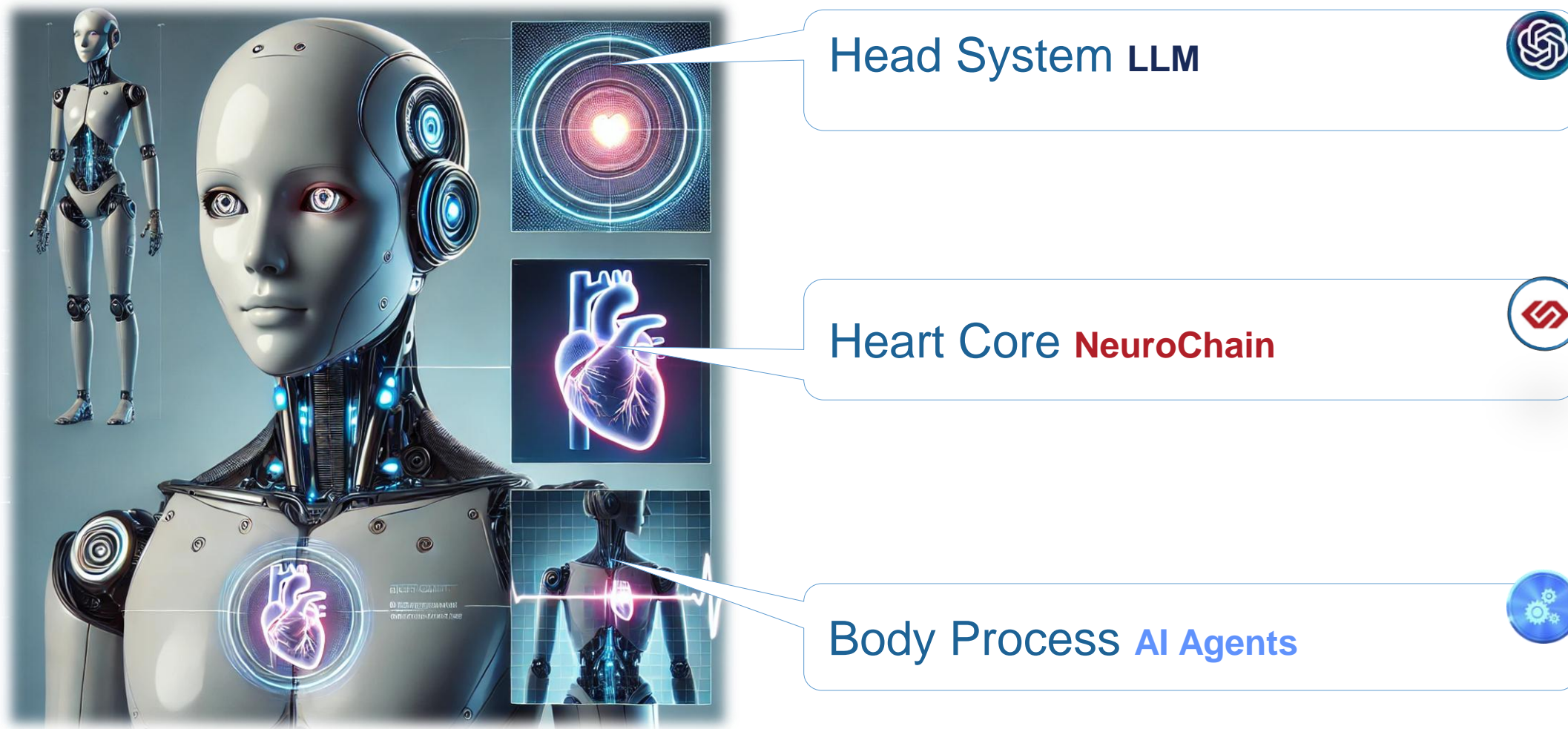Continue to promote the company's digital and sustainable dual-axis transformation

Go with the big software project to expand domestic and overseas markets

AI-enabled applications help industry upgrade and transformation

With AI-support capabilities, SYSCOM's intelligent service robot Ayuda was selected for the 2025 Navy Friendship Fleet tour in domestic islands and ocean. To implement President Lai's five industrial policies, the theme of the Panshi Ship Propaganda Hall is "Building Defense Resilience and Defending Maritime Security", showcasing the Navy's military preparations and the country's advanced technology, Taiwan's excellent products, humanities and arts, and tourism development achievements to the people of Taiwan, overseas Chinese, and friendly countries.

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SYSCOM's Core Technology of AI Agent

Head System **LLM**

Heart Core **NeuroChain**

Body Process **AI Agents**

Continue to promote the company's digital and sustainable dual-axis transformation

CMMI Level 3 Appraisal

CMMI Level 5 Appraisal

2018 National Quality Award

Capacity Utilization

SYSCOM Business Continuous Development Operation Center

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Go with the big software project to expand domestic and overseas markets

Aiming for Global

Moving to Asia

Standing in Taiwan

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ESG Sustainability

Environmental Sustainability	Social Prosperity	Corporate Governance
• Implement ISO 14064 – Greenhouse Gas Accounting and Verification standard	• Caring for the community and active in public welfare	• Strengthen risk management and control -balance mechanism
• Develop GreenMaker to monitor corporate energy-saving performance	• Increase cooperation opportunities between enterprises and academia. Actively sponsor scholarships to academic groups	• Protect the rights and interests of shareholders, and implement governance practices and integrity management
• Implement an environmental management system, continue to save energy, reduce carbon emissions and promote the use of resources	• Implement diversity in the workplace, gender equality, employee care, and safe workplace.	• Ensure legal compliance and information disclosure
• Compile procurement guidelines to increase green procurement year by year	• Build a sustainable supply chain	• Implement information security systems and strengthen information security protection
		• Encourage employees to innovate and protect intellectual property

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Thank you

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