

SYSCOM COMPUTER ENGINEERING CO.

**Best System Integration Company
for Business Competitiveness**

2026.3.31



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
- **Customer Domains:** Finance, Telecom, Public Sector/ Defense, Healthcare, Transportation, Manufacturing, Education , Retail

Achievements and Awards

- ◆ Self-developed Syscom Computer Products Win the "Taiwan Excellence Award" .
 - ◆ Smart Service Robot Ayuda (2021 Silver Award /2023/ 2024 Silver Award/2025-2026)
 - ◆ OMFLOW(2023-2025)
 - ◆ NETCenter(2021-2023/2025-2026)
 - ◆ DBMaker (2013-2015/2017/2020-2023/2025-2026)
- ◆ TASA awards recognition for contributions to the "TRITON Project (Formosat-7R)"
- ◆ Honored with "2025 IT Awards- Privacy & Personal Information Management Excellence Award" by SGS (2025)
- ◆ Honored with "Outstanding Partner Award" by Chunghwa Telecom (2025/01-2027/12)
- ◆ "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)
- ◆ 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)
- ◆ 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)
- ◆ Wins the 2nd annual Taiwan Mittelstand Award (2014)
- ◆ Passes the certification of "CNS 27001:2023" and "ISO/IEC 27001:2022"
- ◆ Passes the certification of "ISO/IEC 27701:2019"
- ◆ Passes the certification of "BS 10012:2017"
- ◆ Passes the certification of "ISO27017: 2015"
- ◆ Passes the certification of "ISO27018: 2019"
- ◆ Passes the certification of "ISO 14064-1:2018"
- ◆ 2024 ESG Report passes the verification of Third-Party SGS
- ◆ Passes the certification of " ISO/IEC 20000-1:2018" (2023-2026)
- ◆ Passes the appraisal of "CMMI-DEV v1.3 Maturity Level 3" (2023)
- ◆ 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)



Quality Excellence Persistence: Won “National Quality Award” Twice

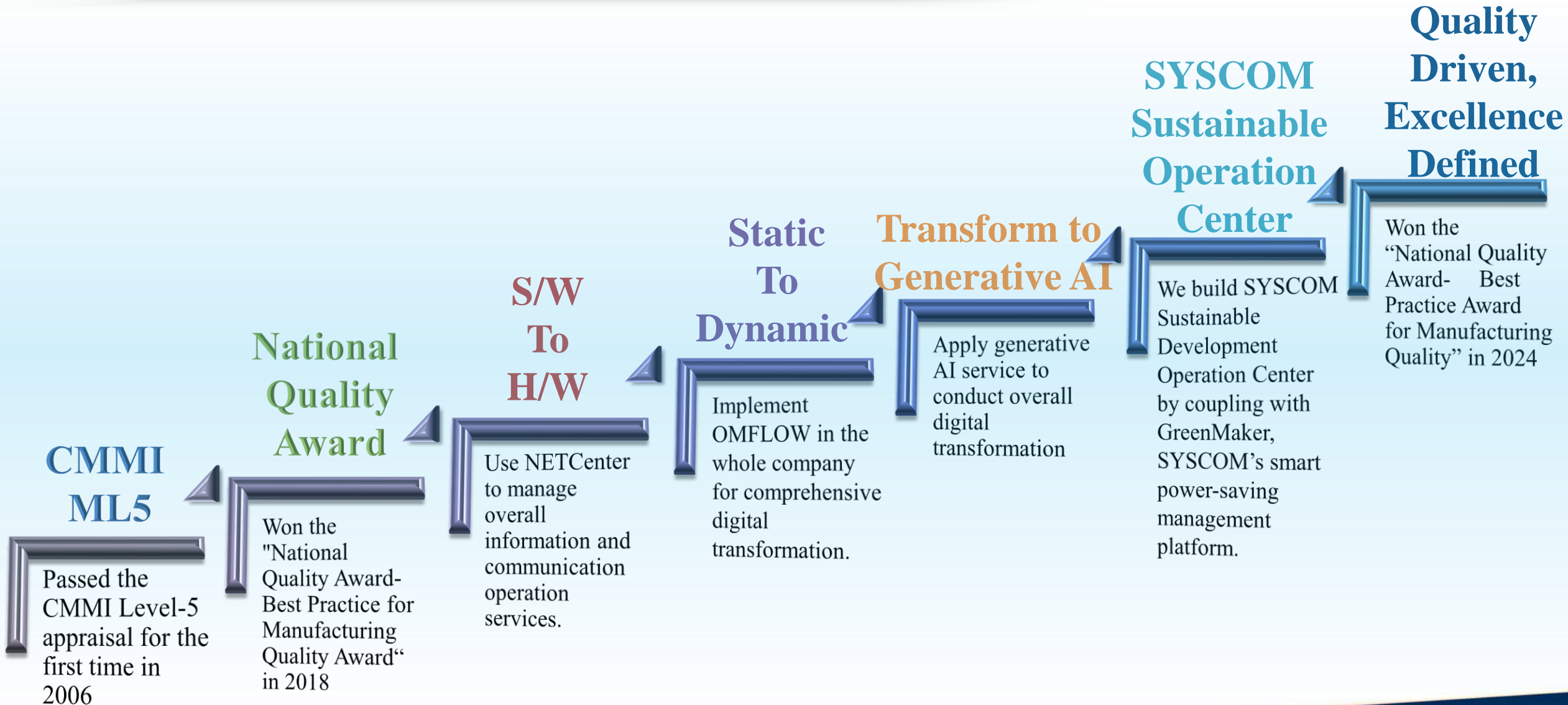


**The 27th National Quality Award-
Best Practice Award for Industrial
Support (2024)**

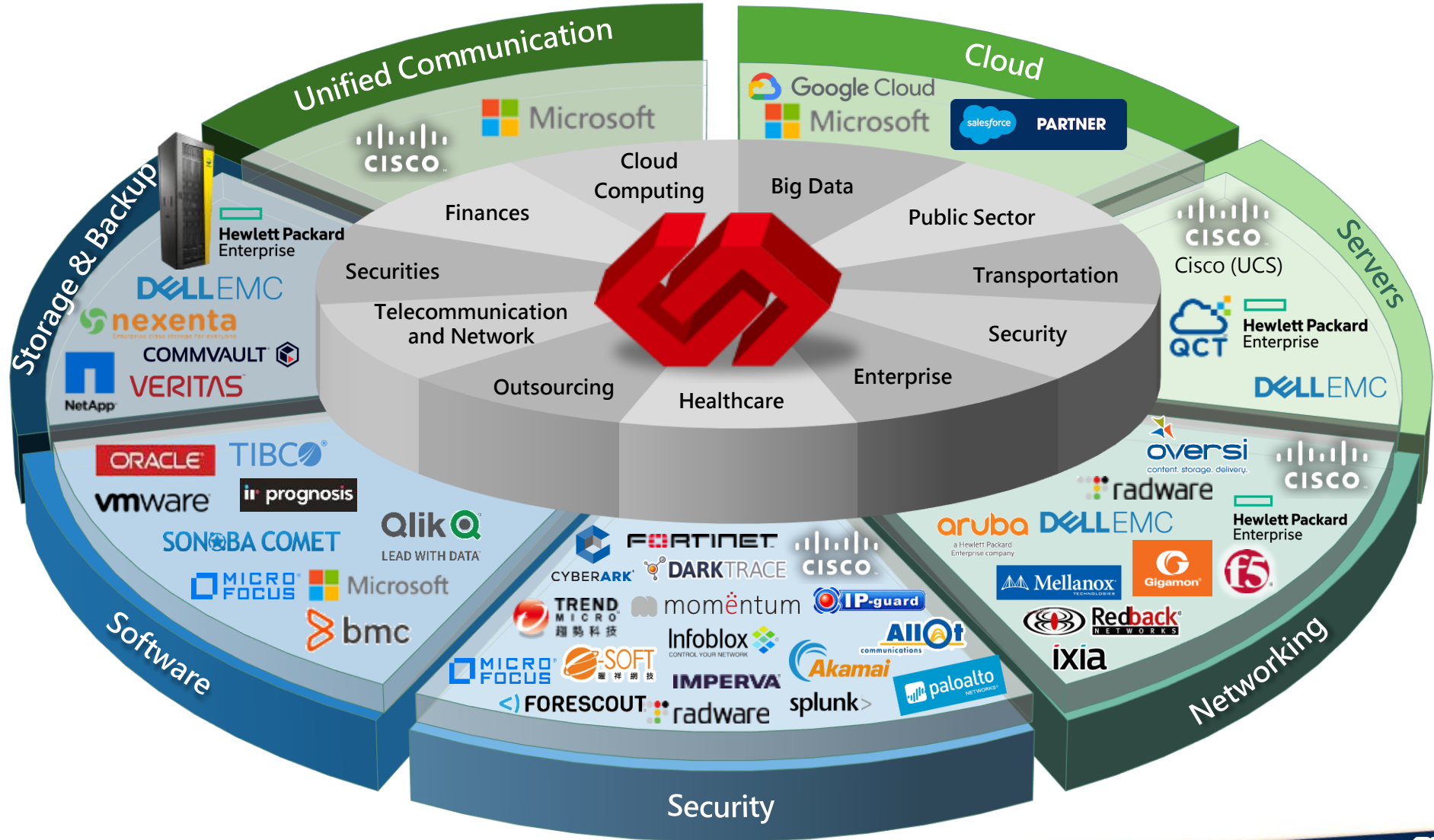


**The 25th National Quality Award-
Best Practice Award for
Manufacturing Quality
(2018)**

Pursue Sustainability, Excellence and Evolution



Professional Integration and Technical Service



Business Scope- Products and Services (1)

Main Products (Services)	Main Uses and Functions
Cloud Computing	Cloud database systems, cloud development interfaces, cloud search engines, and security control mechanisms; comprehensive cloud solutions that help enterprise clients systematically transfer core tasks to the cloud.
Finance	Comprehensive installation of next-generation financial core systems (mobile payment, trading platform, accounting center, batch data transfer, diverse reporting, branch systems, etc.), complemented by intelligent financial image analysis solutions to align with the evolving and international financial environment.
Securities and Futures	High-speed risk control middle platform for futures and securities; fully utilizing high-performance in-memory design. The entire system employs a parameterized and modular design, providing quick order placement, comprehensive risk control, and flexible customization, integrated with NSK backend accounting.
Telecommunications and Networks	Proprietary network management system (NETCenter) to assist network administrators in managing devices on the network; telecom-grade cross-brand network management systems (NMS/EMS) NDS network management module, with basic monitoring functions and immediate process modification for business content changes, enhancing telecom service automation and management efficiency.
Healthcare	Health check management system to maximize the advantages of medical resources in health check centers/medical institutions, offering a complete health check information solution. The next-generation medical information system, e-Healthcare, integrates medical administration, examination/testing, nursing operations, management decisions, medical imaging, and smart healthcare, designed with SOA service-oriented architecture, highly scalable to meet the practical needs of modern hospital operations.



Business Scope- Products and Services (2)



Main Products (Services)	Main Uses and Functions
Transportation	RFID intelligent transportation platform, integrating functions such as gates, card readers, ticket displays, passenger information, voice broadcasts, license plate recognition, RFID, induction coils, joint ticketing, and automatic ticket machines; supported by a graphical control system, it provides human and vehicle scheduling, financial accounting, personnel, cost analysis, providing next-generation intelligent transportation management solutions.
Information Security	Protecting information environments and systems based on zero-trust strategies, using integrated security platforms to increase transparency, stress testing to identify weaknesses in IT infrastructure, and cloud service inventory to strengthen security defense strategies and enhance risk management effectiveness. "High Automation Log Archiving Management System" : Archiving applications, account management, log upload scheduling, upload result notification, emergency supplementary upload, storage space management, offering high security and portability in log archiving.
Enterprise Applications	Information security, cloud application services, commercial service robots, smart energy saving, outsourcing services, etc., providing complete solutions based on enterprise client needs.
Outsourced Development Services	In response to the wave of digital transformation and changes in the IT talent market structure, IT outsourcing services have become the top choice for enterprise managers. Organizations worldwide recognize the importance of IT for enterprise development. The software development industry will continue to grow rapidly, especially in AI and ML, providing opportunities for tech talent.

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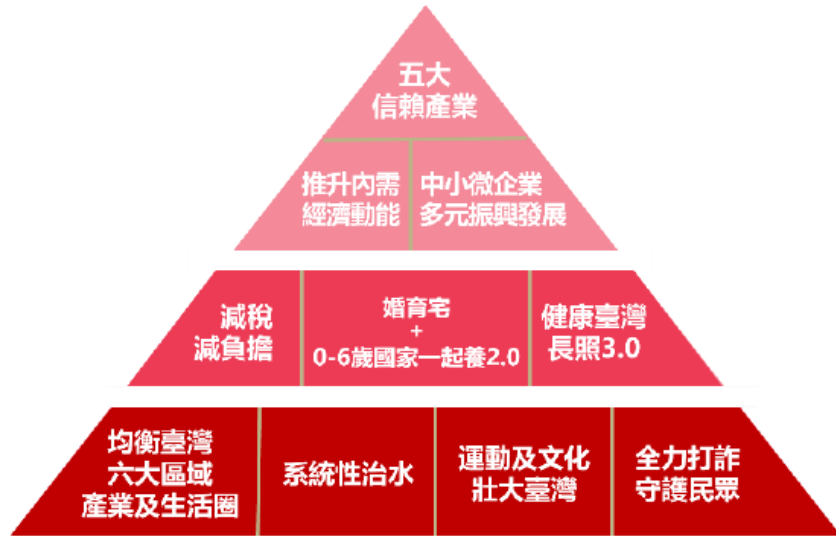
Major Trends for Taiwan ICT industry in 2026

- **IDC PREDICTS TAIWAN'S ICT MARKET TRENDS FOR 2026**
 - **The Composite AI architecture has taken shape**
 - **The era of agent economy is coming; Agentic AI will be deployed largely in 2026**
 - **AI-enabled Internet technologies on the rise**
 - **Edge AI-driven hybrid architecture creates new opportunities for industrial applications**
- **Information security has evolved from simple IT support to a core strategy for enterprise operational resilience**
- **The government is promoting the "Deepen Healthy Taiwan Plan" to advance smart healthcare and accelerate global connection of the biomedical industry**

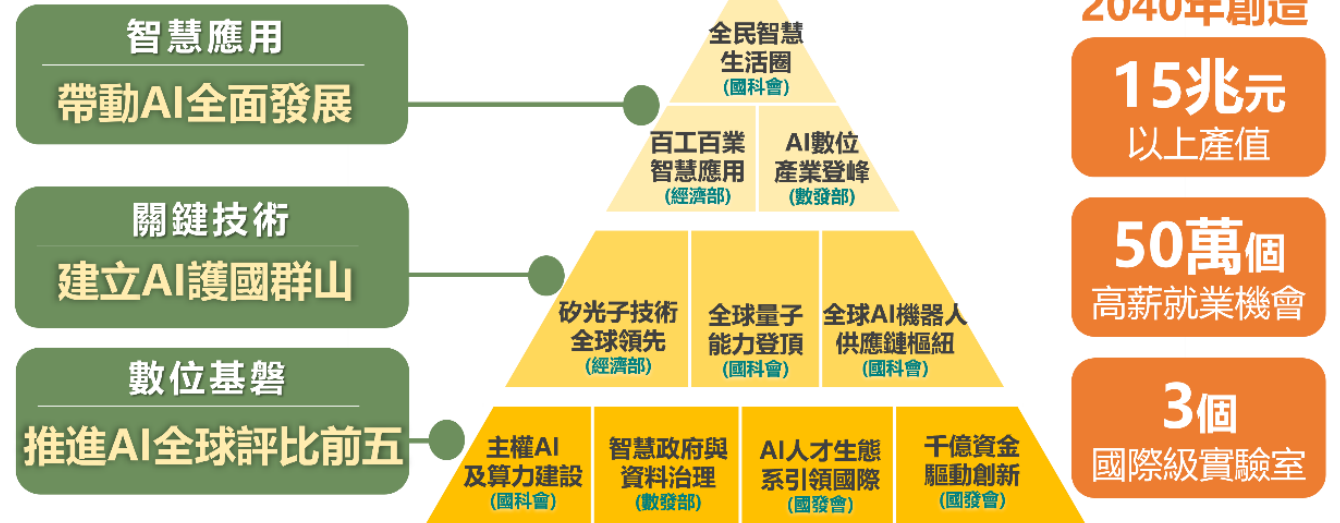
Ten AI Initiatives Promotion Plan (2025-2028)

- **Build Double Pyramids: “10 New Driving Forces of National Power” & ”10 AI Initiatives Promotion Plan”** to strengthen Taiwan's competitiveness and economic resilience.
- The strategic directions are outlined as follows: “Smart Applications”, “Critical Technologies”, and “Digital Foundation” to the national vision of Taiwan as a Smart Technology Island.

10 New Driving Forces of National Power



Ten AI Initiatives Promotion Plan



Source: National Development Council

Business and R&D Overview (1)

Innovation and R&D are core competencies for SYSCOM's long-term development. In response to the internal and external demands of digital transformation and sustainable operations, SYSCOM continues to develop and launch innovative self-developed products, including the following six key items:



Intelligent Service Robot (Ayuda)

Ayuda has been under development for many years. SYSCOM has enhanced the capabilities of service robots using generative AI, making them smarter and more human-like. Aadopted ROS (Robot Operating System) and integrated SYSCOM's generative AI solution NeuroChain, significantly enhancing its capabilities. The Ayuda series includes: Ayuda, Ayuda Cute, Ayuda Nano, Ayuda Nano Super.



IT Monitoring and Management Center (NETCenter)

NETCenter is an IT monitoring and management designed to help IT managers comprehensively control IT infrastructure status and information management solutions, enabling businesses to flexibly face various information challenges and effectively manage increasing network devices. The latest version redefines ten functional modules, expanding user perspectives from the IT (Information Technology) division to Security and Business divisions, creating a "comprehensive intelligent command center" tailored to enterprise needs.



Human-Machine Process Automation Engine (OMFLOW)

OMFLOW is suitable for various standalone or hybrid application scenarios, such as IT operations management, business form processes, and system integration interfaces. The community version of OMFLOW offers unlimited usage and open-source access for personal use, and has no limitations for personal use. The enterprise version includes community processing downloads and also additional features developed by SYSCOM, additional features include distributed computing, and data collection and management, providing customers with a comprehensive process automation engine.



Cloud Database System (DBMaker CloudDB)

SYSCOM developed the cloud database system to meet the database needs of cloud service SaaS (independent software vendors), offering a cloud developer version and developing cloud open database connectivity interface (Cloud ODBC) features. This includes the integration of cloud search engines and security control mechanisms, developing related cloud solutions.

Business and R&D Overview (2)



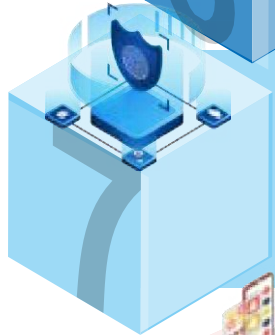
Intelligent Power Monitoring and Energy Saving System (GreenMaker)

In recent years, global enterprises have actively used ICT to promote energy-saving and carbon reduction initiatives. SYSCOM developed an intelligent energy-saving service platform with smart management mechanisms, optimizing power usage for buildings, factories, and shopping centers, etc., assisting operators in managing building electricity consumption, and providing the collection and analysis of greenhouse gas inventory related data to effectively achieve energy conservation and carbon reduction.



Generative AI Solutions (NeuroChain)

When a user asks a question, the generative AI first determines the user's intention, finds the correct answer through the middle layer, and then summarizes the response through the generative AI. This product has been applied to customer projects and has also been integrated into Ayuda robots, expanding the field of AI applications. Among them, Ayuda, NETCenter, OMFLOW, and DBMaker all won the "Taiwan Excellence Award".



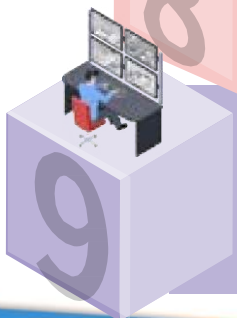
Security Information Service Platform/Diamond Guard (SISP)

SISP integrates detection and managed detection and response (MDR) services with the Security Operations and Analytics Platform Architecture (SOAPA) technology trends, combining traditional and next-generation SOC capabilities. It also incorporates intelligent ISO management tools to help customers establish PDCA-based cybersecurity governance processes, and offers real-time cybersecurity dashboards and threat alert signals to enhance cybersecurity situational awareness. It supports the three main cybersecurity operation mechanisms—ISAC, SOC, and CERT—helping large clients establish intelligence-driven, cross-organizational joint defense systems.



Opus One

The Opus, One IP O&M management platform, integrates network devices, host systems, cybersecurity information, and network traffic data, and provides automated anomaly detection, maintenance record management, and intelligent response recommendations through built-in rule analysis and workflow engines. The platform also implements automatic control features to help users quickly restore network applications and significantly reduce service downtime.



VIA Master: AI-Powered Image Expert Platform

The core technology of the "VIA Master: AI-Powered Image Expert Platform" focuses on developing AI solutions for image recognition and rapid training, rapid deployment, and real-time application. Image analysis technology is used for rapid cross-referencing and analysis applications to improve the security in public spaces. In the future, new applications will continue to be added, such as construction site safety monitoring, road traffic surveillance, and crowd safety monitoring at shopping mall transfer stations.

Business and R&D Overview (3)

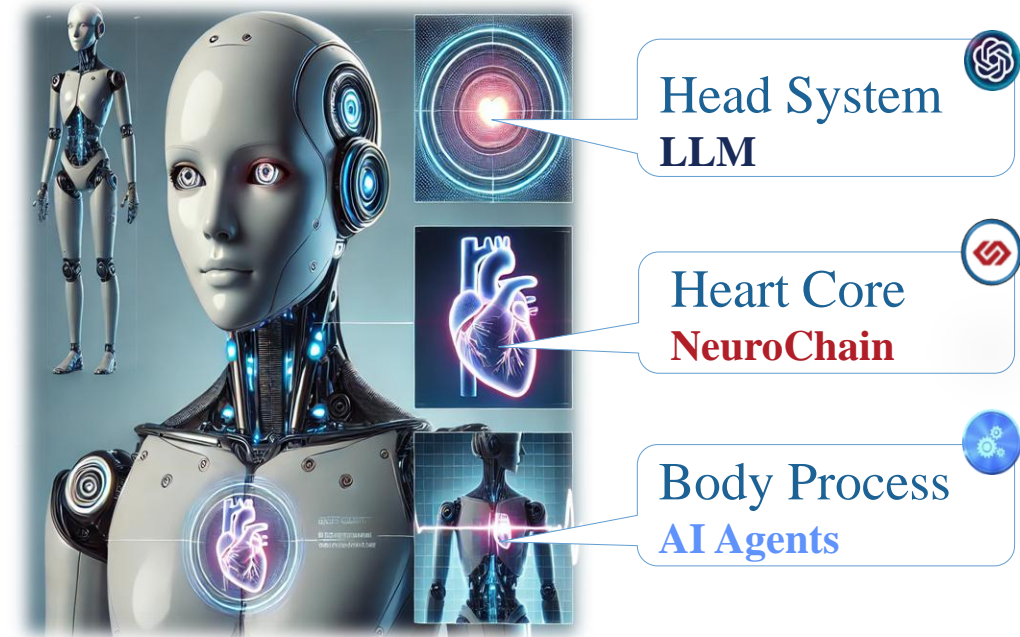
- **Leveraging core AI system integration capabilities to deepen cooperation with major brands**
 - Landseed International Hospital working with SYSCOM & HPE to promote smart healthcare, by using HPE ProLiant DL380a Gen11 as major AI server and SYSCOM Cubi, to build sustainable & scalable smart healthcare architecture.
 - Working with HPE & Inventec, successfully integrate physical robotics (SYSCOM AYUDA), smart AI agent (SYSCOM Cubi), System Logs for smart monitoring, and backend control computer to be a complete ecosystem.
 - Working with CISCO by using 3 major core technologies: AI, video collaboration, and information security, to build the first theater-level immersive AI video conference center in Taiwan, launching a new model of cross-border smart collaboration



凌羣電腦首度公開「虛擬人×機器人」雙機協作秀，展現AI從虛擬思維到實體行動的全方位落地能力。 凌羣電腦 / 提供

Business and R&D Overview (4)

- **Deepen R&D technologies & promote self-developed products**
 - Working with ITRI & Asia Optical to promote AI agent in healthcare and respond to government's "New AI technology – Smart Robot Project" to accelerate Taiwan-made robotics launching & application
 - 3 self-developed products: AYUDA – smart service robot, DBMaker 5.4.7 - relational database system, and NetCenter Advanced - IT monitoring platform won the 2026 Taiwan Excellence Awards, showing SYSCOM's outstanding capabilities and global competitiveness in AI, data platform, and enterprise system integration.



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SYSCOM's Remarkable 50th Anniversary



2026 Taiwan Excellence Award



SYSCOM's 50th Anniversary Celebration Party on June 20



Landseed International Hospital has been devoted in digitalization for 30 years, working with SYSCOM & HPE to promote smart healthcare



System Integration Export Award 2025



Human Resources Administration Office won the "2025 Smart City Innovation Application Award."



Ayuda was selected for the 2025 Navy Friendship Fleet tour in domestic islands and ocean.



CIO Taiwan "2025 Elite Vendor"

2025 AIoT Show

- **Time: 2025/10/22-24 ; Venue: Nangang Exhibition Hall 1**
- **Seven Themes Presented**
 - Smart SYSCOM, GenAI, Smart Healthcare, Smart Security, AI Retail, AI Infra, Global Cooperation
- **Launching a 100% Taiwan-made smart nursing robot by collaborating with ITRI and Asia Optical**



2026 Smart City Expo

- **Time: 2026/3/17-20 ; Venue: Nangang Exhibition Hall 2**
- **Seven Themes Presented :**
 - AI Agent, Core Technology, Smart Healthcare, AI Retail, FinTech, International Corporation, and AI Infra
- **Showcase AI agent & robotics collaboration, demonstrating comprehensive implementation capabilities from virtual thinking to physical action**



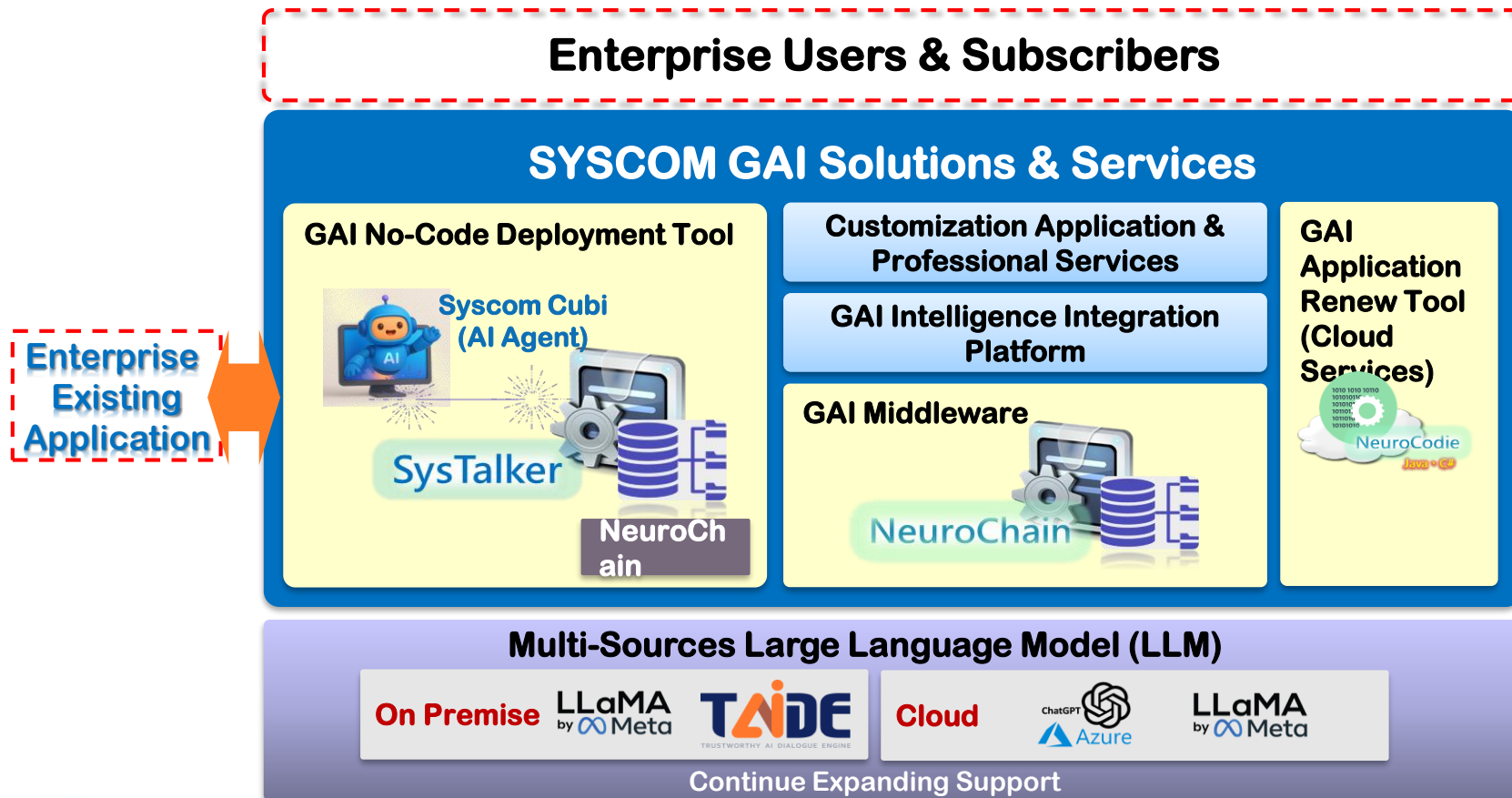
2026 Smart City Expo

”AI Mobilization: Strategy to Build a Corporate AI Agent” Forum on March 18
Study safe AI implementation & value realization from infrastructure, application level, to governance level



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



AI Innovation Case Study (1)

- 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."



Smart City & IoT
智慧城市與物聯網
智慧城市是物聯網的重要應用場域

關於我們 新聞中心 智慧獎項 智慧城市展 淨零城市展 參展商 參觀者 e-GuideBook

產業資訊

【獎項】第12屆(2025)智慧城市創新應用獎 獲獎名單公告

中央暨相關機關創新應用組

編號	單位名稱	應用領域	應用/服務名稱
1	行政院人事行政總處	智慧治理	WebHR_GPT 生成式AI人事法規查詢服務系統
2	國家災害防救科技中心	智慧防災	災害情資網
3	環境部監測資訊司	智慧治理	與生成式AI智慧聯防！火災應變輔助服務



- 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
 - "SYSCOM Nursing AI"
 - Worked with Advantech to launch the "Smart Medication Solution medTRx"
- Successfully developed technology-assisted anti-fraud investigation system with blockchain technology and released "Cryptocurrency Flow Analysis System" & "Anti Financial Fraud Platform"

AI Innovation Case Study (2)

- **AI Retail. Collaborated with Carrefour Taiwan to develop e-commerce systems and smart shopping services that integrate recipe recommendations, product search, inventory management and payment functions into a single interface.**
- **Smart traffic control system for Suhwa Highway**
 - Won “ITS Taiwan Award 2025” by ITS
- **Leading system integrator for bus transfer station system, providing transfer station operation monitoring & passenger service functions with distributed cloud system architecture & a design balancing centralized management and maximum efficiency.**
- **Using SYSCOM Cubi and SYSCOM GenAI smart platform as core control to collaborate physical robotics and AI agent for versatile smart service scenarios.**



Business Achievements

BALANCE SHEET HIGHLIGHTS (Consolidated)

(Unit : NT\$ Thousand)

Item	December 31, 2025	%	December 31, 2024	%
Cash and cash equivalents	602,469	13%	733,387	15%
Contract assets-current	670,533	15%	858,494	18%
Notes and accounts receivable	1,118,871	25%	1,160,046	24%
Inventories	443,994	10%	457,662	9%
Investments	121,888	3%	120,000	2%
Property, plant and equipment	348,569	8%	366,735	8%
TOTAL ASSETS	4,510,592	100%	4,879,530	100%
Short term loan	0	0%	176,651	4%
Notes and accounts payable	1,304,723	29%	1,249,019	26%
TOTAL LIABILITIES	2,263,764	50%	2,695,279	55%
SHAREHOLDERS' EQUITY	2,246,828	50%	2,184,251	45%

Business Achievements

INCOME STATEMENT(Consolidated)

(Unit : NT\$ Thousand)

Item	2025	%	2024	%	YoY
Net Operating Revenues	7,432,840	100%	6,932,729	100%	7.21%
Gross Profit	1,870,206	25%	1,788,960	26%	4.54%
Operating Expenses	1,517,439	20%	1,474,074	22%	2.94%
Operating Income	352,767	5%	314,886	4%	12.03%
Net Nonoperating Income and Expenses	28,669	0%	55,536	1%	(48.38%)
Net Income	310,275	4%	304,683	4%	1.84%
Net Income Attributable to the Shareholders of the Parent	311,824	4%	306,397	4%	1.77%
EPS(NTD)	3.12		3.06		1.77%

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Vision

- **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**

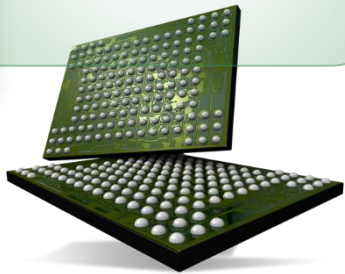


AI Industry Scope

Classification of AI fields

01

Chip R&D,
design &
production



02

System
equipment
R&D, design
& production



03

LLM



04

Generative AI
Application



Four Major Areas Constitute the Complete Landscape of AI Competitiveness

Chip R&D, design & production

- Nvidia
- Qualcomm
- AMD.....etc.

LLM

- Open AI
- Llama 3
- TAIDE.....etc.



System equipment R&D, design & production

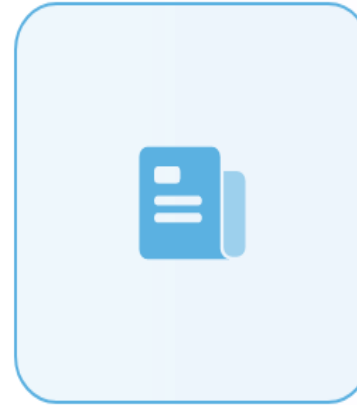
- AI server → Nvidia
- AI PC → Qualcomm, AMD.....etc.
- The two parties are competing

Generative AI Application

The Demand for AI Has Exploded in Every Industry

Market demands surge

Enterprises implement generative AI for growing demands of smart customer service & KM

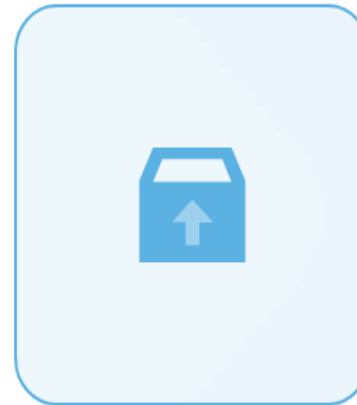


Self RD technology base

SYSCOM developed GAI smart platform & AI Agent solutions for technology testification & early application

Vertical advantages

Having great domain knowledge in finance, healthcare, retail, e-government, and more to develop high-value AI solutions



Product integration potentiality

Deploy AI functions in current products to enhance intelligence and customer engagement

Leading Position in All Aspects of Information Technology

One-stop technology integration + Innovation service (aggressively optimize IT architecture for customers)
(Integrated technical service + Unique IT monitoring solution + automated & smart IT architecture optimization service)

Information security architecture
FW/ IPS/ AAA



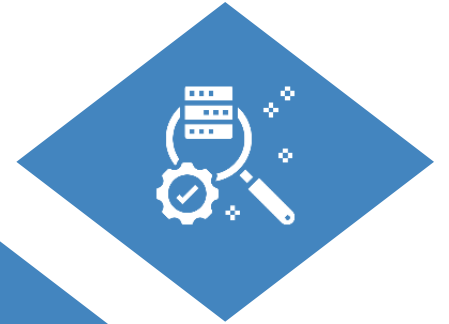
Basic IT architecture
R/S/WLAN



Advanced IT architecture
ACI/SD-WAN/GSLB/NFV



IT monitoring
management solutions
NCA/ NAVI AI



PMP



Maintenance 5x8 & 7x24



IT architecture optimization service
(GCB configuration check
analysis/smart upgrade service)

Expanding Global Reach through National Software Strategic Plans

- **Aiming for Global**
- **Moving to Asia**
- **Standing in Taiwan**

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ESG Sustainability

Environmental Sustainability

- **Implement ISO 14064 – Greenhouse Gas Accounting and Verification standard**
- **Implement ISO14067 (carbon footprint) & certification**
- **Implement an environmental management system to save energy and reduce carbon emissions**
- **Develop operational procedures for planned electricity energy management**

Social Prosperity

- **Increase cooperation opportunities between enterprises and academia. Actively sponsor scholarships to academic groups**
- **Take supplier assessments and customer satisfaction surveys to strengthen sustainable supply chains**
- **Improvement plan for Employee satisfaction**
- **Implement diversity in the workplace, gender equality, employee care, and safe workplace.**

Corporate Governance

- **Protect the rights and interests of shareholders, and implement governance practices and integrity management**
- **Strengthen risk management and control -balance mechanism**
- **Implement information security systems and strengthen open source management**
- **Ensure legal compliance and information disclosure**

Thank You

www.syscom.com.tw

