



股票代號：8099



Tatung System Technologies Inc. 2022 Investor Conference



Professional ICT Integration Company



Safe Harbor Notice

This presentation contains forward-looking statements and is subject to risks and uncertainties. Actual results may differ materially from those contained in the forward looking statements.

Except as required by law, we undertake no obligation to update any forward-looking statement, whether as a result of new information, future events, or otherwise.



Agenda

- 1** **Company overview**
- 2** Financial conditions & analysis
- 3** IT Industry trend and opportunities
- 4** Operation strategies & prospect
- 5** Corporate governance & ESG
- 6** Q&A

OUTLINE

Established

May, 2000

Core value

Innovation, Services, Teamwork,
Integrity

Management

Chairman: Brian Shen
President: Albert Huang

Revenue in 2021

NTD 4.27 billion

Employees

630+(subs included)

Major business

IT service, Software,

Offices

Taipei, Taoyuan, Hsinchu, Taichung, Chiayi,
Tainan, Kaohsiung, Shanghai

Subsidiaries

Chyun Huei Commercial Inc.
TISNet Technology Inc.
tsti Shanghai Co. Ltd.

Capability & Quality

1. ISO 20000 IT Service management (since 2014)
2. ISO 27001 ISMS (since 2018)
3. ISO 45001 OHSM (since 2020)
4. CMMI-Dev L3 validation (since 2006)
5. CNS 15190
6. IT information service, IS information security, AI artificial intelligence service organization - Registered with Industrial Development Bureau of the Ministry of Economic Affairs in service capacity institution in technology service.

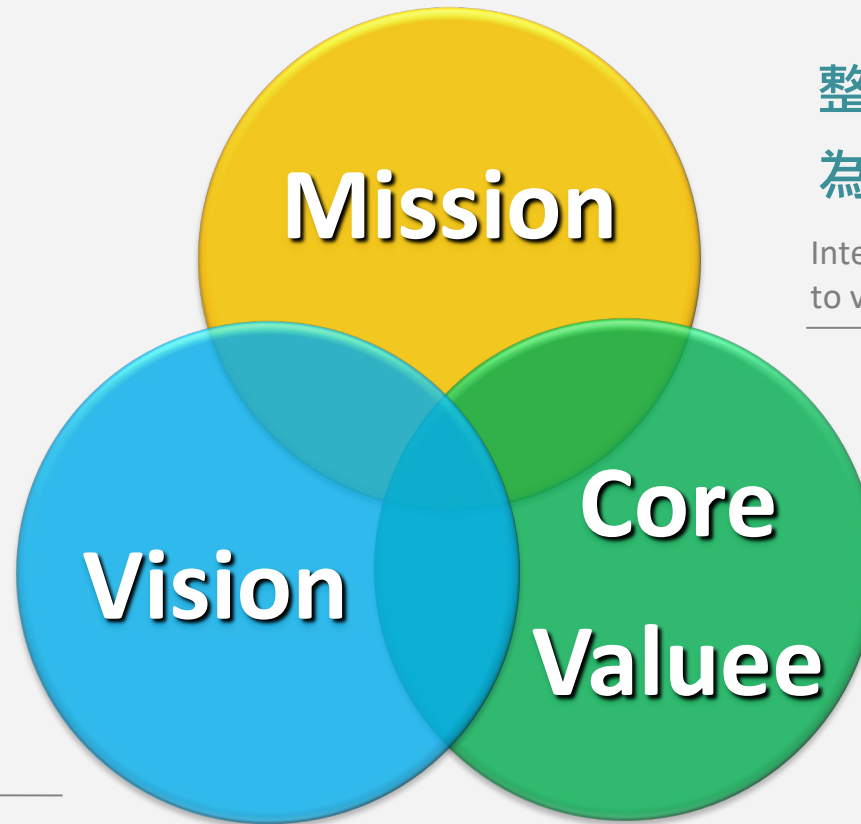


Mission, Vision, Core Value

Mission
Vision
Core Value

提供雲端技術及整合通訊專業服務，成為台灣最具競爭力的資通訊系統建置服務公司

Providing cloud computing & unified communication technologies, becoming the most competitive ICT provider in Taiwan



整合全球科技，
為客戶增加價值

Integrating global technology
to value our clients

創新、服務
團隊、誠信

Innovation, Services,
Teamwork, Integrity

Value proposition

Provide digital technology to assist the government and enterprises in digital transformation to enhance operational efficiency and decision analysis.

Clients in various industries

More than 2,000 clients in various industries. Ex: Finance、Stock、Insurance、Telecom、Transportation、Manufacturing、Medical & Health、Retail、Catering





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Condensed consolidated balance sheet

Unit: NT\$ thousand

Items	2022/6/30		2021/12/31		2021/6/30	
	Amount	%	Amount	%	Amount	%
Cash and cash equivalents	373,158	12	626,894	20	551,312	20
Notes and accounts receivable & Contract assets)	1,171,064	37	1,020,248	32	889,215	32
Inventories	684,505	22	647,975	20	654,414	24
Property, plant and equipment	102,760	3	115,590	4	127,143	5
TOTAL ASSETS	3,137,492	100	3,198,200	100	2,739,359	100
Current liabilities	1,592,268	51	1,523,130	48	1,135,603	41
TOTAL LIABILITIES	1,806,281	58	1,783,056	56	1,325,711	48
SHAREHOLDERS' EQUITY	1,331,211	42	1,415,144	44	1,413,648	52

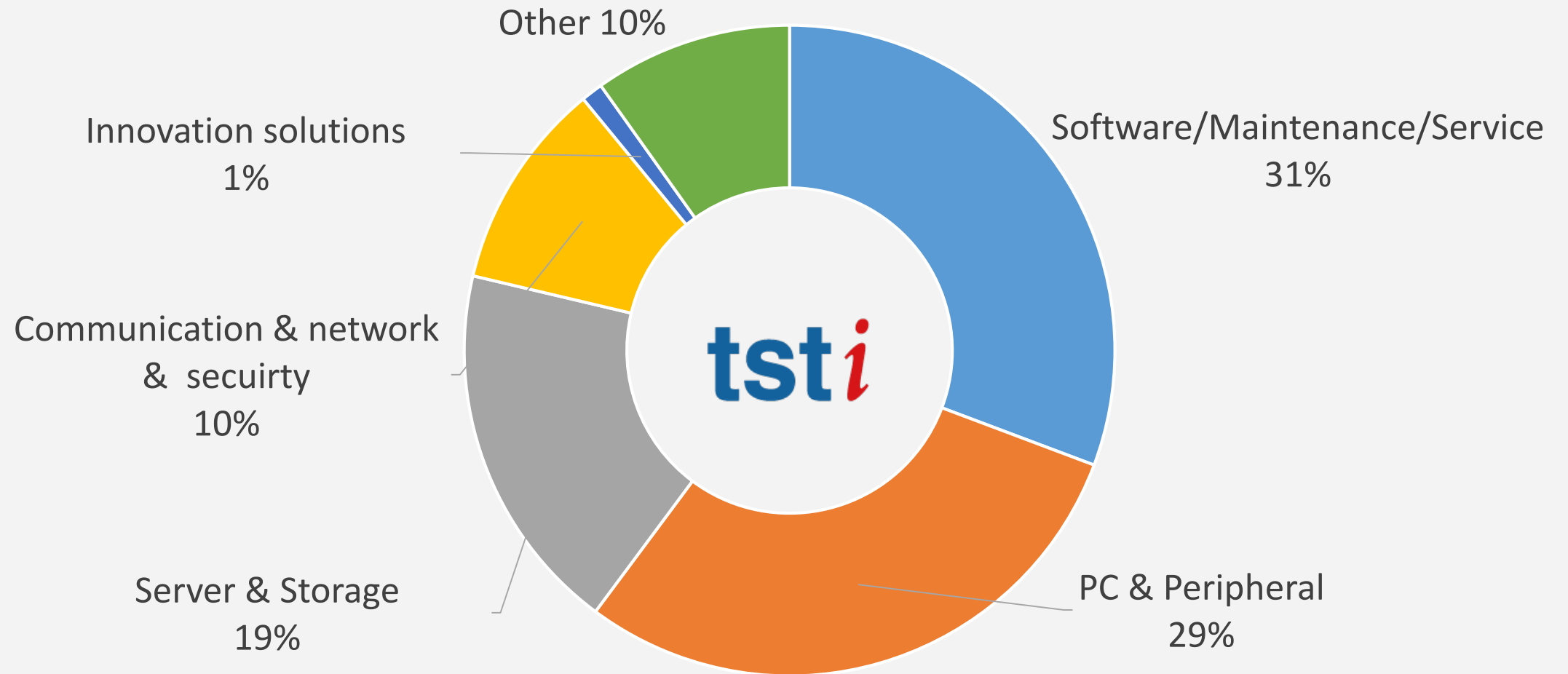
Condensed consolidated income statement

Unit: NT\$ thousand, except EPS

	2022/1/1-6/30		2021/1/1-6/30		YOY
	Amount	%	Amount	%	
Net Operating Revenues	2,116,839	100	1,847,069	100	14.6%
Gross Profit	413,721	20	396,106	21	4.5%
Operating Expenses	334,865	16	320,767	17	4.4%
Operating Income	78,856	4	75,339	4	4.7%
Nonoperating Income and Expenses	13,920	0	950	0	
Net income before tax	92,776	4	76,289	4	21.6%
Net income	75,388	3	61,764	3	22.1%
EPS-before tax(NTD)	1.02		0.82		
EPS-afer tax(NTD)	0.85		0.7		

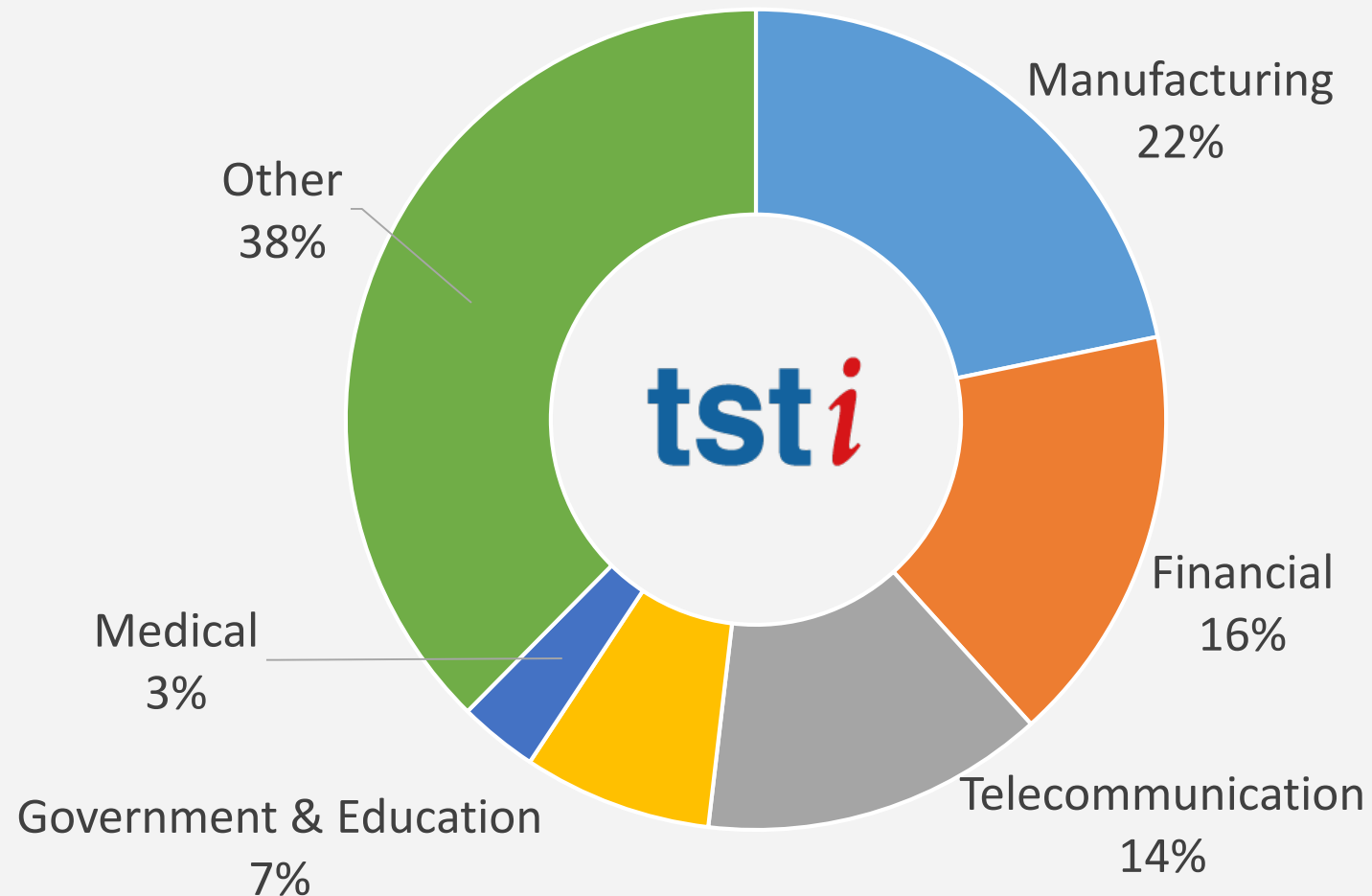
Revenue breakdown by business type

2022/1/1-6/30



Revenue breakdown by industrial classification

2022/1/1-6/30





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IT Service Industry



台灣資訊服務暨軟體產業結構



- 資訊服務暨軟體產業主要以提供系統整合與各式軟體產品銷售等服務為主，由於軟體種類繁多且買方需求各異，一般大多由系統整合業者依需求或目的，居中規劃並提供符合滿足買方需求之軟體和相關的硬體設備



資訊服務暨軟體業定義與範疇

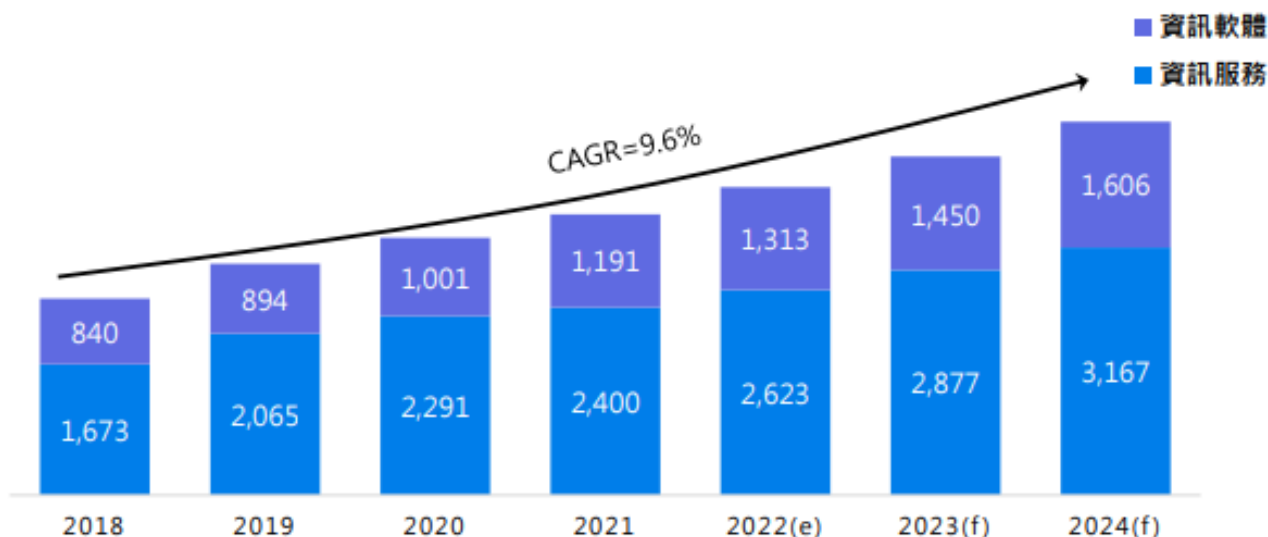
次產業	定義與範疇	舉例說明
系統整合	根據使用者需求，提供之具專案特性之客製化資訊服務，其範疇包括從前端規劃、設計、執行、專案管理到後續顧問諮詢服務及資訊系統整合服務等。此類服務通常為專案形式進行，具較高客製化程度，並包含不同的平台與技術的整合，並透過合約定義專案範疇與規格	精誠、聚碩、零壹、敦陽、凌群、大世科、三商電、國眾、晉泰、中菲、訊達、華經、關貿、新鼎...等
資料處理	資訊服務廠商以契約簽訂形式，協助企業進行資料備份、回覆、資料重複備份及網站代管等業務，包含入口網站經營、資料處理、主機及網站代管、雲端服務等	凌群、華經、關貿、精誠、三聯、台灣銘板、大世科、中華電信、台灣大、遠傳、華碩雲端、宏碁資訊、捷智商訊、碩網...等
軟體設計	涵蓋企業與大眾應用之相關應用軟體設計、修改、測試等服務，應用於金融、醫療、流通業等行業，例如商業智慧、企業資源規劃（ERP）、顧客關係管理（CRM）、資訊安全等	獻揚、碩網、意藍、大世科、凌群、資拓宏宇、華經、資通、敦陽、喬鼎、訊連、關貿、精誠、緯創軟體、凱衛資訊、力新、寶碩、蒙恬、智崴、中菲、國眾、三聯、訊達、晉泰、神盾、普鴻、三竹、嘉寶、捷智商訊...等
軟體經銷	從事作業系統軟體、應用軟體、套裝軟體與遊戲軟體之銷售與相關軟體的教育訓練，並協助客戶與消費者能夠使用其代理銷售的軟體	凌群、華經、零壹科技、聚碩、精誠、大綜、力新、三聯、訊達、順發、晉泰、松崗、大世科...等

Data source: MIC

2018-2024 IT Service & Software Industry



2018-2024資訊服務暨軟體業產值



- 預估台灣資訊服務暨軟體業產值，將由2018年的2,513億新台幣成長至2024年的4,773億新台幣
- 年複合成長率為9.6%，成長動能來自系統整合與資料處理業務的成長
- 隨著5G通訊、高效能運算、物聯網及雲端資料處理等新興應用增加，加上資安防護與數位轉型議題發酵，推升企業對資訊系統服務需求，並從企業內部資訊系統、套裝軟體等領域，延伸擴展到系統整合，帶動資訊服務與軟體產值逐年攀升

單位：新台幣億元

資料來源：MIC，2022年5月

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3

MIC

- MIC predicts that Taiwan's information services and software output value will grow at a compound annual growth rate of 9.6% from 2017 to 2024, and the momentum will mainly come from the growth of system integration and data processing business.
- With the impact of the COVID-19 pandemic, driving changes in operating models has also accelerated the need for digital transformation of enterprises, and improved the overall output value of the information services and software industries.
- The international situation is changing rapidly, and New Technology has transformed and upgraded and improved internal operating processes and services. If you can master the core technical capabilities combined with the energy of consulting services, you can create business opportunities for value-added services.

Data source: MIC

Digital Transformation Trend



數位轉型浪潮推動企業加速IT投資

全球IT支出預測（單位：百萬美元）

	2020 企業IT支出	2020 成長(%)	2021 企業IT支出	2021 成長(%)	2022 企業IT支出	2022 成長(%)
資料中心	178,466	2.5	191,648	7.4 ↑	201,659	5.2
企業軟體	529,028	9.1	598,957	13.2 ↑	669,114	11.7
資訊硬體	696,990	-1.5 ↓	793,973	13.9 ↑	800,172	0.8
資訊服務	1,071,281	1.7	1,176,676	9.8 ↑	1,277,228	8.5
通訊服務	1,396,287	-1.4 ↓	1,444,980	3.5 ↑	1,481,878	2.6
整體IT投資	3,872,052	0.9	4,206,234	8.6 ↑	4,430,051	5.3

- 疫情帶動企業數位轉型風潮，隨著2021年經濟的復甦，企業開始大量增加IT投資，不論是軟體、硬體皆有顯著的成長。其中資訊服務是2021年成長最快的領域之一，主要是企業為了因應關鍵任務工作負載並避免高昂的內部營運成本而增加基礎設施即服務的支出
- 數位轉型並非一蹴可及，在轉型歷程上，企業將持續投資能優化企業運作流程的生產力軟體，例如ERP、CRM、協做通訊軟體等，亦或是導入新興技術發展更高價值的應用，例如AI、區塊鏈、體感科技等，這都讓企業的軟體支出在往後幾年繼續維持高成長

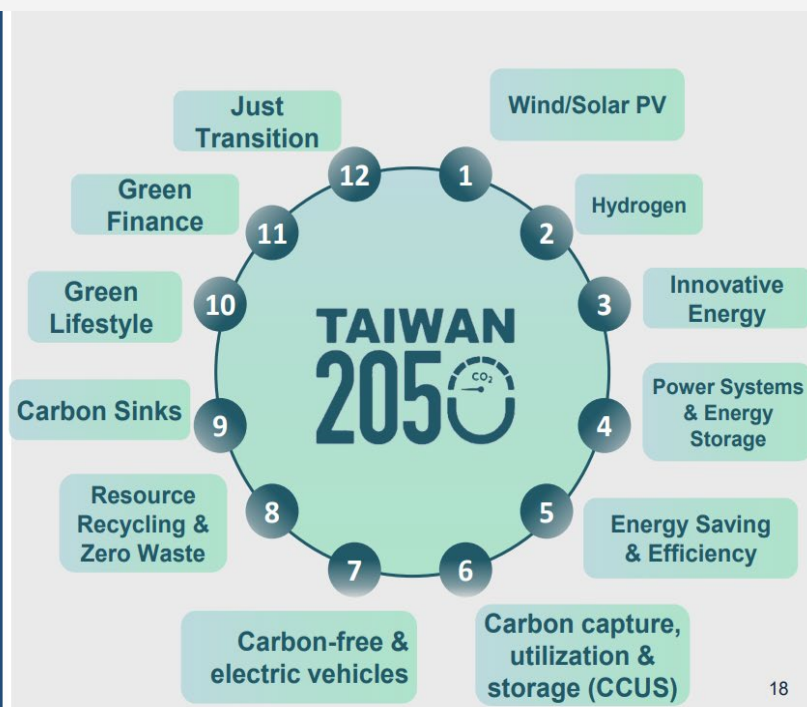
- IDC expects that by 2023, more than 52% of global GDP will be generated by digital transformation and digital technology investment, and at least 65% of GDP in the Asia-Pacific region will come from digital technology-related contributions. As more and more businesses move towards digital first, spending on digital transformation and related technologies is expected to grow twice as fast as Overall IT expenditure.

ESG Trend

- In response to the goal of global net zero in 2050, the president announced the 2021 World Earth Day, and the 2022 National Development Council announced the path
- The Executive Yuan adopted a draft amendment to the Greenhouse Gas Reduction and Management Act, which was renamed the Climate Change Response Act
- In line with the Government's 2050 net zero carbon emission target, the greenhouse gas inventory and disclosure schedule of listed companies will be determined.

Taiwan's 2050 Net-Zero Transition

12 Key Strategies



18

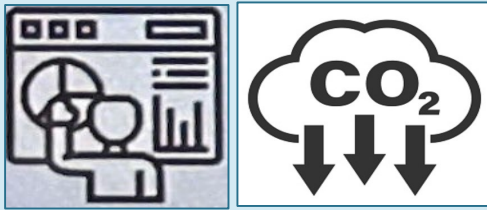
Sustainable Development Pathway Schedule Planning for Listed Companies

	2023	2024	2025	2026	2027	2028	2029
Listed companies with capital of over NTD10 billion as well as steel and cement industries	Inventory of individual companies	Verification of individual companies completed	Inventory of subsidiaries on consolidated statements completed		Inventory of subsidiaries on consolidated statements completed		
Companies with a capital of NTD 5-10 billion			Inventory of individual companies	Inventory of subsidiaries on consolidated statements completed	Verification of individual companies completed	Inventory of subsidiaries on consolidated statements completed	
Companies with capital below NTD 5 billion				Inventory of individual companies	Inventory of subsidiaries on consolidated statements completed	Verification of individual companies completed	Inventory of subsidiaries on consolidated statements completed

ESG Trend - Digital technology reduces carbon

- By 2030, digital technologies could reduce global CO2 emissions by 20%.
- The following 8 directions accelerate the dual transformation of green and technology

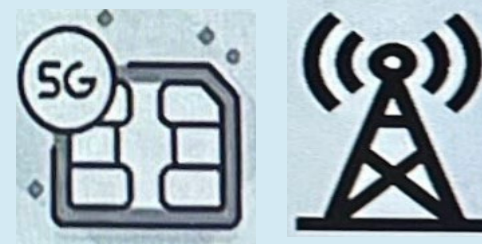
1, Digital technology is supporting more forward-looking carbon reduction programs



2, Use AI & IOT to get high quality and useful big data



3, Increase the available and affordable high-quality network infrastructure, such as: Fiber, 5G



4, Develop national standards to measure the direct environmental footprint of ICT products (i.e. the ability of ICTs to reduce emissions in other sectors)



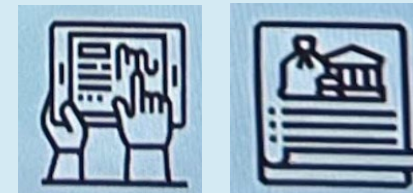
5, Expand ICT solutions to support green technology innovation



6, Drive the technical thinking and ICT skills of the European travel color industry, and adopt bold climate change reforms



7, Strengthen the connection between digital technology and green policies



8, Develop improvement plans for energy-intensive industries





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TSTI Zero Carbon integrated management system

電能監控
預估電價

人流管理

用電安全

智慧照明
監控

馬達監控

廢水量監控

鍋爐系統監控

空調監控

儲能監控

溫溼度及
空氣品質監控

太陽能監測

設備聯網監控

數據管理

排程管理

零碳整合儀錶板

總碳排

26.21 t

累積用電量

41448 kWh

碳中和

3.93 %

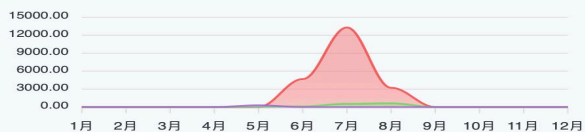
綠能減碳量

0.63 t

碳權交易

0.4 t

碳排揭露



綠能管理

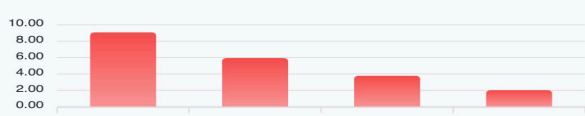


總覽, 2022



IoT智慧錶

累積碳排 20.81 t

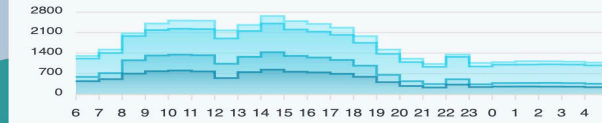


碳權交易

交易碳 0.4 t



分時用電



太陽能



總電表/分表
多迴路電表



EV充電樁



儲能電池櫃



智慧水表/水泵
冷卻水塔/送風機



冰水機/熱泵/水泉
冷卻水塔/送風機



溫度/濕度/人流
CO2/日照計算



LED照明



冷藏櫃

End-to-end measurement
Source reduction Green
competitiveness

- ISO 14001、ISO 14064、ISO 14067、TW EPA

Information disclosure
Risk management
Sustainable development

- CSR/ESG、Corporate Governance Evaluation
- TCFD、SASB、CSR、CCRC、BCM、ISO45001

Resource use efficiency
improvement Green
production

- ISO 50001、ISO 14046、ISO 46001、AWS、ISO 14051
- Green Factory/Cleaner Production Green Building/Low Carbon Building

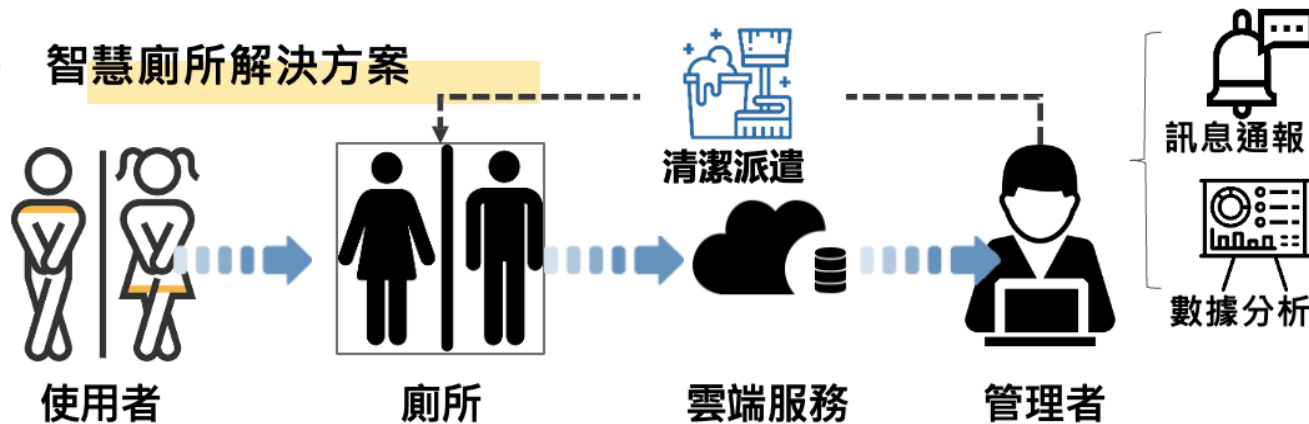
TSTI AIoT Smart Toilet Solution

智慧廁所應用意義



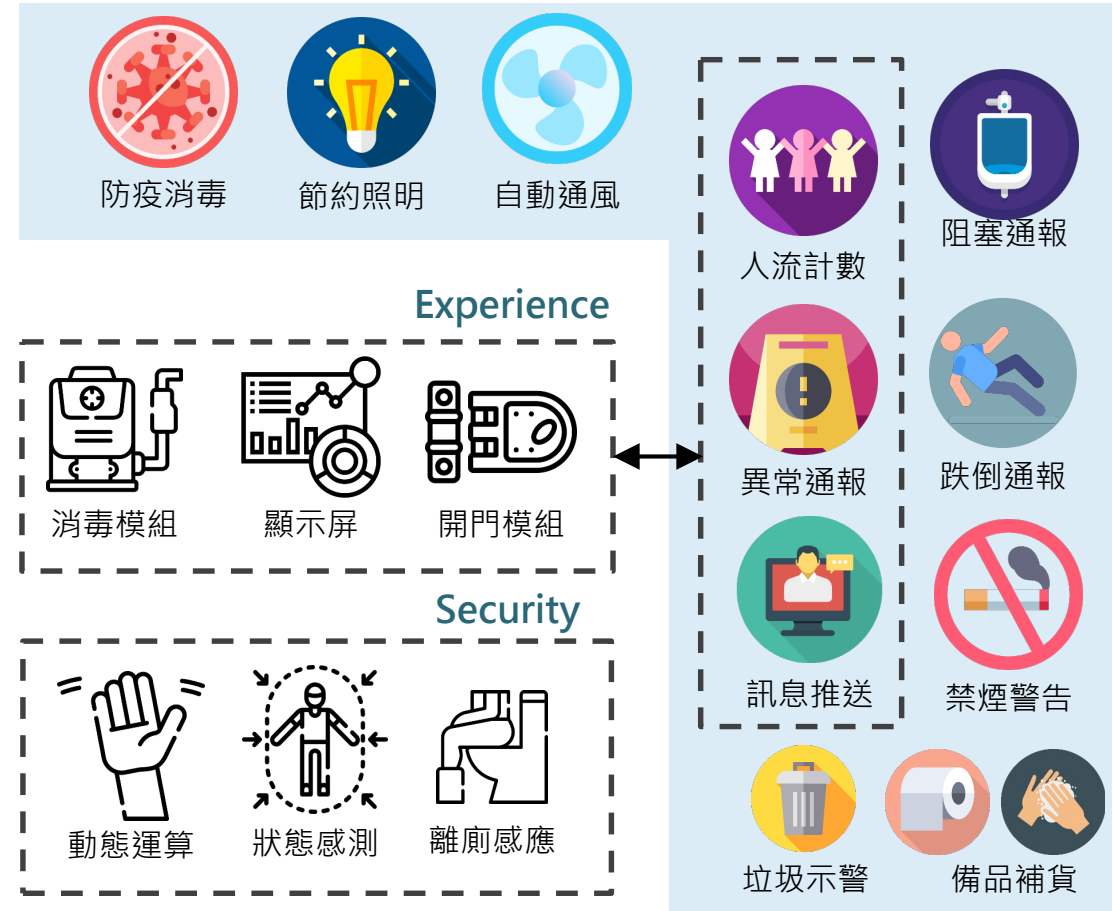
Smart toilets help managers use data for maintenance and management, accurately grasp the supply of consumables, and provide the best protection for toilet safety.

智慧廁所解決方案



Provide consumable usage and environmental data analysis, which can help managers conduct accurate analysis and future decision-making basis.

Consumables and Energy Management





TSTI OneCStar AI communication service products

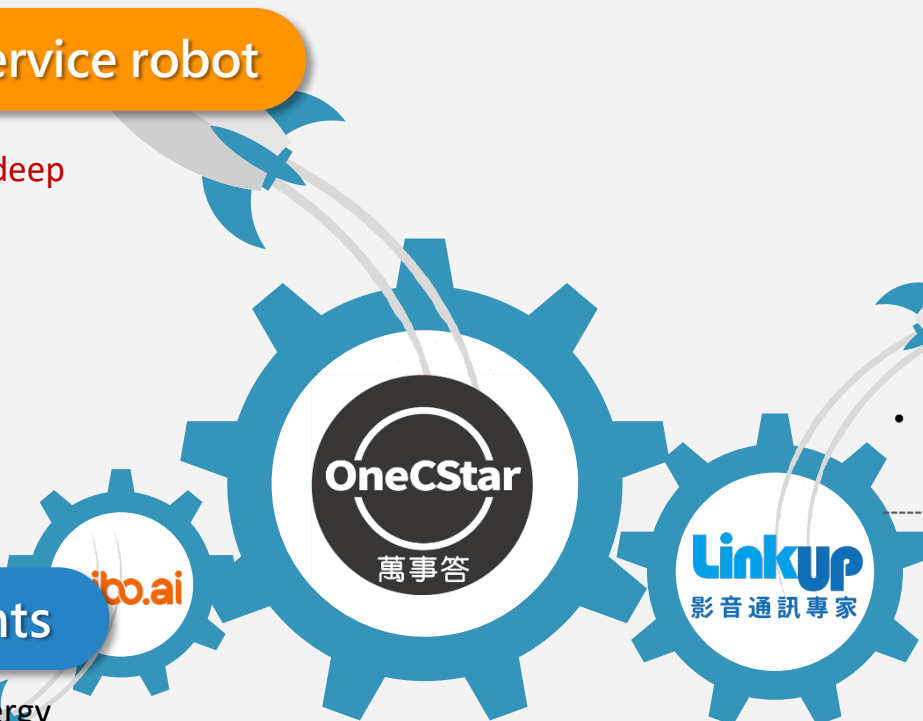


ibo.ai Smart customer service robot

ibo.ai is an intelligent text robot with **deep semantic analysis and deep semantic understanding technology**. It provides 24/365 automated services through a natural language dialogue interface. Increase user satisfaction.

ibo.ai Import Niche Points

- Increases 24-hour instant service energy
- Reduce manual customer service (estimated 20%~40%) Automate the Top 20% of text customer service
- Accumulate corporate customer service knowledge and reduce the risk of personnel changes
- Collect service requirements through actual user dialogue
- Take more refined service as the main axis of introduction



LinkUP介紹

LinkUP 特點



SDK落地



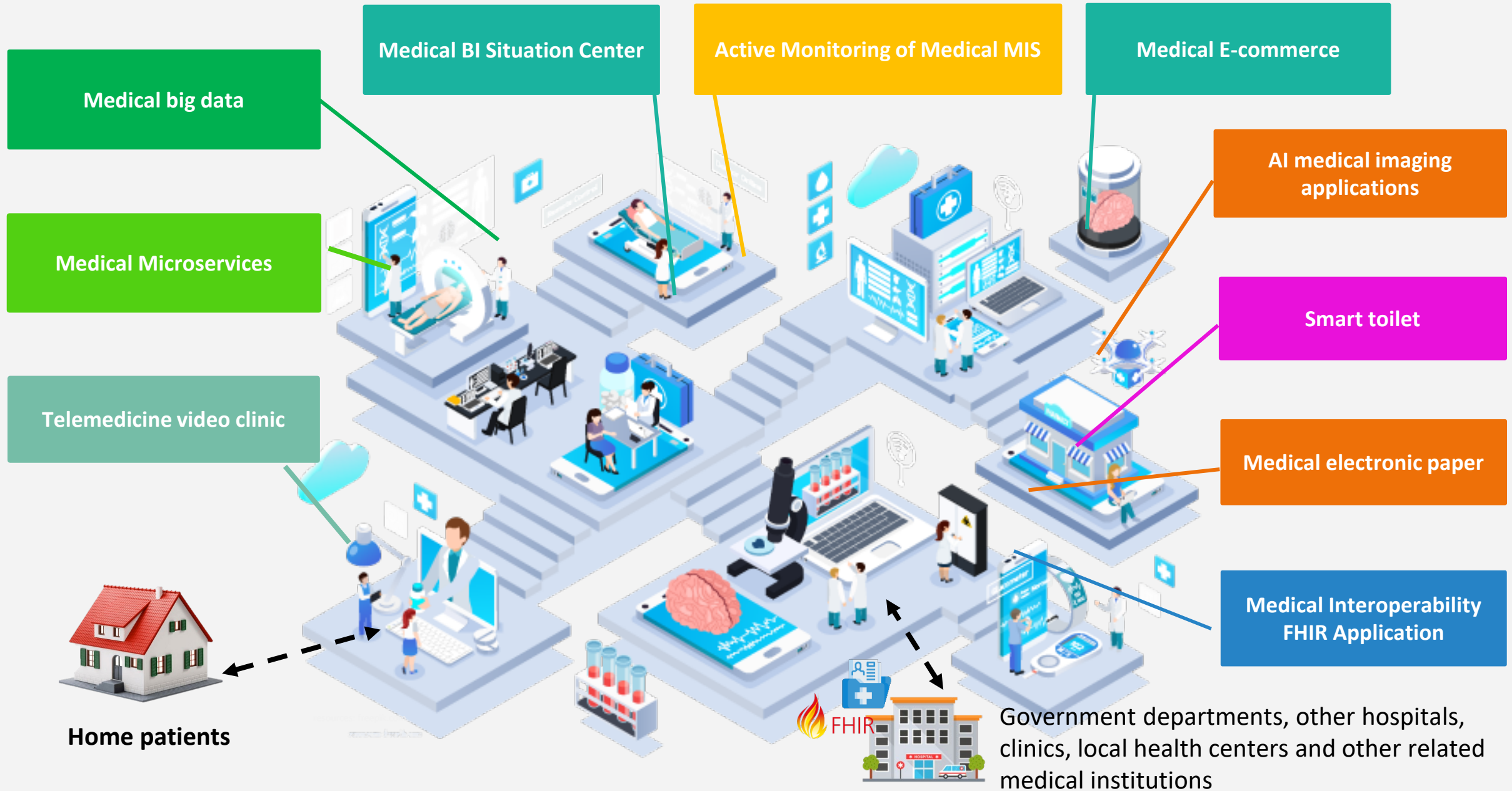
錄音錄影



整合交換機

※ 提供標準API進行對接，直接升級客戶原服務與通話流程

Smart Medical Application



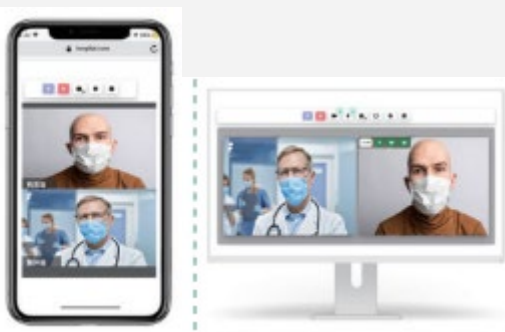


TSTI Intelligence HealthCare Cloud Services

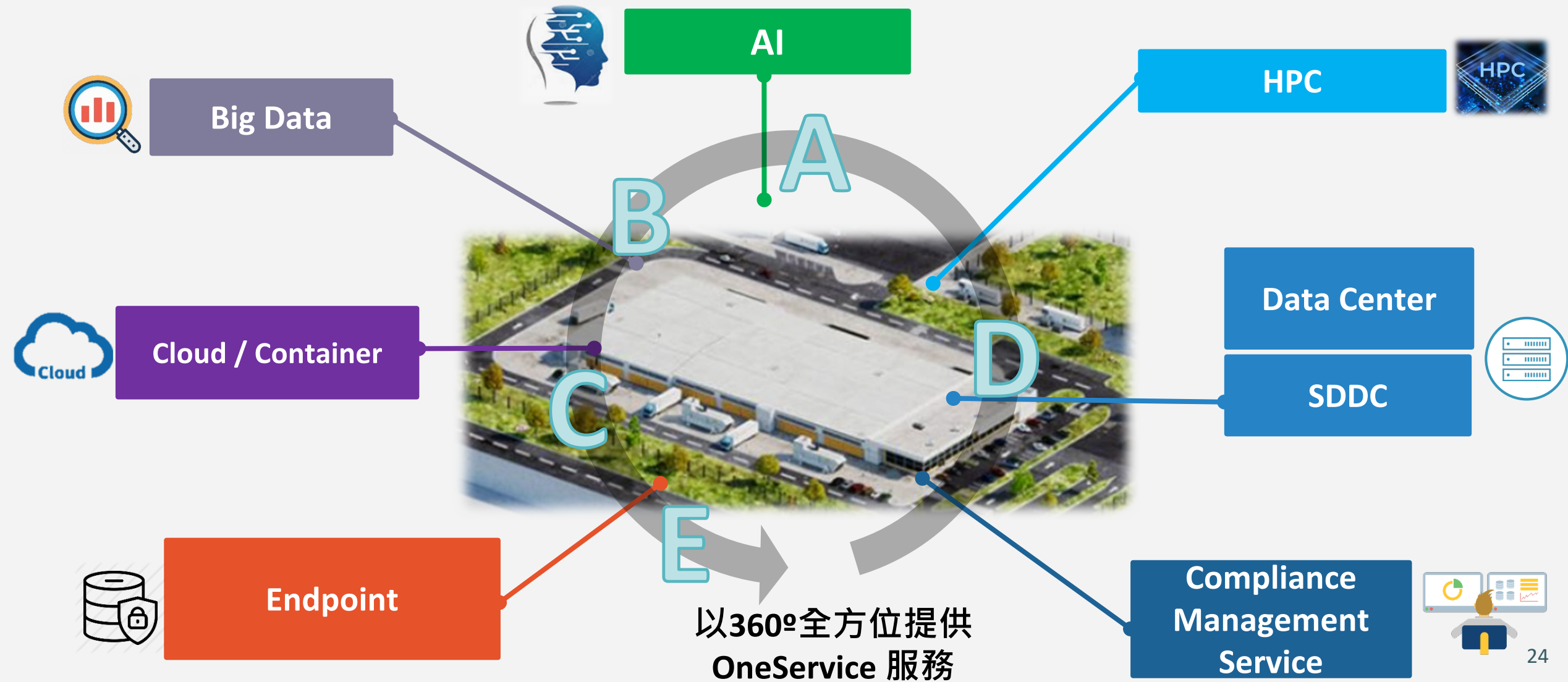


tiCare Health Cloud
Video Virtual Clinic

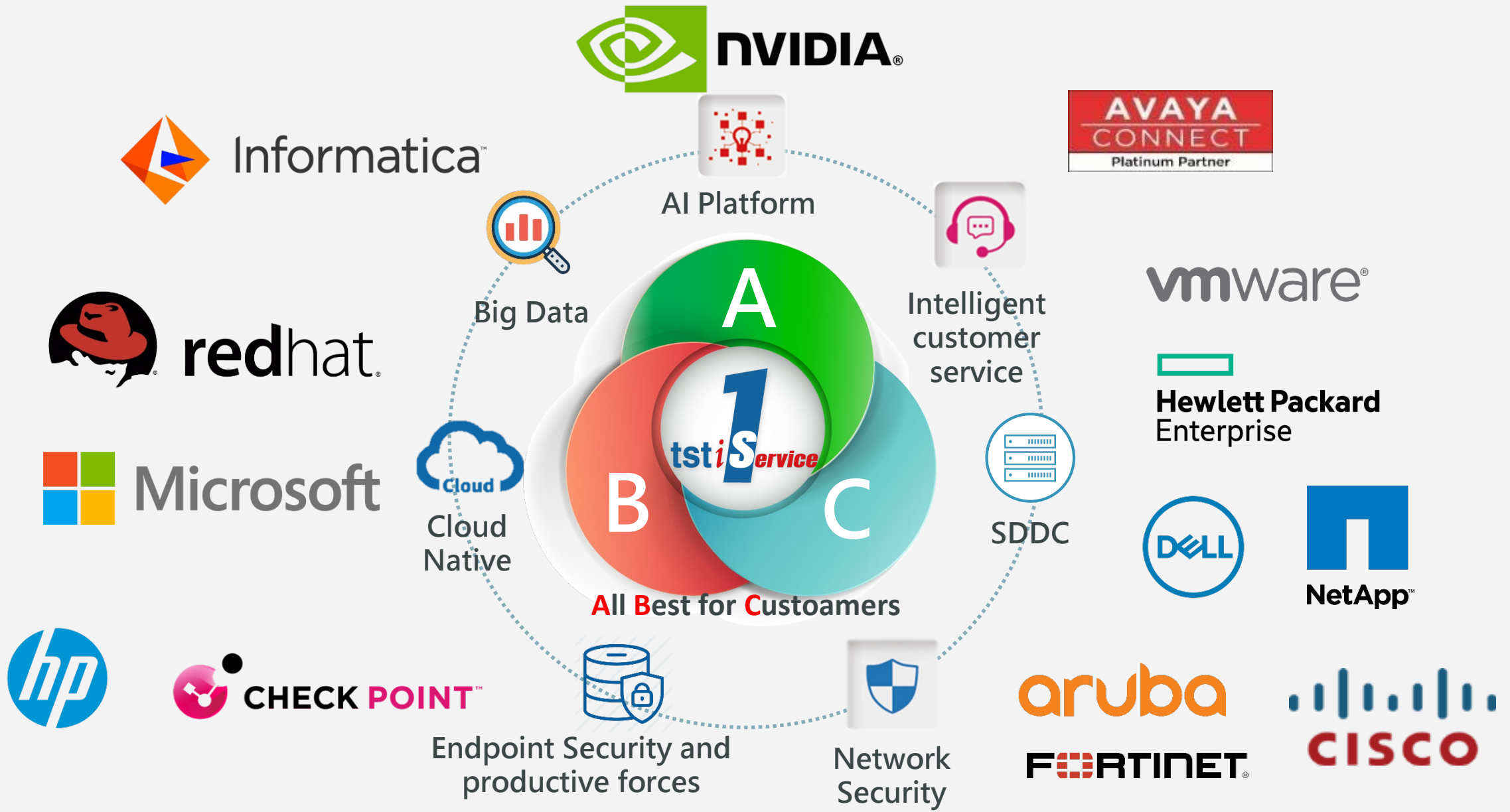
tiCare Health Cloud
eCommerce Service



TSTi OneService ABCDE Field Application



Major Distribution Brands





Operation strategies & prospect

Business model transformation to grow annual recurring revenue

- tsti OneService ABCDE and tsti OneCloud SaaS, PaaS, IaaS cloud services contribute annual recurring revenue

Self-developed products are fully cloud-based and subscription-based services

- Smart contact center, smart communication, smart sustainable ESG, smart toilet, remote medical video clinic, intelligent text robot

Service Transformation For Superior Customer Experience

- Increase tsti OneService's ABCDE Professional Services, Maintenance and Maintenance Escrow Services revenue

Significantly increase the sales of agent software and network security solutions

Continuous digital transformation drives the success of business models and service transformations



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Corporate Governance Evaluation

TSTI was rated as one of the top 21%-35% of the companies in the 7th and 8th Corporate Governance Evaluation, and our performance is relatively good compared with its peers in the service industry, and it will continue to strive for recognition.

TSTI ESG Sustainable Governance & Recognition

Sustainable Governance (G)

- Set up a Corporate Governance Office
- Continue to promote integrity management
- Continue to promote service quality assurance, sustainable operation
- 2021 ASOCIO-Outstanding ICT Company Award
- Taiwan Mittelstand Enterprise in the 5th and 6th Taiwan Backbone Enterprise Award.
- 2021 Digital Transformation Model Award - Honored by the TEEMA
- Best Online Customer Service Application- Honored by the CSEA

Sustainable Partner Recognition

- 2022 Excellent Supplier Grade A, - honored by the Yuanta Financial Holdings
- 2021 Supplier Sustainability Evaluation of High-Performance Supplier - honored by the Fubon Financial Holdings.
- 2020 Sustainability Governance Excellent Supplier - honored by the Taiwan Mobile Co.
- 2022 Excellent sustainable -honored by the China Life

Professional Quality Certification

- ISO 27001 (IS693086) (~06/12/2024)
- CMMI ML3_53535 (~04/26/2024)
- ISO 20000 (~08/31/2023)



Sustainable Environment (E)

- 2022 Net Zero Summit and Digital Climate Action Award "Digital Climate Action Award Titanium"
- Promote the new business model of ESG carbon footprint management solutions - AIoT zero-carbon cloud management system platform and provide multi-industry services.
- LOHAS sports and take action to love the earth. Participate in public welfare road runs and related activities such as World Earth Day.
- Promote "environmental policy"; sign a letter of intent to purchase green electricity.

Social Welfare Participation (S)

- ISO45001 certification. Friendly and healthy workplace
- Happiness Enterprise Gold Award -Healthy Workplace Certification - honored by "111 HR Bank"
- Sports Enterprise Certification - honored - by the Sports Department of the Ministry of Education.
- The recovered computer information equipment will be given to social welfare agencies/disadvantaged groups in need
- . Continue to care for the disadvantaged and donate to care for disadvantaged and remote school children.
- Encourage colleagues to participate in public welfare activities and give volunteer leave and other rewards.



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Q&A



tsti



www.etatung.com

Thank You



聚焦價值
卓越客戶體驗

企業數位轉型最佳合作夥伴