

O'Connor Receives 2010 Frost & Sullivan Malaysia System Integrator of the Year Award in Enterprise Telephony

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Kuala Lumpur, 21 Feb 2011 - O'Connor's Engineering Sdn Bhd was recently presented the 2010 Frost & Sullivan Malaysia System Integrator of the Year Award in Enterprise Telephony. Despite the highly competitive Malaysian System Integrator (SI) market, where almost 15 to 20 companies of varied sizes are striving aggressively to gain market share, O'Connor's unique strategy has enabled it to achieve a sizeable install base of satisfied and loyal customers.

"O'Connor's Engineering focus in delivering a highly customized and comprehensive suite of pre and post services aided via its five service centers across the nation has positioned them as a visionary and thought leader amongst the system integrators in Malaysia," said Moaiyad Hoosenally, Principal Industry Analyst for Frost & Sullivan's Asia Pacific ICT Practice.

He added, "O'Connor's are expected to continue the dynamic market growth, supported by its focus on the banking and finance, government, manufacturing and hospitality verticals with the aim of bringing about productivity improvements."

With increasing competition, customers are increasingly relying heavily on technology to give them a competitive advantage. The Malaysian Enterprise Telephony market, valued at US\$40.0 million in 2009, is expected to reach almost US\$53.2 million by 2016 growing at a compound annual growth rate (CAGR) of 4.2 percent.

"O'Connor's capability to align with market opportunities by offering both IP Contact Centre and Unified Communication solutions and a bespoke hotel information system (HIS) has permitted the channel to further strengthen its market share. In light of all these successes, O'Connor's Engineering is considered the worthy recipient of the 2010 Frost & Sullivan Malaysia System Integrator of the Year in Enterprise Telephony," Moaiyad explained.

"It is indeed an honour for O'Connor's to be chosen as the recipient of this prestigious award for 2010. O'Connor's staff's dedication and professionalism in their work and the unwavering support of our principals and customers have proudly won for us this recognition in the industry. This Frost & Sullivan recognition is certainly an encouragement for our people to continue to strive for what is best for our customers," said Yong Seong, the Executive Director of O'Connor's Engineering Sdn Bhd.

The Frost & Sullivan Best Practices Awards recognize companies in a variety of regional markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research in order to identify the best practices in the industry.

About O'Connor's Engineering Sdn Bhd

O'Connor's Engineering Sdn Bhd, part of the O'Connor's Group in Malaysia with a history that dates back to 1959 is an experienced Telecommunication Systems Integrator in the country. Headquartered in Petaling Jaya, it serves numerous major corporations, institutions and government agencies throughout the country, delivering best solutions with top notch products and excellent services.

About Frost & Sullivan

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