



TELEPLAN

Dutch High-Tech Investment in Indonesia

Another major Dutch company has invested in Indonesia. Teleplan, a company that provides After-Market-Service services for computers, communications and consumer electronics, opened a high-tech service centre in Jakarta in November.

Teleplan was founded in Germany in 1983. Its headquarters are now in Amsterdam, the Netherlands and it has 24 sites in North America, Europe and the Asia Pacific. With now 5,600 employees, and revenues of € 278.6 million in 2010, it is one of the Netherlands larger companies and it has seen an astonishing growth in its 28 years of existence.

The company provides repair services to the suppliers of international top brands in electronics and telecommunication equipment. So, when you return your mobile phone or your notebook to your supplier for repair, it is not the supplier who services it, but it could very well be Teleplan. In the Netherlands, Teleplan's employees are even in the stores of KPN to provide in-store repair service to customers.

The company now has two service sites in Jakarta and one service site in Surabaya. At these sites, the company repairs mobile phones, storage and network installations (such as radio base stations), LCDs, PCs, Notebooks and Set-Top-Boxes from all over Indonesia. The company employs 242 people across the 3 sites and has invested around US\$ 2 million in technical equipment and service processes.

The after-market service sector in Indonesia still mostly consists of local repair shops, which do not have the high-tech capabilities to provide professional service solutions. For complicated repairs, equipment therefore often needs to be sent abroad. With Teleplan settling in Indonesia, such complicated repairs can now be conducted in Indonesia,

which provides faster turn around times for consumers and hundreds of jobs for highly skilled Indonesians.

At the opening of Teleplan's service centre in Jakarta on 30 November, Teleplan's CEO Gotthard Haug said : "This important strategic step will lead to a transfer of technology and engineering know-how and allow us to offer an even better quality of service to the Indonesian end consumer. As people in Indonesia spend more and more time online, their needs for better service and support can only increase. Growing our business in Indonesia will increase our local workforce and lead to further investments here".

Indeed, the service centre of Teleplan is impressive. All equipment that comes in for repair, is put into a logistics computer system. In a clean and anti-static room, dozens of technicians are lined up to repair the mobile phones, checking all the electronic parts, the software and the casing, replacing broken parts and extensively testing very function before releasing it.

Teleplan's investment is a good example of the increasingly high technological level of investment of Dutch companies in Indonesia.

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 Sevan Marine ASA USD 520 million Hydrogen ECA Tanker Lease Facility (USD 200 million under Sevan's Control) Mandated Lead Arranger and Facility Agent China, February 2011	 Hyflux Ltd USD 300 million Specialised Remotely Operated Vehicle (ROV) Credit Facility Mandated Lead Arranger Singapore, January 2011	 Hyundai Card USD 400 million Asset Backed Loan Arranger, Joint Loan Arranger and Lease Committee Korea, January 2011	 Hyundai Capital USD 700 million 4.25% Senior Secured Notes due 2015 Joint Bookrunner and Lead Manager Korea, January 2011	 BUMA USD 600 million Specialised Loan Facility Mandated Lead Arranger and Structuring Bank Indonesia, January 2011	 Sivertone Corporation USD 180 million Investment of 100% Stake in Sivertone Insured Financial Advisor Malaysia, December 2010
 KREFF Investment GmbH JPY 6 billion Export Term Facility Mandated Lead Arranger and Facility Provider Japan, December 2010	 Noble Group Ltd. USD 2.54 billion Specialised Remotely Operated Vehicle (ROV) Credit Facility Mandated Lead Arranger and Bookrunner Hong Kong, December 2010	 BILT Graphics Paper Products Ltd. USD 140 million Secured External Commercial Borrowing Facility Mandated Lead Arranger India, November 2010	 Trade and Development Bank of Mongolia USD 200 million 6.25% Senior Notes due 2015 USD 200 million 12.50% Subordinated Notes due 2018 EMTN Programme Sole Arranger & Joint Bookrunner and Lead Manager of the Notes Issues Mongolia, October 2010	 Manda Water Company 10-year USD 150 million WCX Covered Loan Facility Sole Lead Arranger and Agent Bank Japan / Philippines, October 2010	 Central China Real Estate USD 300 million 11.25% Senior Notes due 2015 Joint Bookrunner and Lead Manager China, October 2010

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