



NEWS RELEASE

Informatics introduces the new eTrack System to perk up its franchise support services

19 Oct 2005, Singapore – Informatics, global leader in providing quality lifelong learning services has taken another step to improve on the franchise support services to their franchisees spanning 50 countries. Franchisees can now track their service requests made to their master franchisor in Singapore. The service is available at www.informaticsgroup.com/igcu

“Word-of-mouth is one of the most credible forms of advertising because a person puts their reputation on the line every time they make a recommendation and that person has nothing to gain but the appreciation of those who are listening. Our franchise support team is taking steps to elevate the experiences that our franchisees are having with us. We believe that they are our brand ambassadors and the most powerful form of advertising. The eTrack System is one of the tools that we introduce and we hope our franchisees will find it beneficial.” Said Lye Ray Nah – Franchise Support Manager, Informatics Group

What is Informatics eTrack?

Informatics has developed a simple tool yet powerful tool, using the e-mail systems to track the service requests made by franchisees. It brings the latest update on the progress of each requests made. The eTrack system can track as many requests as required at one time and is accessible as long as there is internet connectivity.

What are the benefits of eTrack?

- Simple and easy to use
- Tracking information available 24 hours a day/7 days a week/365 days a year
- Available from any e-mail device with Internet connection, anywhere in the world
- Provides update on the progress of the service requests
- Free of charge

“We have started the relationship with Informatics since year 2000. On top of the online services made available to the franchisees, professional individuals are assigned to support each franchisee in different aspects. The entire franchise package is complete and we are happy with the relationship.” Said Mr. George Kong-Executive Director of Informatics Nigeria

Having started in 2000, the Informatics Nigeria, owned by the Jigawa state government is now Informatics’ fastest growing overseas franchisee and it is aiming for a listing in its home country by end 2007.

“Yes, I like the eTrack tool and I think it’s great!” added Mr. Kong.



About Informatics Group Corporate University

Informatics Group Corporate University (IGCU) is the global corporate training arm of Informatics Holdings Limited.

Founded in the year 2000, its foremost direction is to train the management and staff of both company-owned and franchised business. Training will focus on the key operational processes and the sharing of best practices in order to replicate the success within our network.

Today, more than 1,000 franchisees and their employees in the Informatics' network have graduated from IGCU. Informatics has appointed a pool of competent trainers with years of expertise and in-depth knowledge about the business as IGCU instructors.

Informatics franchisees and their employees continue to benefit from ongoing development and support through access to an interactive website providing web services and support, establishing lifelong relationships with its users.

For more information, please visit [ww.informaticsgroup.com/igcu](http://www.informaticsgroup.com/igcu)

About Informatics Group

The Informatics Group, listed on the Mainboard of the Stock Exchange of Singapore, was established in 1983, and is a multinational corporation providing lifelong learning services in information technology and business management. Informatics presently has a global network spanning more than 50 countries, offering programmes from O/A Levels (for international students) to undergraduate and postgraduate degrees. The Company has won many awards including the Singapore Brand Awards 2002 and 2003, the Singapore Quality Class for Private Education Organisations (SQC for PEO) as well as the People Developer Standards Award. In July year 2005, Informatics attained CaseTrust for Education, a scheme by the Consumer Association of Singapore to certify companies that have foundation for good quality student welfare practices and standards. Informatics has achieved the Golden Brand Award for the Education sector in Sep year 2005. The Golden Brand Award for the Education sector is a competition organized by the organizers of the International Brand Summit 2005. This award aims to give recognition to local and China enterprises for the good work done in building their companies' brands. The International Brand Summit (IBS) is an event held in conjunction with Global Entrepolis @Singapore 2005 a mega event jointly presented by the Singapore Economic Development Board (EDB) and the Singapore Business Federation. The IBS is organized to increase awareness on the importance of branding among local and regional enterprises and also to stimulate the growth of Singapore's brands and enterprises locally and regionally. For more information, please visit <http://www.informaticsgroup.com>.

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