

eNEWSLETTER Quarterly Issue 1-2021

PPK448/10/2013ISSN1394-1526

# SAINS inspire



Free Publication



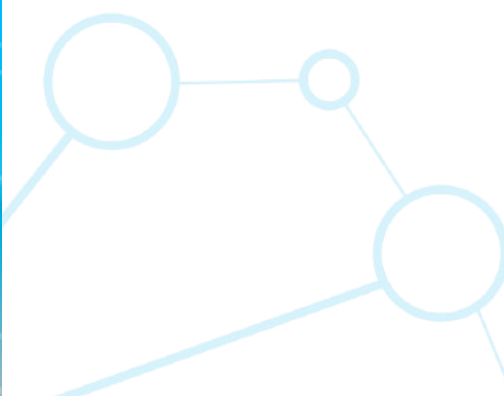
# ABOUT SAINS

**SARAWAK INFORMATION SYSTEMS SDN BHD (SAINS)** was established in 1991 as a private company wholly owned by the Sarawak Government to facilitate the computerization of Sarawak Government Agencies. Since then, SAINS has established itself as a leading ICT Systems Integrator and Solutions Provider in Sarawak with an extensive track record and skills dedicated towards providing enterprise network infrastructure, business solutions, and end-to-end ICT services for its customers.

**SAINS** is dedicated to supporting the Sarawak Government in its drive to push Sarawak forward through the Sarawak Digital Economy Strategy. With SAINS's deep well of knowledge in technologies such as deep learning, data analytics, artificial intelligence, cloud computing, geomatics, internet of things, cyber security, and blockchain, SAINS is well positioned to support the Government's initiatives in sectors such as Digital Government, Cyber Security, Digital Inclusivity, Digital Skills & Talent Management, Agriculture, Smart City, Digital Health, IT Consultancy, and e-Commerce.

**SAINS** has effectively enlarged and intensified the utilisation of ICT in Sarawak and, over the years, has successfully implemented and deployed hundreds of projects in various government bodies throughout Sarawak.

To ensure the consistent provision of quality solutions and services, SAINS operates a 24x7 Contact Centre service providing support for the Sarawak Government's 20,000 dedicated users.



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**Copyright:** Freepik images page 8, 23 and 24.

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# CEO'S MESSAGE



As we reflect on these past 2 years, we see a world confronted by the Pandemic that has brought relentless stress to businesses and overwhelmed many existing contingency plans. Teams caught on the back foot were left without any readily available remedies to relieve the pressure. Against this backdrop of a disrupted and re-sculpted business landscape, many organisations were challenged to rethink their processes and introduce different ways of working.

The changes in how we work have also transformed the adoption of digital services during this Pandemic. Adoption has shifted from one that predominantly conducts business transactions, towards one that is now embracing customer engagement on a large scale. In SAINS, the “digital engagement space” is now relied upon more intensely than ever to operationalize projects, conduct briefings, present research findings, and celebrate customer successes. Although the information and lessons learned from these collaborations are often confined within the perimeters of each collaboration circle, there have been many opportunities to extend beyond them to engage a larger audience who could potentially benefit from such information and experience.

It is therefore with profound pleasure and humility that we launch this inaugural edition of **Inspire** with the hope of bringing shareable information from those “engagement spaces” to our customers. During the course of this quarterly publication, we will be working with our customers to share their projects and experiences, discuss popular/emerging technologies, share technical tips, and showcase celebrations of customer successes. As **Inspire** embarks on engaging a wider audience, we hope you will use this space to reach out and let us know what you would like to see. The editorial team can be contacted at [inspire@sains.com.my](mailto:inspire@sains.com.my) and looks forward to your feedback.

# SAINS MOVING FORWARD

In tandem with the changes we are making to serve our customers better, we are also updating our logo. Our new logo maintains the recognition and relationship we have built between "SAINS" and our customers, as well as the expectations of what "SAINS" has stood for over the last 30 years. At the same time, it moves the brand forward to acknowledge the demands and expectations of today and beyond. Over the coming weeks and months, our new SAINS logo will be making its appearance in our emails, websites, business cards and more.

I close this message by extending a very warm welcome to the readers of **Inspire** and thank our authors, reviewers and editorial team for producing the publication and our customers for their generosity in sharing their experiences.



Dr. Anderson Tiong Ing Heng

DIGITAL PARTNER FOR LIFE



# Smart City Concept

The 'Smart City' concept is an evolving one, and every smart city is different. However, a generally accepted base definition of a smart city is – the use of information, communication and digital technology to improve quality of life by addressing the challenges faced by inhabitants of the city. In this case, 'Inhabitants' are the ordinary citizens, public administrators, utility providers, and everyone else that keeps a city running. Common challenges for a smart city include issues related to transportation, utility, pollution, access to services, and verification of information.



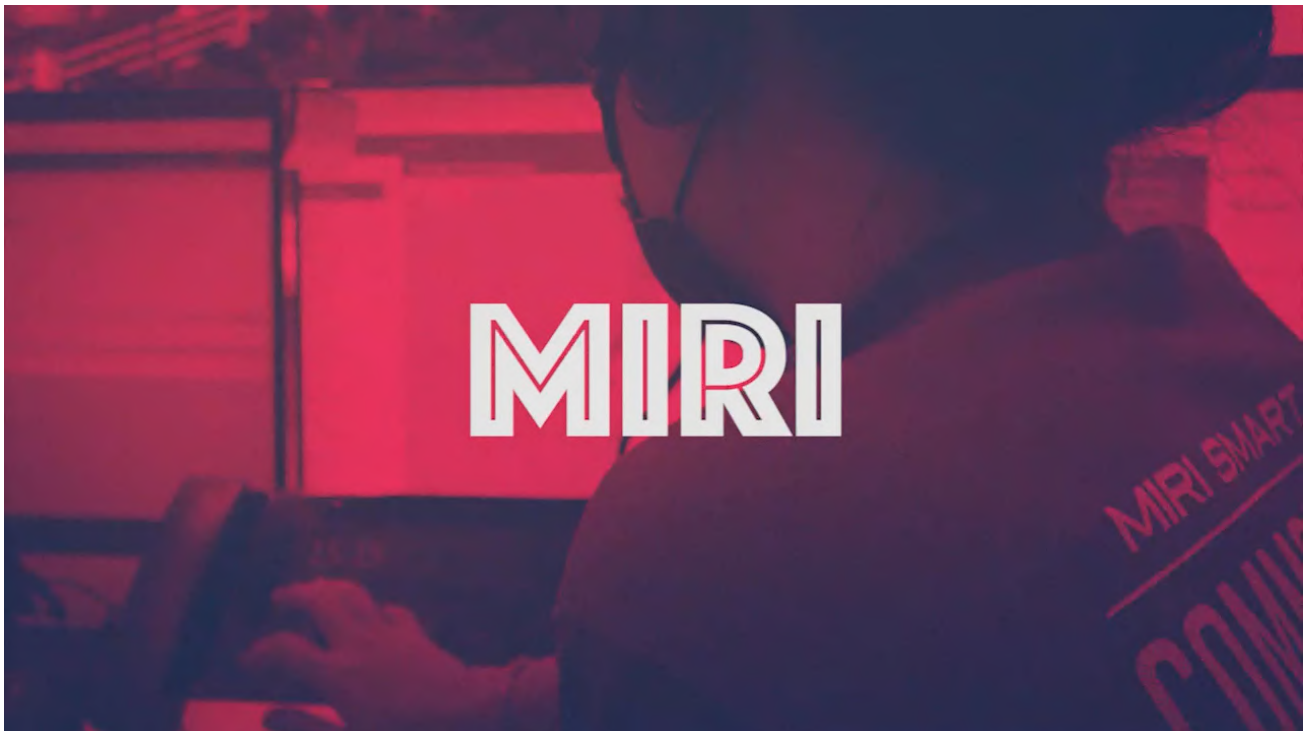
# Miri Smart City

## Part 1

Our SmartCity article will be split into 3 parts across 3 issues. Part 2 – The Components, Part 3 – The implementation

## The Proof of Concept

The Miri Smart City project was implemented as a proof of concept (POC), an exercise to determine the feasibility of ideas in a real setting. The POC intended to prove that a smart city implementation was doable at the selected location and achievable within the constraints of the resources, budget and time.



# Miri Smart City

## The Building Blocks of a Smart City

The Miri Smart City Proof of Concept (MSCP) is aligned to Sarawak's Digital Economy Strategy 2018–2022 which is under the purview of both the State Service Modernization Unit of the Chief Minister's Department of Sarawak, and the Sarawak Multimedia Authority (SMA). It is also in line with the Malaysia Smart City Framework 2018, under the purview of the Ministry of Housing and Local Government of Malaysia. Under this framework, a smart city can be defined by six building blocks – infrastructure, living, mobility, environment, economy, and people. These building blocks served as the foundational requirements during the conceptualization and planning process for the MSCP.





## **Infrastructure**

One of the most important components of a smart city is its network infrastructure. In order to be smart, the city's components must be able to communicate. To ensure an adequate infrastructure, wireless infrastructure was implemented to connect otherwise isolated locations and provide the communication channel for the various smart city components, such as CCTV cameras and panic buttons in the city and parks.

## **Living**

A key factor to a better living environment is the assurance of safety. In order to give Mirians this assurance, panic buttons were installed at strategic locations around the city and parks as safe-harbours.

Another requirement of smart living is better communication and access to information. To this end, the Miri Cares app, which allows Mirians to communicate problems and suggestions to Miri City Council, was launched. Digital Signage screens were also implemented in the central business district (CBD) to enable timely and relevant information to be projected to the public.

Other information initiatives include the Smart Truck app which allows residents to view garbage collection schedules and truck ETAs and the Smart Drain app which allows residents to monitor water levels and locate flood relief centers for better flood preparedness.

## **Mobility**

Another factor for a better living environment is ease of movement. The Smart Bus initiative was implemented to improve convenience and access to public transport for Mirians. The initiative seeks to encourage the use of public transport by making it easier for Mirians to plan their trips through the provision of route information, available bus services, and estimated times of arrival (ETA) using the Smart Bus mobile app.

## **Environment**

Miri prides itself on being a green city and, over the years, has taken significant steps to improve its environmental sustainability and promote a green culture among its residents. The Smart Bus initiative plays into this by making it easier for people to access public transport, thereby lowering emissions.

The Smart Drain system is another environmental initiative. Though sensors, the smart drains can determine drain water levels and project the underlying cause of any changes. This allows authorities to efficiently manage the maintenance and upkeep of drains as well as gather data for better, more sustainable and holistic planning and upgrading works.

## **Economy**

The use of e-commerce and e-payments is part of the Sarawak Government's initiative to encourage adoption of financial technology (Fintech). In line with this, an e-payment mechanism has been embedded in the Smart Bus service to allow passengers to pay their bus fare using SarawakPay. Miri City Council has also implemented a Smart Parking system which allows the public to pay their parking fees and overdue charges through an app.

## **People**

The MSCP introduces many new concepts and new ways of doing things, but without buy in from the people, the initiative will not be able to succeed. In order to create buy in, operators of the systems have been trained in the use of the backend systems. Periodic refresher courses will also be carried out to ensure no one is left behind.

On the public side, awareness campaigns, surveys and promotional activities using social media platforms such as Facebook and Youtube are an effective way to create public awareness of the Smart City initiatives. Through this, people will come to naturally discover and accept these new concepts and grow together with Miri Smart City.

From the six building blocks, ten initiatives were developed for MSCP. These are: Smart City App, Miri CARES, Safe City, Safe Park, Smart Truck, Smart Bus, Miri Tourism, Digital Signage, Electronic Local Authority (eLA2), and Smart Drain.

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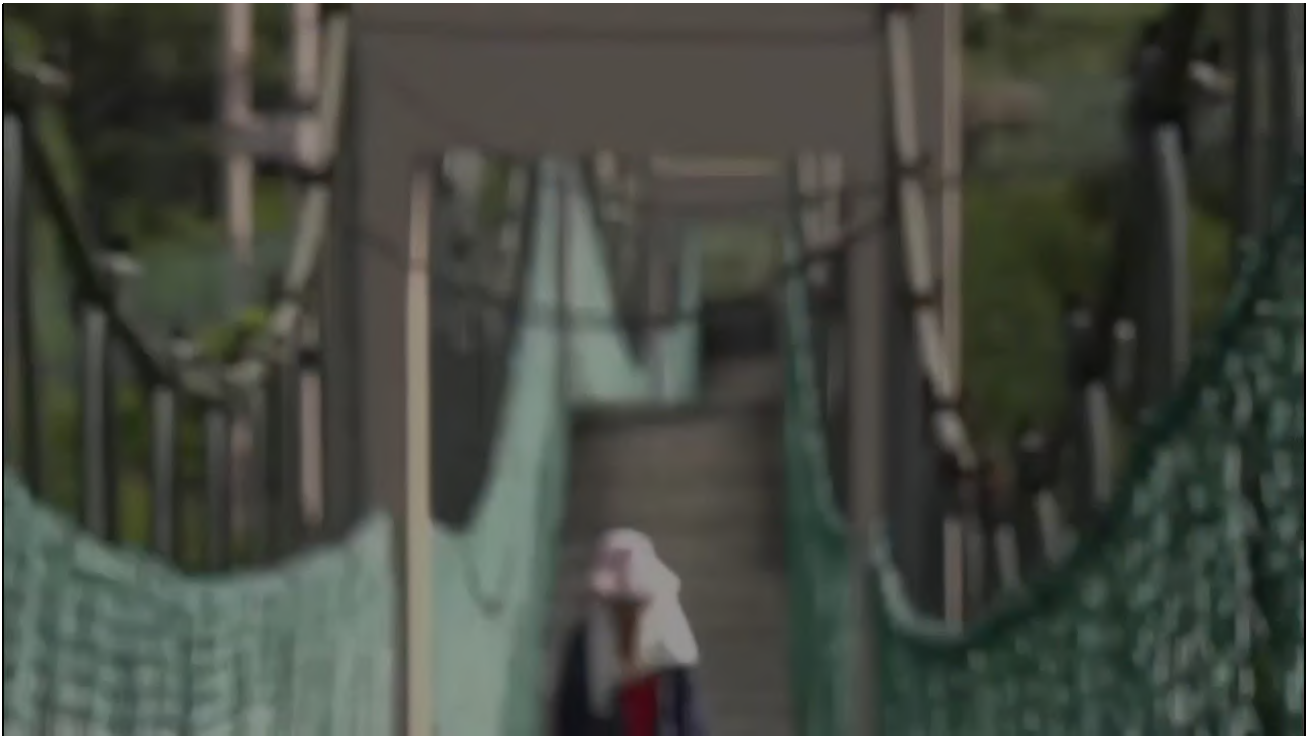
*In our next issue, we will dive deeper into the ten initiatives of the Miri Smart City Proof of Concept.*

## Launching of Miri Smart City by Chief Minister of Sarawak

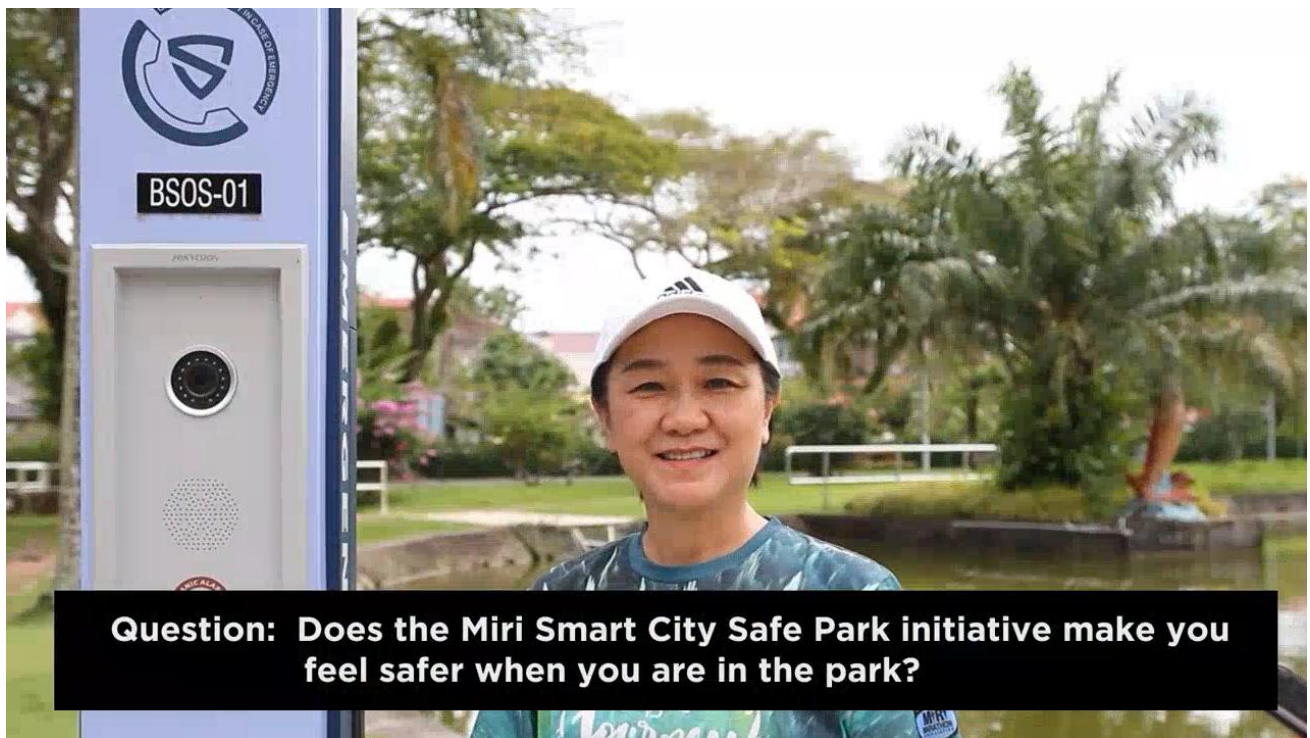
MSCP was launched by the Right Honourable Chief Minister of Sarawak on 12th April 2021. During the launching, the Chief Minister expressed his wish to see similar programs implemented in Sibu, Bintulu, and other towns in Sarawak..



## Transforming Miri City



## Real Public Experiences



**Question: Does the Miri Smart City Safe Park initiative make you feel safer when you are in the park?**





# TEAMS Sustainable Timber Management

Sarawak's natural rainforests are one of the State's most important resources and have been a major contributor to the economic prosperity of Sarawak. However, over the years, illegal logging has run rampant causing environmental devastation, the loss of millions of ringgit in income to the State Government, and a negative perception of Sarawak by the international community.



In order to preserve Sarawak's rainforests, while also balancing the sustainable management of Sarawak's timber industry and putting a stop to illegal logging, agencies in the State need a solution to support their regulatory, management and enforcement duties.

**TEAMS (Timber Enforcement Administration and Management System)** is a comprehensive multiple-part solution, developed under the Eleventh Malaysia Plan, that uses information, communication, and other specialised technologies to combat illegal logging and allows agencies to manage all aspects of the logging industry in the State.



*Enforcement staff from FDS inspecting seized logs on the ground*



*Enforcement staff from FDS carrying out inspections on logs and vehicles used for removal of logs along the REVLOG Chain of Custody*

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## TEAMS Components

### **EFIMS - Enterprise Forest Information Management System**

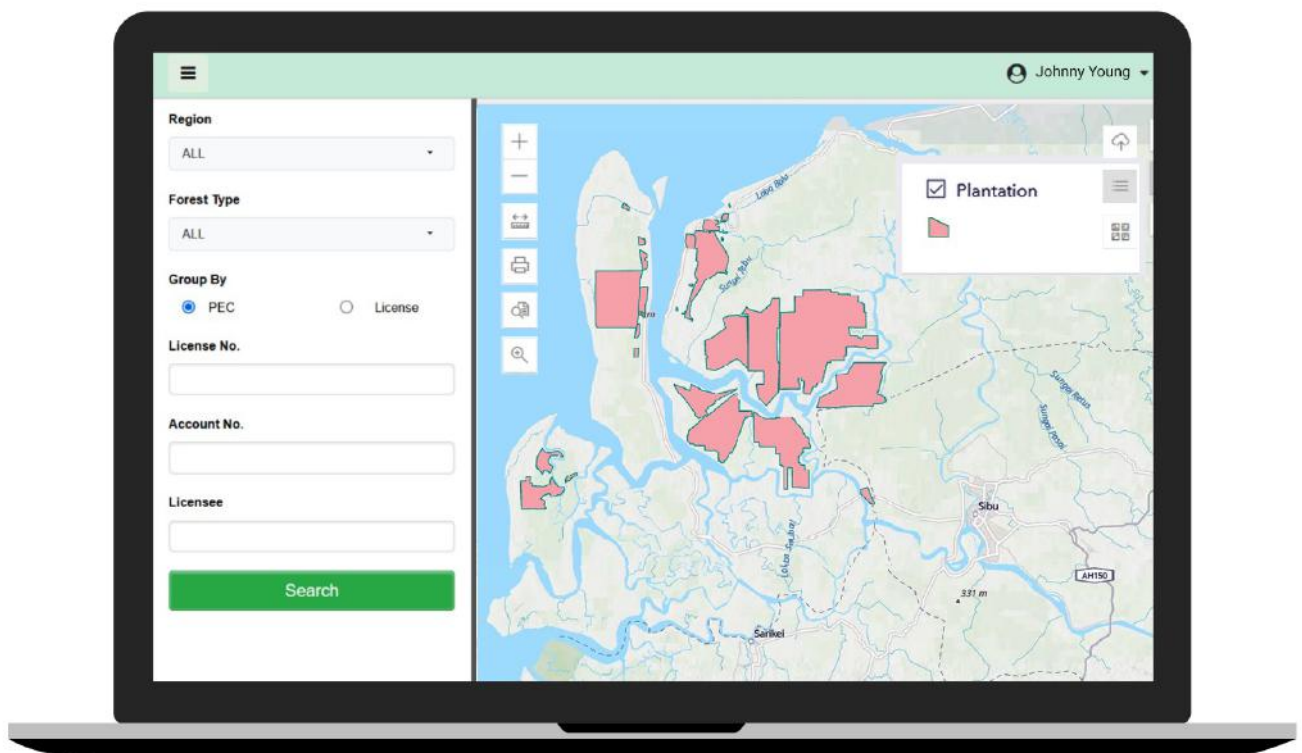
A web GIS application that was developed to serve as the common GIS platform for the Forest Department Sarawak (FDS), EFIMS improves the forest planning, sustainable management, and decision making processes. It allows forestry officers to easily access and make use of information such as forest area and classifications, data layers, satellite imagery, licensing information, and violations.

## Benefits of EFIMS

Improved resource management - Thematic mapping with GIS data layers allows officers to understand the extent, conditions, and trends of forests throughout Sarawak for better forest resource assessment, monitoring, and management.

Reduced operational bottlenecks - EFIMS allows regional offices to print maps directly through the system in a selection of layouts and scales, eliminating the need to request maps from the Forest Technology & Geospatial Division (FTG).

Improved detection of illegal logging - Satellite imagery allows enforcement officers to accurately pin-point illegal activities such as felling beyond approved license boundaries or in unlicensed areas.



*Data of plantation areas in Sarawak*

## REVLOG - Sarawak Logs Tracking & Forest Revenue System

**RevLog** was built to closely monitor licensed logging activities. It covers the full process lifecycle from timber licence registration to post-logging activities and revenue collection. A mobile application was also developed as part of version 2.0 to enhance enforcement capabilities and improve efficiency for the chain of custody process for field officers.



*Offline mode enables officers to conduct site inspections in remote areas without network connections.*

### Benefits of Revlog

**Simplified tracking and monitoring** – RevLog IDs logs and tracks the chain-of-custody from felling to export for each log, allowing officers to ensure a log's location at any given time.

**Improved detection of smuggled logs** – Unique log IDs and tracking at check and choke points ensure unregistered logs can be quickly detected using the RevLog mobile application. The Log Transit Removal Pass and Log Production Identity enquiry functions assist field officers check the legality and movement of logs.

**Maintenance of tight controls** – RevLog checks actual log production against approved licence quotas allowing enforcement officers to monitor production activities and prevent over-logging and illegal logging.

**Efficient revenue collection** – RevLog facilitates the timber royalty billing processes and the collection of all revenues. The system also automatically monitors outstanding billings to ensure timely and accurate royalty assessments.



## **IPTS - Investigation Paper Tracking System**

IPTS enables officers from the Preventive and Enforcement Division (PED) of the FDS to register and track investigation papers in a centralized repository. Case information is accessible by authorised users, allowing officers to collaborate on cases and share information in a secure environment.

### **Benefits of IPTS**

Efficient document management – IPTS ensures documents are organized and filed for better case management. It is also enables officers to search for and retrieve records based on a word or phrase in an investigation paper.

Tighter security – Investigation papers are registered and kept secure in the centralized repository which is backed up on a regular basis. Audit trails, user access controls, and passwords further boost the security of the system to maintain the authenticity, accuracy, and availability of the case information.

Effective collaboration – IPTS allows authorized personnel from the various FDS divisions to instantly access critical information and documents throughout a case.

Mobile device friendly – IPTS is completely mobile device friendly, allowing PED officers to access important information while on the move.



*Aerial Surveillance by FDS to monitor seized logs in remote areas.*



*Unloading of seized logs by Forest Department Sarawak as part of IPTS disposal process*

## Forest Licensee Portal

The portal is an online gateway for timber license communities to interact with the FDS. As an integrated platform, it allows timber license communities to access Government to Business (G2B) services such as Daily Production Return, Royalty Assessment for Forest, and Management Personnel applications.

## Benefits of Forest Licensee Portal

Improved public convenience – The Portal replaces the old paper-based and personality driven system, reducing delays and complexity, and simplifying the application process for licencees.

Streamlined processes – The portal allows the timber license communities to submit and monitor applications online while allowing FDS officers to quickly receive and process submissions as well as update applicants on their application status.

# In Praise of TEAMS



**YBhg Datu Hamden bin Haji  
Mohammad, Director of  
Forests, Sarawak**

Our Sarawak Timber Enforcement Administration and Management System (TEAMS) is one of the best and officers from other Forest Departments in Malaysia have visited to learn about TEAMS. We were also invited by the Ministry of Energy and Natural Resources (KeTSA) to present a paper at a meeting of the Majlis Tanah Negara (MTN), AKA the National Land Council, on our usage of technology in our management solution for logs/forests and to assist the Ministry see if the system can be replicated in West Malaysia.

We want to thank SAINS for working with us to develop these systems that have been very useful for the State and Department, not just the Forest Licensing Portal but also other systems such as the Sarawak Log Tracking and Forest Revenue (REVLOG) System, Enterprise Forest Information Management System (EFIMS), and others. So thank you to SAINS for being such a valuable partner in our aim to achieve sustainable forest management in Sarawak.

# DIGITAL FORENSICS

Digital forensics can paint a picture of where, when, and how a malicious actor penetrated a system. This provides organizations insight into a breach and guidance on how to stop the attack from happening again.



# Cyber Security or Cyber Resilience?



In this digital age, every organization needs to accept the fact that, sooner or later, they could be faced with a successful attack of their cyber environment. The big questions are, 'How do they ensure the attacker can be kicked out of their network or system?' and 'How do they resume normal operations even in the face of a cybersecurity attack?'

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Cyber resilience is centered around the ability of an organization to prepare for and adapt to a continually changing threat while being able to withstand and quickly recover from an attack. This includes identifying potential events, assessing their likelihood of occurring, determining the impact they would have on the business, and determining the actions required to mitigate them.

When an attack interacts with an information system, it leaves an intrusion trail. Digital forensics can paint a picture of where, when, and how a malicious actor penetrated the system, and provide insight into the breach and guidance on how to stop the attack from recurring. It also uncovers the attacker's tools, methods, and processes for gaining access. Once an attack is contained and analyzed, a remediation strategy can be implemented that includes recommendations for future protection.

Digital forensics is critical in allowing an organization to understand how an attack was perpetrated to reduce future risk. It can also assess previous data and processes to ensure an organization has the tools and resources it needs to handle more sophisticated attacks down the line.



Digital forensics also provides an insight into the tools, tactics, and methods that malicious actors use to get access to the system. This intelligence can be built into a cyber resilience strategy that gives an organization a comprehensive picture of its infrastructure, operations, and security.

Proactive and reactive resiliency can both benefit from digital forensics. Once you have built an image of your infrastructure and are constantly monitoring and investigating attacks, you will be able to shield your system and organization against risk. The goal is to keep the malicious actor out for as long as possible while strengthening defenses. The unfortunate reality is that when a cybercriminal fails to gain access to their target, they usually return with a more sophisticated or aggressive attack – and the organization must be prepared for it.

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## **Digital Forensics and Investigation Capabilities**

It is important to bear in mind that the most crucial aspect of any investigation is a solid, well-defined procedure that will support all areas of the undertaking. Proper management of a crime scene with all the procedural underpinnings of tagging, bagging, case management, and contemporaneous recording of events is as important as the digital forensics work itself.

This is why the skills, knowledge, and experience of the investigator is so important. While anyone can use a digital forensic tool to, say, acquire a disk image or a RAM dump – only an experienced professional using robust techniques and procedures can present such an artifact in a form that is able to maintain integrity under cross-examination.

At SAINS CyberForce, our team of forensic analysts are experienced in handling digital forensic evidence, producing digital forensic reports, and providing extensive coverage in computer crimes and digital fraud investigations. Equipped with state-of-the-art hardware and software, and internationally recognized defensible forensic methodologies and best practices, SAINS CyberForce offers diverse digital forensic services to individuals and organizations of all sizes.



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## Our Coverage & Deliverables

### **SAINS CyberForce technical advisory and digital forensic services:**

- Data Breach Investigation
- Intellectual Property Theft
- Employee Misconduct Investigation
- Employee Departure Services
- Business Email Compromise
- Web Application Security Attack
- Data Wiping
- Data Recovery
- Industrial Espionage Investigation
- And more

### **Investigation report deliverables:**

- Executive Summary
- Methodology & Approach
- Timeline of Events
- Finding Details
- Recommendation

# Case Study

## Crypto Mining Malware Investigation



The team was called in to investigate a cyber incident in which the client had reported an unexplained slowdown to a system with a web service running on it.

It was found that the hacker had used crypto jacking to steal computing resources from the system to run a crypto mining operation without the victim's knowledge or consent. The following are some interesting take-aways from the findings, impacts, and recommendations of our investigation report.

### Findings

- Suspicious network traffic was detected towards multiple C&C servers and unusual web server logs were found
- A malicious script was found downloading files from the C&C server

### Impacts

- The crypto mining malware impaired system performance by consuming system resources and turning other machines into bots
- It also implied a risk of other threats including information theft or the installation of other malware in the crypto mining malware

### Recommendations

- Limit control of the IP addresses that can access the admin web of the application
- Enforce a strong password policy for application login

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### Want to know more?

We treat every case with the utmost confidentiality. For more information, visit us at [cyberforce.sains.com.my](https://cyberforce.sains.com.my) to request a consultation & demo from our security experts.

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A person in profile is looking at a tablet. The image has a blue tint and a digital overlay consisting of a network of lines and nodes. The title is in large white font.

# Answering The Changing Expectations of Data Consumers

In the wake of the fourth industrial revolution, there has been an obvious shift in the expectations of how data is to be consumed and used by government agencies. In this article, we discuss these changes and what they mean from the perspective of database design and planning.





## **Data from the business and operational user's perspectives**

Today, more than ever, system users require systems that are designed not from the technical perspective but from the perspective of their non-technical users. This key consideration needs to be taken into account from the outset when designing and planning for databases and data entry. Take for example, location data. Location data, e.g. Kuching, Miri, etc., is a commonly collected type of transaction data. However, traditionally, when a single transaction involved multiple divisions, location data was often captured using codes, e.g. 9999 for multiple divisions. This caused problems as the location information necessary for agency officials to carry out their operations was lost.

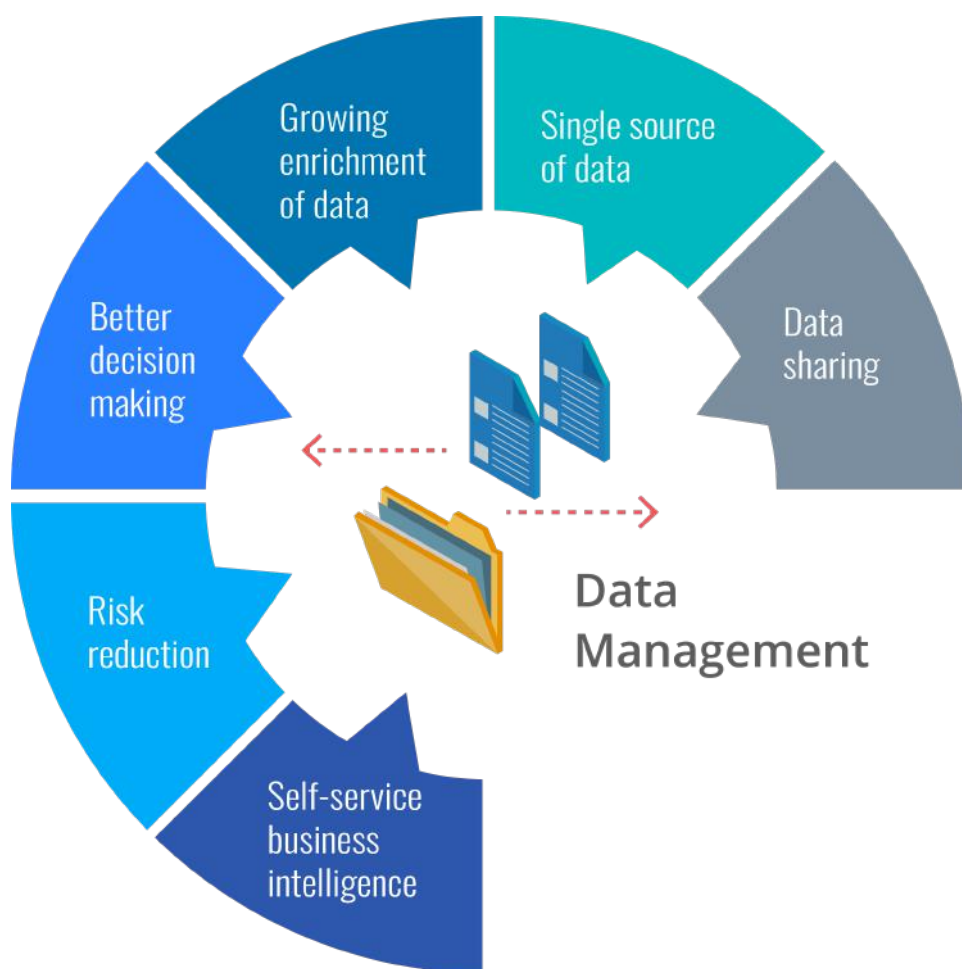
## **The need for reusable datasets**

We have found that there are two crucial details to keep in mind when designing datasets for reusability. First, that data collectors are most likely not the data consumers, and second, that usually, the data collectors' intentions for the data are not the same as the data consumers'. To provide datasets with high reusability, we need to store raw data rather than summary data to give data consumers the flexibility to manipulate the data to their needs. Detailed descriptions of the data, such as technical and business metadata, also need to be documented and maintained so that data consumers can understand the datasets.

## Use of datasets across agencies

Data sharing between agencies is becoming a must. To achieve this, we first need to combine datasets through common data dimensions, e.g., time, location, person, etc. This is only possible if all data is captured in the same way. Again using location data as an example, in some datasets, Serian might be captured as a division, while in others, it might be captured as a district as Serian changed from district to division in 2015. This would cause a mismatch between these datasets. To overcome this problem, one master dataset is required to unify all the datasets within the government.

## Benefits of Data Management

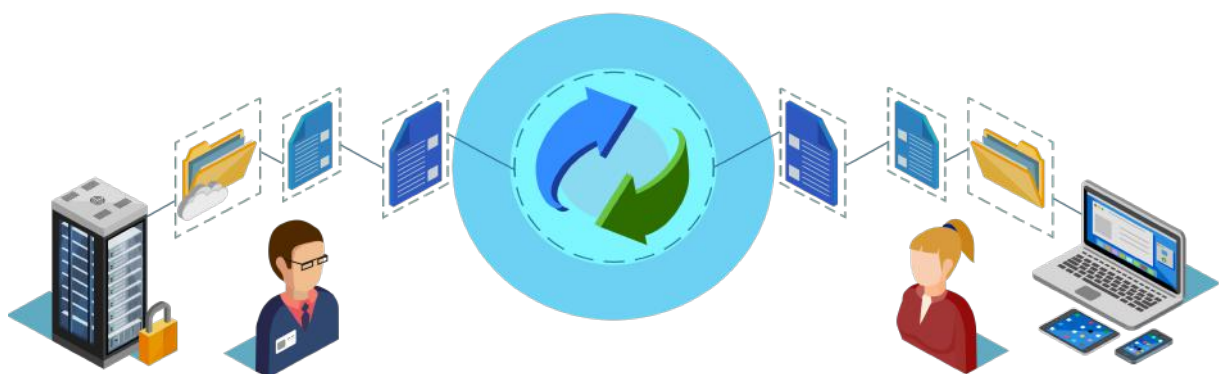


# Data modelling within the State Data Management System

As part of the Malaysia Plan 12 (MP12), The Sarawak State Modernisation Unit (SSMU) has renewed its emphasis on the use of data analytics and data sharing. However, as discussed above, data in the existing information systems have often fallen short of the changing expectations of data consumers. To address this issue, data collection needs to be carried out more deliberately. Data and databases can no longer be just a by-product of an application to keep the application system running smoothly. They are now products and assets in their own right that need careful design and planning. As designers, we must start talking about data requirements instead of functional requirements.

One initiative taken by SSMU to address the above issues is the establishment of the State Data Management System (SDMS). The goals of SDMS are to:

- Serve as a centralized data management platform for all Sarawak government data, the single source of truth
- Establish and manage data standards, metadata, and master data for all government and government-linked information systems and databases
- Prepare data for data modelling, data integration, and data analytics for both technical and business users



Through SDMS, all state agencies will be able to access the necessary data assets for their business intelligence needs and data driven decision making.

One of the major challenges with SDMS is to present data that is accessible to both business and technical users. We can do this by transforming raw data into more accessible data models.

Data modeling is a method of organizing data elements and providing them with a structure. SDMS has adopted the following data modelling techniques:

- Third Normal Form (3NF)
- Data Vault Model
- Star Schema

## **Different data models for different purposes**

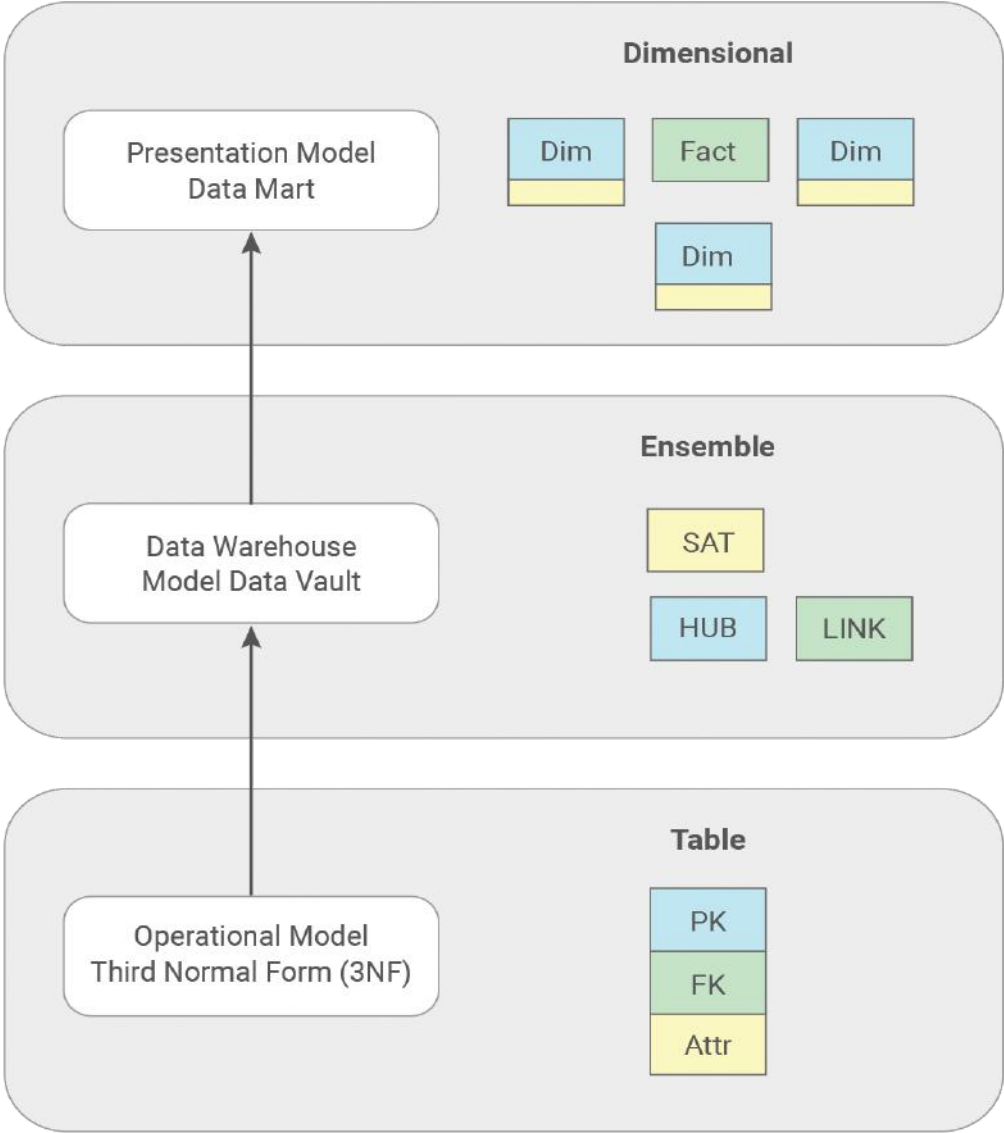
3NF is the corporate data model that IT professionals are most familiar with. Most raw data from government agency information systems is stored in 3NF. 3NF data is highly structured and efficient for computers to access; however, they are generally hard for business users to understand and use.

A data vault model is an ensemble data model designed to provide long-term historical storage of data coming from multiple data sources. The Data vault model is very "write friendly", that is, it allows data from different systems to easily come together. However, it is not optimized for queries and searches, making it not "read friendly".

A star schema is a dimensional data modelling technique that focuses on "read friendliness". This makes them easy for business users to understand. They are also very efficient for business intelligence (BI) tools such as Microsoft Power BI and Tableau. Data in star schemas resides in the agencies' data mart and is ready to be used and shared.



# SDMS Data Models



Through the use of these different data models within the data life-cycle, the State Data Management System will be able to meet the expectations of today's government data users.

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Pejabat Residen Sri Aman,  
Jalan Abang Aing,  
95000 Sri Aman, Sarawak  
Tel: (60) 83-324 423  
Fax: (60) 83-324 423

## SUBSIDIARIES

### SiliconNet Technologies Sdn. Bhd.

F11 & F12, 1st Floor,  
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93350 Kuching Sarawak  
Tel: (60) 82-266222  
Fax: (60) 82-266233  
Website: www.snt.com.my

## SAINS CONTACT CENTRE

24 Hour Customer Support

☎ 1-300-88 7246  
☎ (60) 82-442522  
✉ contactcentre@sains.com.my  
🌐 http://callcentre.sains.com.my  
📱 MCATS - Mobile Customer Assistance Tracking System



To ensure the consistent provision of quality solutions and services, we operate a 24x7 Contact Centre service providing dedicated support for our customers.



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