

EnterpriseOne *One Network for Enterprises*

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OUTLINE OF PRESENTATION

- **Objectives**
- **Contents and Services**
- **Benefits**
- **Usage and Feedback**



OBJECTIVES

- Provide government related business information ranging from assistance schemes to licensing requirements on a 24 by 7 basis at Internet speed (portal)
- Facilitate access to e-services provided by various government agencies (eg OBLs)
- Provide business advisory and consultancy services via Enterprise Development Centres (EDC)
- Provide business information services (EBIS)



ENTERPRISEONE CONTENTS and SERVICES

ENTERPRISES

EnterpriseOne Portal
(www.business.gov.sg)

Enterprise Development
Centres

Access to government
information & e-services

Advisory services
Consulting services

Chinese version
(www.sccci.org/enterpriseone)

EDC@ASME
(www.asme.org.sg/edc)
EDC@SMa
(www.smaedc.org.sg)

Supported by
EnterpriseOne Hotline
(68981800)

EDC@SCCCI
(www.sccci.org.sg/edc)
EDC@SMCCI
(www.edcsmcci.com.sg)



ENTERPRISEONE CONTENTS and SERVICES

ENTERPRISES



EnterpriseOne Business Information Services (EBIS)

Business information services (training, industry updates)

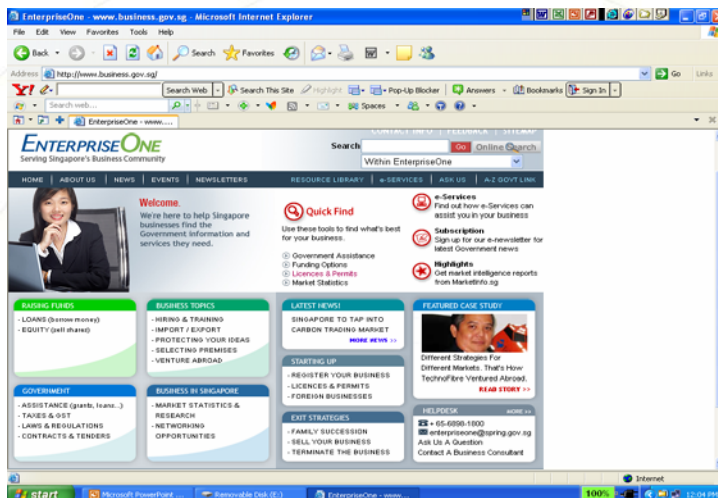
Access to business information resources through the guidance of dedicated Info-consultants

SBF, NLB, IE Singapore, SPRING Singapore partnership

www.ebis.sg



CONTENTS and SERVICES



CONTENTS and SERVICES

Portal Contents

- **Raising Funds** (Equity and Loans)
- **Government assistance schemes, regulations, tenders**
- **Business topics** – Hiring & Training, Select premises, Import/Export, Intellectual property, Venturing abroad
- **Market statistics, Monthly industry trend reports, Networking opportunities**
- **Starting up** – Registration, Licences & Permits, Foreign businesses
- **Access to e-services** – eg employment pass online, file tax returns, apply for licences & permits



CONTENTS and SERVICES

Portal Tools

- **Quick Find tools** for Funding, Govt assistance schemes, Market statistics, Licences & Permits (**Online Business Licensing Service, OBLs**) and other e-services
- **More than 50 How-to guides** on applying for assistance schemes
- **Case stories** on areas such as venturing abroad, starting up and applying for assistance schemes
- **Thousands of interactive FAQs**
- **Rich Resource library**



CONTENTS and SERVICES

Portal Contents

Eg : Some Government Assistance Schemes

• Loans

- LEFS (Local Enterprise Financing Scheme)
- LIS (Loan Insurance Scheme)
- Microloan

• Equity

- SEEDS (Startup Enterprise Development Scheme)
- BAS (Business Angels Scheme)

• Grants

- LETAS (Local Enterprise Technical Assistance Scheme)
- TIP (Technology Innovation Programme)



CASE STORIES

Local Enterprise Finance Scheme (LEFS)

Company X, a plastic-recycling company, applied for LEFS to finance equipment purchase

How Company X Secured LEFS

Used the company's regular banker to apply for LEFS. This helped to cut down paperwork and processing time.

Prepared all the documents the bank needed quickly.

Co-founder was willing to put up personal assets for the loan



CASE STORIES (continued)

How LEFS Helped

Helped Company X finance the equipment it needed to make more money.

Enabled Company X to lock in to fixed interest rate.

Improved Company X's cash flow management and cash position as interest was charged only on the monthly outstanding amount.



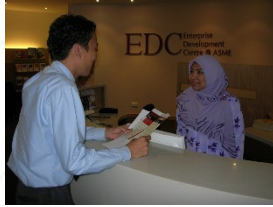
CONTENTS and SERVICES

Enterprise Development Centre (EDC)

- **Connecting business association and chambers of commerce expertise in business advisory and consultancy services with SMEs**
- **EDC@ASME (Mar 05) focusing on branding and entrepreneurship (tel : 6513 0388)**
- **EDC@SMa (Oct 05) specializing in manufacturing diagnostics and consultancy – eg SCM, automation (tel : 6826 3020)**
- **EDC@SCCCI (Feb 06) as springboard to China with global Chinese business network and information (tel : 6337 8388)**
- **EDC@SMCCI (Oct 06) Halal training and consultancy Islamic financing training and consultancy (tel :6293 3822)**



ENTERPRISE DEVELOPMENT CENTRES



Channels for the SMEs to obtain professional advice and consultation for business upgrading & expansion, and venturing overseas etc.



Enterprise Development Centres



CONTENTS and SERVICES

Hotline Service

- **Hotline to support enquiries beyond the portal (including telephone calls, emails and online enquiries)**
- **Enquiries are managed by the hotline team using a call tracking system**
- **Automatic reminders to officer handling the enquiries if they are not responded within the specified time including enquiries that are escalated to other government agencies**



BENEFITS

- **Content copywrited from business perspective to make reading easy and quick**
- **Intuitive navigation makes it easy to use**
- **Researched and collated information cuts down search time**
- **Quick access to e-services**



BENEFITS

- Value added services such as FAQ, Quick Find, How-to guides, Case stories, Market Statistics, e-newsletter and Resource library
- 24 by 7 information resources and e-services at Internet speed
- Each EDC has niche advisory and consultancy areas to assist businesses
- EBIS provides comprehensive business information resources and services



USAGE and FEEDBACK

- 70% increase in traffic to portal since launch
- More than 40,000 users visit the portal monthly
- More than 90% of users feedback are favourable
- Some feedback received :
 - "It is great to have all this information available in one place. I found the language used straightforward and easy to understand - useful site."
 - "Wow, the website is great! I love it, informative and user-friendly."



USAGE and FEEDBACK

- **Some feedback received :**
 - "The website is an extremely helpful information source for SMEs. The content is clear, relevant and up-to-date. I found the site to be very user-friendly and have no problem finding the SME assistance schemes relevant to my business and my clients."
 - "The site design is clean and the colours used are easy on the eye. The homepage is well-designed and allows me to view at one glance the full content of the site. The information is very relevant to SMEs and covers both breadth and depth. The content is generally easy to read and understand and I would definitely use the site again."



www.business.gov.sg

OBLs

EDC

EBIS(www.ebis.sg)



