

# GUTOR ELECTRONIC ASIA PACIFIC SWISS IN EVERY WAY



**Gutor**  
technology

**Schneider**  
Electric



**“Everybody is standing,  
but you must stand out.”**

Israelmore Ayivor





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# VISION. MISSION. VALUES.

**Gutor** is continuously being guided by a set of simple principles.

## Our **Vision**,

Wants to be the industry standard for UPS in Oil & Gas, Nuclear and Power Generation.

## Our **Mission**,

Is to supply customised, engineered, high quality solutions and services to secure electrical power supply in critical industrial applications.

## Our **Values**,

Quality, reliability, trust, expertise, responsiveness, flexibility, cultural openness.





# A MESSAGE FROM GUTOR ELECTRONIC ASIA PACIFIC



“ Let us power your journey! ”

## **Greetings from Gutor Electronic Asia Pacific Sdn Bhd**

Our journey in this region had humble beginnings way back in 1998.

Then, in 2008, Gutor Electronic Asia Pacific Sdn Bhd set up a core factory in Malaysia and today has global customers from Asia Pacific, Europe, Middle East and America.

A second factory began operations in 2013. With expansion came growth. From 100 systems in 2009 to 800 systems by 2014. From a workforce of 25 to 200 today.

Our journey would not have been paved with such achievements if not for the opportunities accorded to us by our esteemed customers.

And testament to this success are the underlying core principles in our Vision, Mission and Values. Coupled with our Quality Management System that ensures the highest standards of safety, consistency and quality.



Gutor Electronic Asia Pacific Sdn Bhd is proud to be part of the global specialist in energy management group, Schneider Electric SA, since 2007. This symbiotic partnership internationally offers us seamless technological and service support in many aspects of our business.

I believe that Gutor Electronic Asia Pacific Sdn Bhd will continue to be at the forefront of what we do best - heavy industrial uninterruptible power supply (UPS).

We will uphold our utmost quality standards and ensure customer satisfaction before, during and after the sale.

Because we strongly believe that our journey of continued success is to ensure that power for your journey is uninterrupted.

Power on with Gutor!

Best regards,

A large, stylized handwritten signature in black ink, which appears to read 'DLS'.

Denis Schuler  
Managing Director  
Gutor Electronic Asia Pacific



# GLOBAL OFFICES



## **HEADQUARTERS:**

Gutor Electronic LLC, Wettingen, Switzerland



## **ASIA PACIFIC REGIONAL OFFICE:**

Gutor Electronic Asia Pacific Sdn Bhd,  
Shah Alam, Selangor, Malaysia

# POWER UP WITH GUTOR!



**THIERRY BAYLE**  
Great Asia Sales Director

*"Gutor's Malaysian factory is the strategic core in the region. State of the art facilities, utmost quality and reliability standards and readiness to serve have given Gutor the competitive edge in the market place. Welcome."*

**RAVINDERAN BAGABALDASS**  
Sales Manager Asia Pacific and India

*"Highly customised, high quality industrial UPS solutions have been the key factors in our focus to deliver satisfaction to our client's needs. It is not surprising then that our client base has been growing over the years and now include all major O & G and power generation corporations in the Asia Pacific region. The strength and competency in our people across diverse value chains, coupled with dedicated execution teams, will surely drive our clients' continued trust. Onwards with Gutor power."*



**GREG KATEB**  
Regional Manager Latin America

*"Today, Gutor Electronic Asia Pacific Sdn Bhd's presence is felt in virtually every country in Latin America! In O & G and power generation applications Gutor is always a preferred name undeterred by distance. Modern day logistics have made conveyance fast and simple to meet demands in global projects. There's no stopping us from powering up any company anywhere in the world now."*

**JA-KYUNG KU**  
Sales Manager South Korea

*"Client satisfaction is top priority. This can only be possible when there is top quality in products and service from start to finish! Such favourable experiences will ensure clients' continuous support and make Gutor the choice UPS system solutions. Swiss quality, sweet satisfaction."*



**MOHAN MADALIMUTHU**  
Sales Manager Middle East & Africa

*"Gutor Electronic Asia Pacific Sdn Bhd never fails to impress! Not just in its state-of-the art facilities right here in Malaysia to serve the region and globally but also in many other aspects. Including professional soft skills, product quality and reliability, local engineering capabilities and world-class test bays. Gutor – power to impress."*



# THE POWER CLUB

## Denis Schuler

Managing Director

*Formulates and implements policy towards the profitable growth and operations of the company. He develops strategic plans to reflect the long term objectives and priorities of the board. To ensure this he develops and maintains an effective executive team. He ensures that the operating objectives and standards of performance are not only understood but owned by the management and employees. He exemplifies the company to major clients and professional associates.*

## Thierry Bayle

Great Asia Sales Director

*Manages a team of over 30 staff which operates in more than 15 countries worldwide. He is primarily in charge of Gutor Electronic Asia Pacific sales strategy and implementations in Asia.*



# 1. RAVINDERAN BAGABAL DASS

Sales and Marketing Manager

The primary executive of the company in building long term relationship with clientele. He develops new ideas to diversify the market and ensures that Gutor Electronic Asia Pacific delivers their promises and benefits, which is always our priority.

# 2. YIN HOON, TEOH

QA and Safety Manager

Ensuring that customer requirements and expectations have been accurately identified and that the organisation is meeting or exceeding them. Yin Hoon is focused on supporting the development and maintenance of a customer-focused culture within the organisation. She is responsible for ensuring all process owners and supervisors maintain their part of the quality management system. She also engages the workforce and stakeholders to achieve a better safety performance and encourage good examples of health & safety practices from board level down.

# 3. CHEK FAI, LOONG

Operations Manager

Involved with the planning, coordination and control of manufacturing processes. He and his team ensures that our UPS systems are safely and efficiently produced at effective costs and quality. He is meticulous with the quality of output and ensures it undergoes various inspections and testing in order to deliver the best backup solutions.

# 4. CHUN THENG, LIM

Supply Chain & Logistic Manager

A set of strategies and methods to transform customer's demands into fulfillments. By using SAP system, a full proof procurement of quality and approved components, FIFO warehousing system and supply tracking of materials are installed. His team also manages logistics distribution on finished products.

The flow of goods within the company which includes the movement and storage of raw materials, work in progress inventory and finished goods from the point of materials incoming to the point of export delivery.

# 5. YOKE HEEM, TAN

Customer Service Manager

As one of the world's leading UPS manufacturers, our focus is not only in providing quality products. Tan ensures that customers can count on professional and comprehensive support from day one onwards. He leads a dedicated team of customer service staff to offer reliable after sales support.

# 6. FEE LING, HAW

HR Business Partner

A company is really about the people, so recruiting the right candidates is paramount to a company's growth. As the HR Business Partner, she creates avenues to groom new talents in order for them to achieve greater heights in their career. She also helps to strengthen bonds among the employees through a myriad of activities.

# 7. MEGAN TOH

Finance and IT Manager

Implements effective processes of preparing and closing monthly accounts, analysis and reviewing results in terms of revenue, cost and profitability. She ensures compliance to group accounting policy and accounting standards and other statutory requirements. She makes sure deadlines are met, prepares and controls the company's budgetary and forecast exercise, banking, cash flow, tax, audit and the IT function.

# 8. SHEE HIANG, CHUA

Strategy Supply Chain Manager

Responsible for the sourcing of new suppliers, and the localisation of components with R&D support. Besides that, he also forms the sourcing strategy for critical components as well as measuring and monitoring suppliers to ensure on time delivery and quality performance.

# 9. BOON WAI, TAN

PSE Manager

The PSE Manager is to ensure design and components requirement are according to Gutor Standard Specification. He is responsible for the respective PSE departments in Malaysia; he provides a direction to this department and coordinates with GUTOR Swiss R&D to improve the process in the departments from time to time. He provides local technical support to GUTOR Malaysia.

# 10. CHETAN SHETH

Engineering Manager

Leads the continual development of project execution division competencies to support the organisation's drive for exceptional client experience. He defines and implements work processes to improve the efficiency and effectiveness of the project management and engineering capabilities.





# AN INSIGHT INTO GUTOR ELECTRONIC ASIA PACIFIC SDN BHD



## From Switzerland to Malaysia...

The history of Gutor began in Wettingen, Switzerland in 1946. Gutor powered itself through four decades of impressive growth to be one of the world's leading name in providing uninterruptible power supply (UPS) systems for a wide range of industries such as O&G, petrochemicals, power generation, mining, transport, desalination, chemical and nuclear. In 2006, Gutor became part of the Schneider Group and continued to garner industrial recognition worldwide. Hence, the future of Gutor is firmly entrenched with a solid portfolio of milestones and achievements that can only lead to more!

- 1946** - Gutor Electronic LLC incorporated in Wettingen, Switzerland
- 1998** - Gutor Electronic Asia Pacific Sdn Bhd was established in Asia Pacific and headquartered in Malaysia
- 2006** - Gutor Electronic became a part of Schneider Group
- 2008** - Full fledged manufacturing facility in Shah Alam commenced operations
- 2010** - Audited and approved by Shell
- 2011** - Achieved endorsement from Sabic, the biggest O&G company in Saudi Arabia
- 2013** - Second factory unveiled in November and attained validation from Qatar Petroleum
- 2014** - Audited and accepted by Reliance, India

Gutor Electronic Asia Pacific is delivering high quality industrial UPS solutions.





## A Showcase Of Achievements For Our Customers



Since the endorsement of Gutor Electronic Asia Pacific by Shell in 2010, Gutor Electronic Asia Pacific provided AC/DC UPS systems to a broad range of Shell Petrochemical Plants as well as Offshore Platforms in Malaysia, Singapore, Brunei, Philippines and Australia. Prominent projects delivered on behalf of Shell from Gutor Electronic Asia Pacific is for SMDS UPS upgrades, Scot & Bugis Project in Singapore, solutions supplied to Sakhalin Island, Ampa 6, Shell refinery in Geelong Melbourne and numerous others. Gutor Electronic Asia Pacific has delivered these solutions, meeting Shell DEP's stringent requirements.



From the very beginning of Gutor Electronic Asia Pacific, we have efficaciously executed many key projects for Petronas, our national Malaysian O&G conglomerate. Since 2009, we delivered more than 50 UPS/DC Chargers for key Petronas installation bases both in Malaysia and abroad. Key Projects include Plant Revamp & Rejuvenation Project 2 & 4 (PRR 2 & 4), Kumang cluster, Turkmenistan Block 1 Development, Petronas FLNG and more. We supplied UPS solutions from 10KVA up to 400KVA for diverse Petronas projects, while managing Petronas Technical Specification requirements.



Gutor Electronic Asia Pacific successfully delivered to diverse Exxon Projects in the region, namely the PNG LNG Project in 2012 and the Banyu Urip project in 2013. Both Indonesian projects have more than 20+ UPS/DC Chargers of various ratings. Gutor Electronic Asia Pacific designed, produced and tested enduring 72 hours burn test as specified in the Exxon GP standards. Gutor Electronic Asia Pacific also delivered to other Exxon ventures in Malaysia, Thailand & Singapore.



In India for the Reliance Jamnagar 3 Refinery, Reliance audited and accepted Gutor Electronic Asia Pacific in early 2014 to produce & deliver systems. As Gutor Electronic Asia Pacific is currently producing all their UPS solutions, from 20KVA up to 160KVA for Reliance J3. The total number of UPS solutions for this massive Jamnagar 3 plant will sum up to more than 42 dual UPS.



In 2010, Gutor Electronic Asia Pacific delivered more than 30 UPS/DC Chargers for Qatar Gas & Qatar Petroleum. Gutor Electronic Asia Pacific is an approved supplier for both of these O&G companies in Qatar.



Gutor Electronic Asia Pacific successfully executed a project with Chevron for the Gorgon LNG Plant in Australia. Gutor supplied more than 100 UPS/DC Chargers from 2010 to 2013 for the Gorgon LNG project located in Barrow Island Australia. This project represents Gutor Electronic Asia Pacific's biggest installation base in Australia, and the execution of this project was delivered from Malaysia.

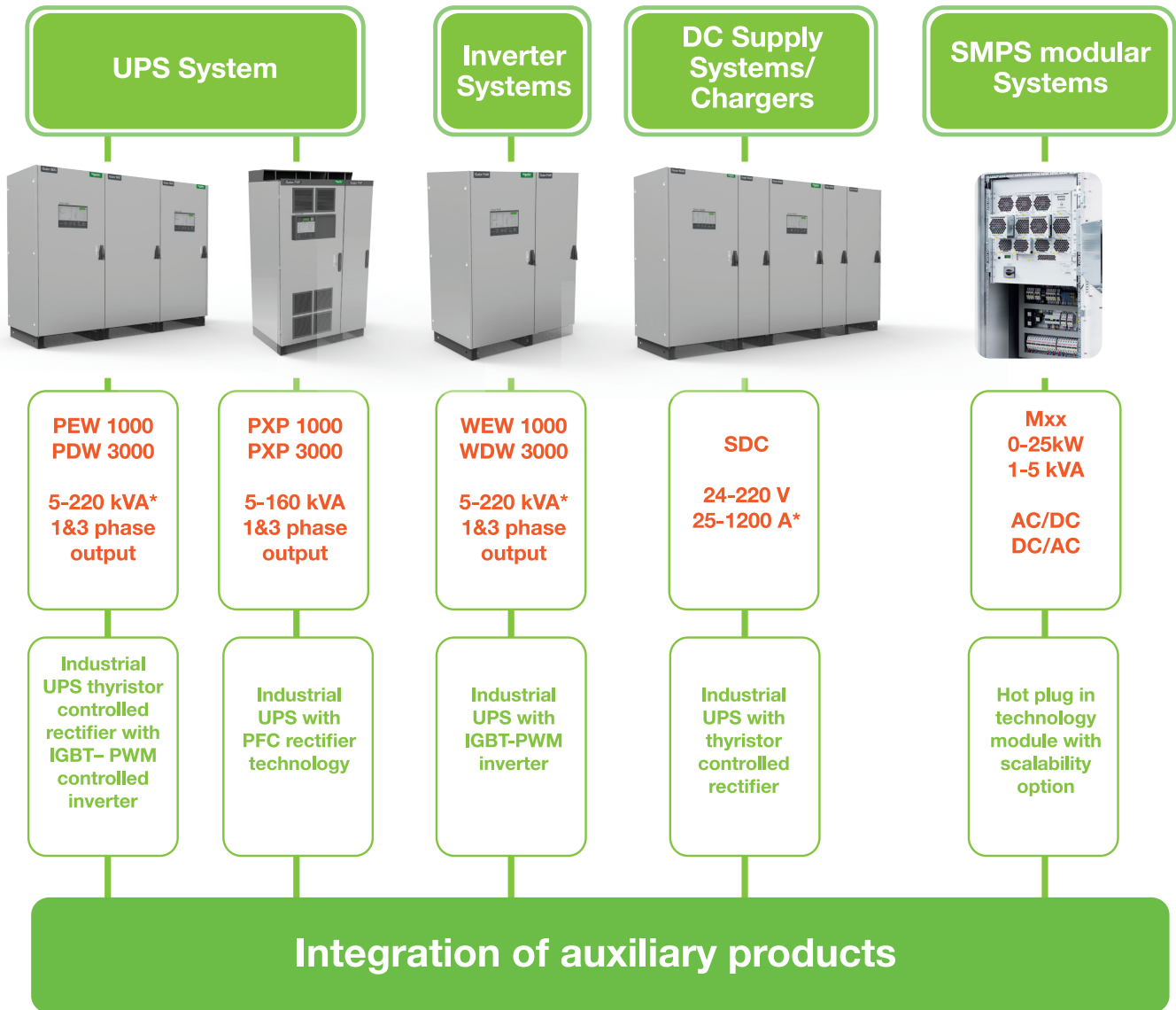


# GUTOR PRODUCTION FACILITIES

GUTOR	Switzerland	Malaysia
R&D	●	●
Sales	●	●
Design & Engineering	●	●
Project Management	●	●
Manufacturing	●	●
Testing	●	●
Training Center	●	●
Nuclear Competence Center	●	
Service Competence Center	●	●
ISO 9001 certified	●	●
OSHAS 18001	●	●



# GUTOR PRODUCT RANGE

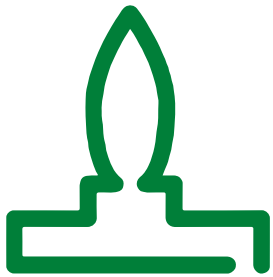


- \* Industrial design meeting harsh environment
- \* Full customisation and designed to meet customer specification
- \* Higher rating UPS / DC charger available on request
- \* System meeting 20 years design life
- \* Our product quality complies with (IEC) standards

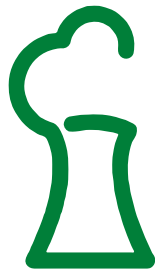
# THE GUTOR MARKET

A Global Leader In Every Way.

We Strive To Excel In  
Every Aspect Of Our  
Client's Needs



Oil & Gas,  
Petrochemicals



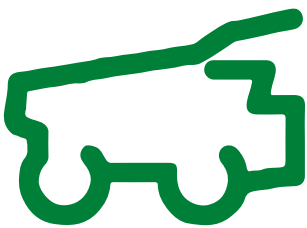
Nuclear Industry



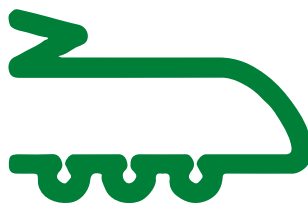
Power Generation



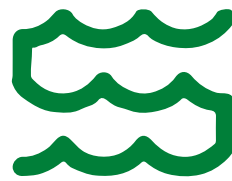
Other Industrial  
Applications



Mining



Transport



Desalination



Chemical



# THE GUTOR EDGE







#### **Consistent Quality :**

Gutor's global standards of quality management are applied and adopted across the world. This consistency in the value chain assures our customers of our commitment to be ahead of the pack. Even the quality and performance of our sub-suppliers are constantly checked and audited by our technical and quality departments, captured and reviewed on our supplier monitoring tools. Testament to our quality edge are our ISO 9001 and ISO OHSAS 18001 certifications in compliance to world standards at our facilities.

#### **Strategic Location :**

We are here right in Malaysia to serve not just domestic customers but also customers throughout the region. Malaysia being a central strategic location affords us economical efficiency, fast and easy access to meet customer's demands.

#### **The Power To Produce :**

We have the capability to produce 1500 customised UPS systems a year at our manufacturing facility in Malaysia. That's because we have a full assembly line for AC and DC UPS production, including supporting cable and mechanical workshops. As such, Gutor is ready to take on customer's customised high demands for quality and on-time delivery.

#### **State-Of-The-Art Testing :**

The proof of quality is in passing the test. At Gutor every product is vigorously tested to the core to comply with global standards and to meet customer's specifications and testing requirements. We have 12 state-of-the-art test stations rated up to 500kVA. And all systems produced undergoes burn-in tests and 100% rigorous internal tests. Customers are welcomed to witness first-hand the testing acceptance at our air-conditioned test-bays in safe comfort.

#### **Delivering Full Solutions :**

We customise our solutions every step of the way as a one-stop centre: from pre-sales, design to testing and after-sales. 160 highly trained employees are dedicated to address your needs in every aspect from sales, engineering, project management, supply chain, logistics, R&D, manufacturing, customer service till the end of the product life cycle.

#### **Hands-On Assistance :**

At Gutor, we assign a dedicated Project Manager/Engineer as the single point contact person on each project. This hands-on personnel will be the chief coordinator and project liaison person for our internal project execution and to ensure the best support to our customer.

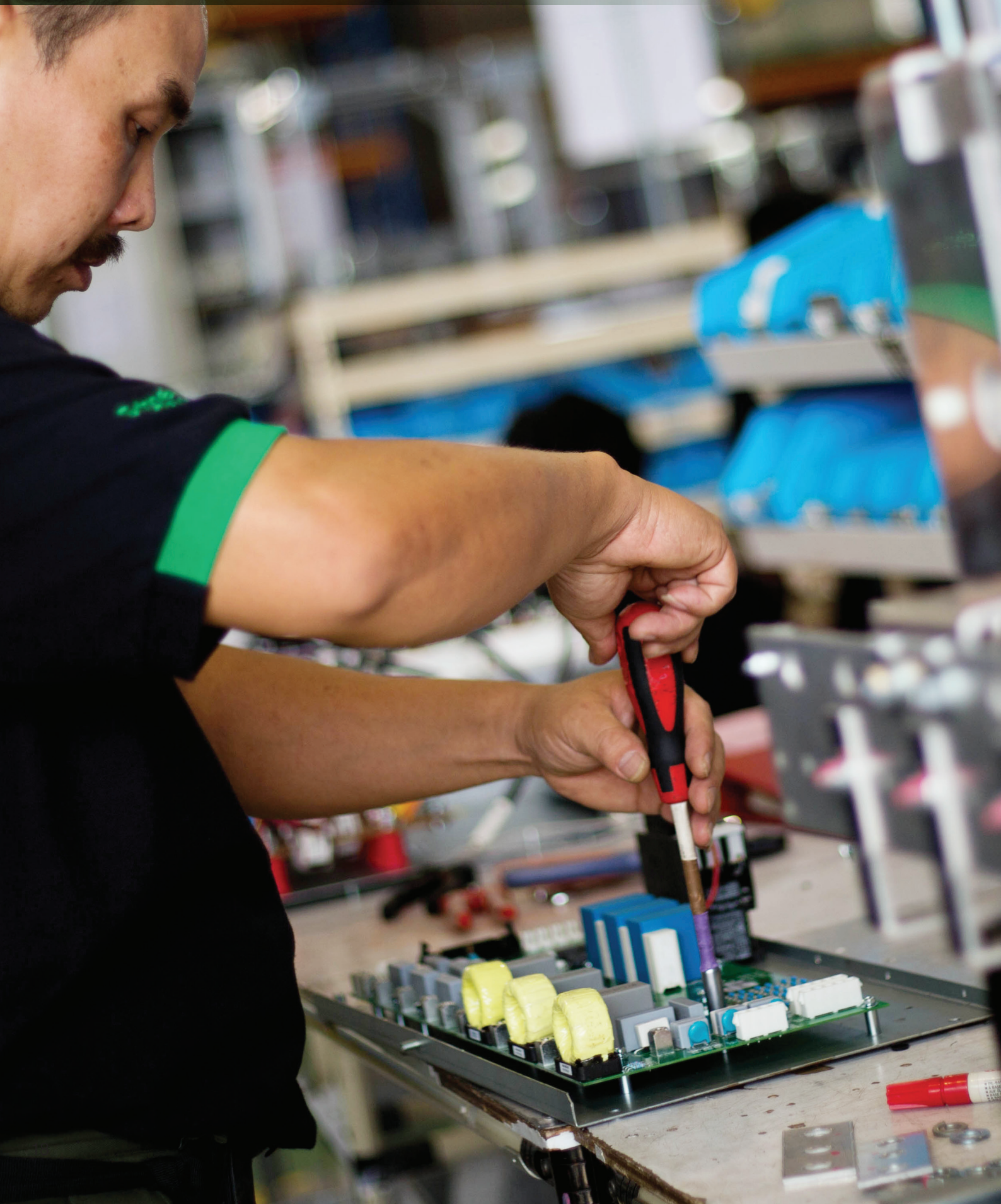
#### **24-Hr Technical Support :**

We are committed to provide uninterrupted service with 24-hour technical support to Gutor installations in the region. This includes sufficient parts inventory, preventive and corrective maintenance, plus tailor-made technical training at our facility.

In short, we prioritise customer service in order to garner customer satisfaction.



# THE GUTOR PROCESS





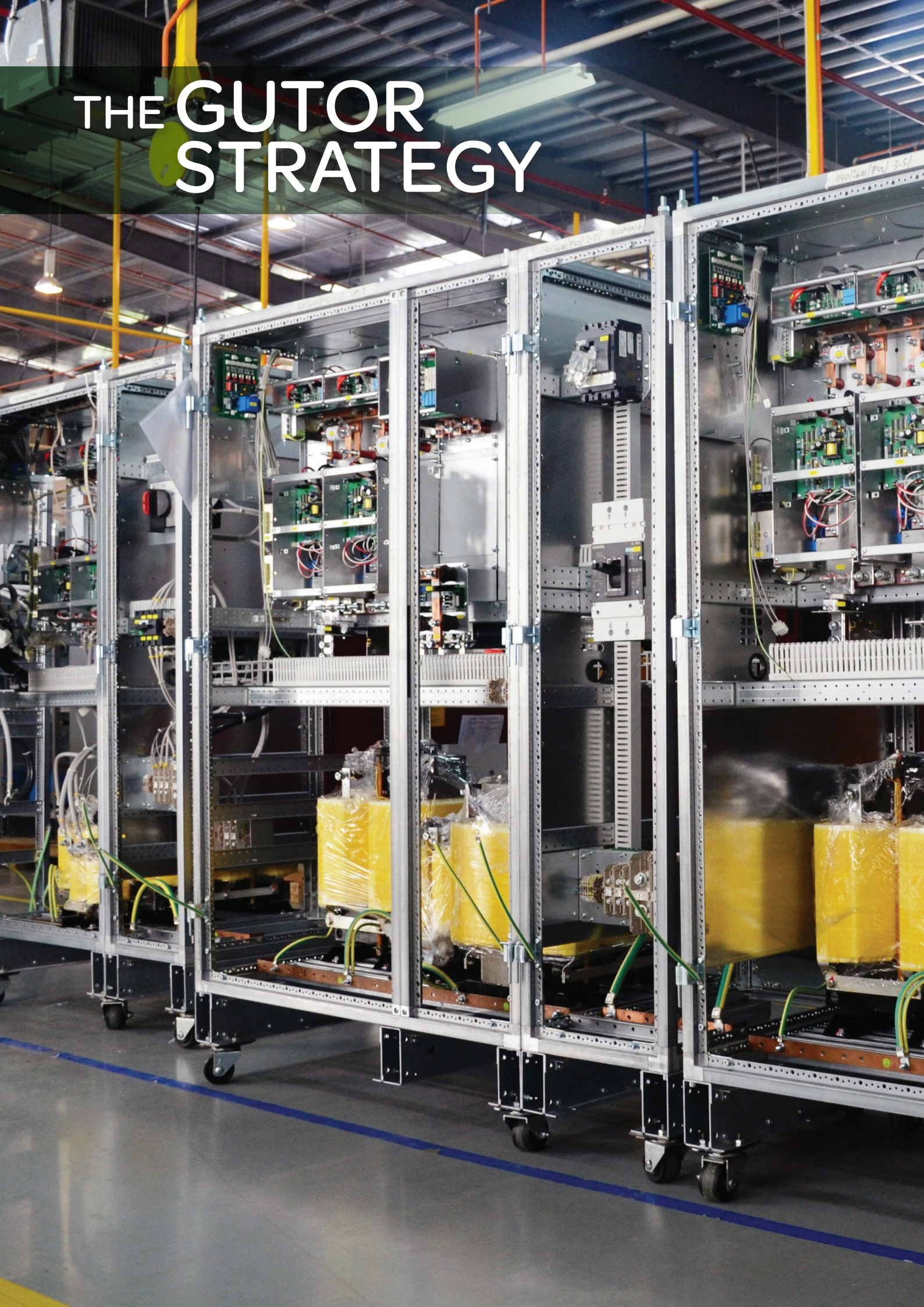
# THE BUSINESS FLOW



The Gutor process does not begin and end with the sale. The Gutor approach is holistic from day one of stage one. From there on the loop evolves and revolves with your changing needs and requirements. Central to this is customisation. No one need is the same, thus no one solution is the same either. Hence, with every project we learn new understanding in every aspect of our process. And all these will eventually be made use of to your advantage .

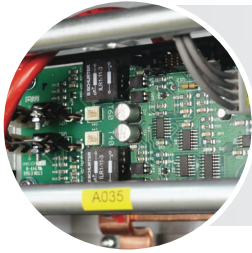


# THE GUTOR STRATEGY



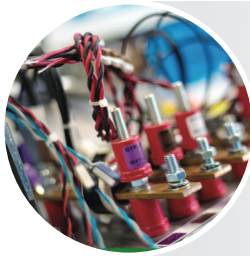


# THE GUTOR COMPONENT STANDARDS



## High Critical Parts :

We source our materials from the same brand and same manufacturing facility as Switzerland (E.g. PCBA/Power Module/Power Cable)



## Medium Critical Parts :

Our materials must be of the same brand and model as Switzerland and must be purchased from the Swiss appointed distributor or supplier branch (E.g. Breaker/Fuse/Capacitor)



## Low Critical Parts :

With the Swiss R&D team tested approval we can source from local manufacturers and other suppliers (E.g. Mechanical Parts/Screw & Nuts)



To preserve the Swiss quality and standards, Gutor Electronic Asia Pacific and Gutor Electronic LLC, Switzerland use identical purchasing process documents, Commodity Controlling & Supplier Monitoring Tools such as:

SAM	-	The Supply Chain and Logistics Audit
Schneider OTD	-	The Supplier Time Delivery Performance (ESSR & ISSR)





# THE GUTOR EXPERTISE



# OUR EXPERTISE



Gutor prides itself for having dedicated Project Execution teams to cater for undertakings, throughout the region and the world over. This is in line with the company's objective of ensuring standard operating procedures are implemented across the board and throughout the project assignment. Reap the benefits from the Gutor expertise!

## PROJECT MANAGEMENT

The Project Manager is perpetually the customer communiqué during the course of a project contract and consequently the project team leader. The project manager achieves desired results for clients by adhering to required standards quality, time, budget functionality and consequently customer's satisfaction.

## PROJECT ENGINEERING

Gutor Electronic Asia Pacific implements 45% of Gutor Worldwide Oil & Gas projects and 38% of all worldwide projects for the Malaysian and Swiss production facilities. System designs stringently follow customers' specifications, global Gutor processes and international standards, (e.g. IEC, DNV, ABS, UL.) We distinguish and convey appropriate and cost effective technical solutions for clients.

## DRAFTING

The Engineering Drafter engineering drawings of customised UPS systems according to Gutor's internal stipulations, client's specification and project requirements.

## DOCUMENTATION

Gutor Electronic Asia Pacific is the documentation hub for Gutor International. Project documents are submitted according to clients provisions & requirements on a timely dissemination to project teams.

## PROJECT ADMINISTRATION

The individual verifies and initiates all orders for projects and services using the stipulated tools. The project administrator works closely with Sales, Project Management, Engineering, Accounts, Invoicing, Export and Purchasing to ensure an effectual project work flow.

Gutor Electronic Asia Pacific aspires to be the Engineering hub for O&G, Power Generation and other industry projects for Gutor worldwide.



# THE GUTOR CAPABILITY





# POWERING PRODUCTION PRECISION



The Production floor is equipped with facilities such as the mechanical workshop, sub assembly area, cable fabrication, wiring section, finishing & packing area, and a First Aid room.

The Gutor manufacturing plant in Malaysia is a dedicated plant for a wide range of Gutor products. It has an output capacity of 1,500 systems per annum. Here is where Swiss precision plays its part most visibly in terms of methods, procedures and Critical to Quality (CTQ) tools and equipment together with close cooperation with Swiss Production Teams. An important aspect of Gutor production capability is the workforce on the assembly line from start to finish. Highly qualified, specialised with production know-how and passionately dedicated to deliver client's customisation requirements.



# THE GUTOR TEST





# TESTED TO GLOBAL COMPLIANCE



Gutor puts a lot of emphasis on product quality and reliability before any product is delivered to a client. We have 12 state-of-the-art test stations within our facilities rated up to 500kVA. Tests are conducted after production to comply with the most stringent international standards, customer specifications and requirements. Often many of these tests are conducted and observed by respective clients at our test facilities. With its advanced test facilities and stringent test procedures, Gutor products will surely meet customers demands.

## Testing

- Some of the tests include the following:
  - High Voltage and Insulation test
  - Functional and interlock verification
  - Over load capability test
  - Efficiency and Harmonic measurements
  - Temperature rise test (12Hrs up to 100Hrs) at full load
  - Load transfer to bypass test (Wave form)
  - Short circuit test
  - UPS manual bypass transfer test (Wave form)
  - Bypass Transformer test
  - Controls and monitoring signal test
  - Additional special test as specified by client

## Energy & Status Monitoring (Test Bay)

- Test Bay & Load Bank status & Energy monitoring
- Real Time data logging and warning system
- Power quality analysis
- Graphical display of information





## THE GUTOR PORTFOLIO









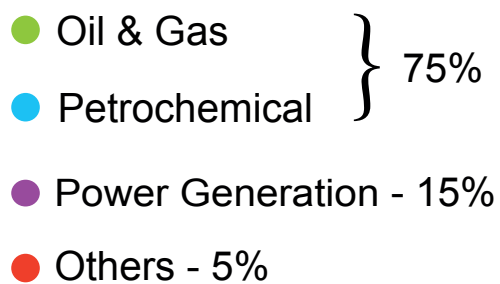
As a client once told us  
**"FOR ME, YOU ARE ALREADY SWISS."**

# YOUR GLOBAL BUSINESS PARTNER

## Market Segmentation



## Industry Segmentation





# THE GUTOR SERVICE





# OUR HANDS-ON ADVANTAGE



Gutor is not just about hardware solutions, but also a leading edge standard of service collaboration. In order to support and provide active participation to our clients Gutor Electronic Asia Pacific has established a Customer Service Hub since 1998. With this hub Gutor customers are accorded teams of dedicated specialists, including state-of-the-art Training Centre and Training Instructors for the benefit of our clients.

Gutor Electronic Asia Pacific's customer service hub comprises of 20 highly skilled and efficient personnel in:

- Field Service Engineers
- Training Instructors
- Project Coordinators
- Technical Support Team
- Service Sales Engineers

## Our comprehensive range of services

As one of the world's leading UPS Manufacturers, we are focused not only in providing quality products, we also make sure that customers can count on professional and comprehensive support from day one. Particularly with regards to after sales support, we attach great importance to dedicated and reliable customer service. Consequently, we attend to your individual needs.

- Customer Training
- Spare Parts
- Battery Replacement
- Service Contracts
- Installation Supervision & Commissioning
- Maintenance and Repair
- Updates and Upgrades

## Our product-related service program includes:

- On-site installation and commissioning (to ensure proper integration of your UPS system into important processes)
- Regular maintenance of critical systems components and batteries (to ensure the long term reliability of your processes)
- Other customised maintenance packages

We are pleased to provide you with an overview of GUTOR's extensive customer service program.



# THE GUTOR ASSURANCE





# POWERING CONFIDENCE



The best testament to Gutor quality assurance is from the certified recognition we received. These accord a high level of customer confidence and continuous quality adherence in all that we do.

## ISO 9001:2008 Quality Assurance

- Certifies Gutor's standards for products, services and good practises that ensure quality, and its efficiency
- Same business process as in Switzerland
- Quality management system is based and maintained by Switzerland

## OSHAS 18001: 2007

- Certifies observance of international health and safety standards
- Creates a highly accepted work environment for employees' benefit
- Constantly ensures stringent standards are upheld

## On Going Know-how Transfer & Training

The Gutor assurance also extends to the quality of our workforce. Amongst the programmes undertaken to better equip them with know-how and skills include:

- Training by visiting Swiss experts as well as 2-6 months mission critical training in Switzerland
- Regular update training by Swiss experts on engineering change or new products





# THE GUTOR TRAINING





# POWERING KNOW-HOW



## Customer Training

GUTOR Uninterruptible Power Supply (UPS) systems are designed according to individual customer needs. The technical staff who service and maintain these systems receive customised training, based on the specific requirements of the particular systems installed on-site.

## Level 1: Operation

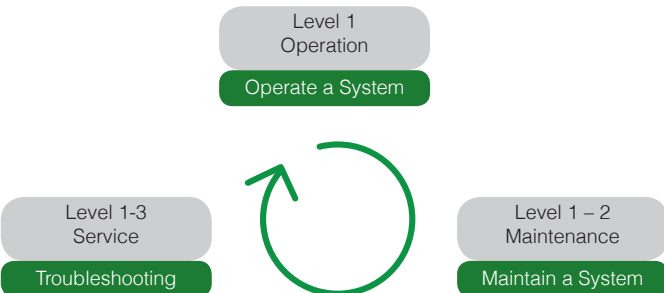
This course comprises of two parts. The first theoretical part introduces the participants to the various system operating modes and provides information on how the system is built. In the second hands-on part, the training instructor demonstrates to the participants how to operate the system in a safe and confident manner.

## Level 1-2: Maintenance

Participants learn the important functions of the major UPS components. They also receive information regarding maintenance work and maintenance intervals. Upon completion of this course, participants are capable of resolving minor system errors.

## Level 1-3: Service

Level 1-3 provides the training participants with instructions on how to analyse and clear system errors. In addition, the training instructor explains how the system can be calibrated. Upon completion of this course, participants are capable of performing most repair and maintenance work by themselves.

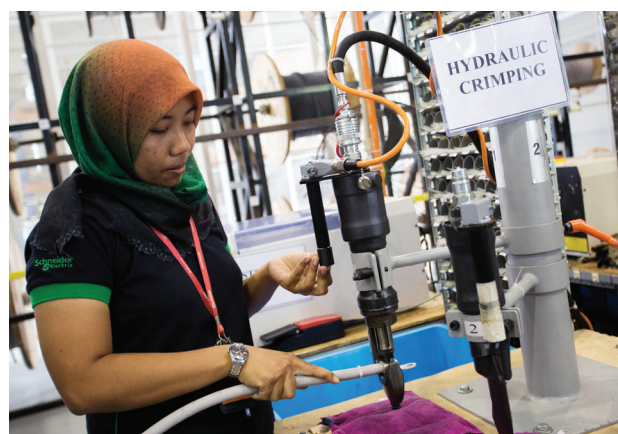


## What are the benefits?

The service life of a UPS System can be prolonged, and its failure rate reduced, if the system is well maintained. Information on how to operate and maintain a system is provided during a GUTOR training course. Furthermore, our Technical Support can handle a malfunction request quicker and more efficiently if the person on-site is properly trained. GUTOR offers the following training courses:



# THE GUTOR MALAYSIA







## Contact us

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