



CTC SMART TECH / COMPANY PROFILE 2026

Understand the problem. Connect the technology.

AI Automation · Industrial IoT · Performance Review · Smart Travel



01 / DIRECTION

Technology with the problem at the centre.

Connecting consulting, data and AI with the real needs of a business.

Understand

Start from the need and the context of use.

Verify

Measure before scaling.

Connect

Bring data and processes into one flow.



02 / BUSINESS PROBLEM

Plenty of data. Decisions still hard.

Common bottlenecks when operations lack a unified data flow.

Scattered

Documents, machines and systems not connected.

Unfounded

Exceptions and results leave no clear trace.

Repetitive

Reconciliation and reporting depend on manual work.



03 / SOLUTION SYSTEM

Four applications. One approach.

AI Automation

A document agent and operations copilot that connects data, checks discrepancies and supports daily work with an explicit approval step.

Performance Review

A people-review cycle from goals, evidence and feedback to calibration and development plans; AI assists with synthesis.

Industrial IoT & AI

Connects equipment data and monitors performance, quality and energy on one unified operations platform.

Smart Travel

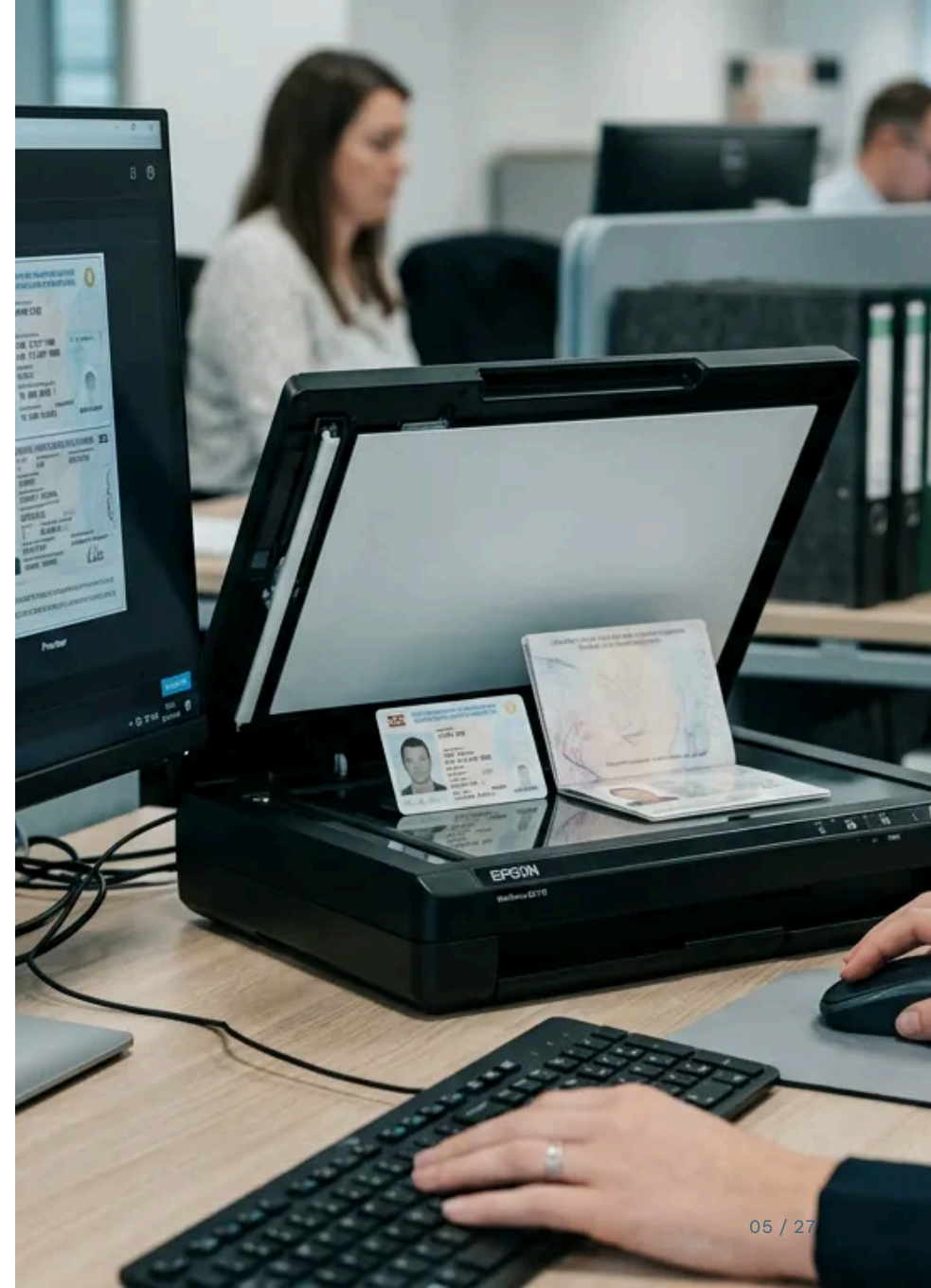
Automate supplier data, budgets and tour price checks; combine with the Smart Travel destination-experience direction.



01 / AI AUTOMATION

Less repetitive work. More operating capacity.

A document agent and operations copilot that connects data, checks discrepancies and supports daily work with an explicit approval step.





AI AUTOMATION / PROCESS

From input to controlled output.

01

Receive documents

02

Extract with sources

03

Rule-based reconciliation

04

Owner approves

05

Sync & audit trail



02 / INDUSTRIAL IOT & AI

See the plant clearly. Operate proactively.

Connects equipment data and monitors performance, quality and energy on one unified operations platform.





INDUSTRIAL IOT & AI / PROCESS

From input to controlled output.

01

Sensors / PLC

02

Edge gateway

03

Data platform

04

Analytics & alerts

05

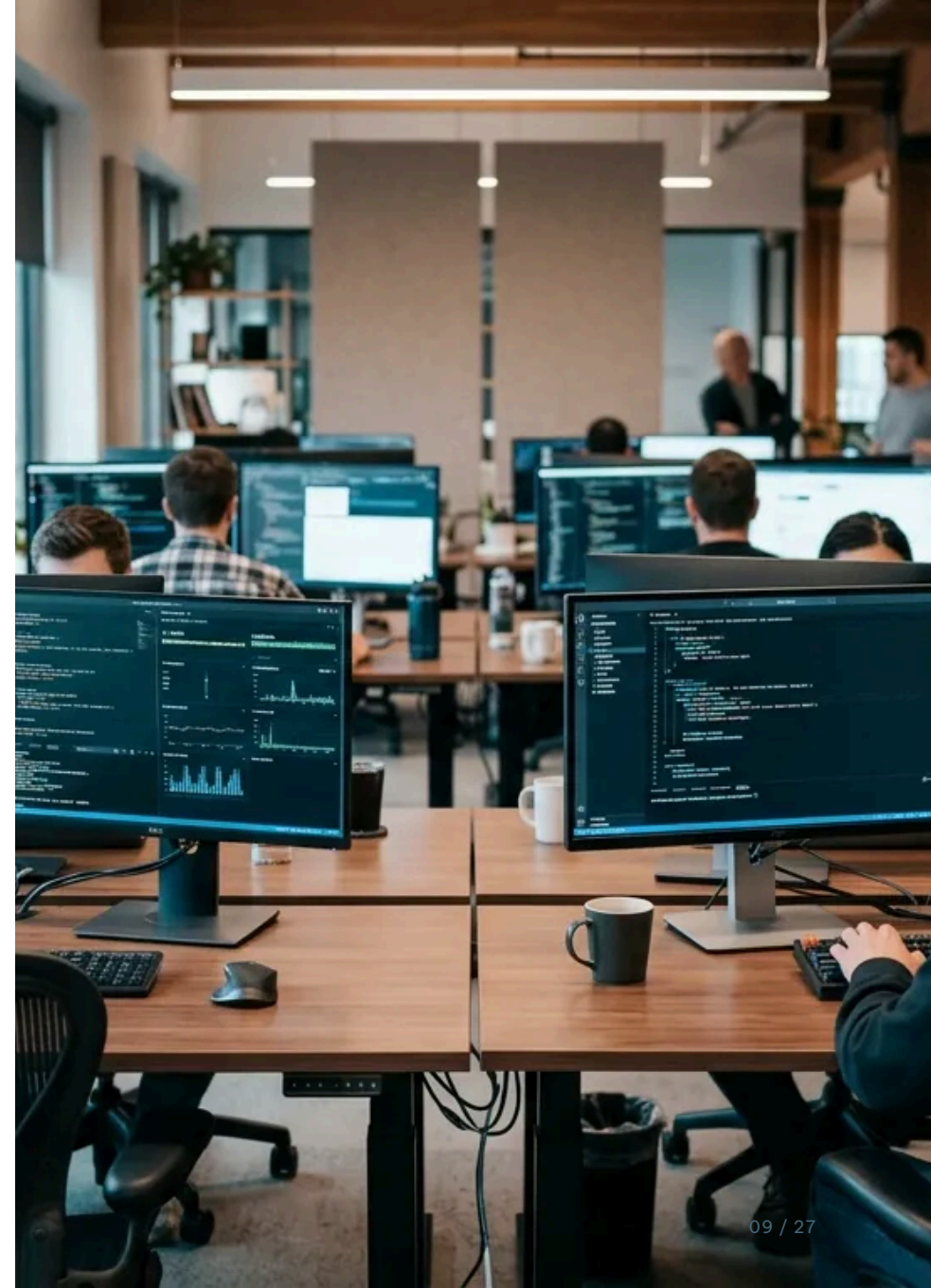
Verify / maintain



03 / PERFORMANCE REVIEW

Evidence-based reviews. Guided development.

A people-review cycle from goals, evidence and feedback to calibration and development plans; AI assists with synthesis.





PERFORMANCE REVIEW / PROCESS

From input to controlled output.

01

Align goals

02

Check-ins & evidence

03

Self / manager review

04

Calibrate & approve

05

Discuss & develop



04 / SMART TRAVEL

One tour file. The whole journey connected.

Flamingo Travel: online sales channel, Sales, Operations, Accounting;
extended with AI and business apps.





Cross-department ERP keyed by tour code.

From Sales handover to Operations, guides and Accounting.

The screenshot displays the 'Hồ sơ đoàn' (Tour Code) management interface. It features a sidebar with navigation options like 'Quy trình vận hành', 'Trung tâm biểu mẫu', 'Pipeline báo giá', and 'Hồ sơ đoàn'. The main area shows a table of tour codes with columns for 'Mã đoàn', 'Tour', 'Pax', 'Quốc tịch', 'Ngày đến - đi', 'NVĐH', 'Tiến độ 3 phòng ban', 'COD', 'Dự toán thu', and 'Trạng thái'. The table includes a progress bar for each tour code and a status indicator. The interface is in Vietnamese and includes a search bar and a 'Tạo đoàn mới' button.

Mã đoàn	Tour	Pax	Quốc tịch	Ngày đến - đi	NVĐH	Tiến độ 3 phòng ban	COD	Dự toán thu	Trạng thái
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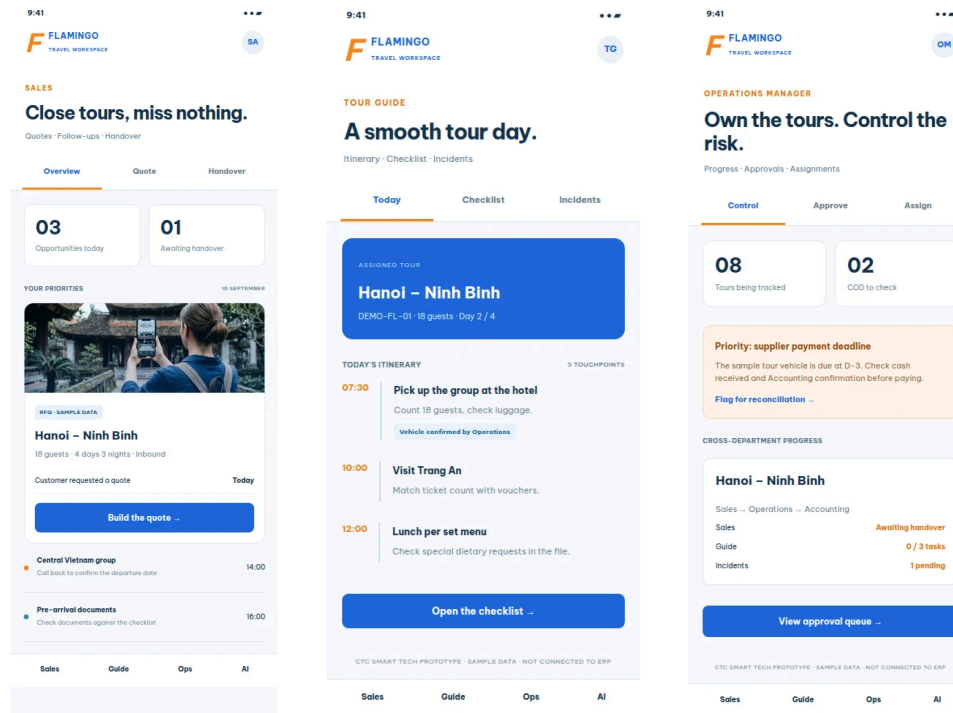
Flamingo Travel screenshot · record and finance data redacted



TRAVEL / ROLE-BASED APPS

Every role sees exactly what to do.

CTC SMART TECH



Proposed prototypes: Sales · Guide · Operations manager



SMART TRAVEL / PROCESS

From input to controlled output.

01

Price lists & itinerary

02

Normalise conditions

03

Price by rules

04

Check & approve

05

Book services / reconcile

04 / SYSTEM PORTFOLIO

Capability organised by problem.

09 systems described in the existing profile. Deployment evidence to be confirmed case by case.

eKYC

Banking & Finance

CPSmart

Energy & Industry

FaceID

Enterprise & Smart Buildings

EAir

Environment & Smart Cities

ESignal

Accessibility & Education



04 / SYSTEM PORTFOLIO

From operations to experience.

IGarbage

Smart Cities & Industrial Parks

Smart Travel

Tourism & Culture

IElectricity

Energy & Utilities

AI Agriculture

Government & Land Planning



05 / DATA & ARCHITECTURE

One data flow. Many layers of value.

Connect

Documents, sensors, HRIS, ERP and business sources.

Act

Dashboards, exception queues and approval flows.

Process

Normalisation, business rules and fitting AI models.

Control

Permissions, logs, measurement and recovery.

06 / METHOD

Start small. Measure clearly. Scale.

Discover

Define the problem, baseline and accountable owner.

Verify

Run in parallel, compare and fix gaps.

Pilot

Fix data, scope and the acceptance criteria.

Hand over

Train, operate and decide on scale-up.



07 / VALUE METRICS

Measure where the work actually happens.

Speed

Processing time on the same type of work.

Operations

Adoption level and exception handling time.

Quality

Accuracy and error rate on the comparison set.

Control

Traceability and decision rights.



08 / WORKING TOGETHER

A clear problem is the best starting point.

Pick one priority process, one suitable data set and one verifiable result together.

You bring

The problem, a process owner, data cleared for use.

We design together

Pilot scope, responsibilities, criteria and roadmap.



EXTENDED CASE / AI-AUTOMATION

DocAgent & Back-office Copilot

CTC SMART TECH

Case study / CTC Smart Tech

Document Operations

Role-based business workspace.

System overview

Document specialist

Reviewer

Operations manager

Business assistant

PROPOSED PROTOTYPE

Synthetic data, no real customer or employee information. Not connected to production systems.

CTC Document Operations

PROTOTYPE

SOURCED WORK · PEOPLE DECIDE

From scattered documents to an approval-ready file.

DocAgent & Back-office Copilot

03
Sample documents

01
Exception to check

00
External submissions

Work queue

File

Data source

Point to check

Status

DEMO-DOC-01

Invoice / Packing list

Quantity mismatch

Awaiting intake

DEMO-DOC-02

Sample document B

Missing reference document

Awaiting additions

DEMO-DOC-03

Sample document C

Version to verify

Draft

Open sample record

Flow by role

1 Document specialist

Confirm input documents belong to the right file.

2 Reviewer

Read data fields and source documents.

3 Operations manager

Read the file and review result before approving.

Decisions have an owner

No digital signing, no declaration transmission, no changes to external business systems.

Sources & versions

INV-DEMO v1

Illustrative quantity: 120 units; not a real invoice.

PACK-DEMO v1

Illustrative quantity: 118 units; the owner must reconcile.

RULE-DEMO-01

Quantity gaps need an explanation before approval.

Prototype session log

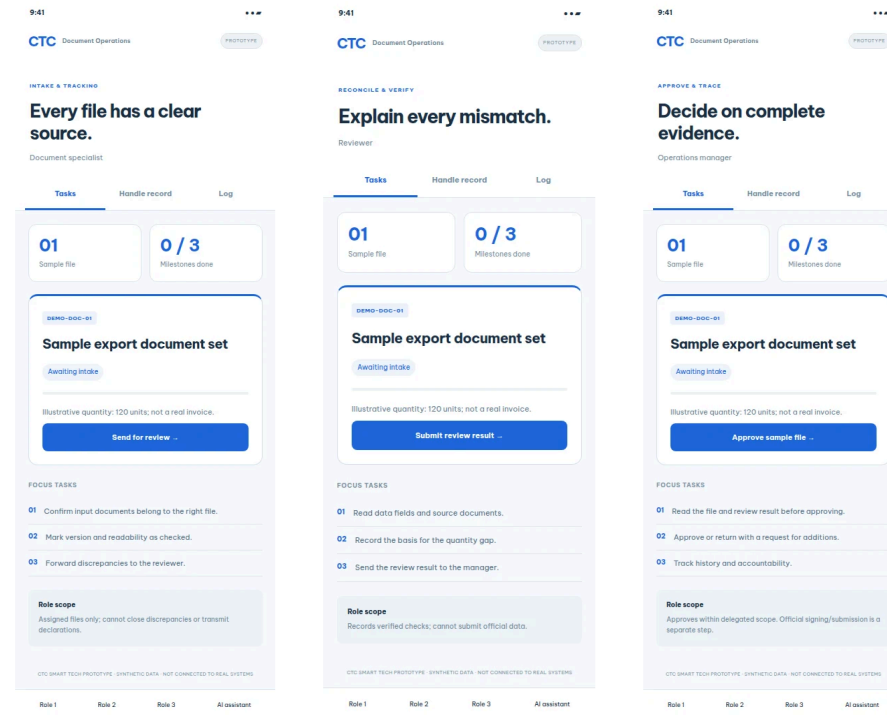
Proposed prototype · synthetic data · not connected to real systems



EXTENDED CASE / AI-AUTOMATION

Role-based apps Document Operations

CTC SMART TECH



Proposed prototype · synthetic data · not connected to real systems



EXTENDED CASE / IOT

Industrial IoT · Plant Operations

CTC SMART TECH

~ Case study / CTC Smart
Tech



Role-based business
workspace.

System overview

Operator

Maintenance technician

Plant manager

Business assistant

PROPOSED PROTOTYPE
Synthetic data, no real customer
or employee information.
Not connected to production
systems.

CTC Plant Operations

PROTOTYPE

SOURCED WORK · PEOPLE DECIDE

From equipment signals to maintenance action.

Industrial IoT · Plant Operations

03

Illustrative measurement points

01

Alert to verify

00

Equipment control commands

Work queue

synthetic data

Equipment	Measurement point	Sample signal	Status
DEMO-PUMP-01	Temperature	78 °C / sample threshold 75 °C	Awaiting confirmation
DEMO-MOTOR-02	Connection state	Illustrative data ready	Monitoring
DEMO-METER-03	Power	Metering cycle to reconcile	Monitoring

Open sample record

Flow by role

- Operator**
Review alerts and measurement-point quality.
- Maintenance technician**
Receive the assigned work order.
- Plant manager**
Track handling status and owners.

Decisions have an owner

No real sensor connection, no machine-operation instructions, no PLC/SCADA writes.

Sources & versions

SENSOR-DEMO v1

Simulated point: 78 °C with an illustrative 75 °C threshold. Not a recommended threshold for real equipment.

WORK-DEMO v1

Sample work order; on-site verification follows the plant-approved maintenance procedure.

POLICY-DEMO-01

The prototype only tracks state; no PLC/SCADA connection and no control commands.

Prototype session log

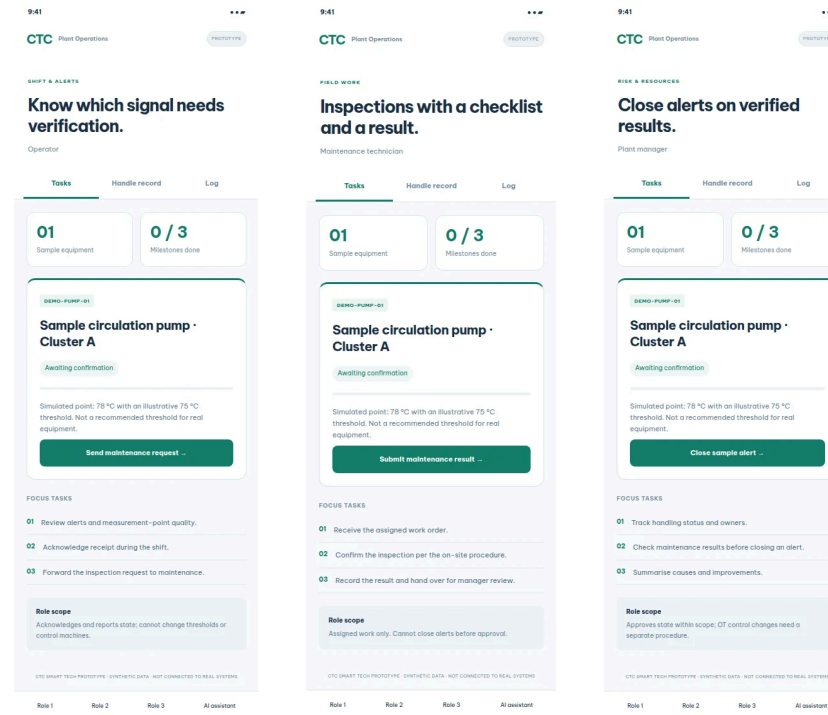
Proposed prototype · synthetic data · not connected to real systems



EXTENDED CASE / IOT

Role-based apps Plant Operations

CTC SMART TECH



Proposed prototype · synthetic data · not connected to real systems



Performance Review · People Development Cycle

Case study / CTC Smart Tech

People Development

Role-based business workspace.

System overview

Employee

Line manager

HR / Calibration committee

Business assistant

PROPOSED PROTOTYPE

Synthetic data, no real customer or employee information. Not connected to production systems.

CTC People Development

PROTOTYPE

SOURCED WORK · PEOPLE DECIDE

From work evidence to a development plan.

Performance Review - People Development Cycle

03

Sample evidence groups

01

File in progress

00

Automated HR decisions

Work queue

synthetic data

Sample file	Content	Basis	Status
DEMO-REVIEW-01	Work goals	Evidence cleared for use	Awaiting self-review
DEMO-REVIEW-02	Role competencies	Rubric published before the cycle	Not started
DEMO-PLAN-03	Development plan	Agreed check-in milestones	Draft

Open sample record -

Flow by role

1 Employee

View the goals and criteria for the cycle.

2 Line manager

Read employee evidence within the managed scope.

3 HR / Calibration committee

Check process completeness and the basis for comments.

Decisions have an owner

No automatic scoring, no pay/discipline decisions, no inference of emotion or personality.

Sources & versions

EVIDENCE-DEMO v1

Simulated work-completion documents with no real employee names or results.

RUBRIC-DEMO v1

Reviews based on goals, output quality and collaboration; the manager is accountable for comments.

POLICY-DEMO-HR

Employees may respond. No biometrics, inferred emotion or AI decides the final score.

Prototype session log

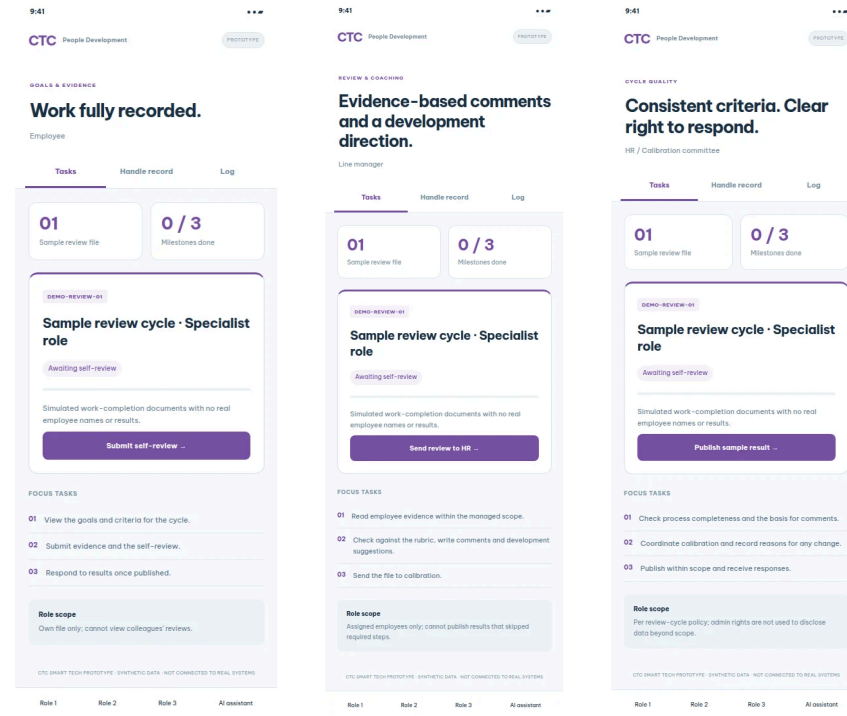
Proposed prototype · synthetic data · not connected to real systems



EXTENDED CASE / PERFORMANCE-REVIEW

Role-based apps People Development

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Proposed prototype · synthetic data · not connected to real systems



CTC SMART TECH / CONTACT

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