



THE 2008 INDEX

❖ Alliance Contract Manufacturing (ACM), Malaysia

Corporate headquarters in Penang, Malaysia. Manufacturer of precision electromechanical and machined components, privately owned.

Project: This small to medium sized business deployed an IT integration project at its headquarters, allowing real-time reporting. The nine-month project upgraded ICT and enterprise resource planning (ERP) capabilities for the firm to stay ahead of large global competitors as a specialist contract manufacturer.

Key technologies/providers: SAP Financial Accounting and Controlling (FI/CO) with product costing, SAP Materials Management (MM), Sales & Distribution (S&D), Production Planning, Quality Management (QM), and E-portal.

G.H. Tan, Executive Director

❖ Accounting and Corporate Regulatory Authority (ACRA), Singapore

A statutory board under the Ministry of Finance of Singapore, ACRA's regulates business entities and public accountants while also serving as a facilitator for business entities.

Project: The 'One-stop Business Facilitation' suite of systems, featuring online and web services, data exchange, mobile and integrated eServices, is designed to serve ACRA's various public and fellow government agency customers. Turn around time for transactions was reduced from five days to 15 minutes and applications can now be completed online.

Key Technologies/providers: Singapore Computer Systems (SCS) Limited, Ecquaria Technologies

Manoj Abraham, CIO

Juthika Ramanathan, Chief Executive

❖ Affin Bank Berhad, Malaysia

Corporate headquarters in Kuala Lumpur, Malaysia. Banking and financial institution, US\$ 250 million total revenue in 2006.

Project: Affin Bank was Malaysia's first financial institution to engage a third party to provide services across all IT operational areas. The project upgraded the organisation's IT infrastructure in all its subsidiaries. The scope included implementation of IT help desk, data centre, application management, end user support, data network services (excluding wide area network), disaster recovery, IT security and contract & vendor management.

Key technologies/providers: IBM Malaysia Sdn Bhd in partnership with HeiTech Padu Berhad to implement and deliver services.

Azlan Rashid, CIO

Dato' Seri Abdul Hamidy Abdul Hafiz, CEO

❖ Al-Futtaim Group, UAE

Largest privately owned group in United Arab Emirates operating more than 40 companies bearing Al-Futtaim name; automotive, electronics, retail, insurance, real estate, logistics and other operations; developing Dubai Festival City (DFC) that will include a waterfront retail resort, residences, hotels, offices, marina, golf course and two schools by 2015.

Project: An integrated security system for the Festival Waterfront Centre in DFC, comprising security access management, CCTV surveillance and digital video recording, digital locking, people counting and parking guidance systems.

Key technologies/providers: Singapore Technologies Electronics Limited (electronics arm of ST Engineering)

Omar Al-Futtaim, CEO

❖ Anbang Insurance, China

Leading Chinese property and casualty insurer processing more than 10,000 policies daily.

Project: A new ILOG BRMS-based underwriting system, for its personal and commercial lines of business, was built and deployed in a record six months. Anbang has automated the entire underwriting process, achieving speed-to-market gains of more than 50 per cent, enabling rule changes to be implemented in hours or days compared with the months it took previously. The carrier is also now able to deliver quotes within five seconds, allowing it to better process incoming policy requests. Given the project's success, Anbang has also expanded the use of ILOG JRules to other rule-intensive insurance processes like commission payments and fraud detection.

Key technologies/providers: ILOG's Business Rule Management System (BRMS).

Hailan Yu, Vice General Manager, IT

❖ Anugrah Argon Medica (AAM), Indonesia

With 33 branches, AAM distributes thousands of pharmaceutical and healthcare products over a wide market including wholesalers, hospitals, pharmacies, clinics, drug stores across Indonesia.

Project: A new planning system providing sales forecasts for every product. Managers can analyse and plan their marketing activities accordingly. They can adjust the supply of products for events such as disease outbreak. The improved accuracy has delivered better inventory planning and reduced distribution costs.

Key Technologies/providers: Oracle, IBM and EMC

Cahyadi Suwindra Sugondo, IT Manager

Erwin Tenggono, Managing Director



❖ **ARINSO International, Singapore**

Provides human resources services such as business consultancy, outsourcing and technology integration.

Project: Riding on virtual infrastructure technology, ARINSO built a brand new data centre in Singapore to centralise its regional IT operations. Since then, ARINSO has increased the speed of deployment for new services and applications, enabled remote management, achieved higher availability and been more flexible in managing its IT infrastructure remotely.

Key Technologies/providers: NetApp, VMware, Dell
Steve Verecke, Information Systems and Operations Director, Asia Pacific

Darcy Lalonde, Regional Executive Director

❖ **Asian Paints, India**

India's biggest paint company and the third largest in Asia, with 29 paint manufacturing facilities in some 65 countries.

Project: Asian Paints established enterprise portals for various internal business processes. One example is a specialised platform designed to handle transactions between subcontractors. Data about manufacturing, goods receipt, etc is modelled on this platform. Thanks to the portal, the executive management has been able to obtain real-time information from these sub-contractors to enable efficient planning, data visibility and controls.

Key technologies/providers: Software AG webMethods, SAP, i2 Technologies, Infor, Siemens and HP

Manish Choksi, CIO

Ashwin Dani, Vice Chairman & Managing Director

❖ **Astra Honda Motor, Indonesia**

Manufacturer and distributor of Honda motorcycles. Headquartered in Jakarta, Indonesia, with US\$2.5 billion revenue in 2006.

Project: An integrated solution was rolled out to connect various systems like manufacturing, finance, accounting, sales distribution and HR. Successfully deployed service-oriented architecture (SOA) based on SAP NetWeaver technology and the Oracle 10G Application Server. The Project included program management, policy development, change management, ERP implementation, infrastructure, technology, and data migration. The end-to-end integrated system has provided timely and accurate reports for management and shareholders, improving quality control and traceability.

Key technologies/providers: Oracle 10G, Java Developer & Application Server, SAP ERP and NetWeaver, IBM p5 570, Accenture, Ernst & Young

Julius Aslan, CIO

Miki Yamamoto, CEO

❖ **Austal, Australia**

Australia-based manufacturer of large aluminium vessels.

Project: Implemented a policy-based appliance for visibility into traffic crossing the wide area network (WAN) and traffic management. Mission-critical traffic can be accelerated and malicious or unimportant traffic stopped.

Key Technologies/providers: Blue Coat

Jeff Creighton, IT manager

John Rothwell, Executive Chairman

❖ **Bank Danamon, Indonesia**

Headquartered in Jakarta, this is the second largest private national bank in Indonesia. With a five per cent share of domestic system loans and deposits, this has the widest geographic distribution network of all Indonesian banks with 500 branch offices, 790 ATMs and more than 13,000 employees.

Project: Successfully deployed innovative technologies such as biometrics and smart cards to grow its microfinance business. With these technologies, previously under-served customer segments can be targeted, providing business benefits alongside poverty reduction. The bank also achieved lower operating costs because biometric authentication resulted in a paperless environment. Customers only need to scan their fingerprint for verification instead of manually completing forms.

Ng Kee Choe, President Commissioner

❖ **Bank of Shanghai, China**

Joint-stock commercial bank. Total RMB270 billion in capital at the end of 2006.

Project: Built centralised data warehouse by integrating data from personal banking, international business and credit card systems; set up system for extracting, cleaning, loading and transforming data to ensure consistent and usable data.

This single view of business allows application deployments for anti-money-laundering, regulatory compliance, historical data analysis and management analysis reporting; more effective and efficient decision making; better risk and customer relationship management.

Key technologies/providers: Teradata

Chen Xin, Chairman, President, and CEO

❖ **Bank Rakyat, Malaysia**

Corporate headquarters in Kuala Lumpur, Malaysia, banking and financial institution under Islamic Banking principles established in 1948, with a US\$610 million revenue in 2006.

Project: Designed and deployed WAN management solution to reduce usual operation down-time by at least 25 per cent. This project addressed uncertainties in network utilisation which reduced team productivity.

Two network traffic monitoring probes were used during setup, which helped to avoid the cost of a complete wide area network upgrade.

Key technologies/providers: Compuware
Network Vantage

En. Nazaruddin, Manager of IT Infrastructure

❖ **Behringer Holdings, Singapore**

Global professional audio equipment manufacturer. Total revenue of US\$250 million in 2007.

Project: Implemented managed private IP network connecting six key offices worldwide; seamless global voice and data network linking headquarters in Singapore with manufacturing base in China and other business locations in the US, Germany and the Philippines.

Key technologies/providers: Microsoft, VMware, IBM, USoft, Verizon Business

David Brown, CIO

Michael Deeb, CEO

❖ **Bossini, Hong Kong**

Founded in Hong Kong in 1987, fashion retailer Bossini operates more than 1,000 stores in 20 countries.

Project: Installed a new integration infrastructure that links key systems together more fully, automates process execution, and provides real-time, end-to-end process visibility spanning multiple transactions and steps. Bossini can also synchronise real-time data across multiple orders, shipments and SKUs.

Key Technologies/providers: Software AG, Oracle

Andrew Ling, CIO

Chan So Kuen, CEO

❖ **Bharat Petroleum Corporation Limited (BPCL), India**

India's third largest oil company and featured in the Fortune 500 & Forbes 2000 listings is in the business of refining, storing, marketing and distributing petroleum products, retailing petrol, diesel and kerosene products through a network of 4,562 retail outlets and 970 kerosene dealers spread all across India.

Project: Deployed the Laboratory Information Management System (LIMS) to test products, for a competitive edge.

The project's objective is to synchronise the labs of BPCL at the enterprise level. Costing less than S\$250,000, the system was built around three key modules: the sample manager, the resource manager and the system manager. The LIMS implementation met all the expectations of quality control. It has also reduced test cycle and customer response time by half.

Key technologies provider: Caliber Technologies, Tata Consultancy Services

S. Gathoo, Executive Director - Integrated Information Systems

Ashok Sinha, Chairman & Managing Director

❖ **BT, Singapore**

Operating in more than 170 countries, the BT Group is the UK's largest communications service provider.

Project: Policy-based appliances that enable the organisation to integrate granular levels of security and control, setting up rules can be enforced based on the specific user and the nature of the site, content or application. This permits certain employees or groups to blocked access sites, such as MySpace and Facebook. Employees are permitted to access Web sites deemed potentially dangerous, since the appliances strip off attachments, prevent automatic downloads of executable software and scan Web pages for viruses or malicious code.

Key Technologies/providers: Blue Coat

Gordon Yule, Network Security Manager

Al-noor Ramji, CEO

Ben Verwaayen, Chief Executive

❖ **BuzzCity, Singapore**

Mobile content provider and developer of global wireless communities and consumer services. This Singapore start-up has offices in Singapore, China, India, Thailand, Europe and North America.

Project: Deployed a load balancing and application acceleration platform to speed up performance on its content servers. This increased BuzzCity's network efficiency by leveraging TCP multiplexing and global server load balancing (GSLB) features to combine many simultaneous TCP/IP data streams and reduce server requests.

Key technologies/providers: Juniper Networks

Clifford Chew, VP, Engineering

Lai Kok Fung, CEO



❖ **Civil Aviation Authority of Singapore**

A statutory board under the Ministry of Transport representing the government in negotiating air services agreements plus advising on civil aviation matters. Ensures efficient airport operations and regulates and promotes the development of air transport. Credited with the transformation of Changi Airport into a major global air hub.

Project: Implemented a wireless broadband network (Wireless@SG) to all terminals, enabling visitors to the airport connect wirelessly to the Internet using their WiFi-enabled laptop, PDA or handset at public, transit and baggage claim areas of all terminals, including food & beverage outlets and airport lounges.

Key technologies provider: StarHub

Foo Sek Min, Director of Airport Management,

Lim Kim Choon, Director-General & Chief Executive Officer

❖ **Chubb Insurance Group of Companies – Asia Pacific, Singapore**

Property and casualty insurance business with its global headquarters in New Jersey, US. Revenue of US\$12.4 billion in 2006.

Project: The OPERA initiative standardises the production process, facilitating interaction with business partners around the Asia-Pacific. Features include product configurator, formula management system, rules engine and data-entry/display. Changes for every insurance product can be made through GUI configurator; component engineered web based architecture underpinned by open standards; automated several key insurance processes. Helped China-based insurance solutions provider eBaoTech to improve eBao's baseline policy/claims administration systems that are central to the OPERA technology architecture. Achieved flexibility in meeting customer demands; maximised productivity; improved decision-making.

Key technologies/providers: IBM, Oracle, eBaoTech, Xythos, JBoss Open Source

Ian Cook, CIO Asia-Pacific

John Finnegan, Global Group CEO

❖ **Citibank, Singapore**

A wholly-owned subsidiary of global financial service organisation Citigroup. Offers a range of financial services including deposit accounts, foreign currency deposits and investments plus credit cards, mortgages, insurance and charge cards.

Project: Introduced the Citibank-SMRT Visa Platinum Debit card, Singapore's first three-in-one card with debit, ATM and EZ-Link functionalities. Through this integrated debit card, customers are offered the convenience of accruing cash

rebates. The card also contains a stored value facility, so card holders can use the card to pay for their commuter fares. Users also have full access to Citibank ATMs in Singapore as well as more than 820,000 Citibank, Visa and PLUS ATMs worldwide.

Anil Wadhvani, retail banking head

❖ **Commerzbank Asia Pacific, Singapore**

Regional arm of Germany's second largest bank, providing integrated financial services.

Project: Implemented SingTel's Carrier Ethernet services, a high-quality, dedicated Layer-2 Ethernet service that offers granular and scalable private data connections. Providing island-wide coverage, it supports the bank's mission-critical applications with proven performance, scalability, reliability and flexibility, conforming to a specific set of internationally recognised standards.

Key technologies provider: SingTel

Alice Tan, Chief Operating Officer

❖ **Computational Research Laboratories, India**

A wholly-owned subsidiary of Tata Sons Ltd, India's largest conglomerate, specialising in the R&D of high-performance computing systems.

Project: A powerful supercomputer capable of performing 120 trillion floating point operations per second. Named 'Eka', this system made the world's TOP 500 Supercomputer list of the most powerful installed technical and commercial computer systems. Engineers can use the system to model particle dynamics at ultra high resolution, for fields such as nano-photonics and medicine.

Key technologies/providers: HP, Intel, Mellanox

S. Ramadorai, chairman

❖ **Dah Sing Banking Group, Hong Kong**

A leading financial services group in Hong Kong, active in banking and insurance.

Project: A new Enterprise Application Integration (EAI) platform, based on SOA technologies, to consolidate the different technologies and skill sets under the Banking Group's two banks.

Key Technologies/providers: PCCW Solutions

Thomas Ng, General Manager and Head of the Information Technology Division

Derek Wong, Managing Director & Chief Executive

❖ **DENSO Malaysia Sdn Bhd, Malaysia**

A privately-owned company producing automotive components. Corporate HQ in Kuala Lumpur.

Project: A virtualisation solution deployed across the organisation to meet rising demands on IT services.

A one-month project to implement and migrate to VMware

ESX server, allowing file and print server in production plus support of Domino SMTP (mail server), Intranet Web Server and test servers for proof-of-concept applications.

Key technologies/providers: VMware ESX server, Virtual SMP, VMotion on IBM xSeries, HS20 Blade 2-CPU server
Ng Sun Hock, GM of Information Systems

❖ **DiGi Telecommunications, Malaysia**

Leading mobile communications company providing wireless plus voice and data prepaid services.

Project: Asset verification to meet regulatory requirements and to reconstruct asset costs. Uses the functionalities of Oracle EBS 11i10 to provide a highly sustainable solution on a common platform and asset repository. This seamlessly manages DiGi's processes for tracking assets movement and activities from warehouses, stores, and projects.

Key technologies provider: Oracle
Johan Eric Dannelind, CEO

❖ **EastWest PR, Singapore**

An independently owned and operated PR agency with Singapore and Beijing offices, providing knowledge-based consulting services to clients in B2B markets. Total revenue of US\$885K in 2006.

Project: Rolled out 'Connect', a knowledge management platform developed in-house that enables consultants and clients to share information and streamline processes. This includes sales leads, media contacts and history, client materials and results, internal administration and discussion forums. Connect has helped to increase sales leads and conversion ratios, improve net margins, reduce training time, and create new revenue streams.

Key technologies provider: Microsoft, IBM
Ian Morrison, CIO
Jim James, CEO

❖ **Earthquake Reconstruction and Rehabilitation Authority (ERRA), Pakistan**

Headquartered in Islamabad, this non-profit government-owned organisation, with about 500 employees, plans, coordinates, monitors and regulates reconstruction and rehabilitation activities in earthquake affected areas.

Project: Deployed the Oracle Database to manage the reconstruction efforts after Northern Pakistan's 2005 earthquake in; all major reconstruction activities—from beneficiary registration, damage assessment, and distribution of compensation.

Key technologies provider: Oracle
Lt. Gen Nadeem Ahmed, Deputy Chairman (ERRA)
Lt. Gen. (Retd.) Farooq Ahmad Khan, Chairman, the National Disaster Management Authority (NDMA)

❖ **Excelcomindo Pratama (XL), Indonesia**

The only cellular company in Indonesia with its own extensive fibre optic backbone network, this is the country's third largest mobile telecommunications operator with more than 14 million users.

Project: Construction of a US\$2.2 million data centre and intelligent network to expand subscriber services to include 3G-based video calls, music and movie downloads, games, news-on-demand and location-based services. A key is the IP Transfer Point (ITP) that serves as a signaling gateway allowing XL to efficiently transport increasing volumes of SS7-based traffic on an SS7-over-IP network.

Key technologies provider: Singapore-headquartered IT services and solutions company, Datacraft (www.datacraft-asia.com)
Peter Sondakh, President

❖ **F&N Dairies (Fraser & Neave Holdings), Malaysia**

This food and beverage producer in Kuala Lumpur, is part of the Fraser and Neave Holdings group. US\$933 million in total revenue in 2006.

Project: The Enterprise Transformation Plan started in May 2002, raised synergy across business units and improved performance and financial returns. This four-pronged approach Improved decision-making and reporting plus established a shared-service centre to manage performance.

Key technologies/providers: SAP mySAP Business Suite (SAP Beverage), Deloitte Consulting services
Suzan Chong, Project Manager

❖ **Fleet Management, Hong Kong**

Fleet Management is part of Singapore Stock Exchange listed Noble Group with 6300 staff, including crew members. Noble Group's logistics division registered US\$785.6 million in revenues in 2004.

Project: The Fleet Ship Management Suite, a fully integrated ship management system covering all aspects of ship management, runs as both a ship-board and onshore web-based application. This was the first worldwide rollout of web-based online trading on ships, the first fully synchronising web-based system onboard a fleet and the first fully integrated platform containing all shipboard IT management, reporting and training systems.

Key technologies provider: Sun, Oracle, MySQL, Red Hat
Arvind Karandikar, Head of quality and safety, Department of quality and safety
John Barcy, Group head of development, IT



❖ **Fonterra Brands, Malaysia**

This New Zealand-based cooperative is responsible for more than a third of international dairy trade.

Project: A trade promotion management system to control and manage trade promotion investment. This controls trade promotional funds and provides shared information to generate more sales, build brand awareness and profits.

Key Technologies/providers: Dell, Microsoft, Far East Technology

Ritchie Lim, IS Manager

John Mckay, General Manager

❖ **GHL Systems, Malaysia**

An electronic payments and hosting services company headquartered in Kuala Lumpur.

Project: Corporate data was not easily accessible across the various organisations that form the group. The company was double-keying data into an in-house solution. This project, using SAP Business One, allowed a common platform that could share information across the organisation. The service department workload was reduced with a service module that tracked service turnaround times for its credit card terminals, and records their settings.

Key technologies/providers: SAP Business One, implementation partner Croesus IT Solutions Sdn Bhd

Jeffrey Chin, Group Finance Director

❖ **Health Solutions, Singapore**

A US\$175m healthcare company with some 2,400 employees in Singapore and Australia.

Project: A platform called "HealthMe" (www.healthme.com), a global consumer health portal, comprising a Personal Health Record (PHR) system for users to control their interaction with the medical community, providing access to on-line tools that promote wellbeing such as fitness planners and nutrition systems,

Key technologies provider: Built completely on Oracle's latest generation toolsets (including Oracle Linux, Oracle DB Enterprise Edition, Oracle BPEL Process Manager, Oracle Application Server Enterprise Edition), is fully SOA, incorporates over 15 products in a unique configuration.

Alan Payne, CIO

Lim Soon Hock, CEO

❖ **Hitachi Electronic Products, Malaysia**

With its corporate HQ in Selangor, this is a privately-owned electronics manufacturing subsidiary of Japan-based Hitachi Ubiquitous Platform Systems.

Project: Faced with issues maintaining real-time information links between customers and suppliers, this upgrade project used mySAP Business Suite to drive business process re-engineering and the adoption of new business practices and procedures.

The upgrade project, which lasted about eight months, now gives timely information on financials, logistics and reduced month-end closing procedures. SAP components used included financial accounting (FI), controlling (CO), materials management (MM), production planning (PP) and sales & distribution (SD) modules.

Key technologies/providers: SAP mySAP Business Suite, implementation partner Axon Global

Eiichi Funaki, CEO

❖ **Hong Kong Housing Authority, Hong Kong**

This statutory body under the Hong Kong government develops and implements a public housing programme.

Project: A paperless office system for improving the operational efficiency of the estate office. The application digitises hardcopy documents of tenancy house files and provides functions to facilitate minutes approval processes, document sharing, retrieval and storage.

Key Technologies/providers: HP, Kodak, Kofax, IBM, Cognos, Oracle, TAGSYS

Ramond Chu, Head of IT

Professor Anthony Cheung Bing-leung, Chairman

❖ **Hong Kong Immigration Department, Hong Kong**

Apart from controlling the movement of people, the Hong Kong Immigration Department issues passports, visas, identity cards and other travel documents, also handling nationality matters and registering births, deaths and marriages.

Project: An electronic passport complying with international standards and incorporating sophisticated anti-forgery and security technologies. The e-Passport System was developed to support and control the whole application procedure for the new electronic passport.

Key Technologies/providers: PCCW Solutions
Jacqueline Kwan, Assistant Director of Immigration

Lai Tung-kwok, Director of Immigration

❖ **Hong Leong Bank, Malaysia**

This banking and financial institution, with its HQ in Kuala Lumpur, earned US\$ 551 million revenue in 2006.

Project A full-scale Integrated Financial Portal (IFP) platform to transform business processes and employee culture. The objective was 24/7 operations for Group banks throughout Malaysia, Singapore and Hong Kong. The project included adopting a service-oriented architecture (SOA) approach to the integration of back office functionalities for wealth management and front line customer services. The IFP platform adopted a holistic service approach and leveraged the use of MYIX

(Malaysian Internet Exchange) to minimise hops between a customer and the required service.

Key technologies/providers: Cybervillage iBankStar, Stratasoftware ATM customisation & OCM24 integration, O'Connors' Interactive Voice Response, Tao.net Direct Debit and FPX Integration, AKN MTech SMS Service Provider, IBM, AIMS Internet Service Provider, e-Cops Managed Security Services.

Ho Choon Gai, CIO

Yvonne Chia, Group Managing Director

❖ **HSBC, Hong Kong**

One of the world's largest banking and financial services organisations, serving more than 125 million customers through 10,000 offices in 83 countries and territories in Europe, the Asia Pacific region, the Americas, the Middle East and Africa.

Project: A new real-time, card fraud detection system based on a business intelligence platform. It is capable of conducting fraud checks on HSBC's credit card transactions in real time. With the system, HSBC has improved fraud detection, false positive rates and fraud case handling efficiencies.

Key Technologies/providers: SAS

Derek Wylde, Head of Group Fraud Risk

Michael Geoghegan, Group Chief Executive

❖ **International Cricket Council (ICC), UAE**

Headquartered in Dubai, this global governing body for cricket, founded in 1909, now has a membership of 101 countries.

Project: The Epicor enterprise resource planning (ERP) solution, Epicor iScala, is a comprehensive end-to-end suite of proven industry-specific solutions. The deployment of this solution provided broad benefits such as improving report generation, and user-friendliness. It allows the ICC to forecast and compare budgets.

Key technologies provider: Epicor Software Corporation

Faisal Hasnain, Chief Financial Officer

❖ **Infocomm Development Authority of Singapore**

The IDA cultivates a competitive infocomm industry in Singapore to attract foreign investment and sustain long-term GDP growth.

Project: The five-year masterplan iGov2010 seeks to increase the reach and richness of government e-services to citizens and to facilitate private sector growth through partnerships in innovative infocomm projects. As part of iGov2010, the Unique Establishment Identifier (UEI) for Singapore establishments, reduces the identification numbers they have to use when interacting with different public sector agencies, allowing simpler and faster communication.

Dr Tan Geok Leng, Senior Director and CTO RADM (NS)

Ronnie Tay, CEO

❖ **Infomedia Nusantara, Indonesia**

An information services provider with core businesses including directory services and contact centre solutions.

Project: Network Access Control (NAC) to assess, control and report on the security compliance of all computers and mobile devices on its network, plus endpoint security to centrally manage its laptops and mobile devices.

Key Technologies/providers: Sophos

Yahya Yanuar, Head of IT Infrastructure Department

Agina Siti Fatimah, President Director

❖ **Jebsen & Jessen (SEA), Singapore**

A chemicals, communications, life sciences, marketing, material handling, packaging and technology business group with US\$600 million in revenue of 2006.

Project: Collaborated with SAP for a NetWeaver solution based on enterprise SOA to improve customer service and allow scalability. This cut data entry and administration in the service centre by 50 per cent. It provided a 30 per cent increase in customer handling without additional staffing of the service desk.

Key technologies/providers: SAP NetWeaver

Gopal Varutharaju, Group IT Director

Manoj K. Beri, Group Managing Director

❖ **JGC, Singapore**

An engineering firm specialising in the design and building of refineries, chemical, petrochemical and pharmaceutical plants, with ongoing projects on Singapore's Jurong island. Global headquarters in Japan.

Project: JGC Singapore has 10 per cent of its employees involved in project work sites, inspecting the plants. Engineers faced a challenge due to the lack of an available wired network to access their e-mails and confidential project data on the company's main file servers.

The answer was SonicWALL's TZ 190, a secure wireless solution that combines a router, firewall, 802.11b/g wireless access point and VPN into a single unit and provides simultaneous 3G wireless connectivity, increasing workforce mobility and productivity.

Key technologies/providers: SonicWALL

Kunio Nakamura, managing director,

Steven Lee, IT manager



❖ **JTC Corporation, Singapore**

A statutory board under the Singapore Government, JTC Corporation (JTC) provides industrial space solutions plus industrial and business facilities for manufacturing and related operations. JTC has 759 employees and its total operating income/revenue was US\$765 million (S\$1,102 million as at 31 March 2006).

Project: The SEDNA project spearheaded JTC's drive towards a universal platform using the unified .NET framework, an enterprise workflow engine, consolidated database and a virtualised server farm. This involved the migration of five legacy systems to this new platform taking 11,360 man days. It has enhanced operational efficiency, improved business process development, and reduced costs.

Key technologies provider: Microsoft, Infragistics, Symantec, HP, VMware, ProDatech, K2

Lawrence Ang, CIO

Ow Foong Pheng, CEO

❖ **Kaupthing Singer & Friedlander,**

This specialist banking group offers products and services in corporate and private banking, treasury and asset finance.

Project: Automation of reconciliations and exception management processes across the bank. The solution replaces previously manual processes and disparate systems, eliminating the need for re-keying information, reducing errors and minimising risk.

Key Technologies/providers: SmartStream

Steve Waldron, Director of Operations

Armann Thorvaldsson, CEO

❖ **Kingfisher Airlines, India**

One of India's award-winning private airlines with a fleet of 37 carriers.

Project: A multi-million dollar re-engineering project involving the airline's guest procession function with the help of Sabre Airline Solutions' passenger reservations and departure control systems—the SabreSonic Passenger Solutions—to manage its reservations, pricing, ticketing and reporting efficiently.

The deployment provides a full suite of more than 20 enterprise applications to enhance the carrier's guest processing functions, as it continues the rapid expansion of its operations.

Key technologies provider: Sabre Airline Solutions, a Sabre Holdings company, the world's largest provider of products to help airlines market, sell, serve and operate from planning to execution.

Chandrashekhhar Nene, Vice President, IT

Dr. Vijay Mallya, CEO

❖ **Land Transport Authority, Singapore**

A statutory board of Singapore's Ministry of Transport with jurisdiction over private and public transport on roads.

Project: Digital outreach programmes designed to translate serious land transport policies and issues into an interactive game pitched at members of the public.

Key Technologies/providers: AKQA@ADK

Interactive Asia Torque 3D, HCL Technologies Ltd

Rosina Howe-Teo, CIO

BG(NS) Yam Ah Mee, Chief Executive

❖ **LASALLE College of the Arts, Singapore**

This Arts institution, with links to 40 cities, offers a wide range of degree courses in design, art, media arts, music, theatre and dance.

Project: Consolidated and unified all data communications, including e-mail and fax, with software that integrated with their Cisco VoIP infrastructure, Microsoft Active Directory and Exchange Server, Microsoft Office applications as well as Macintosh-based Entourage e-mail clients. The overall IT strategy is for an integrated and paperless communications environment for faculty, staff and students to save time and enhance productivity.

Key technologies/providers: Sagem-Interstar Inc.

Paul Lee, IT director

Mr Lee Suan Hiang, president & CEO

❖ **Lay Hong, Malaysia**

This farm foods producer, headquartered in Selangor, earned US\$71 in total revenue in 2006.

Project: Project deployed to answer issues of real-time visibility and ability to maintain internal efficiencies behind egg production. SAP solutions were used to help the organisation respond to expansion demand, enhance competitiveness and improve real-time visibility. The database was centralised to allow streamlining of businesses such as inventory and credit control. The ChemXPress solution took four months and provided sales, marketing, planning and management departments with decision-support from a market-oriented viewpoint.

Key technologies/providers: SAP ChemXPress

(All-in-One), ISS Consulting

K.T. Ng, Group Finance Director

❖ **LBC Express, Philippines**

Provides express courier and money remittance services.

Project: Implemented a Network Access Control (NAC) platform to enforce security policies within the organisation. One of the benefits gained is the reduction of administration effort.

Key technologies/providers: Sophos
Mark Salvador, Vice President of Information Technology

❖ **Lembaga Tabung Haji, Malaysia**

Government-linked financial organisation based in Kuala Lumpur, providing financial services to Muslims planning pilgrimages to Mecca. This firm assists prospective pilgrims to accumulate the required pilgrim fund through savings via a monthly deposit scheme, managing the fund through investment in shares, bonds and property developments.

Project: Replaced their old custom developed IT solution with a solution from Oracle, incorporating world best practices in the respective areas.

Key technologies provider: Oracle
Yang Berbahagia Dato Mohd Bakke Bin Salleh, chief executive officer and group managing director

❖ **MacMahon Holdings, Australia**

A mining and civil construction company headquartered in Perth, Western Australia., with more 3,000 staff operating from 50 locations across the Asia Pacific.

Project: A new infrastructure to would enable users across the APAC region to access the same central file servers, databases and applications from any PC.

Key Technologies/providers: Novell, Telstra, Citrix, IBM
Jason Cowie, CIO
Nick Bowen, CEO

❖ **Macro Lynx, Malaysia**

A privately owned company with its Corporate HQ in Mid Valley City, Kuala Lumpur, that provides network and infrastructure.

Project: The Mid Valley City development, a commercial and retail centre in Kuala Lumpur, consisting of a high-speed fibre optic Metropolitan Area Network, including the 3Com Open Network solution and multi-vendor devices to integrate into the network infrastructure. Designed as a wired and wireless infrastructure for tenants and customers to deliver connection speeds of up to 1Gbps, based on the open standard Internet Protocol network.

Key technologies/providers: 3Com
Rick Ng, COO/CTO
Colin Ng, CEO

❖ **Mahindra & Mahindra Financial Services Limited (MMFSL), India**

A non-banking finance company providing financing for automobiles, insurance, housing, personal loans, mutual

funds and refinance sectors in rural and suburban areas across India. Headquartered in Mumbai, MMFSL has a network of 425 branches and about 3,833 employees.

Project: Through an innovative IT approach, MF Connect-3000, connected more than 3,000 employees equipped with hand held ePos (e-Point of Sale) devices with access to applications over limited bandwidth and infrastructure. The initiative enabled swifter deployment of business queries and complete transparency in collection and disbursement of funds to remote rural customers in India.

Key technologies provider: Citrix Systems, Visiotech, BSNL- Bharati, MMFSL
Suresh A Shanmugam, CIO
Ramesh G Iyer, CEO

❖ **Maritime and Port Authority of Singapore**

This statutory board seeks to develop Singapore as an international maritime centre and to advance the country's strategic maritime interests.

Project: Collaboration with the Infocomm Development Authority of Singapore to jointly set aside S\$12 million for the Infocomm@SeaPort programme. This encourages the innovative use of infocomm technologies to achieve business transformation in Singapore's seaport community. As part of Infocomm@SeaPort, the WISEPORT project provides mobile wireless broadband network access to ships within Singapore's southern coastline. Activities like regulatory filings, broadband communications, and real-time access to navigational data can be done offshore.

Toh Ah Cheong, Director, Technology Division BG (NS)
Tay Lim Heng, CEO

❖ **MediaCorp Technologies, Singapore**

Singapore-based media and entertainment business with revenue of US\$334–367 million in 2006.

Project: The replacement of a legacy system with the round-the-clock Integrated Broadcast System (IBS) that integrates the airtime sales, programming and finance modules. This reduced repetitive tasks, improved customer intelligence, cut downtime and lowered maintenance costs. The e-Integration Broadcast System, an extension of IBS, allows advertisers to perform real-time advertising spot bookings.

Key technologies/providers: Accenture, Avanade, HP, Microsoft
Jack Chiam, CIO
Lucas Chow, CEO



❖ **M Hotel, Singapore**

This business hotel, owned and managed by Millennium & Copthorne International, has 400 ergonomically-designed guest rooms.

Project: A fully-converged communications solution encompassing telephony, applications, wireless and data networks. With enhanced connectivity and operational efficiency, OmniSwitch and OmniAccess switches support Wi-Fi, VoIP and LAN telephony. A round-the-clock contact centre was established to take service requests from any hotel phone.

Key technologies/providers: Alcatel-Lucent
Melvin Lim, General Manager

❖ **Ministry of Information, Communications and the Arts, Singapore**

A government body that works to develop Singapore as a global city for information, communications and the arts.

Project: Collaborated with Infocomm Development Authority of Singapore to launch SMS service for public mobile phone users. This service allows public to conveniently obtain information like a public officer's organisation, department, designation and telephone number from the government's online information service. This facilitates communication between civil service and members of the public.

Key technologies/providers: National Computer Systems, Singapore Computer Systems
Chua Jek Heng, CIO

❖ **Ministry of Finance (Employers Provident Fund), Malaysia**

Headquarters in Kuala Lumpur, this government agency, under the Ministry of Finance, had total revenue of US\$ 4.78 billion in 2006.

Project: The Core System Replacement (CRT) project Re-engineered the operations of the Employment Provident Funds. The entire business process was changed from decentralised operations to hub/spokes (centralised processing) enabled by a workflow and imaging system with enhanced integration to business partners such as banks and other government agencies.

Key technologies/providers: Accenture, Global IMPACT Silverlake Banking system, K2, Axis BDS, IBM, Microsoft, Telekom Malaysia Metro-E, Telekom Malaysia MPLS network, Innovation Associates SAP Financials, Compuware
Andy Tan Eng Teik, CIO
Datuk Azlan Zainol, CEO

❖ **Ministry of Home Affairs, Immigration & Checkpoints Authority (ICA), Singapore**

The ICA is responsible for the security of Singapore's air, land and sea checkpoints. Revenue in 2006 was US\$271 million.

Project: The Central Identification and Registration Information System (CIRIS), launched in July 2007, is crucial to the operational efficiency of all government agencies. It is the Singapore National Database that contains millions of records of all Singapore Citizens, Permanent Residents and foreigners. CIRIS supports the immigration and registration functions and all related transactions, such as the issuing of identification and travel documents.

Key technologies/providers: ILOG, BEA, Oracle, Elixir, SAS, Computer Associates, Mustard Technology, Symantec, PrivyLink, ERUCES, McAfee, ISS, Sun, HP, EMC, IBM, Cisco, Cyberguard
Tan Sor Hoon, Deputy Director Technology, Project Manager for CIRIS
Eric Tan, Commissioner

❖ **MobileOne (M1), Singapore**

This telco provides mobile voice and data communications services, earning US\$391.2m in revenue to September 2007.

Project: The Debt Management System (DMS) re-engineered credit control, support and automate debt collection processes. It provides a scalable system to meet rapidly changing business needs, and automates the process of assigning and tracking debt collection by external debt collection agencies. The related Revenue Assurance System (RAS) identifies revenue leakages and automatically initiates corrective and preventive actions.

Key technologies/providers: Accenture, Talgentra, Oracle, Sun, Microsoft, Business Objects, Consistel, Lavastorm, HP, Oracle
Lina Lee, CIO
Neil Montefiore, CEO

❖ **Mocca.com, Singapore**

MediaCorp Online Communities and Classified Advertising (Mocca) is an online classified portal by Singapore's media company MediaCorp.

Project: Mocca.com trended at 7 million page views a month and had more than 13,000 advertisements with postings of one ad per minute (as of September 2007). Launched in July 2007, the portal's aggressive and humorous commercials caught the attention of many Singaporeans, pushing the site's listings by more than 700 per cent in just two months. Online intelligence service Hitwise claimed mocca.com has captured more than one third of the Internet classifieds market in the country. The website had about 40,000 registered members as of end September 2007.

Timothy Goh, Vice president of New Media Business
Lucas Chow, Group CEO

❖ **MTR Corporation, Hong Kong**

MTR Runs an urban mass transit system, a fast railway link, a suburban and cross border railway network and feeder systems in Hong Kong.

Project: As part of a merger with another operator, MTR's programme involved the strategic implementation of IT systems to enable delivery of promised merger synergies such as fare reductions and reduced back office costs. The team delivered a merger strategy and plan, and successfully implemented 19 "Day 1" IT projects' systems simultaneously.

Key Technologies/providers: IBM, Oracle, HP, Microsoft, Jardine One, Symantec

Joseph Lai, CIO

Chow Chung Kong, CEO

❖ **Mydin Mohamed Holdings, Malaysia**

This retail and wholesaler of soft-line and hard-line goods, headquartered in Selangor, has a nationwide network of hypermarkets and convenience stores.

Project: The implementation of core IT processes transformed business processes and employee culture. The strategy was to penetrate hypermarket space previously dominated by foreign players such as Carrefour, Tesco and Giant. The pilot deployment consisted of design and deployment of IT infrastructure for Malaysia's largest hypermarket within 12 months.

Key technologies/providers: Microsoft, Citrix, Unisys, Bizerba, Wincor Nixdorf

Malik Murad Ali, IT Director

Datuk Ameer Ali Mydin, Founder and Managing Director

❖ **Nanyang Technological University, Singapore**

A major research university based in Singapore.

Project: An online course registration system for undergraduate students to register for courses they wish to read every semester. The system performs various checks to ensure that students meet the course prerequisites and that there no course timetable and examination schedule clashes.

Key Technologies/providers: Oracle, HP, Cisco

Mr Lau Kai Cheong, CIO

Dr Su Guaning, President

❖ **National Library Board of Singapore (NLB)**

Responsible for overseeing Singapore's National Library, three regional libraries and network of community libraries.

Project: To cope with growing capacity, NLB revamped its multimedia stations country-wide and enhanced its network and business performance. NLB replaced all existing multimedia station PCs with thin client terminals that are easily upgradable and more secure. Network management has been simplified too,

as new applications and patches can be applied throughout all multimedia stations from the deployment server. The results are increased productivity and improved service levels.

Key technologies/providers: HP

Lee Kee Siang, director of infocomm

Dr N Varaprasad, chief executive

❖ **National Heritage Board, Singapore**

Government-held statutory board headquartered in Singapore with 400 employees. Specialises in museum management and promotion of local heritage activities.

Project: Implemented the Integrated Museum and Archival System (IMAS), a suite of e-services applications targeted at the heritage sector. The suite comprises: Integrated Museum Collection Management System (IMCMS), Singapore Cultural Resource Online (SCROL), Singapore Collections Online (SCO), Singapore Family Tree (SFT), Heritage Portal (H-Portal) Integrated Museum Display System (IMDS) and EventsHub, an e-Calendar. The IMAS hub delivers a number of web services ranging from museum/archive collection management to searching and shopping for digitised cultural artifacts to building family trees.

Key technologies/providers: EMC, Hon Industries, iGine, Interwoven, Microsoft, NCS, SDI Networks, Sun Microsystems, Zetcom AG, IBM, Symantec, Oracle, HP, Citrix, CalenderOne

Philip Chua, chief information technology officer

Michael Koh, chief executive officer

❖ **National Library Board of Singapore**

Government statutory board that manages library services in Singapore in the information age.

Project: Responsible for overseeing Singapore's National Library, three regional libraries, 20 community libraries and a network of client libraries. The number of library members in Singapore stood close to 2 million at the end of the 2005 financial year. Through its links with local and overseas information databases, the NLB provides users anywhere in the world with access to information.

Key technologies/providers: HP

Lee Kee Siang, director of infocomm

Dr N Varaprasad, chief executive

❖ **Nippon Paint, Singapore**

Established since 1962, paint manufacturer Nippon Paint is an affiliate of Nippon Paint Japan.

Project: Implemented a barcoding system to improve the accuracy of paint delivery, while reducing the amount of administrative work for employees.

Key Technologies/providers: Intermecc

Ms Christine Fong, Senior Manager



❖ **Nortel, Canada**

Telecommunications equipment manufacturer; global headquarters in Toronto, Canada; delivers communications capabilities through next-generation technologies that support multimedia and business-critical applications for service provider and enterprise networks; total revenue of US\$11.42 billion in 2006.

Project: Deployed unified communications technology internally in a phased approach that combined IP telephony capabilities with collaborative software applications. CIOs at regional and global levels involved in every step of process to ensure smooth deployment.

Achieved ROI within 10 months of deployment and saved more than US\$12 million annually.

Cut infrastructure costs by a third through network convergence, more efficient network management, centralised administration and maintenance.

Key technologies/providers: Nortel VoIP technologies, Nortel WLAN, Nortel CallPilot, Nortel MCS, wireless-enabled PCs

Eric Lauzon, CIO, Nortel Asia

Mike S. Zafirovski, CEO

❖ **NTUC, Singapore**

Singapore's largest federation of trade unions, consisting of more than 60 unions, nine cooperatives, and six affiliated organisations.

Project: Migrated to a utility-computing model with computing power and services on demand for a scalable infrastructure.

Key Technologies/providers: VMware

Martin Tsang, CIO

John De Payva, President

❖ **Oriental Cable Network, China**

This Shanghai-based integrated network service provider manages a regional cable television network and provides integrated value-added internet services.

Project: Adopted Cisco ONS 15454 Multiservice Transport Platform (MSTP) and reconfigurable optical add-drop multiplexer (ROADM) technology, for a digital television optical transport platform. This is able to migrate to IP-based networks and deliver new services to end users more quickly. ROADM technology enables Oriental Cable's customers to use more applications, such as multimedia digital broadcasting, high-speed internet access, business networking, digital television, video conferencing, distance education and real-time remote monitoring.

Key technologies/providers: Cisco MSTP, Cisco ROADM technology

Wan Qianrong, vice president

❖ **Oriental Bangkok Hotel, Thailand**

Founded in 1876 on the banks of the Chao Phraya River in Bangkok, this five-star hotel is part of Mandarin Oriental Hotel Group (MOHG).

Project: Installed Cisco Aironet 1250 Series Access Points throughout the hotel, allowing guests and staff to stay connected as they move from floor to floor. The enterprise-class access points are Wi-Fi certified to support the IEEE 802.11n draft 2.0 standard. The project provides versatility, high capacity and enterprise-class features demanded by wireless local-area network users.

Key technologies/providers: Cisco Aironet 1250 Series Access Point

Nicholas Price, Director of Technology

Edouard Elias Ettedgui, CEO

❖ **Parkway Group Healthcare, Singapore**

A leading healthcare group in Asia, with a network of regional hospitals and medical centres in Malaysia, India and Brunei. Parkway Hospitals Singapore owns three hospitals in the island state. Its healthcare networks include Parkway Shenton Medical Group, one of Singapore's biggest providers of general practice services, Medi-Rad Associates, a leading radiology services provider and Parkway Laboratory Services, a major provider of laboratory services. 2000 employees Asia Pacific wide. Revenues of SG\$868 million in 2006.

Project: Started an IT initiative to reinvent and integrate the software supporting its hospitals. Implemented a packaged back office and a customised suite for the core clinical operations.

Key technologies provider: Tata Consulting Services, Oracle

Kenneth Thean, CIO

Dr Lim Cheok Peng, Managing Director

❖ **Perbadanan Putrajaya, Malaysia**

This public sector agency, headquartered in Putrajaya, plans and implements projects for the country's seat of government.

Project: This technology project was designed to improve technologies and processes for global community living in a smart city. Project implementation allowed enhanced township administration, management and development under the agency's ICT Master Plan, which is to use IT to support the township's businesses as well as promote tourism, recreation and sports. Project deployed over a period of 14 months using mySAP Business Suite with modules in the back-end that included cost control, real-estate, material and service management.

Key technologies/providers: SAP, Konsortium Jaya and Vantage Point Consulting

Haji Ahmad Affandi Kamaruddin, Deputy Director of Information Systems

❖ **Ping An Insurance, China**

Founded in 1988 in Shenzhen, Ping An Insurance provides life, property and casualty insurance products.

Project: An Enterprise Application Integration (EAI) platform to optimise and extend existing critical IT investments to fully integrate and interoperate with new systems. This allows faster and more reliable access to time sensitive information for decision making and providing prompt service to customers.

Key Technologies/providers: Software AG, Oracle, BEA, Cognos, Veritas, HP, Sun Microsystem

Dr Lo Sai Lai, CIO

Ma Mingzhe, Chairman and CEO

❖ **Reliance Industries, India**

Global businesses include petrochemical production, petroleum refining, textiles, retail, healthcare and education; global headquarters in Mumbai, India.

Project: A Knowledge management and IT project management system that assigns appropriate resources to projects, monitors project health and provides collaborative environment for knowledge-sharing. A web-based IT help desk system allows users to register feedback online. The web-based e-Gurukul software enables management and delivery of online learning content and related resources to employees. An Employee Self-Service System provides staff with services and reports.

Key technologies/providers: Sun, Microsoft, Oracle, Linux, SAP

Ashish Chauhan, CIO

Mukesh Ambani, Chairman

❖ **Reuters, London, UK**

Global headquarters in London, media and financial information services across 94 countries, GBP2.6 billion worth of total revenue in 2006.

Project: Established strategic software development centres in Asia. Rolled out Growing Architects Program (GAP) to create sustainable source of architects from Asian development centres' existing staff through on-the-job practice, mentoring, community interactions, regular assessment and feedback. GAP's architect candidates played significant role to complete detailed architecture designs, enabling local development teams to work on low-level systems and module designs. GAP enabled Reuters to align software design with the business, improve talent retention with a visible technical career path, and save costs.

David Parrott, Global Chief Architecture Officer

George Wang, Global Head of Technical Standards & Group Head of Chief Architecture Office, Asia

Thomas (Tom) Glocer, CEO

❖ **SBS Transit, Singapore**

A public transport operator in Singapore.

Project: Set up Intelligent Route Information System (IRIS), providing information to commuters. This system helps commuters to optimise their travel plan based on the lowest fare, shortest walking distance or shortest travelling time. It also offers bus arrival time estimation on a real time basis.

Key Technologies/providers: Singtel, MyGamma

Angie Tan, Director (IT)

Gan Juay Kiat, Chief Operating Officer

❖ **Schenker (Asia-Pacific), Singapore**

Freight forwarding, logistics and supply chain management company headquartered in Essen, Germany. US\$4.2 billion revenue in 2006.

Project: Enterprise systems integration of Schenker and BAX Global in Asia Pacific following the merger of both companies; sophisticated and extensive internal and external systems alignments from individual customer to global level, plus third party stakeholders; all key documents captured into central document repository accessible to operations in different countries, improving communication efficiency; considered opportunities to deploy improved technologies during data migration and integration, while establishing scalable and sustainable systems able to meet rapidly changing and growing needs.

Key technologies/providers: Software AG, SAP, Dell, Millmann

Dr Richard Tan, CIO

Steve Dearnley, CEO

❖ **Seraya Energy, Singapore**

Headquartered in Singapore, the retail arm of power generation company PowerSeraya Ltd. Revenue of \$1 million in the fiscal year ending 2007.

Project: Implemented a flexible customer management information and billing system to enable Seraya Energy to continue to improve the service it offered to its 3000 commercial and industrial customers.

The project involved the re-engineering of key service delivery processes. Key outcomes were an improved process, a reduced billing cycle time and reduced error rates in customer billing.

Key technologies/providers: Oracle, IBM, StreamServe, Online System, Business Objects

Bernard Lee, vice-president, process and innovation, PowerSeraya

John Ng, executive director



❖ **Special Olympics, China**

An international non-profit organisation dedicated to empowering individuals with intellectual disabilities to become physically fit, productive and respected members of society through sports training and competition.

Project: Implemented an application delivery infrastructure to host medical histories and records for 7,500 athletes across 70 different venues for the Special Olympics in Shanghai.

Key Technologies/providers: Citrix

Andre Mendes, Vice President and Chief Information Officer
Matthew Aaron, Special Assistant to the President and CEO

❖ **Singapore Police Force (SPF), Singapore**

The Singapore Police Force (SPF) is the main agency tasked with maintaining law and order in Singapore.

Project: The SPF and SingTel jointly launched an SMS Crime Alert service, which helps send out crime-related SMSes to the public. Customers who register for the service will receive SMS messages alerting them to criminal cases that have occurred, along with crime prevention tips. The crime alert service is optional for SingTel's post-paid customers.

Key technologies/providers: SingTel

Evon Ng, superintendent of police, assistant director

❖ **Singapore Polytechnic, Singapore**

A Government statutory board and tertiary learning institution headquartered in Singapore with 1,351 employees.

Project: The SP IDentity Management System makes use of the IBM Tivoli Identity Manager. The project aims to automate the account provisioning process for staff, students and external users, managing the account lifecycle, synchronising passwords of various accounts across multiple applications and providing a self-service mechanism for users to manage their account information.

Key technologies/providers: IBM

Chang Boon Hai, director, department of computer & information systems
Tan Hang Cheong, principal

❖ **Singapore Tourism Board, Singapore**

Singapore's government agency for promoting tourism.

Project: Implemented a Management Reporting and Budgeting System to help forecast financial performance. It facilitates the translation of financial data into meaningful information, trends and analysis, facilitating better planning, resource allocation as well as accountability.

Key technologies/providers: NCS

Lim Neo Chian, chief executive & deputy chairman
Yong Yean Chau, chief financial officer

❖ **Singapore Health Services (SingHealth), Singapore**

Headquartered in Singapore, SingHealth is Singapore's largest healthcare group offering a complete range of multi-disciplinary and integrated medical care.

The company employs more than 14,000 healthcare professionals, and revenue for the fiscal year ending 2006 was \$1.7 billion.

Project: Implemented "Digital Ward – Innovating for the Hospital of the Future", SingHealth's vision of a paperless and technology-enabled ward incorporating cost-effective and innovative technologies to bring value to the entire in-patient healthcare chain. Innovations in Digital Ward include: Computer on Wheels (COWS), Mobile Electronic x-Ray Computer (MERC), Proximity Contact Tracing, Location tracking and Wireless Vital Monitoring System and RFID Wrist Tag (VEGA), Patient Bedside Terminal (PBT), Mobile Point-of-Care solutions using Mobile Clinical Assistant (MCA) and Smart Card applications.

Key technologies/providers: Hospimek, Cadi Scientific, ISPL, Intel, AVT (S)

Fong Choon Khin, group chief technology officer
Professor Tan Ser Kiat, group CEO

❖ **Singapore Post (SingPost), Singapore**

SingPost is the designated public postal licensee for Singapore, offering both local and international express delivery services under its brand Speedpost.

The company provides island-wide delivery services as well as worldwide door-to-door services to over 200 countries/territories.

Project: SingPost streamlined its Speedpost express delivery services with the procurement of 300 units of Intermec 760 handheld mobiles running proprietary software Tracks III by Newpage, to track packages through the scanning of barcodes on consignment notes.

Key technologies/providers: NCS, Intermec
Dennis Quek Hong Kai, chief operating officer, logistics & eBusiness

Wilson Tan Wee-Yan, group chief executive officer

❖ **StarHub, Singapore**

A Singapore-based integrated information, communications and entertainment company, providing a multiple range of mobile, cable TV, broadband and fixed network services; has over 2800 employees in Singapore; total revenue for 2006 was S\$1805 million.

Project: Deployed a Business Support Systems (BSS) Transformation project which includes

re-implementation of StarHub's operational CRM system, consolidation of billing revenue management (Ericsson - BSCS) and enterprise data warehouse; transformation and consolidation of StarHub's BSS enabled the telco to provide superior and quick time-to-market product offerings and superior customer/partner's experience.

Key technologies provider: Oracle, BSCS, Accenture
Alex Siowa, Head, Information Services and Programs Office
Terry Clontz, CEO/Director

❖ **Sunway Shared Services Centre, Malaysia**

Corporate headquarters in Bandar Sunway, Selangor. IT and shared services provider to the diversified conglomerate the Sunway Group, US\$2,135,300 in total revenue in 2006.

Project: Consolidation of numerous servers within the Sunway Group of companies into one server and standardised versions of enterprise resource planning (ERP) applications into one system. The approach used was called 1B1E (one box or server, one ERP). Deployment allows the Sunway Group's global subsidiaries to exercise enhanced financial and business control.

Key technologies/providers: Sunway Computer Services and IBM's System i-Series, Oracle JD Edward Enterprise One, Sunway Business Applications.

Cheah Kok Hoong, CIO
Larry Yap, CEO

❖ **TH Properties, Malaysia**

Property developer, corporate headquarters in Kuala Lumpur.

Project: Designed and deployed unified messaging and collaboration architecture using Microsoft Exchange Server 2007 platform. Replaced previous communications based on combination of telephone calls, text messaging and e-mail. This Unified communication project was designed to overcome unreliability. Managers were also equipped with portable devices running Windows Mobile 5.0 operating system and Direct Push technology to receive e-mail messages, calendar details, contacts and tasks from Microsoft Exchange Server 2007.

Key technologies/providers: Windows, Microsoft
Syed Mohamed Ibrahim, CEO

❖ **Thomson Financial (Thomson Eximius), Singapore**

Headquartered in the United States, Thomson Financial is an IT solutions provider catering to the financial community worldwide. Thomson Financial is part of The Thomson Corporation, a global provider of electronic workflow solutions to business and professional customers.

Project: Reached a joint agreement with Hewlett-Packard (HP) to provide wealth management solutions to financial institutions in the Asia Pacific and support Thomson Financial's growth in the region. Thomson eXimius worked with HP to enable financial service providers to meet the increasing demands of Asia Pacific customers. The integrated offering aims to simplify front office processes for private client wealth management firms.

Key technologies/providers: Thomson eXimius, HP
Peter Schramme, head of private banking and retail wealth management, Thomson Financial

❖ **Titan Chemicals Corporation, Malaysia**

A producer of olefins and polyolefins headquartered in Pasir Gudang, Johor.

Project: Improved the Task Inventory Management system to allow accurate daily Mass Balance calculation and real-time value on Naphtha inventory for planning and scheduling purposes. The previous method was a manual process on periodic basis. The project involved teams from across maintenance, technical, production, electrical & instrument and safety & procurement divisions.

Key technologies/providers: Gauging Systems Inc for Tank Gauge SGI-MTG "Multi-Function Gauge"; VAREC Fuel Manager FM7 Pro and Sedia Teguh

Safuan Yusof, CIO/IT Director
Thomas Patrick Grehl, CEO

❖ **University of Perpetual Help Delta – Molino Campus, Philippines**

Established as the second branch of Philippines' University of Perpetual Help Delta in 1995.

Project: A campus portal based on open source technologies, for students, faculty and school administrators. The faculty can easily monitor students and post necessary materials, students can post assignments and other information online, easing administrative tasks like enrolment, scheduling and payment. The system makes it easier for students to get guidance from academic staff, via faculty and student forums for interaction.

Key technologies/providers: IBM servers, HP Netserver, Microsoft, 3Com Technology switch/routers
Dr Ronaldo Alumno Tan, Campus Head, IT Services
Dr Antonio Tamayo, CEO



❖ **Universiti of Malaya (UM), Malaysia**

Educational institution founded 1905, in Kuala Lumpur.

Project: Visual communications solutions to deal with geographical barriers.

Targetted specifically for the medical faculty and distance-learning programmes, Tandberg's video conferencing systems were deployed across eight different sites, which included interstate hospitals, medical colleges, Kyoto University, Tsinghua University and the university's own Faculty of Medicine.

Key technologies/providers: Tandberg Set-Top Series 880MXP, 99MXP and Tandberg 1000.

Yoo Sang Nge, Head of ICT Planning, Security & Training Division

❖ **Urban Redevelopment Authority, Singapore**

A Statutory Board under Singapore's Government and the country's national land use planning and conservation authority. With more than 880 employees (as of end December), the URA achieved total revenue of US\$89.51 million in 2007.

Project: Developed and implemented the "Intelligent Information Profiling System" (IIPS), a first-of-its-kind, innovative IT system that makes use of Artificial Intelligence (AI) technology to facilitate document profiling and searching in their enterprise content management system. The project was completed in two broad stages over a period of 18 months at a total cost of \$371,000.

Key technologies provider: SQLView, NCS, Oracle Technologies

Tan Siong Leng, CIO

Cheong Khoon Hean, CEO

❖ **VPBank, Vietnam**

Vietnam Joint-Stock Commercial Bank for Private Enterprises (VPBank) is a financial services organisation with more than 100 branches and sub-branches.

Project: Deployed the first Euro, Mastercard, Visa (EMV), a standard for interoperation of integrated circuit cards, in Vietnam. Set up 24/7 support and provided consultation and training in addition to delivering the EMV microprocessor cards.

Key technologies/providers: Gemalto, FPT Information System

Dr Le Duc Son, general director and CEO

❖ **Wallem Group, Hong Kong**

Integrated maritime service provider headquartered in Hong Kong; operates across 21 countries and at sea.

Project: Integration of Microsoft Dynamics AX with vessels; integrated suppliers and customers via e-procurement and reporting; multi-dimensional business intelligence reporting system; customers have full online access to procurement, accounting and personnel records via extranet; CD-ROM based reporting including imaging and RSS sub-systems.

Improved knowledge capture, sharing and retention; integration of different business processes to reduce errors and speed up response to market.

Key technologies/providers: Microsoft, Dell, NetApp, Attensa, K2

Patrick Slesinger, CIO

Rob Grool, CEO

❖ **Western Digital, Malaysia**

Part of the US-based global hard drive manufacturer, with the country corporate headquarters in Kuala Lumpur. S\$ 5.5 billion in global revenue in 2007.

Project: In 2007, in order to reduce phone costs and improve communications, they deployed a unified communications solution built on the Microsoft Office Communications Server 2007 and the Microsoft Exchange Server 2007 platform. The project allowed voice over IP, e-mail, standard and mobile phone, plus instant messaging communications resulting in cost savings.

Key technologies/providers: Microsoft Office Communications Server 2007, Microsoft Office Communicator 2007, Microsoft Office Communicator Mobile, Microsoft Office Outlook 2007.

Tee Lay Kern, Senior Principal Engineer, Information Technology

❖ **Wunderman, Singapore**

Wunderman is a global marketing services network with global headquarters in the US. The company's Asia Pacific headquarters is in Singapore.

Project: Wunderman (Singapore) implemented a CRM On Demand to centralise vital customer information and sales data, in order to gain business value via real-time insight into customer interactions.

Key technologies/providers: Oracle

Allan Crockart, database marketing director
Stephane Faggianelli, executive vice president, regional director