

# Pioneering digital transformation with innovative talent



R.S. ISKANDAR  
KUALA LUMPUR  
news@nst.com.my

WITH more than 28 years of experience, ISATEC Sdn Bhd is a reputable and multi-award-winning business.

In an age of rapid digitalisation, ISATEC is committed to creating cutting-edge solutions that deliver unparalleled customer and user experiences. Its strengths lie in productisation, digital expertise, and regional coverage, all supported by a 100 per cent Malaysian workforce.

The company's diverse revenue streams come from new business areas such as artificial intelligence, digital automation, data analytics and observability, alongside software, services, maintenance and project management.

ISATEC recently received another accolade at the Pikom Digital Excellence Awards 2024, winning in the IT Services (Digital Process Digitalisation) category. Its executive director, Datuk Alvin Yuen, accepted the award during the event.

## How do you think this award shapes your company's reputation?

We are recognised for our expertise in business process optimisation and automation, which are typically dominated by large multinational consultancy firms. This award validates our ability to compete with these major players. Malaysian companies often lack a strong presence in this sector, so this accolade signals to the industry that we can go head-to-head with global competitors.

## How do you see the evolution of digitalisation and its awareness among businesses in Malaysia?

Nowadays, businesses adopt IT much more swiftly and rely less on their internal IT teams. They are more knowledgeable about leveraging IT to transform their organisations, using automation, analytics and artificial intelligence. This awareness enables them to work more effectively with IT vendors like us to drive their business forward.

## What keeps you going?

We've always focused on how technology can enhance businesses. I'm fortunate to witness first-hand how companies transform and become more efficient. What drives me is seeing our customers improve their operations,

reduce costs and develop their workforce through the digitalisation processes and transformations we provide.

## Where do you see Isatec in the near future?

ISATEC is dedicated to transformation processes and digitalisation. We foresee the next phase of digitalisation heavily involving artificial intelligence and generative AI to help companies rethink how they operate. This is an area we are keenly exploring.



**DATUK ALVIN YUEN**

Executive Director,  
ISATEC Sdn Bhd

