Leader in open-source IT solutions and cloud services

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ESTABLISHED in Sept 18, 2009, Wiki Labs Sdn Bhd is a Malaysian open-source IT solutions company based in Bangsar South, offering an open hybrid cloud platform, enterprise observability and automation, data protection and business continuity, and hybrid cloud infrastructure.

Founded to address the innovation gap in the enterprise IT technology space with a fresh approach, Wiki Labs now serves 295 clients and has grown significantly, helping them solve IT problems and achieve their goals. The company's name, "wiki", means "fast" in Hawaiian, reflecting its ethos towards client delivery and service.

Since 2013, the company has won numerous accolades, including the recent Pikom Digital Excellence Award 2024 in the IT Services (Open Source) category. The award was received by its chief executive officer, Edmond Tey.

What does winning the Pikom Digital Excellence Award mean to you and your company?
Winning the Pikom Digital Excellence Award is a significant milestone for Wiki Labs. It validates our relentless efforts in driving digital transformation and innovation in the tech industry. This recognition highlights our commitment to excellence and serves as a testament to the hard work and dedication of our entire team. It motivates us to continue pushing boundaries and delivering top-notch solutions to our clients.

What do you think about Pikom's role in building and promoting the tech industry ecosystem?
Pikom plays a crucial role in fostering a vibrant tech industry ecosystem in Malaysia. By bringing together industry leaders, innovators and policymakers, the organisation creates an environment that encourages collaboration and knowledge-sharing. Its initiatives have been instrumental in driving the growth of the tech sector, helping to position Malaysia as a key player in the global digital economy.

How do your solutions help your customers?
Our solutions empower our customers to enhance operational efficiency, streamline processes and secure their IT infrastructure. By providing tailored solutions that meet their specific needs, we help businesses overcome challenges and scale effectively. Whether through partnerships with industry leaders like Red Hat, Veritas and SolarWinds, or our bespoke service offerings, our solutions consistently deliver tangible results, driving growth and success for our clients.

How do your solutions differ from others?
Our solutions stand out due to our deep understanding of the local business landscape and strong partnerships with global tech giants. We don't just offer off-the-shelf products; we work closely with our clients to understand their unique challenges and provide tailored solutions that align with their business goals. Our focus on security, efficiency and scalability ensures our clients are always ahead of the curve, ready to meet the demands of a rapidly evolving tech landscape.

How do you see the tech industry in Malaysia?
The tech industry in Malaysia is rapidly evolving, with significant potential for growth. However, it is crucial for businesses to stay agile and innovative to remain competitive in this fast-paced environment. The government's support and initiatives like MyDigital are paving the way for further advancements, but it's up to us in the industry to capitalise on these opportunities. Collaboration among tech companies, educational institutions and government bodies will be key to driving the industry forward and positioning Malaysia as a leader in the digital economy.

What was the turning point in Wiki Labs' business journey?
Recognising the significance of digital transformation and its potential for businesses was a turning point in our journey. Embracing this shift early allowed us to adapt our services and focus on providing solutions that help our clients navigate the challenges of digitalisation. This strategic move solidified our position as a market leader in the tech sector and opened up new opportunities for growth.

What are some mistakes made by entrepreneurs in the tech business?
Many entrepreneurs underestimate the importance of understanding their market and the specific needs of their clients. The tech industry isn't just about innovation; it's about delivering value through practical, user-centric solutions. Focusing too much on the technology itself, without considering the end-user experience, can lead to missed opportunities and business challenges.

What are the most common mistakes made by entrepreneurs?
One common mistake is not being adaptable. In the tech industry, things change rapidly and entrepreneurs need to be flexible and open to pivoting when necessary. Another mistake is neglecting customer feedback. Listening to your customers and continuously improving your product or service based on their needs is crucial for long-term success.

What are the three most important things every rising entrepreneur should know before signing a big business deal?
First and foremost, due diligence is essential. Understand every detail of the agreement, including the fine print, and ensure it aligns with your long-term business objectives. Second, relationship-building is crucial. Establish a strong rapport with your partners, as successful partnerships are built on trust and communication. Third, never compromise your ethical principles. Ensuring the deal aligns with your company's values is vital for maintaining the integrity and reputation of your brand over time.

> *Discover life with love, explore the future with innovation.*
>
> **EDMOND TEY**
> Chief Executive Officer, Wiki Labs Sdn Bhd

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PIKOM DIGITAL EXCELLENCE AWARDS 2024