

A trailblazer in digital infrastructure development and systems services

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HeiTech Padu Bhd, a company specialising in information technology systems, is renowned for its expertise in developing information and communication technology systems and infrastructure for both the public and private sectors.

With three decades of experience, HeiTech Padu is one of the leading IT companies in Malaysia, having delivered crucial projects for the government since the launch of the country's e-Government initiatives.

The company remains committed to being the preferred technology partner in national security, retail, finance, healthcare, defence, and local government operations.

As part of its diversification strategy, it has expanded into non-IT sectors, including engineering, mailing and document processing, and renewable energy.

HeiTech Padu's excellence in leadership and innovation was recently recognised when it accepted the Digital Infrastructure (Software Services) award and the Tech Luminary Award at the Pikom Digital Excellence Awards 2024.

The Digital Infrastructure (Software Services) award was accepted by Salmi Nadia Mohd Hilmey, the group managing director and group chief executive officer of HeiTech Padu Berhad.

The Tech Luminary award was received by Datuk Seri Mohd Hilmey Mohd Taib, who is the founder and executive deputy chairman of HeiTech Padu Bhd.

What does winning the award mean to you?

The Pikom Digital Excellence awards validate our commitment to driving innovation and quality in digital infrastructure, particularly with our Park Smart

Plus (PS+) solution. This recognition highlights how our efforts have transformed parking management and urban mobility in Malaysia. It acknowledges the hard work of our team and inspires us to continue delivering innovative solutions that improve citizens' quality of life and enhance our partners' productivity.

What is your view on Pikom's role in building and promoting the tech industry ecosystem?

Pikom plays a crucial role in shaping Malaysia's tech industry. By fostering collaboration among key stakeholders, hosting events like the Digital Excellence Awards, and driving policy discussions, Pikom strengthens Malaysia's position in the global tech landscape. Through their initiatives, companies like HeiTech Padu are given opportunities to grow, innovate, and contribute to the digital economy. We are truly grateful for the platform Pikom provides to showcase our products and engage with other business leaders.

How have your solutions helped your customers in their businesses?

Our solutions, particularly the PS+, have greatly improved the operational efficiency of local councils and enhanced user experiences. For instance, in Penang, we helped modernise parking by replacing a manual coupon-based system with a fully digital solution, resulting in improved enforcement, a 30 per cent

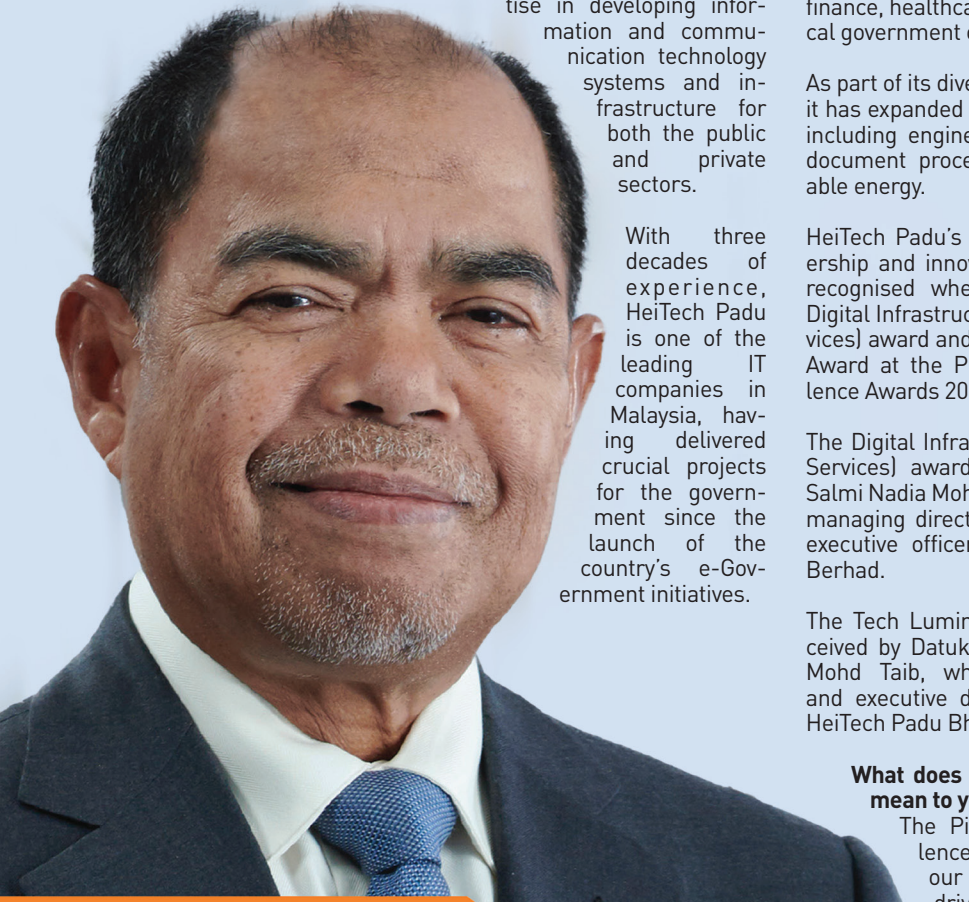
increase in revenue, and greater convenience for users through real-time parking availability and mobile payment options. These improvements streamline processes for our clients and enhance citizen engagement and satisfaction.

How do your solutions differ from others?

What sets our solutions apart is our comprehensive approach to digital transformation. PS+ offers unique features such as remote payment options, advanced enforcement tools for local councils, and real-time parking availability through integrated sensors and GPS technology. Our solutions are also highly scalable and adaptable, as evidenced by successful implementation in Penang, as well as Kulim and Kubang Pasu in Kedah. By focusing on both operational efficiency and user experience, we distinguish ourselves in the digital infrastructure market.

What challenges do you face in building digital infrastructure?

One of the main challenges is ensuring scalability while maintaining efficiency. Each region where we implement solutions like PS+ presents unique technological, cultural, and regulatory factors. Another challenge is the rapid pace of technological change. To stay ahead, we must continuously innovate to ensure that our infrastructure solutions are future-proof and adaptable to new developments such as artificial intelligence and the Internet of Things.



Datuk Seri Mohd Hilmey Mohd Taib
Founder & Executive Deputy Chairman,
HeiTech Padu Berhad.
Tech Luminary Award Winner.

Datuk Seri Mohd Hilmey is a pioneering figure who founded HeiTech Padu Berhad 30 years ago. Known for his vision and exemplary leadership, he has played a key role in modernising public services and is a prominent figure in Malaysia's corporate and IT sectors.

What is your opinion on Malaysia's tech industry?

The industry is evolving rapidly, with various innovations and implementations taking place. The ecosystem is in place, and Malaysia is embracing new technologies. However, we need to address the issue of the shortage of homegrown tech talent, as they are the future of the industry.

What is the biggest lesson you've learned in the tech industry?

The lessons I've learned are to value hard work, avoid shortcuts, and remain resilient. These principles have helped me refine my leadership skills and shape the company's

direction and vision.

What was the turning point in your business career?

Transitioning from a corporate leader to a tech entrepreneur three decades ago made me more vigilant and prepared for industry changes. The pandemic was another pivotal moment, but our planning and preparations had helped the company navigate through the challenges without major setbacks.

What advice would you give to aspiring entrepreneurs?

Be ready for competition, willing to take and manage risks, adapt to new technologies, and never procrastinate.

What are the three most important things entrepreneurs should know before signing a big business deal?

First, conduct thorough due diligence to understand the potential returns and financial commitments

involved. Second, assess the risks and take steps to mitigate them. Finally, ensure that you have the financial capability to complete the undertaking, invest further, and grow the business.

