

# PIKOM

PERSATUAN INDUSTRI KOMPUTER DAN MULTIMEDIA MALAYSIA  
THE NATIONAL TECH ASSOCIATION OF MALAYSIA

The background of the cover is a dark blue gradient with a pattern of hexagons and circuit-like lines. Several gears are depicted: a large white gear on the right with a blue internal mechanism, a smaller white gear at the bottom left, and a small orange gear in the upper left. There are also small blue and orange star-like shapes scattered throughout.

**Annual Report**  
2018/2019

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## WHO WE ARE ...

**PIKOM, THE NATIONAL TECH ASSOCIATION OF MALAYSIA**, is the association representing the technology (TECH) industry in Malaysia. Its membership currently stands at more than 1,000 active companies involved in a whole spectrum of tech products and services which command 80% of the total tech business in Malaysia.

The 5 Chapters under PIKOM cover OM, CIO, Cybersecurity; E-Commerce; Venture Investment. These chapters help improve and drive the business climate for all member companies, together with promoting industry growth in line with different national aspirations, along the following approaches:

As the Voice of the Tech Industry, PIKOM embraces the task of growing the size and capabilities of the tech industry in Malaysia by creating opportunities for its members as well as all Malaysians to capture the benefits offered by advances in tech.

## MISSION

“To champion and realise the digital opportunities.”



## WHAT WE DO

Spearhead, promote and encourage development of resources, professional skills and programmes in the local tech industry.

Represent the local tech industry to the government and private sector, both local and overseas.

Provide a platform for tech players and users to meet, network, learn and share ideas in order to bring the industry to the next level.

Foster high standards of conduct, service and performance throughout the tech industry.

Promote and market local tech services to the region and overseas.

## MEMBERSHIP PRIVILEGES

1. Platform to grow your business through PIKOM's partnership with MDEC and MATRADE as well as ASOCIO and WITSA to tap into new markets and leverage its regional and global networks.
2. Networking opportunities & B2B related events to meet end-users and potential partners.
3. Participate in PIKOM's Chapters & SIGs to collectively grow the respective area of focus.
4. Enjoy subsidized OR complimentary rates to our learning events, conferences, training courses and workshops.
5. Priority for marketing and promotion opportunities through PIKOM's initiatives and events.
6. Access to PIKOM's Research Reports (Digital Economy Strategic Outlook & ICT Job Market Outlook in Malaysia) & PIKOM's My.iT Magazine publication.
7. Use of PIKOM logo to enhance Member events.

### **Tangible benefits.....**

- Airline Corporate programmes
  - Telco subsidies and privileged packages
  - Vehicle fleet programmes
  - Cinema Corporate package
- and many more to come .....*

**Membership  
Benefits Valued  
at RM62,780**



It has been an incredible year for PIKOM. As we rebranded ourselves as the National Tech Association of Malaysia, we are privileged to represent our members in various consultation and technical working groups namely with Ministry of Communications and Multimedia, Ministry of Finance, Ministry of Entrepreneur Development and Ministry of International Trade and Industry. We have achieved one of the objectives I had when I became Chairman two years ago, that is to further strengthen our position as the voice of the tech industry by becoming the nation's private sector compass for its digital initiatives.

Part of our strategy to drive membership and give value to members are through targeted activities driven by our various chapters.

Outsourcing Malaysia, one of the most active chapters in PIKOM, also underwent a rebranding exercise and is now known as OM, an abbreviation already commonly used by its members and the industry. OM is envisioned to promote and develop Malaysia's outsourcing services industry as a global hub for high-value outsourcing. It has since seen an increase of Shared Services companies in its membership. As of today, 40% of its 130 members are shared services companies. Globally the SSO companies are now called as Global Business Services (GBS) companies. As the single point of contact for global buyers to reach out to Malaysian outsourcing providers, OM has always focused on enabling collaboration between buyers and providers, while addressing service requirements within the aegis of global best practices and competencies.

This year also saw the inaugural Cybersecurity Conference, organized by the Cybersecurity Chapter, with the theme Catch Me If You Can. There were more than 200 C-level information officers, cybersecurity heads and industry leaders to address the continuous battle against cybersecurity threats. This platform has enabled PIKOM's voice be heard in multiple platforms, including speaking engagements and exclusive interviews with the media.

The highlight of the year is the SerbaDinamik - PIKOM Unicorn Tech Awards 2019 which was held on 3rd October. Reputed as one of the most sought-after tech industry awards of year, the event was attended by 1000 C-level executives to celebrate the icons and achievements of the industry members.

Serba Dinamik, a leading oil and gas company, became the first PIKOM member who is also the Title Sponsor for the awards ceremony.

We have realigned our programmes to be more industry relevant and achieve self-sustainability with a sharp focus on high impact activities. Our E-Commerce Malaysia chapter who has been driving the #MYCYBERSALE series for the 3rd year, has hit a record-breaking RM500 million of sales generated from 1,500 merchants during the annual sales event in September. With the inclusion of Taiwan as a country pavilion and FPX as the Title Partner, the eCommerce industry will continue to soar and command higher growth in revenue. #MYCYBERSALE today, is the largest revenue and income contributor to the association.

I am pleased to share that the government appreciates feedback given by us. As one of the committee members in the Malaysia Innovation Policy Council, we were able to contribute ideas on the digital tech initiatives. At the same time, assist the council in addressing policy and regulatory challenges that can hinder innovation and digital economic growth for the country.

**“For the Industry, By the Industry”**



**Ganesh Kumar Bangah**  
PIKOM Chairman



# PIKOM Councillors & Advisors

2018/2019

## Office Bearers



Ganesh Kumar Bangah  
(Chairman)



Sean Seah  
(Secretary)



Ong Chin Seong  
(Treasurer)

## Councillors



Dr. Dzaharudin Mansor



Stan Singh-Jit



K.T. Ong



Datuk Teoh Eng Kee



Alex Liew



Dato' Seri Ivan Teh



Anthony Raja  
Devadoss



Johary Mustapha



Alex Loh



Eng Kin Hoong



Chang Wai Hoong



Tan Hock Chye



Dzuleira  
Abu Bakar



Marc Woo

## Advisors



Shaifubahrim Saleh  
(Honorary Chairman)



Chin Chee Seong  
(Honorary Chairman)



Wee Kee Heng



Foo Sen Chin



C.J. Ang



David Wong Nan Fay



Danny Lee



Woon Tai Hai



Dato' Ng Wan Peng



Cheah Kok Hoong



Jeffrey Ooi



Xavier Tan



Lee Boon Kok

## Office Bearers

Ganesh Kumar Bangah  
Sean Seah  
Ong Chin Seong

**Chairman**  
**Secretary**  
**Treasurer**

Commerce DotAsia Ventures Sdn Bhd  
SCCW Holdings Sdn Bhd  
Powerware Systems Sdn Bhd

## Councillors

Dr Dzaharudin Mansor  
Stan Singh-Jit  
KT Ong  
Datuk Teoh Eng Kee  
Alex Liew  
Dato' Seri Ivan Teh  
Anthony Raja Devadoss  
Alex Loh  
Eng Kin Hoong  
Chang Wai Hoong  
Tan Hock Chye  
Dzuleira Abu Bakar  
Johary Mustapha  
Marc Woo

Microsoft (M) Sdn Bhd  
IronHorse Asia Sdn Bhd  
Dell Global Business Centre Sdn Bhd  
EKTECH Communications Sdn Bhd  
Glocomp Systems (M) Sdn Bhd  
Adv Fusionex Sdn Bhd  
PERSOLKELLY Consulting Sdn Bhd  
Fortinet Malaysia Sdn Bhd  
CIS IT Solutions Sdn Bhd  
MyKRIS Asia Sdn Bhd  
Seatech Ventures Corp  
Malaysia Global Innovation & Creativity Centre (MaGIC)  
Forest Interactive Sdn Bhd  
Google Malaysia Sdn Bhd

## Advisors

Chin Chee Seong (Honorary Chairman)  
Shaifubahrim Saleh (Honorary Chairman)  
Xavier Tan  
Lee Boon Kok  
Wee Kee Heng  
Foo Sen Chin  
C.J. Ang  
David Wong Nan Fay  
Woon Tai Hai  
Dato' Ng Wan Peng  
Cheah Kok Hoong  
Jeffrey Ooi  
Danny Lee

I-Commerce Sdn Bhd  
e-Lock Corporation Sdn Bhd  
VSTECS Berhad

SnT Global Sdn Bhd

Malaysia Digital Economy Corporation Sdn Bhd  
Hitachi Sunway Information Systems Sdn Bhd  
Celcom Mobile Sdn Bhd



## 32nd ANNUAL GENERAL MEETING

A newly elected Council was formed on the 22nd of November, 2018 at the 32nd Annual General Meeting which was held in PIKOM. The new Council is led by Mr Ganesh Kumar Bangah who will spear head the strategic direction of the National Tech Association of Malaysia towards the growth of the Industry for the term of 2018/2019.



At the AGM on 22 Nov 2018, the following were elected.



Position	Name	Company
Chairman	Ganesh Kumar Bangah	Commerce DotAsia Ventures Sdn Bhd
Deputy Chairman	Danny Lee	Epson Malaysia Sdn Bhd
Secretary	Sean Seah	SCCW Holdings Sdn Bhd
Treasurer	Ong Chin Seong	Powerware Systems Sdn Bhd
Councillor	Anthony Raja Devadoss	PERSOLKELLY Consulting Sdn Bhd
Councillor	Dato' Seri Ivan Teh	Adv Fusionex Sdn Bhd
Councillor	Alex Liew	Glocomp Systems (M) Sdn Bhd
Councillor	Eng Kin Hoong	CIS IT Solutions Sdn Bhd

They were joined by the following who were elected in 2017 and will serve until the next AGM in 2019.

Position	Name	Company
Councillor	Dr Dzaharudin Mansor	Microsoft (M) Sdn Bhd
Councillor	Stan Singh - Jit	IronHorse Asia Sdn Bhd
Councillor	KT Ong	Dell Global Business Centre Sdn Bhd
Councillor	Datuk Teoh Eng Kee	EKTECH Communications Sdn Bhd

## APPOINTMENTS BY RULE

By rule 14(f) Part (IV) (The Council), on 5 December 2018, the Council appointed the following as Councillors:

1. Alex Loh of Fortinet Malaysia Sdn Bhd
2. Tan Hock Chye of DataPrep Holdings Bhd
3. Chang Wai Hoong of MyKRIS Asia Sdn Bhd
4. Dzuleira Abu Bakar of Cradle Seed Ventures Management Pte Ltd
5. Johary Mustapha of Forest Interactive Sdn Bhd
6. Marc Woo of Google Malaysia Sdn Bhd

By rule 15(h)Part (IV) (The Council), on 5 December 2018, the Council appointed the following as Advisors to the Council:

1. Xavier Tan
2. Lee Boon Kok
3. Wee Kee Heng
4. Foo Sen Chin
5. C.J. Ang
6. David Wong Nan Fay
7. Woon Tai Hai
8. Dato' Ng Wan Peng
9. Cheah Kok Hoong
10. Jeffrey Ooi
11. Shaifubahrim Saleh (Honorary Chairman)
12. Chin Chee Seong (Honorary Chairman)

By rule 14(h)(iii) Part (IV) (The Council), on 10 April 2019, Ms Dzuleira Abu Bakar of Cradle Seed Ventures Management Pte Ltd resigned from her Councillor position.

By rule 14(h)(iii) Part (IV) (The Council), on 17 July 2019, Mr Tan Hock Chye of DataPrep Holdings Bhd resigned from his Councillor position.

By rule 14(f) Part (IV) (The Council), on 18 July 2019, the Council appointed Ms Dzuleira Abu Bakar of Malaysian Global Innovation & Creativity Centre (MaGIC) as Councillor.

By rule 14(h)(iii) Part (IV) (The Council), on 15 August 2019, Mr Danny Lee of Epson Malaysia Sdn Bhd resigned from his Deputy Chairman position.

By rule 14(f) Part (IV) (The Council), on 26 August 2019, the Council appointed Mr Tan Hock Chye of Seatech Ventures Corp as Councillor.

By rule 15(h)Part (IV) (The Council), on 26 August 2019, the Council appointed Mr Danny Lee as Advisor.

Name	Designation	Attendance
Ganesh Kumar Bangah	Chairman	12/12
Danny Lee	Deputy Chairman	7/8
Sean Seah	Secretary	12/12
Ong Chin Seong	Treasurer	12/12
Dr Dzaharudin Mansor	Councillor	9/12
Stan Singh - Jit	Councillor	11/12
KT Ong	Councillor	4/12
Datuk Teoh Eng Kee	Councillor	7/12
Alex Liew	Councillor	10/12
Dato' Seri Ivan Teh	Councillor	2/12
Anthony Raja Devadoss	Councillor	9/12
Eng Kin Hoong	Councillor	6/12
Alex Loh	Councillor	5/11
Chang Wai Hoong	Councillor	5/11
Tan Hock Chye	Councillor	9/9
Dzuleira Abu Bakar	Councillor	5/7
Johary Mustapha	Councillor	6/11
Marc Woo	Councillor	1/11





**Ong Kian Yew**  
Acting CEO



**Alicia Wong**  
Head,  
Finance & Admin



**Justin J. Anthony**  
Executive Director



**Azlina Ishak**  
General Manager  
Industry Affairs Division



**Ng Wai Teng**  
Executive Secretary



**Grace Lee**  
Manager  
M.I.C.E



**Audreen Wong**  
Manager,  
Sales & Marketing



**Sharon Sunita**  
Head,  
Membership Services



**Jamie Tan**  
Manager,  
Finance & Admin



**Cecilia Cheang**  
Head,  
PIKOM Academy



**Arthur Chew**  
Administrator,  
Building & IT



**Nur Azlianawatie Alel**  
Senior Executive,  
Admin and Talent Initiatives



**Adira Bt Ahamd**  
Membership Executive



**Melanie Lim**  
Executive, Project

## PIKOM ICT Job Market Outlook 2019 Report



On the 28th of May 2019, PIKOM launched the 12th edition of the ICT Job Market Outlook in Malaysia. The report which is a collaboration with our Research Partner Jobstreet.com, is one of PIKOM's most comprehensive job market publication which is made possible by the support of our sponsors CISCO, DELL, EK TECH, EPSON, FIRE EYE, FUSIONEX, GLOCOMP, HITACHI SUNWAY, LGMS, MDEC, MESINIAGA, PERSOLKELLY, POWERWARE (HDC), SUNWAY UNIVERSITY & TREND MICRO.

The findings of the report saw the country's economy grow by a conservative 4.7%, buoyed by a stronger than expected fourth quarter performance to record a GDP of RM1.23 trillion for 2018. With last year's political upheaval and significant changes across all industries coupled with the global trade's persistent uncertainties.

Salaries in the ICT industry grew at the slowest pace this decade, with the overall average monthly salary in 2018 only 4.0% higher than the previous year and significantly below the average annual growth rate (AAGR) of 6.7% over the nine-year period of 2009 – 2018. The slow down in salary growth reflects the tepid expansion of the ICT industry, whose share of GDP increased by only 0.1 percentage point to 18.3% in 2017. The ICT average salary growth rate is expected to moderate further to 3.8% in 2019 in line with the lukewarm expansion of the ICT industry in the last few years.

Malaysia's employment market remained strong in 2018 with unemployment pegged at 3.3% similar to the previous year, and a labour participation rate that increased to 68.4% from 68.0% in 2017. Employment grew by 2.5% during the year with the addition of more than 360,000 people onto the workforce. Labour participation also improved further to 68.5% in February 2019.

The publication is aimed at helping decision makers in organisations to understand and plan their ICT talent requirements and acquisitions. Packed with more than 70 charts and tables, the report covers mainly the Economic and ICT Industry Outlook in Malaysia.

PIKOM expects the Malaysian economy to turn around by mid-2020 as the Government's newly introduced initiatives and programmes are starting to bear fruit. The Government is also directing its attention to the 4IR, Industry4WRD, robotics, analytics and AI as the enablers of the country's future economy.





# Reports from Committees & Chapters

## PIKOM Government Affairs Committee (GAC)



The PIKOM GAC focuses primarily on policy advocacy, which is done through strengthening relations with the government and contributing towards policy setting that will impact the ICT industry. The GAC also aims to build a good reputation for the industry that comprises of ICT stakeholders and end-users as well as to foster the health of the ICT industry through the monitoring of legislation and regulation, anticipation of future developments, opportunities and value creation.

The GAC acts as the voice of the industry in the government. PIKOM is actively represented in over 40 government-related committees including those chaired by the Prime Minister. Notable efforts in the past year including formulation of the 11th Malaysia Plan, reduction of broadband prices, contributing thoughts and ideas in the Malaysia Productivity Blueprint, Development of Mechanism of household E-Waste Management in Malaysia as well as the Long-Term Strategic Export Plan by MATRADE.

### PIKOM GAC Members 2018/2019

Chair : Dr. Dzaharudin Mansor, Microsoft

Advisor : Shaifubahrim Saleh, PIKOM

Members : Jason Casimir, eScan

: Nora Mansor, HeiTech Padu

: Vinnie Raviraj, Sutherland Global Services

: Mazidee Ramli, Strateq

: Lee Kim Seng, Kuching Computer Business Association

: Nordin Mat Isa, Mesiniaga

GAC Involvement in Government Initiatives, Technical Committees, Working Groups and Taskforces in 2018/2019

1. Working Committee for the Innovation & Technology Assessment and Review of PDPA Act 2010
2. INDUSTRY4WRD Technical Working Group – Regulatory Framework & Industry Adoption (TWG-R) 2019
3. Technical Working Group (TWG): Professional Services BagiRancangan Malaysia Ke-12 - 2019
4. MITI Consultative Dialogue 2019
5. Working Committee of the ICT Productivity Nexus MPC 2018 – 2019
6. Technical Working Group Meeting on Productivity for the Twelfth Malaysia Plan (2019)
7. Working Group – Workshop on Preparing the Strategic Paper for the Creative Industry for RMK12 (2019)
8. SIRIM Technical Committee on Information Security
9. Working Committee for RMK12 - "Digitalising Malaysian Economy" with the Ministry of Communications and Multimedia Malaysia – 2019
10. Technical Working Group (TWG) Session Under the Inter Agency Planning Group (IAPG) Digital Economy
11. SIRIM Technical Committee on IT Interconnection, Communications and System Information (TC/G/12)
12. Committee with the MQA Accreditation Science Division 2019
13. Committee/Appeal Advisor with the MOE Higher Education Accreditation 2019
14. Digital Economy Satellite Account (DESA) Steering Committee Meeting
15. Ministry of Finance Focus Group Consultation on the 2020 National Budget



## PIKOM's Recommendation for the National Budget 2020

No	Issue	Suggestion
1	<p><b>Human Capital Development for the Digital Economy &amp; Future Skills for the Digital Age</b></p> <p>As we on the cusp of another economic revolution, jobs of today will no longer be relevant in 10, 20 or 30 years from now. Many roles we know today will be extinct in the near future.</p> <p>Oxford University estimates that 47% of jobs today will not be around in 25 years. Many of these jobs will be in the retail, manufacturing and agricultural sectors.</p> <p>This is Industry 4.0.</p>	<p>We need to ensure that the Malaysian population is future ready. Our young children in school today will be our economic drivers of the future.</p> <p>Government should explicitly promote school and tertiary students to embark on STEM stream or courses that are relevant to Industry 4.0. This should be embedded in the school curriculum. This will also be including coding at a young age.</p> <p>PIKOM is embarking to launch an Online Microlearning platform for Future Skills together with our members.</p> <p>PIKOM's platform will be different from others in the market, as the "go to market" strategy is to work with other industry associations such as FMM, SME Association, MRCA, Fintech and others.</p> <p>This will also focus on current workforce besides graduates.</p>
2	<p><b>Withholding Tax</b></p> <p>The Finance Act 2017 including a specific requirement on the withholding tax treatment of software.</p> <p>While there are some exemptions since then for work done outside of Malaysia by non-residents, the issue of royalty is still present.</p> <p>We are also concerned that tax is imposed retrospectively where the importer here would not have withheld from the supplier abroad.</p>	<p>As Malaysia positions itself as a hub of ICT through the MSC initiatives and a global delivery centre for services, the Act does not bode well for the efforts that the government has put in place.</p> <p>PIKOM is of the position that the software in general, should not attract withholding tax. By purchasing a software, it does not give the user any additional right but to use the software. There is no transfer of know-how or technical knowledge. It is a license to use the software only.</p>
3	<p><b>Government Procurement</b></p> <p>It is difficult for local companies to finance projects due to the cumbersome processes and documentation especially in obtaining sign-offs for payments.</p> <p>Part of the issue would be related to changes in personnel. During any transition, there are bound to be delays.</p> <p>Inadequate IT expertise in the government with domain knowledge, adequate experience and authority to control users and work closely with vendors to mitigate project risk.</p>	<p>The government should consider to allow payments to be made on deliverables and minimize documentation on payment claims.</p> <p>Government projects face some degree of uncertainty when there are changes in leadership of the ministries. It is important for government IT projects to be under a purview of a central specialised IT agency to avoid changes in project scope - in the event there are changes in leadership.</p> <p>The government to set-up one centralized agency with all the required skill sets and capabilities to manage the ICT procurement. ICT procurement is becoming more complex and require specialised skills in different areas catering the growing landscape within ICT and different areas of ministries; such as healthcare, education, security, public finance and many new areas due the growing complexity of government.</p> <p>Proposal that PIKOM collaborate with MAMPU to qualify approved suppliers and grade them according to capability.</p> <p>The proposed collaboration program can set up good project governance and delivery practice which should be adhered by all agencies including the vendors.</p>

## PIKOM CIO Chapter (PCC)

The PIKOM CIO Chapter (PCC), a chapter initiated by PIKOM and comprising the Chief Information Officers of major corporations in Malaysia formed to extend the “Voice of the Tech Industry” to the end-user community. Currently, PCC consists of over 100 members from both private and government sector. The PIKOM CIO Chapter (PCC) is a special interest group of PIKOM & ICT leaders in the user community for both private and public sectors that benefits ICT practitioners and industry as a whole in Malaysia by:

- i. Exchanging information and sharing experiences;
- ii. Providing platform for building professional networks;
- iii. Collaborating & exploring leading edge technologies;
- iv. Employing best practices in ICT management

### PCC EXCO Members 2017/2019 *\*A new EXCO will be coming on board effective Nov 2019*

1	<b>Chia Nam Liang</b> CIO, Hap Seng Consolidated Bhd	PCC Chair
2	<b>Andy Tan</b> CIO, Human Resource Development Fund Bhd	PCC Deputy Chair
3	<b>Beh Swan Swan</b> CIO, Magnum Group	Immediate Past Chair
4	<b>Rani Nathwani</b> CIO, Prince Court Medical Bhd	Exco Member
5	<b>Sekar Jaganathan</b> CIO, Rakutan Trade Sdn Bhd	Exco Member
6	<b>Wong Tsien Loong</b> CIO, Gamuda Berhad	Exco Member
7	<b>Malik Bin Murad</b> IT Director, MYDIN Mohamed Holdings Bhd	Exco Member
8	<b>Sher Khan Akbar Khan</b> Head of Group ICT, UEM Group Bhd	Exco Member (Appointed)
9	<b>Lim Foong Keen</b> Vice President, Head of IT, ISM Insurance Services Malaysia Berhad	Exco Member (Appointed)
10	<b>Dolly Amy Harold</b> Senior Manager, Public Service Department Malaysia	Exco Member (Appointed)
11	<b>Ganesh Kumar Bangah</b> PIKOM Chairman	Exco Member (By Default)
12	<b>Danny Lee</b> PIKOM Deputy Chairman	Exco Member (By Default - Alternate to PIKOM Chairman)
13	<b>Hood Abu Bakar</b> MISC Bhd	Appointed Advisor



## Highlights Of Events By PCC

### AWS - PIKOM 1st Get Together for a special CNY Celebration

Date : 24 January 2019  
Venue : AWS Office, KL Eco City  
Hosted by : AWS

#### Event description:

The Lunar New Year is the perfect time to encourage everyone to allocate time to do some spring cleaning and is a great occasion to embrace cultural diversity by bringing together people of different cultures to celebrate unity and prosperity. This this was a session hosted by AWS to be able to appreciate the celebration and also strengthen ties with PIKOM's CIOs'



### Digital Enterprise Today by Apple Inc - brought to you by Complete Human Network and PCC

Date : 18 July 2019  
Venue : The Crescent, Level 7, Pavilion Hotel Kuala Lumpur

#### Event description:

To learn how Apple products are secured, reliable, compatible with any office environment, and easy to deploy. Apple products work together seamlessly, giving you a mobile experience that delivers the information you need when you need it most. Hear how businesses are using Apple devices and apps to change the way they work.



### FIRMUS 8th CIO Cyber-Security Summit 2019

Date : 1-3 August 2019  
Venue : Hanoi, Vietnam  
Hosted by : FIRMUS

#### Event description:

Supported by PIKOM CIO Chapter (PCC), the Firmus Cyber-Security Summit is a premier annual security event for the exchange of ideas and experiences.

## PIKOM CIO Golf Challenge 2019

Date : 16-18 August 2019  
 Venue : Forest City Golf & Country Club (16 August 2019)  
 : Horizon Hill Golf & Country Club (17 August 2019)

### Event description:

An annual golf tournament event which brings together both members of PIKOM and the PIKOM CIO Chapter members (PCC).



## PCC Educational Visit 2019

Date : 14 -21 September 2019  
 Venue : Shenzhen/ Beijing China  
 Hosted by : Huawei, Digital China, CISCO, Lenovo

### Event description:

PIKOM CIO Chapter (PCC) organized its annual educational trade visit with the following objectives:

- To visit the business and technology innovation center of the vendors.
- To provide delegates with opportunities for the exchange of ideas and information.
- To enlighten the delegates on the latest innovations and ideas in the market place.





## PCC 10th Anniversary Dinner

Date : 23 October 2019  
Venue : Sofitel Hotel Kuala Lumpur

Event description:  
From a humble beginning of just 8 members formed in 2009, this year is an extra special year for PCC as it is celebrating its 10th year anniversary with more than 100 of its CIO members from Malaysia's top corporations.





## E-Commerce Malaysia Chapter

E-Commerce Malaysia was formed on July 21st 2016 with the sole purpose of expanding PIKOM's involvement in the e-commerce industry. The purpose is also in line with its main objective of creating a vibrant e-commerce ecosystem in Malaysia that is globally competitive.

This new initiative aims to bring the Malaysian e-commerce industry to global standards by bringing together end-to-end parties under one virtual roof: e-market places such as online retailers and merchants, providers of payment gateways, logistics, and fulfilment, industry players, financial institutions as well as telecommunication and infrastructure service providers. The chapter was officially launched on January 12th 2017.

Objectives of e-Commerce Malaysia are:

1. Be the voice of the e-Commerce merchants in Malaysia;
2. Promote Malaysian e-Commerce players through regional and global initiatives;
3. Bring the various players in the e-Commerce ecosystem together to collaborate and cooperate for mutual benefit;
4. Be the point of contact with the government on e-Commerce related matters;
5. Increase the awareness on the ease of online shopping.

### #MYCYBERSALE™

The Sixth #MYCYBERSALE 2019, Malaysia's largest online sale, was held from 3rd October till 9th October 2019. To top this year's attraction, organiser PIKOM welcomes FPX, as the Title Partner. FPX, operated by PayNet, is a Malaysia's premier online payment used by more than 21,000 merchants.

Consumers who pay for their online purchases of at least RM 5 through FPX would be eligible to participate in a FPX contest offering RM270,000 worth of prizes, including 2 units of Proton X70 and a total of RM50,000 worth of shopping vouchers. The FPX campaign is currently ongoing until 3rd October 2019.

"PIKOM is extremely proud to announce that this year, the online shopping sale is fully private-sector funded. It took us six years to reach this far, making this an industry-led event as has been the original intent from the very beginning. With further support from both the Government and the private-sector, we will see growth in Gross Merchandise Value (GMV) and numbers of merchants participating, from Malaysia and Asian countries," informed Ganesh Kumar Bangah, Chairman of PIKOM.

PIKOM's strength in international relations, has led to the presence of Taiwan's Commerce Development Research Institute (CDRI) participating in this year's sale.

Mr. David Hsu, Director, Economic Division, Taipei Economic and Cultural Office in Malaysia, said, "This event marks the first co-operation of online shopping festival between Taiwan and Malaysia. Serving as the model for future expansion, this event is also the foundation of creating a regional online shopping festival among ASEAN countries. Through multinational co-operation, we expect to offer consumers in ASEAN countries high quality products at competitive prices. Additionally, it sets to encourage e-commerce industries to exchange and co-operate among regional partner countries."



There will be over 60 Taiwanese merchants representing 2,000 brands offering unique products during the sale.

The inclusion of Taiwan and FPX as the title sponsor has resulted in this year's event being called "FPX #MYCYBERSALE ASIA 2019". It will be held from midnight, 27th September to the close of 3rd October, 2019. Thus far, around 1,500 Malaysian and Taiwanese merchants have registered, pushing the event beyond geographical borders.

"We are extremely privileged to collaborate with PIKOM as the Title Partner to bring the benefits of paying with FPX to all 30.8 million Internet Banking users and 15.6 million mobile banking users in Malaysia. With FPX, customers may opt to debit from their savings, current or credit card accounts. FPX is one of the most popular modes of online payment in Malaysia, with more than 15 million transactions monthly," said Mr Peter Schiesser, Group Chief Executive Officer of PayNet.

The Malaysian Digital Economy Corporation (MDEC) believes that the full potential of eCommerce has yet to be harnessed. According to Mr Song Hock Soon, Director of eCommerce, the GDP contribution of domestic eCommerce sub-sector is still small compared to China or the USA. Nonetheless, the future of eCommerce is bright as online retail sales in Malaysia is expected to grow 23% a year until 2021.

In line with the marketing strategy this year, PIKOM has received strong support from the community partners such as PrestoMall, One Utama, Boost, iPay88, eGHL and over 20 participating banks through PayNet.

Other partners alongside PayNet's FPX are Pinnacle Partners Commerce.Asia and Fusionex; Premier Partners being CJ Century, Unifi; Gold Partner Malaysia Productivity Council (MPC) and Regional Partner Commerce Development Research Institute Taiwan (CDRI).



## OM Chapter

OM, (formerly known as Outsourcing Malaysia) is an initiative of the Global Business Services (GBS) industry and a chapter of PIKOM – The National Tech Association of Malaysia. OM aims to promote and develop Malaysia's GBS industry as a global hub for high-value services. Formed in 2006, OM has more than 100 members representing major players from the Global Business Services and Outsourcing providers sector.

List of committee:

Designation	Name	Company Name
Chairman	Cheah Kok Hoong	Hitachi Sunway Information System Sdn Bhd
Deputy Chair – Outsourcing	Anthony Raja Devadoss	PERSOLKELLY Consulting, Asia Pacific
Deputy Chair – Shared Service	M. Pattabhiraman	UOB Centre Of Excellence (M) Sdn Bhd
Chairman Emeritus	David Wong Nan Fay	SnT Global Sdn Bhd
Treasurer	Raymond Devadass	Daythree Business Services Sdn Bhd
Committee	Alex Hee Kam Fatt	Documation Sdn Bhd
Committee	Dato' Sivanathan Shanmugam	Nokia Malaysia, Sri Lanka & Maldives
Committee	Joanne Seaton	Angstrohm Technologies Sdn Bhd
Committee	Jusri Ong Chin Yap	Telecontinent Sdn Bhd
Committee	Kim Chin Kuang	Jabil Circuit Inc.
Committee	Nicholas Tay	VADS Berhad
Committee	Phan Yoke Hin	HDC Data Centre Sdn Bhd
Committee	Tan Lin Nah	INTI International University & Colleges
Committee	Thyaga Rajan Serniwassan	Basis Bay Group
Advisor	Arun Augustine	Angstrohm Technologies Sdn Bhd
Advisor	Ang Chin Joo (C. J. Ang)	
Advisor	Dato' Lim Han Boon	Envo Bpo Services Sdn Bhd
Advisor	Hew Wee Choong	Malaysia Digital Economy Corporation (MDEC)
Advisor	Kurt Bergmans	BP Business Service Centre Asia Sdn Bhd
Advisor	Phil Captain	PMC Team
Advisor	Woon Tai Hai	
Advisor	Zulfiqar Zainuddin	i2M Ventures Sdn Bhd



## OM Rebranding

PETALING JAYA, 26 June 2019 - PIKOM's Outsourcing Malaysia Chapter undertook a detailed exercise to assess how it can improve various business avenues and growth channels, whilst still continuing to remain relevant to its members. Hence, the rebranding exercise wherein the Chapter will now be simply referred to as "OM", an abbreviation already commonly used by its members and the industry. This is not merely a change of brand name. Besides being a normal evolutionary process, it is the outcome of a strategic repositioning exercise OM has undertaken, to set forth new business directions and strategy, as well as a stronger brand for the members.



## Don't Wait : Talk Series

Don't Wait: Talk Series, is the first of the series prequel to OM's flagship event Smart Sourcing Summit 2019 which is taking place on 28th November 2019. The first session of these miniseries dwelled on the future of the digital workforce and how it will impact the GBS organizations moving up the value chain. Technology advancement has redefined the talent landscape where more and more companies are transforming into "Digital Workforce". Whilst the session focused on the relationship between AI & Customer Experience and how it has inevitably bridged hard data with this NEBULOUS technology in order to improve customer experience management. Both these sessions were held at BOBO, Bangsar on the 3rd of July & 9th October respectively and was well attended by about 40 members and guest.





## 9th Annual Smart Sourcing Summit 2018

OM organized the Smart Sourcing Summit on the 13th of November 2018 at Sheraton Petaling Jaya Hotel. The deliberations for the Summit were, 'Shifting Gears: Move-Up or Move-Out' which was focused towards the turn of the decade moving the world further into the Digital Age. Despite recognizing the importance of disruptive technologies, there is a wide variation in how aggressively organizations have embraced it. The Summit was attended by more than 100 key C-level Executives from the Global Business Services (GBS) Industry and the attendees were provided with an opportunity to engage in thought provoking panel sessions knowledge sharing with Senior Industry practitioners and thought leaders.





## GBS Asia Awards 2018

OM, an initiative of PIKOM introduced the GBS Asia Awards in 2018 (which was previously known as the OM Excellence Awards); where OM expanded the Awards to include regional players and in place with regional benchmarks and moving up the value chain. The Awards initiative were introduced in 2011 by OM as part of the Industry's endeavour at recognizing and rewarding excellence in the Global Business Services and Outsourcing space. The Awards were held on the 13th of November 2018 at Sheraton Petaling Jaya Hotel.

### GBS Asia Awards 2018 - Corporate & Individual Winners

Corporate Awards		
Categories	Company	
Operational Excellence – Contact Centre	Daythree Business Services Sdn Bhd	
Global Business Services – Regional Growth Leader	Standard Chartered Global Business Services Sdn Bhd	
Operational Excellence – Information Technology	Emerio (Malaysia) Sdn Bhd	
Operational Excellence – Finance & Accounting	Genpact Malaysia Sdn Bhd	
Best Practices – Business Process Transformation	Tenaga Nasional Berhad	
Best Practices – Infrastructure Management Services	HDC Data Centre Sdn Bhd	
Best Practices – Corporate Social Responsibility	HSBC Electronic Data Processing (Malaysia) Sdn Bhd	
Best Practices – Corporate Social Responsibility	BP Business Service Centre Asia Sdn Bhd	

Individual Awards		
Categories	Name – Winner	Company
Best Team Leader – Information Technology	Mohammad Naveed Bin Mohammad Saddique	AIG Technologies (Malaysia) Sdn Bhd
Best Operations Manager – Information Technology	Palaniappan Arunachalam	AIG Technologies (Malaysia) Sdn Bhd
Best Transformation Leader – Information Technology	Thirumalai Srinivasan Subbarayalu	AIG Technologies (Malaysia) Sdn Bhd
Best Operations Director – Contact Center	Rita Rohini Joshua	Brandt International Sdn Bhd
Best Operations Manager – Human Resource	Isabelle LiyuBeier	Brandt International Sdn Bhd
Best Operations Director – Human Resource	Mohd KabilShamsuri	Brandt International Sdn Bhd
Best Transformation Leader – Human Resource	MunirahLooi	Brandt International Sdn Bhd
Best Operations Manager – Contact Center	Chiew Sin Kwang	Daythree Business Services Sdn Bhd
Best Team Leader – Human Resource	Nur Hayati Binti Che Ni	OSHRs Sdn Bhd
Best Professional Agent – Human Resource	Ha Na Phi	OSHRs Sdn Bhd
Best Transformation Leader – Information Technology	Mohamed Abdel Razek	Standard Chartered Global Business Services Sdn Bhd
Best Professional Agent – Contact Centers	Nur Farhana Binti Fadzil	Tenaga Nasional Berhad
Best Team Leader – Contact Center	Nizam Bin Tukinam	Tenaga Nasional Berhad
Best Transformation Leader – Contact Center	Parameswaran A/L A. Shanmuganathan	Tenaga Nasional Berhad
Best Transformation Leader – Contact Center	Parameswaran A/L A. Shanmuganathan	Tenaga Nasional Berhad
Best Account Manager – Contact Center	Hemadasa A/L N. Amarasingam	Tenaga Nasional Berhad



## CYBERSECURITY CHAPTER

PIKOM's Cybersecurity Chapter was formed in 2017 and has been actively running smaller initiatives towards the awareness on cybersecurity in today's digitized world. This year the Cybersecurity Chapter organized their first inaugural Cybersecurity Conference "Future of Cybersecurity" which was held on the 20th of June 2019 at the Connexions @ the Vertical, Bangsar South, that saw an attendance of more than 300 CISOs', CIOs', CSOs' and many other security professionals from across various industries. The conference kicked off with a Keynote Address and Opening Remarks by YBhg. Dato' Ts Dr Haji Amirudin Abdul Wahab, CEO of CyberSecurity Malaysia.





## Venture Investment Chapter

The PIKOM VI Chapter was formed in 2018 where they formed a platform called the SEA DRAGON VENTURE PLATFORM which functions as a Southeast Asian premier venture pitching platform for hot scale-up companies looking for VC funding, business mentoring and global market expansion. The objective of this platform was to

- Matching Southeast Asian start-ups and scale-ups with potential regional and global investors (i.e. Private Equity, Venture Capital, etc.) for investments, growth and global market expansion.
- Besides that, it was also a platform to attract foreign investors and promote syndication amongst local and foreign investors.

The VIC organised an event called the Mini Sea Dragon on the 3rd of May, 2019 at the PIKOM Training Centre and was attended by 23 High Net Worth Individuals





The Asian-Oceanian Computing Industry Organization (ASOCIO) is an ICT federation organized by ICT associations representing from 24 economies throughout Asia Pacific. ASOCIO was established at Tokyo, Japan in 1984 and it is the most time-honored and active international ICT trade organization in Asia and Oceania. Its influence covers

more than 10,000 ICT companies and represents approximately USD\$ 350 billion of ICT revenue in the region. ASOCIO'S objective is to promote, encourage and foster relationships and trade between its members, and to develop the computing industry in the region.

ASOCIO is actively involved in many events such as Multilateral Trade Visit, Smart City Summit, and Digital Summit in order to share knowledge as well as promote collaboration between ICT organizations/government bodies. Below are the highlights events that have taken place over the year.

### Multilateral Trade Visit (MTV)

ASOCIO Multilateral Trade Visit 2019 was held in Mandalay, Myanmar from March 6 - 8, 2019. This event was hosted by (Myanmar Computer Industry Association (MCIA).

Main purpose of the MTV event is to actively promote cross border ICT trade, commerce, and investment amongst member countries. In conjunction with this event, there was an exhibition, industrial site visits and a tour of beautiful Mandalay, in addition to business exchanges and opportunities.

This MTV was a great success with more than 25 delegates from Thailand, Singapore, Taiwan, Japan, Malaysia, and Myanmar. His Excellency U Ye Lwin (Mayor of Mandalay) and senior executives (former chairman and presidents) from MCIA were on hand to grace the opening ceremony of the Smart City Conference including the gala dinner.

ASOCIO took the opportunity to have a half day business planning session in Mandalay. ASOCIO 2-year Business Plan deliberation sessions were held in Mandalay on March 7, 2019. This session chartered the roadmap over the next 21 months for the regional association with some immediate initiatives in furthering the objectives of cross border trades, collaborations and exchange of insights.





## Plenary Meeting 2019, Singapore (June 17 – 19, 2019)

The 2019 plenary meeting hosted by SGTECH was a great success with nearly 40 international delegates attending the two-day event. Representatives for the event included Bangladesh, Bhutan, Japan, Korea, Malaysia, Nepal, Pakistan, Singapore, Sri Lanka, Thailand and Vietnam.

The plenary meeting was compact with important decisions and appointments. The highlight of the events is ASOCIO signed an Institutional Partnership with Victoria State of Australia. Victoria state was represented by the Trade Commissioner Mr. Brett Stevens. Other activities included a welcome reception, a tour of Fusion World by A\*Star, briefing on Connecting to Digital China hosted by Alibaba Cloud and walk-around of the exposition NCT Asia.



## Smart City Summit, Bangkok, Thailand

ASOCIO Smart City Summit 2019 was held together with The August Series 2019 which also comprised three other events: eGovernment Forum 2019, Digital HR Forum 2019 and Big Data & Cloud 2019. Over 1,500 participants from Thailand and 12 countries participated in this event. It was co-hosted by Ministry of Digital Economy and Society of Thailand (MDES), ASOCIO and ATCI. The event was held on 28 – 29 August 2019 at Vayupak Convention Center, Bangkok.

Many concurrent activities were held during the event such as Innovation Tour, City Sharing Award from 9 Cities across Asia-Oceania region, high-level focus group of Government Transformation Policy and panel discussion on Privacy Law.





## ASOCIO Digital Summit 2019, Kuala Lumpur, Malaysia



The ASOCIO Digital Summit 2019 was held in Kuala Lumpur, Malaysia on November 11 – 13, 2019. Hosted by PIKOM, The National Tech Association of Malaysia, the event took place in Connexion Convention & Event Centre (CCEC) @ The Vertical, Bangsar South, Kuala Lumpur, Malaysia. The theme for this year's summit was *"Defining the Future"*.

More than 600 delegates from both local and international attended the summit.

Besides keynote speeches and forums, ASOCIO Award for the below categories was also announced during the gala dinner. The four main categories were:

- Outstanding ICT Company Award
- Outstanding User Organization Award
- Digital Government Award
- ICT Education Award



## World Information Technology and Services Alliance (WITSA)



Founded in 1978, the World Information Technology and Services Alliance (WITSA) is a leading consortium of ICT industry association members from over 80 countries/ economies around the world. WITSA's members represent more than 90 percent of the world ICT market.

As the leading recognized voice of the global ICT industry, WITSA aims to drive transformation and grow the industry given that ICT is the key driver of the global economy.

## World Congress On Information Technology (WCIT)



**Penang TECHFEST 2020** will be happening from 11– 20 September 2020 with its inaugural edition of #futureON; a technology festival that is all about experiencing the latest innovation and technology from around the world. Buildings and streets throughout Penang during this 10-days festival will be turned into technology showcase sites where networking, competitions, panel discussions and immersive trials with emerging technology will take place.

The festival will comprise of public showcase featuring 300 new and emerging techs from around the world, various activations on how technology is to be used for common good as well as demonstrations of innovations' applications that implicate the government, business and the society. One of the key highlights of the festival is the **24th World Congress On Information Technology, WCIT2020**.

**WCIT2020** is the largest and the most reputable international tech event among worldwide IT and tech leaders. Known as the Olympics of the world's information technology conferences, this is an international signature event since 1978. Over the years,



speakers of the WCIT have included Al Gore, Mikhail Gorbachev, Margaret Thatcher, Michael Dell, Larry Ellison, Bill Clinton, Don Tapscott, Bill Gates, Steve Balmer, John Chambers, Nicholas Negroponte and Colin Powell.

With a population of 650million in Southeast Asia, WCIT2020 aims to connect and power the conversations of tomorrow and the collaboration due from the quantum-leaps of transformations of the various nations here through the digital economy as a result of technological adoption, digital innovation and foreign investment.

Expected to attract the participation of some 15,000 pax of international visionaries, captains of industry, government leaders and academics that span across 80+ countries, Penang TECHFEST2020 and WCIT2020 include discussions to debate the implications in technology advancement to social, political and economic trends.

### WHY PENANG?

George Town, Penang is listed as a UNESCO World Cultural Heritage site and is a world-renowned exotic tourist stop. Excellent and strategic in location and international accessibility, Penang is also a destination of choice for investment with comprehensively designed industrial parks known for its high standard infrastructure facilities. To date, it has earned its name as the silicon island being home to 39 Fortune 1000 companies, 300 MNCs and 1,000+ thriving technology startups as well as establishing itself as a hub of growth for the E&E industry and BPO-ITO for the global shared services outsourcing industry in Southeast Asia.

Events that took place to date:

1. On the 18th March 2019, YB Gobind Singh, Minister of Communications and Multimedia announces an RM10billion target in the form of investments and trade to benefit the country as the result of Malaysia winning the bid to play host to the 24th World Congress On Information Technology.
2. Taiwan's tech and ICT industries welcome the Malaysian delegation led by YAB Tuan Chow Kon Yeow, the Chief Minister of Penang during industrial visit, 14 – 18 May 2019.
3. On the 24th June 2019, the first steering committee of Penang TECHFEST2020 and WCIT2020 was held with YAB Tuan Chow Kon Yeow as the chairman and 23 gov agencies in attendance from both the federal government and the Penang state. YAB Tuan Chow also hosted a media conference to build excitement and anticipation of the two world class events next year to mark the the country's stand on keeping technology to its promises. #FutureON
4. From 6-9 October 2019, a 40-people-strong delegates of Malaysia are welcomed by the Ministry of Hi-Tech Industry of the Republic of Armenia to receive the handover of the WCIT Crystal as the next global host of WCIT2020. 3 companies from Malaysia are also present to receive Merit awards:



## Media platform

Month	News	Media Source
March	Malaysia Needs Holistic Tech Talent to Cope with Current Challenges: PIKOM	The Sun Daily, Business Today, Bernama, NST
April	PIKOM Welcomes 6% Digital Tax Announcement PIKOM Sambut Baik Pengumuman Cukai Digital 6% Syarikat Tempatan Perlu Manfaat Teknologi Terkini	The Sun Daily, Bernama, NST, Digital News Asia, Berita Harian Utusan Malaysia, The Borneo Post
	State to Host World Congress on IT Next Year	The Star, Buletin Mutiara, NST
May	Average Salary Growth in ICT Industry to Moderate This Year – PIKOM	NST, Malaysian Reserve, Digital News Asia, The Star
	ICT Annual Salary Growth Lowest This Decade	Bernama, RTM
	2018 Malaysian ICT Job Market Grows Tepid, Slowest Salary Growth in a Decade	Digital News Asia
June	PIKOM's Future Of Cybersecurity Conference Aims To Address Critical Cybersecurity Threats	The Star, Digital News Asia, Bernama
	Industri Pengeluaran Punya Peluang Daripada Perang Dagang	Berita Harian
	Techfest Boost for IT Congress	The Star
	Malaysian E&E sector told to leverage on the US-China trade war	Malaysia SME
July	MyCyberSale Eyes Regional Expansion Sixth #MYCYBERSALE to go regional	Borneo Post, The Star, Focus Malaysia, RTM
August	PIKOM Calls for Overarching Tech Ministry in Budget 2020	NST, Sarawak Tribune, Digital News Asia, Bernama
September	PIKOM Unicorn Tech Awards to Recognize Changemakers of the Industry	Money Compass, Digital News Asia, RTM
	PIKOM expects RM500m in GMV for #MyCyberSale 2019	Malaysian Reserve, Focus Malaysia, Digital News Asia
	PIKOM: Publicise current status of DFTZ, MSC	Digital News Asia, Front Desk, Bernama
	Address Funding-Innovation Mismatch, says PIKOM	Bernama, The Sun Daily, Digital News Asia
October	PIKOM seeks clarification on digital tax implementation	Sarawak Tribune, The Sun Daily, Bernama
	Pressing need for 10,500 cybersecurity professionals by 2020, says PIKOM PIKOM Lauds Attention Given to the Digital Economy in Budget 2020	NST, Malay Mail
	Does Malaysia really need 10,500 cybersecurity professionals in 2020?	Tech Wire Asia
	Microsoft Malaysia fully supports Paris Call	NST
	2020 Budget: A boost for Malaysia's tech industry	NST
	Cukai Digital: PIKOM Mahu Penjelasan	Berita Harian
	Anwar Promises to Appoint Tech Tsar to Boost ICT	The Malaysian Insight



PIKOM Academy, a sub-chapter of PIKOM, the National Tech Association of Malaysia, was established 2 years ago to become a talent-enabling platform to address the talent mis-match between demand and supply especially in the IT sector.

The Academy's key objective is to bridge the talent gap mainly by providing various training programmes starting from tech courses, leadership programmes to soft skills. Besides that, PIKOM Academy also works closely with government bodies and international associations to understand the cross-border talent requirements and occasionally facilitates dialogue and knowledge sharing sessions.

## List of training by PIKOM Academy for year 2019:

- **PIKOM PowerPM Leadership Course (PLC)**

Date – 14 - 18 Jan 2019

Venue – PIKOM Training Centre

No. of attendees – 15

Training Partner – Business Technovise International (BTI)

- **PIKOM PowerPM Leadership Course (PLC)**

Date – 15 - 19 Apr 2019

Venue – PIKOM Training Centre

No. of attendees – 15

Training Partner – Business Technovise International (BTI)

- **PIKOM PowerPM Leadership Course (PLC)**

Date – 15 - 19 Jul 2019

Venue – PIKOM Training Centre

No. of attendees – 15

Training Partner - Business Technovise International (BTI)

- **PIKOM PowerPM Leadership Course (PLC)**

Date – 07 - 11 Oct 2019

Venue – PIKOM Training Centre

No. of attendees – 11

Training Partner – Business Technovise International (BTI)

- **Artificial Intelligence, Machine Learning & Data Science Strategies**

Date – 21 - 25 Oct 2019

Venue – PIKOM Training Centre

No. of attendees – 12

Training Partner – Boot Up Academy




Other initiatives by PIKOM Academy:

• **PIKOM PLC Thought Leadership Talk Series -**

PIKOM Academy together with Business Technovise International (BTI) organizes PIKOM PLC Thought Leadership 4.0 Series. The talk is a lively interaction and enlightening session, which will have industry experts delivering thought leadership topics related to Projects and followed by a Panel Discussion.

**25th PIKOM PLC Thought Leadership Talk**

Date – 30 Nov 2018

No. of attendees – 35

**26th PIKOM PLC Thought Leadership Talk**

Date – 12 March 2019

No. of attendees – 32

**27th PIKOM PLC Thought Leadership Talk & PLC Annual Dinner**

*“2019 marks the 4th consecutive years PIKOM together with BTI hosted the “PIKOM PLC Annual Leadership Award”, an annual event that brings together all PLC Alumni’s to an evening of thought leadership talk and networking dinner with industry peers.”*

Partner – Business Technovise International (BTI)

Date – 18 June 2019

No. of attendees – 45

• **Industrial Skills Framework -**

PIKOM, The National Tech Association of Malaysia together with Malaysia Digital Economy Corporation (MDEC) have jointly collaborated with the support from Human Resource Development Fund (HRDF) to spearhead the Industrial Skills Framework (IndSF) for Digital Technology. The objective of the framework is to be used as a guidance to help individuals make informed decisions on skills development. For employers to recognize skills and invest in upskilling / reskilling skills for their employees. For training providers to design program that addresses the sector’s manpower and skills needed. Total 3 workshops were conducted:

**Workshop 1**

Focus Area: Data Science Engagement Workshop

Partner – HRDF & MDEC

Date – 8 Aug 2019

Venue – HRDF

**Workshop 2**

Focus Area: Creative Content Workshop

Partner – HRDF & MDEC

Date – 20 Aug 2019

Venue – Knowledge Workers Development Centre (KDC), Cyberjaya

**Workshop 3**

Focus Area: Cybersecurity Workshop

Partner – HRDF & MDEC

Date – 28 Aug 2019

Venue – PIKOM Training Centre





## Membership: New Members 2019

PIKOM embarked on an aggressive promotion of Corporate & Individual Membership campaign through our various initiatives and programmes. The campaign resulted in a successful recruitment of 71 new Corporate Members & 55 new Individual Members for the year and the year isn't even over yet!

3i Infotech Sdn Bhd  
 Acestar Sdn Bhd  
 ADF Technologies Sdn Bhd  
 Allo Technology Sdn Bhd  
 Appasia Berhad  
 Beans Group Sdn Bhd  
 Blockchain (M) Sdn Bhd  
 Complete Human Network Sdn Bhd  
 Datamicon Systems Sdn Bhd  
 DNV GL Malaysia Sdn Bhd  
 Dynamic Link Solutions Sdn Bhd  
 EASI Ticketing Sdn Bhd  
 Eco Quote Enterprise  
 Eighth Intuition Sdn Bhd  
 Ernst & Young Advisory Services Sdn Bhd  
 E-Tech IT Sdn Bhd  
 Exabytes Capital Group Sdn Bhd  
 Excelity HCM Solutions Sdn Bhd  
 Famsy Sdn Bhd  
 Grabini Malaysia Sdn Bhd  
 Hewlett Packard (M) Sdn Bhd  
 Hikvision (Malaysia) Sdn Bhd  
 Innthink Advisory Sdn Bhd  
 ITD World (MITD Sdn Bhd)  
 IX Telecom Sdn Bhd  
 Jebesen& Jessen Business Services (M) Sdn Bhd  
 Kasatria Technologies Sdn Bhd  
 Kat Technologies Sdn Bhd  
 Key Alliance Group Berhad  
 Knowledgecom Corporation Sdn Bhd

LintraMax (M) Sdn Bhd  
 Macro Kiosk Berhad  
 MaGIC (Malaysian Global Innovation & Creativity Centre)  
 Matrix Connexion Sdn Bhd  
 Moore Stephens Advisory Sdn Bhd (ACPMIT.Asia)  
 NEC Corporation of Malaysia Sdn Bhd  
 Netassist (M) Sdn Bhd  
 Nexagate Sdn Bhd  
 N'Osairis Technology Soltuions Sdn Bhd  
 Pan Pages Lab Sdn Bhd  
 Persistent Systems Malaysia Sdn Bhd  
 PERSOLKELLY Consulting Sdn Bhd  
 Privasia Technology Berhad  
 Promeritus Sdn Bhd  
 Quandatics (M) Sdn Bhd  
 Queby Communication Sdn Bhd  
 Quessglobal (Malaysia) Sdn Bhd  
 Radica Software Sdn Bhd  
 Redhot Media Sdn Bhd  
 Rimini Street, Inc.  
 S5 Systems Sdn Bhd  
 Scicom (MSC) Berhad  
 Seatech Ventures Corp  
 Serba Dinamik IT Solutions Sdn Bhd  
 Shippop Malaysia Sdn Bhd  
 SiteGiant Sdn Bhd  
 Software International Corporation (M) Sdn Bhd  
 Stil Services Malaysia Sdn Bhd  
 Swarovski Global Business Services Asia Sdn Bhd  
 TCM Services Sdn Bhd

Techikara Engineering Sdn Bhd  
 Teneo Technologies Sdn Bhd  
 The Eceos Sdn Bhd  
 Top Click Sdn Bhd  
 Trace Blue Sdn Bhd  
 Triaset Sdn Bhd  
 Trisilco IT Sdn Bhd  
 Veeam Software Malaysia Sdn Bhd  
 Vigilant Asia (M) Sdn Bhd  
 XOX Bhd  
 Yaz Ventures Holdings Sdn Bhd

## Serba Dinamik PIKOM Unicorn Tech Awards Night 2019

Once again PIKOM hosted one of the biggest awards nights of the Tech Industry, the Serba Dinamik PIKOM Unicorn Tech Awards Night where we had SerbaDinamik Holdings Bhd participating as the Title Sponsor. The Awards which was held on the 3rd of October, 2019 at the Kuala Lumpur Convention Centre, KL was graced by an attendance of more than 1200 guests comprising of top industry practitioners within the Tech Industry, Ministries, GLC's, Academia and end users that make up the whole eco system of the Industry. Member of Parliament, YB Dato' Seri Anwar Ibrahim, who was Special Guest at the award ceremony, congratulated PIKOM for remaining relevant to the needs of the industry and also delivered a special keynote address advocating on social disparity and called on the industry to work towards technology opportunities for all.

It was a night to remember for all the guests, winners and participants as they were celebrated in merriment into the night.









## PIKOM Unicorn Tech Awards Winner 2019

### Award Categories:



**Tenaga Nasional Berhad**



**Chia Nam Liang,  
Hap Seng Consolidated Berhad**



**Fortinet Malaysia Sdn Bhd**



**See Wai Hun,  
Juris Technologies**



**Jabil Sdn Bhd**



**GHL Systems Berhad**



**MDEC for the GAIN Program**



**Dato' Abdul Karim Abdullah,  
Founder and Group CEO  
of Serba Dinamik Holdings Berhad**



## MSC Malaysia APICTA 2019 Winners

No	Category	Sub-category	Organisation / Institution	Project Name	Status
1	Student	Junior Student	Sekolah Menengah Jenis Kebangsaan Katholik Petaling Jaya	Care 4U	Winner
			Chung Ling Privte High School	Surgeons' Vision Metric : Potential Diagnosis for Cancerous Cell	Merit
			CEC CLPHS	oHelmet	Winner
			SJKC YUK CHAI	WOW PROJECT (Work On Waste)	Winner
			Treehouse Learning	Quick Park IOT Based Smart Parking System	Winner
		Senior Student	SMK Damansara Jaya, SMK Bandar Utama 3, Arrows Resource Centre, SMJK Katholik PJ, Wesley Methodist School Kuala Lumpur (International)	Chef de Bot	Merit
			Chong Hwa Independent High School SMK Infant Jesus Convent	Driver Drowsiness Detection System Moonlight Dream	Merit Merit
		Tertiary Student	Asia Pacific University of Technology and Innovation	"Prevention is Better than Cure"... A Sensitive, Low Cost and Portable Detector to Prevent Cancer	Winner
			Universiti Tunku Abdul Rahman	IoT motor monitoring and control system for industrial application	Merit
2	Consumer	Tourism & Hospitality	Xhinobi	Property Management System	Winner
			Cobnb Sdn Bhd	Short-term-rental Host Management System	Merit
		Digital Marketing/ Advertising	Telekom Research & Development Sdn Bhd	Analytics of Customer Experience (ACE)	Winner
3	Inclusions and Community Services	Education	Assoc Prof Dr Nantha Kumar Subramaniam	Instructional-based Intelligent Chatbots	Merit
4	Industrial	Agriculture	REDtone International Bhd	REDtone Smart Farming	Winner
		Transport	Easy Parcel Sdn Bhd	Easy Parcel	Winner
		ICT Networks & Communication	IX Telecom Sdn Bhd	Global Connectivity and Managed Services	Winner

No	Category	Sub-category	Organisation / Institution	Project Name	Status
5	Business Services	Finance & Accounting Solutions (Fintech)	Soft Space	Fasstap	Winner
			Innov8tif Solutions Sdn Bhd	EMAS eKYC	Merit
			Silverlake Digital INX Sdn Bhd	Silverlake GTS SmartInvest – Robo Advisor Platform	Merit
		ICT Services Solutions	Telekom Research & Development Sdn Bhd	Fixed-line Voice over Wireless (FiVoW)	Merit
			Telekom Research & Development Sdn Bhd	Open Innovation Platform to Enable Rapid Digitalisation	Merit
		Security Solutions	Securemetric Berhad	Centagate Box	Winner
6	Public Sector and Government	Marketing Solutions	Nexplatform Sdn Bhd	NEXPLATFORM	Merit
		Professional Services (Legal, HR etc) Solutions	Origin Integrated Studios Sdn Bhd	Origin EMR-on-HIS	Merit
7	Cross Categories	Government and Citizen Services	National Defence University of Malaysia	Taccoms : Tactical Communications Operations Management System	Winner
7	Cross Categories	Start Up	Xhinobi	Gamfication & Game Development	Merit
		Research and Development	Assoc Prof Dr Nantha Kumar Subramaniam	Instructional-based Intelligent Chatbots	Merit
			Telekom Research & Development Sdn Bhd	Open Innovation Platform to Enable Rapid Digitalization	Merit
8	Technology	Artificial Intelligence	MIMOS Berhad	Automated Licence Plate Recognition Platform (Mi-LPR) for Malaysian Vehicles	Merit
			Serba Dinamik IT Solutions Sdn Bhd	SMART Maintenance	Merit



## GBS Asia Awards 2019

3 Oct 2019, Kuala Lumpur Convention Centre

OM, an initiative of PIKOM introduced the GBS Asia Awards in 2018 (which was previously known as the OM Excellence Awards); where OM expanded the Awards to include regional players and in place with regional benchmarks and moving up the value chain. The Awards initiative were introduced in 2011 by OM as part of the Industry's endeavour at recognizing and rewarding excellence in the Global Business Services and Outsourcing space. The Awards which enters its ninth year, is aimed at users and service providers who have individually and collectively pursued global best practises in crafting sustainable value by leveraging on GBS & outsourcing models.

### Corporate Awards

Category	Organization	Remarks
Operational Excellence in Information Technology	Serba Dinamik IT Solutions Sdn Bhd	Winner
	Avows Technologies Sdn Bhd	Winner
Operational Excellence in Finance & Accounting	Jabil Sdn Bhd	Winner
	Association of International Certified Professional Accountants	Merit
Operational Excellence in Human Resources	HSBC Electronic Data Processing (Malaysia) Sdn Bhd	Winner
Operational Excellence in Contact Centre	Daythree Business Services Sdn Bhd	Winner
Best Practices in Information Technology	HSBC Electronic Data Processing (Malaysia) Sdn Bhd	Winner
Best Practices in Infrastructure Management Services	HDC Data Centre Sdn Bhd	Winner
Best Practices in Information Management Systems	Amway Business Services Asia Pacific Sdn Bhd	Winner
Best Practices in Business Process Transformation	CBRE Asia Pacific Business Services Sdn Bhd	Winner
Best Practices in Corporate Social Responsibility	AGCO GSI (Malaysia) Sdn Bhd	Winner
Best New GBS Provider of the Year	Aspiro Sdn Bhd	Winner
	UST Global Malaysia	Winner
	Woodwing Digital Services Sdn Bhd	Merit
	SANCY Berhad	Merit
	Tricor Shared Services Sdn Bhd	Merit
Best Digital GBS Provider	DELL Technologies Malaysia	Winner
	Serba Dinamik IT Solutions Sdn Bhd	Merit
	UST Global Malaysia	Merit



### Individual Awards

Individual Category	Name - Winner	Company	Remarks
Best Professional Agent in Information Technology	Chin Chong Kang	AIG Technologies (Malaysia) Sdn Bhd	Winner
Best Team Leader Information Technology	Logaraj Chamuhenden	AIG Technologies (Malaysia) Sdn Bhd	Winner
	Ganesh Kumar K Karunagharan	AIG Technologies (Malaysia) Sdn Bhd	Merit
Best Operations Manager Information Technology	Jegathesh Loganathan	AIG Technologies (Malaysia) Sdn Bhd	Winner
	Taniushbabu Gilvarajil	AIG Technologies (Malaysia) Sdn Bhd	Merit
Best Operations Manager Contact Centre	Chiew Sin Kwang	Daythree Business Services Sdn Bhd	Winner
Best Operations Director Contact Centre	Praba Chilotorai	Daythree Business Services Sdn Bhd	Winner
Best Transformation Leader Contact Centre	Raymond Devadass	Daythree Business Services Sdn Bhd	Winner
Best Account Manager Information Technology	Kalaiselvan Perumala	AIG Technologies (Malaysia) Sdn Bhd	Winner





## PIKOM Charity Golf 2019

Each year, supporters of the PIKOM Charity Golf Tournament come together for a first-class event to celebrate, network and raise funds for local charities. This year's event took place on the 24th of July 2019 at Kota Permai Golf & Country Club in Kota Kemuning, Shah Alam with 84 golfers and raised RM40,000 in the process. This year's tournament was supported by WORLDLINE, DELL TECHNOLOGIES, SILVERLAKE, FUSIONEX & TRANSVIEW whom made it a financial success and allowed PIKOM to donate the said amount to Shelter Home for Children & The National Autism Society of Malaysia (NASOM).



## PIKOM Members Meet

As part of PIKOM's commitment to add value to our Members, PIKOM organises events at least once every Quarter to provide our Members with the opportunity to meet and mingle and grow their network within the community. The PIKOM Members Events are open to all our Members to attend and also to host on behalf of their organisation if they wish. For hosting opportunities, do contact us at [membership@pikom.org.my](mailto:membership@pikom.org.my)



21st August (Fusionex)





**25th March (Glocomp)**



## Festive Gatherings

### PIKOM Chinese New Year Dinner

23rd January, 2018



### PIKOM Hari Raya Open House

26th June, 2018





PIKOM maintains close affiliation with national and international bodies.




THE CHINESE CHAMBER OF COMMERCE AND INDUSTRY OF  
KUALA LUMPUR & SELANGOR (KLSCCCI)





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