

# IBM MALAYSIA: A HALLMARK OF TECHNOLOGY AND TALENT

- IBM Watson is an artificial intelligent (AI) system that can turn structured and unstructured business data into actionable insights that enhance decision-making and deliver competitive advantages. It is used across industries ranging from education, healthcare, financial services, automotive, transportation and manufacturing.
- IBM believes that the Malaysian workforce is ready to add new capabilities such as in the fields of cloud computing, data analytics, security, robotics and robotic process automation (RPA) into their skillset.
- IBM's Client Innovation Centre in Malaysia is the epitome of technology and strategy with a workforce that is agile, collaborative and dedicated to client success.
- Malaysia's central time zone in the Asia Pacific region and its strong infrastructure gives it a good foundation to support key IBM businesses globally.
- Malaysian local talent is viewed as being responsible and eager to learn, priming them for learning new technologies in the future.



Kenneth Ho, Head of Shared Services Centre, IBM.

**I**BM is globally known as a technology powerhouse with solid underpinnings in innovation, research and development. Since 1911, the company has successfully reinvented itself as it continues to deliver tangible value to clients all over the world. The Malaysian branch of IBM shares a similar trajectory to that of its parent, from a sales and

services operation to a consultation and advisory juggernaut, with its Client Innovation Centre (CIC) in Cyberjaya playing a key role in the multinational company's growth.

IBM's maniacal focus on technology innovations for the future and growing its local talent to support the rapid change that accompany technology disruption is a vital component in its progressive growth in Malaysia. These two factors combined with Malaysia's strategic location in the Asia Pacific region makes Malaysia an ideal epicentre for business growth.

## Making A Mark In Malaysia

IBM Malaysia was established in June 1961 as a sales and services branch office. Over time, the company grew to play a major role in the development of the technology sector in Malaysia. IBM's presence and participation in supporting the national agenda had contributed to Malaysia's strength as both a regional and global hub for technology-driven industries. In comparison to other countries, Malaysia boasts of technical talent in the fields of cloud computing, data analytics, and robotic process automation (RPA). Over the decades, IBM was able to leverage the local talent in Malaysia to develop new processes, solutions and applications to support its business and provide value to clients here and globally.

IBM solutions are widely used by banks and financial services companies; telecommunication providers, healthcare groups and government departments in Malaysia



A happy reunion: (L-R) Mr Voon Seng Chuan, Mr KB Low, Ms Chong Chye Neo, Mr Ou Shian Wei and Encik Rodzlan Akib.

to offer products and services to consumers. In addition to providing back-end support to public and private enterprises, IBM also pioneered the establishment of shared services organisations or in IBM nomenclature – Centers of Excellence (CoE) - in various disciplines to support its global operations. The CoEs underscored Malaysia's role in IBM's globally integrated enterprise strategy.

Malaysia is home to 10 CoEs that support global and regional operations of IBM and its clients. These include the IBM Asia Pacific Accounting Centre, IBM Global Customer Fulfillment, IBM Finance Regional Support Centre, IBM Global Financing Centre of Excellence, IBM Regional Tax Centre, IBM (Tivoli) Software Development Laboratory and the Client Innovation Centre.

The Client Innovation Centre which opened for business in March 2012, is a key component of IBM's global services network to deliver information technology services and capabilities to its clients worldwide.

### Industry Leader In Innovation

As a technology based company, research and development are the cornerstones of its innovative culture. As IBM's centres in Malaysia continue to expand and grow, there are key technologies that the company continue to champion to meet future needs. A leading patent producer for over 25 years, IBM is committed to bringing to market solutions that help organisations work smarter. In Malaysia, cloud computing, artificial intelligence

and robotic process automation are the focus areas.

IBM Watson is an AI system that can turn structured and unstructured business data into actionable insights that enhance decision-making and deliver competitive advantages. It is used across industries ranging from education, healthcare, financial services, automotive, transportation and manufacturing. It also being applied to newer areas such as fashion design, movie production, autonomous driving and other day-to-day activities (such as coffee making).

### Innovating Talent

Talent within an organisation plays a big factor in the company's growth and strength. Regardless of their educational background, talent who are dedicated, responsible, possess critical problem solving skills and display an aptitude to learn a new skills are sought out by forward thinking organisations. IBM has over the decades groomed its talent with continual skill development and employee engagement to grow in their careers as well as to be adept to meet the company's mission.

It is the Malaysian talent's openness to learn that allows IBM to retrain the candidates in the technology used within the company, thus allowing the candidates to flourish in the organisation. IBM's training modules are available digitally, allowing all employees acquire new technical and soft skills at any point and at any time. Certification and digital badges are the two common recognition that set IBMers apart from peers in the industry.

### Talent And Looking Forward

The Client Innovation Centre in Cyberjaya has successfully piloted and introduced new capabilities among its technical and non-technical staff. A training experiment to equip Computer Science graduates and non-technical graduates with new skills found little difference in performance between the two groups. In fact, the training in the skills required for the job had developed both groups' aptitude, irrespective of their educational background.

With an eye on the future, IBM is also preparing its workforce to support emerging technologies like blockchain and quantum computing on top of current demands. Retraining and upskilling is crucial with each employee expected to complete a minimum of 40 hours of training a year.

IBM's intricate and detailed focus that is combined with both technology and talent places it ahead of its peers. Instead of prioritising one over the other, the company has figured out how to harness the synergy between talent and technology. Local Malaysian talent and graduates have shown to be willing to learn new skills, which works perfectly with IBM's stance of retraining its employees into new roles.

The nature in which IBM implements its technology both in the organisation and in industries that use it demonstrates the desire of furthering the meaningful uses of technology. As the organisation continues to leverage on technology to improve human daily life, it becomes clear that both talent and technology are vital to business growth.



The culturally diverse, robust and motivated team at IBM.