



# The 2009 index

## ★ Accounting and Corporate Regulatory Authority (ACRA), Singapore

A statutory board under the Ministry of Finance that regulates business entities and public accountants in Singapore and serves as a facilitator for business entities.

**Project:** Implemented Bizfinx (Business Finance in XBRL), an online service for the business entities to prepare financial statements for annual returns submission to ACRA using BizFile (ACRA's Online Filing System). Prior to the launch of Bizfinx in year 2007, business entities submit scanned hard copy of financial statements to ACRA. The deployment of this new, common reporting format put an end to the tedium and error prone system of reporting.

**Key technologies/providers:** Ecquaria Technologies  
**Manoj Abraham, CIO**  
**Juthika Ramanathan, CEO**

## ★ AIRFREIGHT 2100, Philippines

A third party logistics company that provides freight and cargo forwarding with services from door-to-door delivery, seafreight, trucking and warehousing, a member of Lina Group of Companies (LGC).

**Project:** Implementation of INFOR Warehouse Management System in Cargohaus Inc., a Customs Transit Facility and a member-company of LGC. It involved the introduction of best-of-breed warehousing solutions and re-engineering of business processes to address the pain points and difficulties encountered in its daily operations as it relates to customs rules and regulations. This project ultimately resulted in time and cost savings.

**Key Technologies/providers:** Infor Global Solutions, Global Sapphire Filipinas, Sun Microsystems Philippines, Mannasoft Technologies, Symbol Sciences  
**Theresita D. Eisma, head of IT**  
**Angelito A. Alvarez, CE**

## ★ Advanced Info Service PCL, Thailand

Mobile communications service provider.

**Project:** Underwent storage virtualisation initiative that yielded significant savings in time and money, as well as greater performance and scalability of IT setup to support high business growth.

**Key technologies/providers:** Hitachi Data Systems, which provided Hitachi Thunder 9585VTM, Hitachi TagmaStore Network Storage Controller NSC55, Hitachi TrueCopy Remote Replication, Hitachi ShadowImage In-System Replication, Hitachi Resource Manager, and Hitachi HiCommand Protection Manager  
**Suphot Punnachaiya, assistant VP, IT & business integration**  
**Vikrom Sriprataks, CEO**

## ★ Australian Bureau of Statistics, Australia

The Australian Bureau of Statistics provides statistics on economic, industry, environment and energy, people and regional areas.

**Project:** The agency upgraded to a virtualised infrastructure for its gateway to enable full testing, improved redundancy and scalability, reduced project delivery times and laying the foundation for the delivery of new web-based services. These allow individuals, government and business, to aggregate data from multiple ABS publications to prepare customised reports.

**Key technologies/providers:** VMware, HP, SAS, Oracle, IBM  
**Tony Marion, director of servers, operating systems and storage (CEO)**  
**Brian Pink, statistician**



### ★ Australian Unity, Australia

Australian Unity is a national healthcare, financial services and retirement living organisation with more than AU\$440 (US\$286) million in revenues.

**Project:** Implemented a suite of switching and network security technologies that deliver network access control with centralised network management and reporting.

**Key technologies/providers:** Juniper Networks  
**Rupesh Kapadia, project manager, business technology**

### ★ The Bangchak Petroleum Public Company, Thailand

A publicly held oil company in Thailand.

**Project:** Initiated the Web Ordering System (WOS) to facilitate the fuel sales ordering process in 2007. The new system allows an online integration of sale orders from various customer groups with BCP's corporate enterprise resource planning system for automatic credit check and approval, stock checking, and delivery confirmation. The result is a decrease in staff workload at call centres, allowing BCP's customer service officers to shift role from receiving order commands to conducting sales analysis and planning. In 2008, about 55 per cent of BCP's customers switched from traditional ordering channels to web ordering. BCP's goal is a 70 per cent customer utilisation of the WOS in 2009.

**Key Technologies/providers:** Thaitrade Net, Harmonious  
**Wattana Opanon-Amata, senior executive vice president, corporate administration and IT**  
**Anusorn Sangnimnuan, president**

### ★ Bank Danamon, Indonesia

Headquartered in Jakarta, this is the second largest private national bank and the fifth largest commercial bank in Indonesia. With a five percent share of domestic system loans and deposits, this has the widest geographic distribution network of all Indonesian banks. At 31 December, 2007, the company operated about 1,400 branches and 14,000 ATMs in 33 provinces in Indonesia.

**Project:** Danamon's core banking transformation project is one of the largest such implementations in the ASEAN region. The bank deployed Oracle's FLEXCUBE, for its micro financing network known as 'Danamon Simpan Pinjam' (DSP). The implementation for the Bank's DSP network was one of the fastest transformation projects, with 700 branches successfully changing over to FLEXCUBE in just five months. The DSP business network serves the micro and small scale enterprises segment. All DSP products, processes, branch offices and services are designed and developed to cover the needs of micro and small entrepreneurs.

**Key technologies/providers:** iFlex Solutions, Oracle  
**Ng Kee Choe, president**  
**Darwin Tan, senior vice president**

### ★ Bank of Shanghai, China

As a joint-stock commercial bank, the Bank of Shanghai, ranked at 344 among the 500 largest banks in the world, has paid-up capital of RMB 2.6 billion (US\$380 million), comprising government-owned shares and shares held by corporations and individuals. The bank offers deposit accounts, loans, and a host of international banking services to corporations in more than 60 countries.

**Project:** Implementation of an international core banking solution to streamline operations, reduce time to market for new products, and to enhance the experiences of the bank's customers. The flexibility of HP Adaptive Bank architecture, combined with TEMENOS T24 core banking software, will allow Bank of Shanghai to centrally manage about 13 million customer accounts and process more than 2.5 million transactions per day from one point of contact.

**Key technologies/providers:** HP, TEMENOS  
**Jiang Hong, VP**  
**Ning Liming, chairman**

### ★ Behringer Holdings, Singapore

Designer and manufacturer of professional audio equipment, musical instruments and related products. Headquartered in Singapore.

**Project:** Set up a BCP/DR data centre at a secondary location which covers all the enterprise applications and infrastructures. Centralised the Avaya IP phone system. Consolidated servers and rolled-out a firewall globally. Carried out integration on BPM and PLM. Set up contact centres with all the business work flows.

**Key Technologies/providers:** EMC, IBM, Verizon, Starhub, VMware, Microsoft, NCS, Fujitsu, HP, Riverbed  
**Subramaniam Radha, senior manager, IT**  
**Michael Deeb, CEO**

### ★ Bentoel Group (Pt. Bentoel Prima), Indonesia

Indonesia-based Bentoel Group balances state-of-the-art manufacturing with traditional craftsmanship to deliver superior clove and tobacco cigarettes. This publicly held company is headquartered at Malang, Indonesia and employs more than 19,000 people.

**Project:** The project involved implementing SAP ERP to integrate processes for more effective decision making. This was driven by the company's need to integrate processes and improve financial visibility for better decision making in the highly competitive Indonesian market. By deploying SAP ERP, Bentoel improved sales productivity, reduced stock, and streamlined financial closing and reporting—achieving system payback within just two years.

**Key technologies/providers:** SAP, ERP, NetWeaver component  
**Paul Ong, CIO**

### ★ Beijing Organising Committee for the the Games of the XXIX Olympiad (BOCOG), China

BOCOG was established on December 13, 2001, five months after Beijing won the right to host the 2008 Olympic Games. BOCOG consisted of 26 departments, employing some 4,000 people, responsible for numerous Games functions, ranging from venue planning to environmental management.

**Project:** Designed a complex and secure high quality IT infrastructure, building and refining a customised suite of software applications that powered the 2008 Beijing Olympic Games, while also providing the necessary technical services and support in maintaining and disseminating competition records, information, telecommunications and other operations of the Games, in conjunction with Atos Origin, which was held from 8 – 24 August 2008. Atos Origin, under BOCOG Technology Department supervision, integrated a consortium of nine technology partners and sponsors.

**Key technologies/providers:** Atos Origin, Omega, Lenovo, Samsung, CNC, China Mobile, Sohu, Panasonic, Kodak  
**Yang Yichun, technology director**  
**Liu Qi, president**

### ★ California WOW Xperience, Thailand

Thailand-based Fitness centre operator California WOW Xperience has nine branches across the country and more than 80,000 members.

**Project:** Developed a new booking system with biometric authentication and verification features for both customers and employees.

**Key technologies/providers:** Microsoft MS-Visual Studio 2005, MS-SQL Server 2005, MS-Windows 2003 Server R2 standard edition; Dell PowerEdge 1950 server; IT Works Fingerprint scanners (USB Type) Model U.R.U 4000B  
**Chaowalit Jangchai, IT Manager**  
**William Dobson, executive vice president, CFO and company secretary**

### ★ CBH Group, Australia

The CBH Group is controlled by more than 5,500 grower-shareholders, who plant and harvest grain grown across some 320,000 square kilometres that comprise the Western Australian grainbelt.

**Project:** To support a new grain supply chain system, CBH Group upgraded its LoadNet portal to a virtualization-based transactional system, enabling growers to obtain the best price from marketers for their grain.

**Key technologies/providers:** VMware, IBM, HP  
**Doug Fairall, CIO**  
**Imre Mencshelyi, Group CEO (to be taken over by Dr Andy Crane in April)**

### ★ Challenger Technologies, Singapore

Distributor of IT products and related peripherals. Has a PC Clinic, a one-stop service centre that provides after-sales services seven days a week.

**Project:** The company implemented an end-to-end retail management suite, from point-of-sale to back office. The comprehensive solution was aimed at helping the tech firm modernise its existing IT infrastructure and drive business growth with more reliability and efficiency.

**Key technologies/providers:** Epicor Software  
**Loo Leong Thye, CEO**

### ★ CIMB Group, Malaysia

Banking and financial services group, employing 36,000 employees in nine countries.

**Project:** The self-assessment review programme (ShARP), the first fully web-based governance, risk and compliance (GRC) application in Malaysia. The tool and approach is used to ensure risks and opportunities are systematically identified and assessed, and that the necessary risk responses or strategic plans, are developed and implemented.

**Key technologies/providers:** ShARP consists of web server and database components build around Microsoft, Net Framework 2.0, IIS6, SQL Server 2005, and Internet Explorer 6 & 7  
**Iswaraan Suppiah, CIO**  
**Dato' Sri Nazir Razak, CEO**

### ★ China Light and Power Holdings, Hong Kong

One of the largest electricity investor-operators in the Asia Pacific region.

**Project:** Implementation of an IT project riding on new Internet technologies to enhance the capability of customer self-service and interfacing channels. Since 2004, CLP been using SAP's IS-U/CCS based solution as the engine to support their customer services and billing. Their new suite of e-solutions includes optimising the web and online channel with customer self-service bills, self-meter reading, enhanced online installation appointment and move-in applications. The new project enables CLP's customers to audit homes for energy efficiency and glean smart tips for energy conservation, and to calculate their total carbon footprint. The success of this initiative is measured by the improvement in customer satisfaction ratings, the rate of change of customer behaviour—changing from paper bills to green-bills, from face-to-face and voice channels to online. Other benefits include increased sales and reduction in operation costs.

**Key technologies/providers:** SAP, Microsoft, StreamServe, Hewlett-Packard  
**Joe Locandro, director, group IT**  
**Andrew Brandler, CEO**

### ★ PT Coca-Cola Bottling Indonesia, Indonesia

This public listed beverage sales company is headquartered in Sydney, Australia with regional headquarters in Jakarta, Indonesia. CCBI has an annual revenue of AU\$499.2 (US\$325.3) million (2007 figures) and it employs 7,663 people.

**Project:** CCBI introduced ROAM (Real Time On Line Application for Mobile Users) which is a sales automation solution using GSM/SMS/WAP/GPRS telecommunications platform through a regular, low cost, commercial mobile phone. Probably the first of its type in Indonesia, ROAM is the first model where handsets are supplied to both the internal sales workforce and customers for self management. Under the project, more than 6000 handsets were deployed, resulting in greater than USD\$720,000 in annual cost savings. It was also an environment-friendly move as the system replaced 8.3 million paper based transitions per year.

**Key technologies/providers:** Telkomsel, Microsoft .NET framework 3.5, IBM CL&RPG ILE, Microsoft IIS Kannel WAP Gateway, IBM Websphere MQ, BASIS (Coca-Cola Proprietary ERP System)  
**John Seward, MD**  
**Bruce Waterfield, business services director**

### ★ ComfortDelGro, Singapore

A public-listed passenger land transport company with a fleet of more than 39,100 vehicles.

**Project:** The integrated Taxi Management System (ITSM) is a GPRS-based taxi booking and despatch system that drives profitability and efficiency with a customer-centric solution. The system is built on J2EE enterprise architecture and communicates between wireless terminals in the taxis and the backend system using a GPRS/GSM network. The ITMS matches taxi availability with customer demands, and enhances fleet optimisation.

**Key technologies/providers:** ST Electronics (Info-Comm Systems)—system integrator for ITMS; HP Singapore—system integrator for call centre telephony system; Singapore Land Authority—licensor of Singapore map data; Geo Millenium System—system developer for GIS; MavenLab—system developer for SMS engine; others are Weblogic, Jboss, Oracle and SqlServer.  
**Yang Ban Seng, CEO, taxi business**  
**Wong Oi Mei, VP of IT, taxi business**

### ★ Credit Suisse

Founded in 1856, the Credit Suisse Group is a global financial services company, advising clients in all aspects of finance. Credit Suisse is active in more than 50 countries and employs about 48,500 people.

**Project:** Credit Suisse's Advanced Execution Service provides clients with a set of advanced electronic trading tools to be utilised anonymously along with completely transparent execution performance reporting.

**Key technologies/providers:** Microsoft, Oracle  
**Divyesh Vithlani, CIO Asia Pacific**  
**Kai Nargolwala, CEO Asia Pacific**

### ★ Hong Kong CSL, Hong Kong

Hong Kong's first mobile operator.

**Project:** CSL has developed a Business Intelligence platform in a segmentation approach to enhance their customer lifecycle management. Leveraging on their integrated data warehouse platform, CSL's BI platform enables the mobile operator to analyse and uncover the market trends, as well as their customer's behaviour and preferences from different dimensions. Besides meeting individual business user needs, CSL's BI Infrastructure has played a leading part in the company's enhanced ability to accurately and confidently develop strategies, products and foster effective interactions with their customers.

**Key technologies/providers:** IBM, HP, SAS, Microsoft, Oracle, Amdocs, Home grown.  
**Peter Smith, executive vice president, business operations & IT**  
**Tarek Robbiati, CEO**

### ★ Deloitte Touche Tomatsu India

Provider of audit, tax, consulting, financial advisory and other professional services.

**Project:** Deployed a multiprotocol label switching (MPLS) setup in order to provide Deloitte U.S. firms a single integrated network, thereby creating greater flexibility in its wide area network and enabling the delivery of more robust services than the previous setup, which was based on asynchronous transfer mode (ATM) and frame relay technologies.

**Key technologies/providers:** Verizon and Sprint MPLS solutions  
**Raj Sivaraju, CIO**  
**Hari Kumar, CEO**

### ★ EastWest Bank, Philippines

Established in 1994 and headquartered in Makati City, the EastWest Bank is the 34th commercial bank in the country.

**Project:** Deployed FinArch's Financial Studio, a new ledger solution, for their financial transformation programme, which provided Eastwest Bank with timely, granular and more accurate reporting. Internal reporting comprises information on the bank's net income, subledger and trial balance for the bank's senior management, financial management group, and accounting. Apart from supporting the sophisticated reporting needs of the users, both internal and external, the new ledger solution is also used by more than 400 users over the bank's head office and 78 branches. The implemented solution should reduce manual entries and the reconciliation effort, while improving the workflow and efficiency of the accounting division, as the focus will be less on data capturing and more on analysis and control.

**Key technologies/providers:** FinArch, Total Information Management  
**Antonio C. Moncupa Jr, president**

### ★ Everland Theme Park, South Korea

Samsung Everland Theme park company, based in the Republic of Korea.

**Project:** The upgrade of Samsung Everland's audio transmission network, which guarantees the delivery of high-quality digital sound within the grounds of Korea's biggest theme park, including the Caribbean Bay waterpark. Networking workgroup switches formed a significant part of the upgrade to the park's CobraNet-based system, to drive real-time high-quality digital audio transmission via standard Ethernet and media.

**Key technologies/providers:** 3Com  
**Byeon Yong-Su, senior manager, park planning team**

### ★ Evonik, China

Evonik Industries AG is a global industrial group from Germany operating in specialty chemicals, an expert in power generation from hard coal and renewable energies, and a large private residential real estate company. It has some 43,000 employees operating in more than 100 countries, including in Asia.

**Project:** Implementation of a service-oriented Architecture (SOA) application based on the ERP system, claimed to be the first SOA platform implemented in a major Asia Pacific construction enterprise. The platform, based on a global network of fibre-optic circuits and internet to establish an enterprise intranet, integrated the ERP, CRM, SCM, BI, KM and OA systems, the six most important management information systems provided by SAP and IBM.

**Key technologies/providers:** IDS Scheer, ARIS  
**Thomas Goebel, information officer and project manager**  
**Dr Klaus Engel, chairman**

### ★ PT Excelcomindo Pratama (XL), Indonesia

The only cellular company in Indonesia with its own extensive fiber optic backbone network, this is the country's third largest mobile telecommunications operator with more than 25 million subscribers. It is headquartered in Jakarta and its coverage includes Java, Bali and Lombok, plus the principal cities in and around Sumatra, Kalimantan and Sulawesi.

**Project:** The telecoms operator deployed a new technology from Cisco that allows it to increase the capacity of its network up to seven times, at less than half the cost. The technology, the Cisco Service and Application Module for Internet Protocol (SAMI) for the Cisco 7600 Series Router, supports industry-leading SS7-over-IP (SS7oIP) traffic-processing density. The deployment gives the telco the additional upside of being able to deploy new services, which enhances their value to customers.

**Key technologies/providers:** Cisco  
**Hasnul Suhaimi, president**

### ★ Fujian Industrial Equipment Installation (FIEI) Company, China

FIEI, a general engineering and construction contractor with 200 technicians, is affiliated with the Fujian Construction Engineering Group which has annual turnover of US\$267.8 million.

**Project:** Implementation of a service-oriented Architecture (SOA) application based on the ERP system, claimed to be the first SOA platform implemented in a major Asia Pacific construction enterprise. The platform, based on a global network of fibre-optic circuits and internet to establish an enterprise intranet, integrated the ERP, CRM, SCM, BI, KM and OA systems, the six most important management information systems. The cross-boundary, cross-time zones inter-system information management system platform changed FIEI's global project management.

**Key technologies/providers:** SAP, IBM  
**Sean Guo, CIO**  
**JiaPei Guang, CEO**

### ★ Fonterra Brands, Malaysia

The Malaysian subsidiary of private manufacturing firm, Fonterra, with global headquarters in Auckland, New Zealand.

**Project:** To identify sales opportunities and improve profitability, Fonterra implemented a handheld system designed for its Food Services business to control and manage sales discipline, promotion strategy, and market surveys by managing effective sales routes, improving customer service, plus identifying more sales opportunities.

**Key technologies/providers:** Microsoft, HP, Far East Business Technology  
**Ritchie Lim, CIO**  
**John McKay, CEO**

### ★ Fujitsu Asia, Singapore

A provider of IT-based business solutions for the global marketplace.

**Project:** The company deployed a Web appliance at its Internet gateway to provide integrated protection against malware and unwanted Web content.

**Key technologies/providers:** Sophos  
**Neo Boon Chye, senior manager, regional IT**

### ★ **GF AgieCharmilles**

GF AgieCharmilles is a leading supplier of machines, automation solutions and services to the tool and mold making industry as well as to manufacturers of precision parts and components.

**Project:** Implemented a full-suite ERP system, which includes financial, logistics, services, sales, customer relationship and supply chain management, to integrate existing operations and to create new entities across the region. The initiative covers 10 sites across Asia, including South East Asia, China, Taiwan, Korea and Japan, with a total purchase of 71 user licenses.

**Key technologies/providers:** Epicor  
**Nicolas Robatel, CIO Asia**  
**Daniel Nauer, president (SEA)**

### ★ **Goldis Berhad**

An investment holding and private equity investment company with conglomerate interests. Global corporate headquarters in Kuala Lumpur, Malaysia.

**Project:** Deployment of 3Com's power-efficient networking solutions, Metronic's advanced Building Monitoring and Security system, SelectTV Internet Protocol television system, Avaya's Internet Protocol telephony system, Innkeepers' Property Management System as part of the design of its new world-class and eco-friendly GTower.

**Key technologies/providers:** 3Com, Metronic, Avaya, Innkeeper and SelectTV  
**Colin Ng, executive director**  
**Tan Lei Cheng, CEO**

### ★ **Government of Chhattisgarh, India**

One of the states in the Indian federation, Chhattisgarh came into being on November 1, 2000. With all major minerals including diamonds in abundance, it is the richest Indian state in mineral resources. There are mega industries in Steel, aluminium and cement in the state. Twelve per cent of India's forests are in Chhattisgarh. The government of this state is currently led by Dr. Raman Singh.

**Project:** Under an e-governance initiative, the Government of Chhattisgarh, deployed Juniper Networks routing and security solutions to link its public agencies and deliver e-government citizen services that are secured using online validation and digital certificates. The Chhattisgarh Government (through CHiPS, India's nodal agency for e-governance) is creating a convergent, hybrid network for audio, video and data based on fixed lines, satellite (VSAT) and radio frequency (RF) technologies. Chhattisgarh is leveraging the high-performance and reliability of the Juniper Networks M and J-series routers and Integrated Security Gateways (ISG) to support an extensive range of government services, including Chhattisgarh Online Information for Citizen Empowerment (CHOICE) which offers citizens 130 online government services.

**Key technologies/providers:** Juniper Networks  
**Dr. Raman Singh, chief minister**

### ★ **Grand Copthorne Waterfront Hotel, Singapore**

A 550-room luxury hotel in Singapore.

**Project:** The hotel deployed a unified communications solution that allows for in-room touch-screen full-colour Internet protocol (IP) phones providing access to a range of hotel and business support services. A high-speed wireless infrastructure enables guests to use these services including video on demand, from anywhere in the hotel. Hotel staff are equipped with wireless IP phones for access to Intranet resources so they can attend to guests quickly.

**Key technologies/providers:** Cisco, 3D Networks  
**John Sartain, general manager**

### ★ **Great Eastern, Singapore**

A large insurance group in Singapore and Malaysia.

**Project:** The firm implemented a portfolio project management solution to provide an integrated view of its technology processes. The one-year project provides total visibility into all its IT portfolios, to allow the company to prioritise IT projects. It enhances alignment of business-IT strategies and drives effective IT governance.

**Key technologies/providers:** Compuware's ChangePoint  
**Ng Koh Wee, CIO**

### ★ **Housing and Development Board**

Singapore's Housing and Development Board is a statutory body that provides public housing for Singapore's citizens. The board employs 4,600 employees and revenue for 2007 was US\$2,067 million.

**Project:** The Housing and Development Board made use of an open source VoIP solution in its integrated call centre platform, which led to a scalable and cost-effective solution for its call centre services. The board enhanced its customer service delivery as a result.

**Key technologies/providers:** IBM, Radiance Communications, Elix Systems & Engineering, Cisco, Avaya, Asterisk, Vicidial, X-lite  
**Leong Chin Yew, CIO**  
**Tay Kim Poh, CEO**

### ★ **Hills Industries, Australia**

A manufacturer that is focused on three lines of business: home, hardware and ecological products; electronic security and entertainment products; plus building and industrial products.

**Project:** Implemented a virtualised data centre infrastructure that enables 800 concurrent users to connect securely to applications published from central servers. The result is a potential 350 per cent improvement in scalability achieved in a physical environment.

**Key technologies/providers:** VMware, HP, EMC, AMD.  
**Ian Bell, CIO**  
**Graham Lloyd Twartz, MD and CEO**

### ★ **Hong Kong Baptist University**

A public-funded tertiary institution in Hong Kong.

**Project:** The launch of a new campus-wide e-learning platform supported by NetApp's unified storage solution to enhance its data management infrastructure and optimise its disaster recovery system, producing a secure e-learning and paperless education environment. Their new campus-wide implementation of Moodle, a free open source software course management system, provides a totally open online e-learning platform for both its students and teachers to communicate in real-time.

**Key technologies/providers:** NetApp  
**Joseph Leung, director of IT services centre**  
**Ng Ching-fai, president and vice-chancellor**

### ★ **Hong Kong Housing Authority**

A government-owned executive arm that provides public housing for 700,000 families, or some 3.3 million people.

**Project:** The Mobile Application System for Housing Management (MASHM) is a system that reengineers business processes on housing management. MASHM enables housing officers to use handheld devices and wireless technologies to conduct day-to-day operations such as tenancy enforcements, site visits, home calls and case investigations. It allows housing officers to download, retrieve and upload ad hoc housing information on the fly. Housing information can therefore be accessed and recorded at anytime, anywhere. The advanced encryption mechanism also minimises any possible loss of sensitive information. With customised applications, MASHM helps reducing human error over data re-entry, facilitates reengineering of business process, and enhances paperless business process.

**Key technologies/providers:** ELM, IBM, Unifysoft, and M3  
**Raymond Chu, head of IT**  
**Thomas Chan, director of housing**

### ★ **Immigration & Checkpoints Authority, Singapore**

The ICA, under the Ministry of Home Affairs, is the single command responsible for the security of Singapore's checkpoints against the illegal entry of people and cargo through air, land and sea checkpoints.

**Project:** ICA's e-Visitor programme consists of a spectrum of e-services with streamlined processes to make it more convenient for foreigners to visit and stay in Singapore. The process kicks in with SAVE (Submission of Application for Visa Electronically), an online visa application portal. Used in tandem with e-Visa, one can easily print the visa from home. Once the visitor arrives, extension of their visit pass can also be swiftly applied using the e-XTEND (Electronic Extension of Short Term Visit Pass) system. Visitors who seek a long term stay can use e-VP (Online application for long term Visit Pass) and SOLAR/SOLAR+ (Student's Pass Online Application and Registration).

**Key technologies/providers:** NCS, SCS  
**Tan Sor Hoon, CIO, Immigration & Checkpoints Authority**  
**Eric Tan, Commissioner, Immigration & Checkpoints Authority**

### ★ **Infocomm Development Authority, Singapore**

The IDA is a statutory board under the Ministry of Information, Communications and the Arts (MICA). Its strategic goal is to cultivate a vibrant and competitive infocomm industry in Singapore, one that attracts foreign investment and sustains long-term gross domestic product growth.

**Project:** The Standard ICT Operating Environment (SOEasy) project consolidates the infocomm services for 76 government agencies into a single environment, allowing them to achieve greater efficiency in infocomm usage and cost savings. This involved harmonising desktops, messaging and network environments across the agencies.

**Key technologies/providers:** EDS  
**Pauline Tan, senior director, government chief information office**  
**Ronnie Tay, CEO**

### ★ **Infoplex, Australia**

IT managed services provider Infoplex is a wholly-owned subsidiary of Leighton Holdings Limited, the publicly listed parent company of Australia's largest project development and contracting group. Infoplex specializes in delivering services to private and public sector clients, including on-demand storage, disaster recovery, collocation services plus Software-as-a-service (SaaS). **Project:** Building IT infrastructure to support its largest SaaS offering; a leading document management and collaboration system for the Asia-Pacific region's booming construction industry. The Red Hat Enterprise Linux-based system allowed Infoplex to double its system capacity. The increased scalability provides Infoplex with the ability to host more than 300 projects supporting 30,000 users, and almost half a billion documents, amounting to 20TB of data.

**Key technologies/providers:** Red Hat, Dell, EMC  
**Michael Baker, solutions manager**  
**Sean Kaye, MD**

### ★ **InterContinental Hotels Group (IHG), China**

IHG is the world's largest hotel company by number of rooms, owning, managing, leasing or franchising, through various subsidiaries, some 4,100 hotels, including Holiday Inn, Crowne Plaza and InterContinental, with more than 600,000 guest rooms in nearly 100 countries and territories. It has the largest international hotel presence in China. Revenue earned in 2007 was US\$18 billion.

**Project:** Implemented the 'ChinaPay-Debit Card Payment' project to provide a way for Chinese language customers, who access an IHG website, to pay for a reservation online using ChinaPay, which collaborates with all major Chinese banks to provide a solution for making online payments through debit cards. Developers made updates to the HOLIDEX reservation system and web channels to support the needed flow of information. IHG was able to provide a seamless transaction, all the while maintaining the integrity and security of data.

**Key technologies/providers:** ChinaPay E-Payment Service  
**Tom Conophy, CIO**  
**Andy Cosslett, CEO**

### ★ **IPCCO, Philippines**

A wholly owned subsidiary of IPVG, IPCCO provides English voice content, customer and technical support, telemarketing, and other services for domestic and multinational companies.

**Project:** Designed a new architecture, implemented high-availability servers and a call centre management solution. The new solution is based on the best-in-class Cisco Unified Contact Centre Enterprise for network-to-desktop computer telephony integration and multi-channel contact management over an IP infrastructure. This solution includes implementing eight units of Cisco's advance 7800 Series media convergence servers and upgrading its Cisco Unified Communications Manager (CCM 3.3 to 4.2) and Unified Contact Center Enterprise to deliver advanced presence-based communication applications to IPCCO's clients and employees. This new architecture resulted in a reduction of costs, an enhancement of operational efficiency and improved responsiveness to marketplace changes.

**Key technologies/providers:** Datacraft, Cisco  
**Mike Murphy, COO**

### ★ **ITC Limited, India**

Headquartered in Kolkata, India, ITC has a diversified business that includes FMCG, Hotels, paperboards and packaging, agri-business and IT. The company has 23,000 employees across the country and its total revenue for 2007 was US\$2.61 billion.

**Project:** The Retail Census System (RCS) project is one of the key initiatives as part of ITC's Sales Management Information System (SMIS) program. ITC implemented a bespoke system to make its processes more efficient and streamlined. Retail Census Data Cleansing is a major initiative to cleanse the all-India census of about four million retail outlets which are the key inputs for planning, targeting and execution for ITC's field sales force. The cleansed data forms the basis of all trade marketing and distribution related activities for the organisation.

**Key technologies/providers:** SAS, ITC  
**Tapas Ghosh, general manager-IT services**  
**Samrat Banerjee, senior manager-business solutions**

### ★ **JTC, Singapore**

A statutory board which has developed some 6,600 hectares of industrial land and 4.4 million square metres of ready-built facilities for more than 7,000 local and multinational companies.

**Project:** The Enterprise Batch Job Management System (EBJMS) project consolidated all JTC's batch jobs into a single platform. This improves business process efficiency, enhances IT operation and automates IT processes.

**Key technologies/providers:** CA's d-Series Workload Automation.  
**Lawrence Ang, CIO**  
**Ow Foong Pheng, CEO**

### ★ **Keppel Land, Singapore**

A real estate and property development company.

**Project:** The Project Progress Payment System (PPPS), a specially customised web-based bilingual application, re-engineered the processes in project claims submission, document authentication, cross-border approval plus centralised project costs and payments within a single database. It has automated the process of online approval, from on-site project managers to the finance and senior management staff at headquarters, and removed the menial task of faxing and filing project documents.

**Key technologies/providers:** Microsoft, HP  
**Kevin Chua, head of IT**  
**Kevin Wong, group CEO**

### ★ **Kerry Logistics Network**

The Asia-based provider of logistics services and supply chain solutions.

**Project:** KerrierVISION is a suite of web-based visibility systems integrated with internal systems and external parties for providing customers full visibility and monitoring the supply chain from raw materials to end delivery. Initiated in 2006 and launched in April 2007, KerrierVISION is a standard package serving small and medium enterprises and a tailor-made solution serving conglomerates. KerrierVISION has been initiated with several business goals to help customers modelling and managing their operations processes with no dependency on the number of service providers involved or the extent of company services they are using: pipeline visibility, event management, and cost visibility. At press time, KerrierVISION had reached the initial and interim business goals, and will soon extend the project to reach its ultimate targets.

**Key technologies/providers:** Supply Chain Consulting, Software AG, Oracle, Hewlett-Packard, IBM, Microsoft, Zhuhai HALI Technology Development Company, and Beijing Yisquare Technology Company  
**Wilson Lee, Wilson Lee**  
**William Ma, joint MD and group GM**

### ★ **Kiang Wu Hospital**

A non-governmental medical organisation in Macau and subsidiary of the Kiang Wu Hospital Charitable Association.

**Project:** Kiang Wu, one of only two hospitals in the casino city, last year embarked on a 'Digital Hospital' initiative. With the deployment of Cisco's IP networking technology, the 138-year-old Macau hospital will develop a wide array of unified communications applications in its new Dr. Henry Y.T. Fok Specialist Medical Centre in Macau. With innovative applications such as barcode point of care, a nurse call system, patient panel and telemedicine, the deployment was designed to improve patient care services, streamline the hospital administration, and facilitate internal communications in a highly secured manner.

**Key technologies/providers:** Cisco, Macroview, Companhia de Telecomunicações de Macau  
**Dr. Zhang Xuming, director**

### ★ **Korean Exchange Bank (KEB)**

Foreign exchange bank, headquartered in the Republic of Korea (South).

**Project:** Deployment of an automated anti-money laundering and enterprise-wide surveillance solution, which made the Korean Exchange the first bank in Korea to successfully complete such a system. The core solution—Mantas AML—mitigates risk by surveillance of customer accounts and all transaction information.

**Key technologies/providers:** Oracle, i-flex solutions  
**Richard F. Wacker, chairman & CEO**

### ★ **Korn/Ferry International, Singapore**

A global executive search and talent management solutions company based in Los Angeles, US, with its Asia-Pacific headquarters in Singapore.

**Project:** The firm implemented an MPLS network and network optimising equipment in the Asia Pacific, involving 17 offices and more than 600 employees. This infrastructure laid the foundation for enhanced productivity and cost-saving initiatives.

**Key technologies/providers:** Verizon, Riverbed  
**Stein Bang, senior director, IT Asia Pacific**  
**Charles Tseng, president, Asia Pacific**

### ★ **Lingnan University, Hong Kong**

A liberal arts university in Hong Kong.

**Project:** Hong Kong's Lingnan University has boosted the capacity and security of its student services network with a new routing platform supported by Juniper Networks. The resulting high-performance network infrastructure provides faculty and students fast, reliable and secure access to the Internet and campus resources—including coursework materials and administrative functions—from its Student Hostel. The new router upgrades Lingnan's network capacity and empowers the university to handle a wide range of IP services at scale.

**Key technologies/providers:** Juniper Networks  
**Jeff McDonnell, director of Information Technology services centre**  
**Yuk-Shee Chan, president and chair professor of finance**

### ★ **Land Transport Authority, Singapore**

A statutory board under the Ministry of Transport that spearheads land transport developments in the country.

**Project:** GIS@LTA – Empowering Decisions to Enrich Land Transport for the Community. The Geographic Information System project has become an Enterprise GIS information infrastructure for decision-making and information dissemination within the organisation and across other government agencies. At the core of the infrastructure is the Land Transport GIS Data Hub, where all information related to land transport is centrally governed. Leveraging on LTA's enterprise workflow and document management infrastructure, One-stop Retrieval and InfoBank InTerchange (ORBIT), it extends the framework to key business functions such as policy regulations, road management, civil engineering and traffic management.

**Key technologies/providers:** Satyam Computer Services, NIIT Technologies, HCL Technologies and SCS, ESRI GIS suite, Microsoft.NET technology and V3 suite.  
**Rosina Howe-Teo, group director, innovation and infocomm technology group**  
**Yam Ah Mee, CEO**

★ **MobileOne, Singapore**

Mobile communications provider.

**Project:** Built an 'Enterprise Data Warehouse for Business Intelligence' to enable executives from various segments and levels of the organisation to perform sophisticated analytics and highly informed decision making based on the most current and accurate business information available at their desktops. The infrastructure behind this initiative has three components: an Enterprise Data Warehouse (EDW); Business Intelligence (BI) system; and, an Extract-Transform-Load (ETL) tool.

**Key technologies/providers:** Oracle, Microstrategy, Microsoft, IBM, HP

**Lina Lee, CIO**

**Karen Kooi, CEO**

★ **Mead Johnson, China**

Mead Johnson is the world's largest infant formula manufacturer and markets more than 70 products in 50 countries in North America, Latin America, Europe, and Asia Pacific.

**Project:** Implemented a comprehensive framework for business intelligence that can be accessed live by management decision-makers anywhere, using portable Internet-connected devices. The project enabled the establishment of a remote data backup system, the integration of historical data from all call centre locations and effective data mining, analysis and decision making. This contributed to better customer relationships, also providing statistical support to the company's manufacturing and marketing strategy.

**Key technologies/providers:** Sybase  
**Horace Chow, vice president, Asia Pacific**  
**Stephen Golsby, CEO**

★ **Ministry of Education, Singapore**

Director of the formulation and implementation of education policies, administrator of the development and administration of government and government-aided primary schools, secondary schools, junior colleges and a centralised institute, and registrar of private schools.

**Project:** Developed the Education and Career Guidance (ECG) Portal, reputedly the first such computer-assisted career guidance system (CACGS) in ASEAN, which supports the delivery of education and career guidance in schools online, by providing students and educators a single platform for all the occupation and education information they need to make informed education and career choices.

**Key technologies/providers:**  
**Chan Tee Miang, CIO**

★ **Mass Transit Railway Corporation, Hong Kong**

Hong Kong's only railway system operator.

**Project:** MTR's Strategic IT Transformation and Enterprise Architecture Programme is a five-year project for sustainable business growth and IT alignment. The programme comprises an IT enterprise architecture framework and governance model based on the open group architecture framework. To achieve the programme's key objectives, MTR has established a new IT enterprise architecture section/management team within their IT Service Department (ITSD), where a new set of vision, mission and values, plus a new strategy for ITSD is defined. With the new programme, MTR is set to achieve speedy business-enabling IT capability innovation, realisation and cost reduction in implementing and managing their IT systems and infrastructure. After more than a year in operation, the programme has captured benefits for the business and for the ITSD. Involving the core elements of enterprise architecture, it is expected that the programme will transform the way that MTR leverages its applications, information, data and technologies in the next five years to achieve aggressive business transformation.

**Key technologies/providers:** IBM, Architecting the Enterprise UK

**Daniel Lai, head of IT**

**Chow Chung-kong, CEO**

★ **Muvee Technologies, Singapore**

Provision of automatic video production solutions.

**Project:** Rolled out an easy photo and video sharing site, called schwup.com—which offers users high privacy, along with maximum service uptime and product reliability—leveraging virtualisation and Red Hat Enterprise Linux to ensure reduced costs (to the tune of US\$150,000), high reliability, plus easy development and management.

**Key technologies/providers:** Red Hat, Dell, MySQL, Apache Web Servers, Microsoft, Directshow Editing Service

**Lo Sheng, VO, Online Technologies**

**Terence Swee, CEO**

★ **Neonlite (HK) Electronic and Lighting Company, Hong Kong**

Manufacturer of energy saving lighting systems.

**Project:** As part of a strategic initiative called W.A.R.E.

(Warehouse Management, Automatic Storage/Retrieval, RFID and ERP), Neonlite, maker of MEGAMAN energy saving lamps, created a single, integrated system to aid inbound logistics, raw materials management and manufacturing work-in-process. Neonlite implemented Infor's ONE integrated solution, including Warehouse Management System (WMS), Automatic Storage/Retrieve System (AS/RS), Radio Frequency Identification Tag (RFID), and Enterprise Resources Planning (ERP). While most RFID applications are used for supply chain or finished goods, Neonlite used RFID within the entire production environment to improve the production material traceability and real-time inventory. Infor SCM Warehouse Management enabled Neonlite to improve the management of production materials that moved between its facilities and suppliers, while Infor SCM RFID aids in shop floor management of inventory. Together with automated storage and retrieval systems, the company created a closed-loop logistic management solution that increased the utilisation of materials, reduced waste and, together with Infor ERP SyteLine, improved production capacity 15 to 20 per cent.

**Key technologies/providers:** Infor Global, CL Computer

**David Fan, group senior IT and system operation manager**

**Lee Wing-tak, CEO**

★ **New Zealand Exchange, New Zealand**

Established in 1974, the national stock exchange is headquartered in Wellington.

**Project:** The selection of SWIFT for NZX's clearing & settlement messaging to replace its legacy equities and debt settlement system with a new Central Counterparty Clearing House and a new Central Securities Depository. The changes will mean NZX will offer its markets a solution that satisfies both domestic and international requirements by using standardised messaging across one of the most secure and highly resilient financial networks, SWIFNet. The use of SWIFT's services translates to a greater customer reach, cost savings, and enhanced security. It also means that New Zealand will become the first market in Asia Pacific to have all its domestic payment and securities market infrastructures (RBNZ, NZCSD, NZX) accessible via SWIFT's international standards.

**Key technologies/providers:** SWIFT, TATA

**Martyn Bain, head of IT**

**Mark Weldon, CEO**

★ **New Zealand Supercomputing Centre, New Zealand**

NZSC is provider of high performance computing and communication services operated by Gen-I, a division of Telecom New Zealand, which is headquartered in Auckland.

**Project:** Migration from an inefficient, manually operated data centre services model, to a fully automated 'on-demand' provisioning and management system. The primary objective is removing operational complexity, and simplifying computing resources management, whilst adding new services and service levels in an economic and cost effective way for the company and its customers.

**Key technologies/providers:** Novell, VMWare, IBM  
**Steve Osborn, service line manager**  
**Chris Quin, CEO**

★ **Neptune Orient Lines, Singapore**

Global container shipping, terminals and logistics company.

**Project:** 'REMODEL', reengineered NOL's business-IT setup to deliver capabilities that enable the business to move forward, maintaining its industry leadership, particularly in the areas of innovation, customer experience and service delivery excellence. The 'REMODEL' initiative has, to date, delivered improved IT systems usability, reliability and performance; greater visibility and insight on operational, customer and financial data, plus higher flexibility to roll out new IT functionalities quickly and cost-effectively and greater effectiveness in the execution of IT governance and human capital strategies.

**Key technologies/providers:** IBM, SAP

**Wu Choy Peng, CIO**

**Ronald D. Widdows, president and CEO**

★ **Nomad Group**

A services and hospitality listed company, with global headquarters in Kuala Lumpur, Malaysia.

**Project:** Consolidation of multi-chain databases within the Nomad Group into one business intelligence system. This initiative, named 'One Dashboard', facilitates meaningful analysis of financial data, to allow better business planning, resource allocation, trends analysis, and keeping track of corporate strategy.

**Key technologies/providers:** Dell, Reliance Computer Centre, Ingenuity Microsystems, Datacraft, InternetNow  
**Chong Kon Ming, CIO**  
**Hew Thin Chay, CEO**

★ **Nortel**

Nortel is a telecommunications equipment manufacturer for both service provider and enterprise networks.

**Project:** Nortel implemented a project portfolio review process so that projects can be aligned to corporate priorities. The organisation claims that significant results have since been achieved – 127 per cent ROI within 2008 and 230 per cent ROI expected in 2009 for investments made in 2008.

**Key technologies/providers:** - Nortel

**Eric Lauzon, CIO**

**Francois Lancon, president, Asia Pacific**

★ **Nanyang Technological University, Singapore**

A degree-conferring institution of higher learning offering undergraduate and postgraduate programmes.

**Project:** Development and deployment of NTU Management Dashboards—using a business intelligence package by QlikView—that enable key managers and users to quickly and easily retrieve and analyse information within the university's enterprise database and financial system, to quickly make informed governance, operational and other management decisions.

**Key technologies/providers:** Knowledge Management Solutions, QlikView, Microsoft, HP

**Lau Kai Cheong, CIO**

**Dr Su Guanng, president**

★ **NTUC Fairprice, Singapore**

A supermarket and department store operator with branches throughout Singapore.

**Project:** Implemented a data warehousing and business intelligence application on Windows—using Sun Fire X4450 and Sun StorageTek 2540 disk array—to deliver reliable and speedy information to decision-makers for better product purchasing, bundling and promotions planning.

**Key technologies/providers:** Sun Microsystems

**Bernard Chew, CIO**

**Tan Kian Chew, CEO**

★ **Nanyang Polytechnic, Singapore**

An institution of higher learning, conferring diplomas and providing professional development programmes.

**Project:** Rolled out the Accumulated Experience Sharing (AES) system, a knowledge management setup specifically built in house to capture, codify, manage and share experience and know-how pertaining to key industry projects undertaken.

**Key technologies/providers:** Microsoft

**Tao Kok Liu, director, Computer & Network Centre**

**Chan Lee Mun, principal & CEO**

★ **Okura Frontier Hotel Tsukuba**

A services and hospitality company, based in Japan.

**Project:** Deployed workforce scheduling software to calculate and identify an optimal work schedule for hotel personnel. Using the optimisation-based tool, the hotel achieved productivity gains of 20 per cent during peak times, and 14 per cent on average, using the combined solution for customer forecasting and work scheduling.

**Key technologies/providers:** WINWORKS, ILOG

**Hideyuki Miyota, deputy director**

★ **Pacific Coffee Company, Hong Kong**

Retailer of gourmet coffees, teas, other beverages and food.

**Project:** One key differentiator for Pacific Coffee Company outlets has always been its provision of free on-premise Web access to customers. In the past year, the company made its customer loyalty programme (the Perfect Cup Card) more sophisticated, convenient, useful and beneficial to its customers. At the same time, it enhanced the security of its entire infrastructure and upgraded transactional (Point of Sale) systems. All this was done with investment in key solutions from CheckPoint Software Technologies, including UTM-1 and Safe@Office UTM.

**Key technologies/providers:** CheckPoint Software Technologies

**Oscar Chow Vee Tsung, executive managing director**

★ **Pittwater Council of Sydney, Australia**

The Council, the local authority for the northern Sydney coastal area of Pittwater, maintains a large number of records ranging from council notifications to planning approvals.

**Project:** Implemented what it claims to be a robust disaster recovery system with Ethernet switches designed to streamline network management and eliminate bandwidth waste between the organisation's office location and its remote disaster recovery site.

**Key technologies/providers:** VMware, Juniper Networks

**Chris Tubridy, IT manager**

**Mark Ferguson, GM**

★ **Polaris Software Lab Limited, India**

Headquartered in Chennai, India, Polaris is a software company that develops software products and provides services for the banking and finance sector, under the brand name 'Intellect'. With a turn over of US\$300 million (2007), Polaris employs 7000 people globally and 4500 in the Asia Pacific.

**Project:** Polaris wanted to exploit current technologies to implement seamless networks for data, voice, conferencing and IT assets management—at a significantly lower cost. To achieve this, Polaris embarked on a project that involved structured re-engineering of the global enterprise WAN, LAN, Voice, conferencing and control networks of Polaris for enhanced reliability, functionality, and security, at reduced cost, exploiting emerging technologies.

**Key technologies/providers:** CISCO, Checkpoint, CA, Microsoft, Polycom, Verizon

**Srikanth RR, CFO**

**Sivaprasad.K, VP (IT compliance)**

★ **PowerSeraya**

Singapore-based PowerSeraya Limited is in the business of producing, wholesaling, trading and retailing of energy, with a primary focus on electricity. The privately-held company is one of Singapore's largest electricity generators, and supplies about 30 per cent of the island-nation's energy needs.

**Project:** PowerSeraya deployed VMware infrastructure 3 (VI3) to deliver an agile data centre with a reduced green footprint, keeping in mind the company's robust business and growth forecasts. This project helped keep the company's power and cooling resources in check, and eradicated the need for additional data centre floor space, saving costs.

**Key technologies/providers:** VMware, HP, IBM, EMC, Microsoft

**Bernard Lee, VP, Process & Innovation**

**Neil Garry McGregor, MD**

★ **Perfetti Van Melle, India**

PVM is the third largest confectionary group in the world, headquartered at the Netherlands. It produces and distributes candies and chewing gums in 130 countries worldwide. It has 15,400 employees globally and has more than 1300 employees in India.

**Project:** The project was aimed at enabling secure enterprise application access anywhere, anytime, to Perfetti Van Melle (PVM) India by providing higher bandwidth utilisation for various centralised applications to save costs; securing access to all applications across the globe; and enabling mobile access to applications like SAP, secondary sales and file server on smart phones. This overcame restrictions from just using laptops for information access, resulting in increased productivity and business agility. With the project's implementation, PVM India saved bandwidth and ensured business continuity.

**Key technologies/providers:** Citrix, Microsoft, HP, Dell

**Basant K. Chaturvedi, senior manager**

★ **Royal DSM N.V.**

Headquartered in Heerlen, Netherlands, Royal DSM N.V. consists of five main business groups, dealing in nutrition, pharmaceuticals, performance materials, polymer intermediates and base chemicals and materials. The company, whose Asia Pacific headquarters is located in Singapore, has about 21,000 employees globally. Its 2008 operating profit is expected to be in the region of US\$1.2 million.

**Project:** DMV started out with most of its business conducted in European markets. However, aggressive expansion into emerging economies such as China demanded a faster turnaround time for application support. Thus, six competency centres were set up worldwide, with two located in Singapore and China. The centre in Singapore served as DSM's internal application sourcing centre, with the aim of reducing overall application support costs.

**Key technologies/providers:** SAP

**Aloys Kregting, Global CIO**

**Alvin Khoo, regional IT director**

★ **Royal Thai Navy, Thailand**

The navy of Thailand was established in the late 1800s.

**Project:** The Navy upgraded its administrative LAN with an optical fibre cable WAN network and core switches between the headquarters and one of its naval bases.

**Key technologies/providers:** 3Com

**Captain Suchart Nuchanart, head of operations, naval electronics department**

**Admiral Khamthorn Pumhiran, commander-in-chief**

★ **Retired Servicemen Engineering Agency (RSEA), Taiwan**

Founded in 1956, construction specialist RSEA evolved from a small firm for veterans to a modern day privatised body. Its business scope includes construction management and handling of building materials.

**Project:** A SSL VPN system that enables the organisation's field engineers to file status reports promptly and securely. The application is accessible through a multilingual user interface and replaces a legacy hosted secure connection service.

**Key technologies/providers:** Juniper Networks

**Hsu Chih-Sheng, system engineer, planning department**

### ★ **Sa Sa International Holdings, Hong Kong**

A wholesaler and retailer of cosmetics and perfumes, and provider of beauty and health club services.

**Project:** Deployed a unified wireless device application that enables executives to perform a comprehensive set of tasks remotely from a single handheld terminal, including management of goods receiving, 'pick and pack' product functions, price checking, plus taking stock of inventory at outlets and at the warehouse.

**Key technologies/providers:** SAP (for purchase order, PO, and delivery note, DN, creation) and Microsoft SQL Server (as main database for DN, PO and handheld activity log)

**Szu-Jen Lu**, senior VP, IT

**Simon Kwok**, chairman & CEO

### ★ **SAP**

Established in 1972, this enterprise software specialist is based in Walldorf, Germany.

**Project:** The SAP APJ Shared Service Centre (SSC) launched a continuous process improvement programme with SAP's IT division to streamline numerous finance processes. An example of this is with the Sales Order Management project which increased the sales order efficiency of 12 APJ countries by reducing the overall processing time by at least 70 per cent, resulting in huge productivity gains.

**Key technologies/providers:** SAP, Microsoft

**Tay Beng Hang**, CIO

### ★ **Singapore Computer Systems (SCS)**

Singapore-based SCS is an information and communications technology service provider with operations mainly focused on the Asian market.

**Project:** SCS deployed data centre technologies provider APC's architecture to reduce energy consumption and support a high density IT environment in its data centre. This high density zone supports a large commercial grid computing platform, which was the result of SCS's partnership with Hewlett-Packard.

**Key technologies/providers:** APC

**Lim Eng**, CEO

### ★ **Siam Commercial Bank, Thailand**

Founded in 1904, the Siam Commercial Bank is the country's first local bank. It provides financial services to customers through its branches, business relationship centers (BRC) and ATM network.

**Project:** The ECM (Enterprise Content Management) system provides facilities for the imaging and workflow processes within the bank—and the credit approval processes was the first to use these capabilities. The bank aims to employ ECM to capture both structured and unstructured data, paper documents, and to transform them into standard electronic format, which can be organised and used with greater speed, accuracy and efficiency throughout the credit origination process.

**Key technologies/providers:** EMC

**Charamporn Jotikasthira**, CIO

**Mrs. Kannikar Chalitaporn**, president

### ★ **Singhealth**

Singhealth is Singapore's largest healthcare group, providing a range of multi-disciplinary and integrated medical care. The group consists of three hospitals, five national speciality centres and a network of nine polyclinics. The group has 15,000 employees, and revenue for 2007 was US\$1.31 billion.

**Project:** Since 2002, Singhealth adopted an Electronic Medical Records (EMR) platform to facilitate the sharing of medical records. The first milestone for this platform was achieved in October 2008, when SingHealth conducted a massive migration of its existing EMR platform, which included 760 GB of data to the new Sunrise Clinical IManager (SCM) 5.0 solution. The new platform provides SingHealth with the ability to optimise and standardise clinical workflows across its nine institutions and provide a unified patient record, capturing clinical information from the moment the patient enters an institution, to the moment of discharged, through to continued care in an outpatient setting.

**Key technologies/providers:** Eclipsys Corporation, EGIS Healthcare Technologies, UTech, Phillips, System Design Cerner

**Dr Chong Yoke Sin**, group CIO

**Professor Tan Ser Kiat**, group CEO

### ★ **SIRO Clinpharm (SIRO), India**

SIRO Clinpharm (SIRO) is an Indian clinical research organisation (CRO), offering full scope services, conducting clinical trials in the pharmaceutical, biotechnology and medical devices sectors. One of the first CRO's in India, its clinical research team carries out comprehensive and independent management of Phase I to Phase IV clinical trials in accordance with the requirements of regulatory authorities and the International Conference on Harmonisation of Technical Requirements (ICH) for registration of Pharmaceuticals for human use, plus the guidelines for Good Clinical Practices (GCP).

**Project:** SIRO required a solution that was robust, using industry best practice, that could scale up rapidly to meet the company's growth demands. It implemented a new IT framework comprising Oracle's Life Sciences Applications (OLSA) and other Oracle applications running on Sun Microsystems' (Sun) hardware platform. The new system involves more than 500 SIRO clinical researchers involved in more than 150 clinical studies. The Oracle's Life Sciences Applications acts as a complete electronic information environment for gathering and reporting clinical data. Besides reducing errors, Oracle's Life Sciences Applications will enable SIRO to speed information-gathering and reduce the need for paper documentation.

**Key technologies/providers:** Oracle, Sun Microsystems

**Dr. Chetan Tamhankar**, COO, SIRO

### ★ **SMRT, Singapore**

SMRT is a public transport provider in Singapore. Modes of transportation covered by SMRT include rail, bus and taxi. This publicly-listed company employs 5,380 personnel in Singapore, and revenue for FY2008 was S\$527 (US\$344) million.

**Project:** SMRT implemented a digitally-secure electronic procurement system which integrated with the SAP system (Materials Management module) to provide seamless management of purchase requisitions from about 700 internal users with more than 6,000 external vendors. The system generates a total of 300 requisitions each day. As a result, a large volume of manual processing, by the purchasing office, could be eliminated.

**Key technologies/providers:** Ditiium Technologies, NCS Pte Ltd, IBM

**Jason C.K. Chin**, director IT

**Saw Phaik Hwa**, president and CEO

### ★ **Singapore Polytechnic**

Singapore Polytechnic is a tertiary education institution, a non-profit statutory board with 1,351 employees and about 15,000 students.

**Project:** The school implemented an email cloud computing service known as Student Windows Live. The previous email system, based on the Lotus Notes platform, had limitations. In addition to slow system performance, students could not keep their accounts after graduation. The allocated disk space of 20 MB was also insufficient, according to student feedback. Total cost of ownership was also on the rise, due to a need to regularly increase system storage capacity to meet users' demands. The new system allows students to keep their e-mails after graduation, lets the school have its own domain name, and was able to provide five GB of disk space per user at a lower cost than the previous system, due to Microsoft's Windows Live@Edu program.

**Key technologies/providers:** Frontline Solutions, Microsoft

**Chang Boon Hai**, director, Computer & Information Systems

**Tan Hang Cheong**, principal

### ★ **SPH Search**

SPH Search, which began operations in 2006, was a result of the collaboration between two media powerhouses, Singapore Press Holdings Group and Norway's Schibsted Group.

**Project:** The joint venture between the two companies resulted in the creation of a new online offering named rednano.sg—a search engine containing information about the island nation of Singapore, its people and businesses. Users of personal computers, PDAs and mobile phones can also access the portal's search and directories tools.

**Key technologies/providers:** Red Hat

**Christopher Yeo**, CTO

### ★ **Singapore Tourism Board**

The Singapore Tourism Board's primary mission is building Singapore's tourism industry to stimulate economic growth. The board has 620 employees and operating revenue was more than US\$122 million in FY2007 and 2008.

**Project:** The Singapore Tourism Board devised an eMarketing strategy to digitally deliver unique personal experiences to all visitors and drive traffic to various sites catering for tourists to Singapore. Web-based information technology was selected as a major marketing channel, with Web 2.0 technologies playing a major part in the campaign. Social networking sites, Flickr, YouTube, Google maps, Yahoo Travel and other user-generated content was leveraged.

**Key technologies/providers:** SCS, Sun Microsystems

**Chiang Hai Yin**, CFO

**Aw Kah Peng**, CEO



### ★ **Stolt-Nielsen, Philippines**

Founded in 1959 and headquartered in London and Rotterdam, this offshore services company has operated in the Philippines for more than 25 years. Stolt-Nielsen has 130 state-of-the-art parcel tankers that carry millions of tons of cargo. It has docks located in more than 50 ports worldwide.

**Project:** Overhauled its network infrastructure and put in place the Cisco® Catalyst 3750 Series Switch, a line of enterprise-class stackable multilayer switches that provide high availability, security and quality of service to enhance the operation of the network. Its unified stack architecture provides industry-leading stack management, redundancy and failover. The network upgrade enabled Stolt-Nielsen to increase its operational flexibility and use the network as a platform to accelerate the delivery of applications and support evolving business requirements.

**Key technologies/providers:** Cisco  
**Peter Koenders, CIO**

### ★ **Tata Communications, India**

Tata Communications, a member of the US\$62.5 billion Tata Group of India, is a leading global provider of a new world of communications. Formerly known as Videsh Sanchar Nigam Limited or VSNL, it is India's largest telecommunication company in international long distance, enterprise data and internet services. Headquartered in Mumbai, it has operations in more than 80 cities spread across 40 countries. Its range of services include transmission, IP, converged voice, mobility, managed network connectivity, hosting and storage, managed security, managed collaboration and business transformation for global enterprises and service providers, as well as Internet, retail broadband and content services for Indian consumers.

**Project:** Tata Communications selected (in December 2008) Fortinet's FortiGate carrier-class systems as the backbone for Tata Communications' new virtualised UTM (vUTM) service. vUTM is the first of its kind in India and is exclusively powered by Fortinet's multi-threat security appliances for a comprehensive and integrated approach to managed security services. The telco's vUTM service is powered by four Fortinet FortiGate-5140 carrier-class security systems. The FortiGate appliances will be providing firewall, intrusion prevention, antivirus, anti-spam and Web content filtering protection as part of the managed security services offering. Tata Communications also selected Fortinet's FortiManager and FortiAnalyzer to monitor its four FortiGate chassis and associated VDOMs. Through those appliances, the telco provider will be able to provide its customers with detailed reports on network usage and attempted attacks as well as configuring security parameters based on user policies and profiles.

**Key technologies/providers:** Fortinet  
**Sanjay Pandit, VP**

### ★ **Telekom Malaysia Research & Development**

With corporate headquarters in Cyberjaya, Malaysia, TM Innovation is a subsidiary of TM, the national telecommunications provider.

**Project:** This major national telco deployed 3Com single-vendor infrastructure at the TM Innovation Centre with more than 2,500 network access points, supporting more than 400 TM R&D staff, 16 labs, 40 rooms, and other business and recreational amenities. New infrastructure, from core backbone to floor switches, firewalls, wireless access points through to network management, positions TM to become a national test bed for leading edge network technologies.

**Key technologies/providers:** 3Com  
**Tun Kamalul Zaman, senior manager IT**  
**Dr Shahrudin Muslimin, CEO**

### ★ **PT. Telekomunikasi Selular (Telkomsel)**

This privately-owned mobile telecommunications provider, headquartered in Indonesia, serves 51.3 million Indonesia-based customers. Telkomsel is jointly owned by PT. Telekomunikasi Indonesia and Singapore Telecom (SingTel).

**Project:** Deployed an IP VAS (Value Added Service) network redesign to improve performance, simplify network management, and troubleshooting procedures in eight months, which required a site survey of the telecoms environment in 14 cities. This was followed by a design of an updated network topology and connection policy, followed by implementation of an upgraded infrastructure that was capable of handling demand for digital services.

**Key technologies/providers:** Datacraft Indonesia  
**Ivan C Permana, GM**

### ★ **The Indian Express, India**

One of India's leading media companies, the Indian Express Limited is headquartered in Mumbai with about 3000 employees across various cities. The group is known for its flagship publications such as The Indian Express, The Financial Express, Screen India and Loksatta.

**Project:** The group's project aimed at transforming existing legacy infrastructure into a future-ready solution, while protecting existing investments, and giving the group the foundation to accelerate cost effectively. The project included creation of a state-of-the-art datacenter and remote DR site; configuring High Availability architecture without compromising on performance; and ushering in Green initiatives (by default).

**Key technologies/providers:** SAP, Red Hat, Oracle  
**Tridib Bordoloi, head, Information Technology**  
**Sanjeeb Choudhur, manager, IT**

### ★ **Tianjin Shengxing Furniture, China**

Tianjin Shengxing Furniture is the largest metal furniture maker in north China, with more than 70 per cent of its products exported to Europe and North America. A large-scaled local enterprise with annual operation revenue of more than US\$300 million, the company has more than 1,800 employees.

**Project:** Implemented a supply chain platform and advanced information system across different functions of the company for more effective collaboration and information sharing, including a suite of applications specially designed for the furniture industry, successfully optimising its business process including sales, planning, production, purchase, warehousing and finance, reducing costs, improving product quality and on-time delivery performance.

**Key technologies/providers:** Lawson Software M3  
**Furniture Industry ERP solution**  
**Wu Xiyao, consulting department manager**  
**Dai Yongqing, manager**

### ★ **UCSI University, Malaysia**

Established in 1986, this private university has campuses in Kuala Lumpur and Sarawak.

**Project:** A web-based portal that allows student interns to upload resumes and match them with potential intern employees. The project automates operations for the current customer base. It allows employers to schedule interviews and send notifications or job offers online. Employers can also evaluate their internship for the University's grading purposes. The portal also reduces the need for extensive filing of paper records.

**Key technologies/providers:** Microsoft  
**Daniel Quah, CIO**  
**Peter Ng, group president**

### ★ **Unilever**

Based in both London and Rotterdam, the conglomerate manufactures and distributes fast moving consumer goods.

**Project:** Unilever's Opsolight+ application offers transparency and accountability for all promotion expenditure in the organisation's operations region-wide, resulting in significant improvements in the ROI of marketing investments.

**Key technologies/providers:** Microsoft  
**Rod Hefford, VP, Information Technology, Greater China, North East Asia, South East Asia and Australasia**  
**Harish Manwani, president, Asia, Africa, Central & Eastern Europe**

### ★ **University of International Business and Economics (UIBE), China**

Rated as one of the top universities in China, UIBE is a teaching and research institution in Beijing, specialising in the fields of international trade, international business law, business management, international finance and foreign languages for business. It has 11,000 full time students from more than 100 countries.

**Project:** Implementation of a system that provides fast, reliable and secure remote access to its campus extranet, enabling more than 10,000 students, teachers and staff to establish secure SSL VPN connections to access campus information resources via standard web browsers, eliminating the need for prior software installation, costly ongoing client maintenance and desktop support. Interoperation with UIBE's existing Sun iPlanet (Lightweight Directory Access Protocol) LDAP directory server was a crucial requirement for the university's remote access solution. The Juniper Networks SA 4000 seamlessly connected to UIBE's LDAP resources and has become an integral component of its campus-wide identity authentication measures.

**Key technologies/providers:** Juniper Networks Secure Access (SA) 4000 SSL VPN platform  
**Qiang Sun, director, network and educational technology centre**  
**Chen Huaimin, principal**

### ★ **United Overseas Bank**

Headquartered in Singapore, United Overseas Bank is one of Singapore's top banking groups, providing a range of financial services. The bank has more than 500 offices spanning 18 countries and territories, with total assets valued at US\$114.9 billion at the end of 2007. The company employs 22,000 staff globally, with 7,000 staff in Singapore.

**Project:** United Overseas Bank implemented SAS enterprise risk management and balance sheet risk management systems in Singapore, with plans to expand regionally. The project aims to facilitate the analysis and management of credit and market risk exposures in an integrated manner.

**Key technologies/providers:** SAS, FINCAD, Monocle Solutions  
**Tham Ming Soong, executive vice president**  
**Wee Ee Cheong, CEO and deputy chairman**



### ★ Weider Shanghai, China

Shanghai-based health and fitness company Weider (Shanghai) Fitness Management is the largest fitness chain organization in China. It was founded in 2000 with registered capital of RMB 45 million (US\$6.58 million) and is under the direct management of the American Weider International Fitness Group.

**Project:** Implemented a powerful information management platform, with comprehensive capabilities for managing key business processes across multiple areas including human resources, financial management, and supply chain management, to drive improved business performance, management efficiencies and competitiveness. The platform brings world-class management methodologies to the fast growing Weider Group, providing greater customer satisfaction.

**Key technologies/providers:** Oracle JD Edwards EnterpriseOne, Elitesland  
Adam Jin Yuqing, CEO

### ★ Woolworths, Australia & New Zealand

Australia and New Zealand's biggest retail group with more than 3,000 stores and 180,000 employees; the 25th largest retailer in the world. Woolworths generated US\$1.35 billion in sales for the first half of the 2008–09 financial year.

**Project:** A supply chain redevelopment programme that added sophisticated Business Process Management (BPM) capabilities plus investment in a registry and governance platform to underpin its overall corporate move towards service-oriented architecture (SOA). Using webMethods Suite as its integration standard has allowed Woolworths to more rapidly integrate new acquisition, automate and streamline core processes, and extend real-time visibility across key partners.

**Key technologies/providers:** Software AG webMethods  
Daniel Beecham, CIO  
Michael Luscombe, CEO and MD

### ★ Woori Investment & Securities (Woori I&S)

Brokerage and investment firm, Woori Financial Group, headquartered in South Korea.

**Project:** Installation of a resilient Gigabit network on the nationwide branch network of Woori I&S, to enhance the company's customer service, and to improve staff efficiency and productivity. The nationwide Power-over Ethernet (PoE) deployment resulted in a redundant and intelligent broadband branch office network.

**Key technologies/providers:** 3Com  
Jong-Soo Park, CEO

### ★ WorldxChange, New Zealand

The telecommunications services provider was established in 1996 and is headquartered in Auckland.

**Project:** Deployed Juniper Networks' E320 Broadband Services Routers to enable the delivery of advanced Voice over IP and high value Internet services. The E320 BSR enables WorldxChange to deliver premium voice and data services over a single connection. WorldxChange has also deployed Juniper Networks Secure Services Gateways (SSGs) to secure its services and backend systems, including its domain name system (DNS) servers. The E320 offers the scale and feature set to simplify subscriber provisioning, reduce back office costs, and speed the development and delivery of compelling new services. The result is an ability to rapidly expand its customer base and service portfolio while maintaining an efficient operations environment and tightly controlling network costs.

**Key technologies/providers:** Juniper  
Cecil Alexander, CEO

### ★ YCH Group

Singapore-based YCH Group is an integrated logistics and end-to-end supply management chain company. It employs some 3,000 employees, with 500 based in Singapore. The organisation's total revenue for 2007 was about US\$151 million.

**Project:** YCH developed a high-tech supply chain nerve centre, which embeds RFID technology in its company's management platform. Web services technologies were also used to synchronise and integrate business processes through a unique tag repository. This repository captures all movements while protecting partners' information. Information is exchanged only on an on-demand basis, without the need to replicate databases on the platform. This translated to significant cost-savings and enhanced end-to-end visibility and security of the entire supply chain.

**Key technologies/providers:** Y3 Technologies, Motorola  
James Loo, CIO  
Robert Yap, CEO

### ★ Yeo Hiap Seng, Malaysia

Beverage manufacturer, established in 1957.

**Project:** A new security system that allows Yeo Hiap Seng to protect its enterprise network which connects some 500 users across its headquarters and branches. The deployment of Sophos Endpoint Security, with a built-in NAC function, guards the company against viruses, spyware, adware, spam, phishing and malicious websites, but also controls the use of unauthorised applications such as VoIP and instant messaging, and enforces security policies.

**Key technologies/providers:** Sophos  
John Ho, IT Manager

