

JUNE-JULY 2015

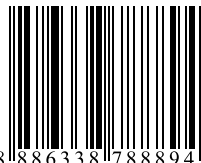
# CTO

BUSINESS TECHNOLOGY LEADERSHIP

## CLEARING THE BIG DATA CLOUD:

An Agile Approach  
to Insights from Big Data

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# 2015 CIO 100 LIST IS OUT!





## Achieving higher business goals underlines 14th annual CIO Awards

Implementations that broke new grounds in terms of breadth of application, and projects leveraging “3rd platform” technologies such as mobility and cloud, grabbed the attention of the judges deciding over this year’s CIO Awards contenders.

The five winners – selected by a panel of independent judges from a ‘Roll of Honour’ short list, the 2015 CIO 100 Index – are The AIA Group (Hong Kong), Hong Leong Bank Berhad (Malaysia), Procter & Gamble Asia (Singapore), Singapore Post Limited (Singapore), and Tenaga Nasional Berhad (Malaysia).

For the first time, the five awards were presented under five separate categories, namely:

- **Innovation:** Projects that stand out in solving business and operational technology challenges in new or different ways will be assessed under this category.
- **Transformation:** This category looks for projects that help elevate an organisation’s operations to bring about marked changes in customer service, business process, operational efficiency, technology implementation and/or technology use.
- **Leadership:** This category looks for projects that demonstrate how organisations have successfully leveraged technology to become a leader in their industries or markets.
- **Growth:** Effective planning, investment and deployment of resources to meet expansionary objectives such as a growing workforce, new offices, or increasing customer base, will be the focus here.
- **Performance:** This category looks for an outstanding project that demonstrated how streamlining, consolidating and working smarter have achieved excellent results for the organisation.



FROM LEFT: **Kang Yew Jin**, Chief Information Officer, Hong Leong Bank; **Mark Hobson**, CEO, Executive Networks Media Pte Ltd.

- **GROWTH – Hong Leong Bank Berhad: PEX Mobile Payment Solution**

PEX is a mobile payment function on Hong Leong Bank’s mobile application that allows the bank’s customers to send money to anyone in the country, using the recipient’s mobile number. Funds can be transferred into other bank accounts or through the bank’s ATMs. Customers can also withdraw money from an ATM without ATM cards.



FROM LEFT: **TC Seow**; **Bharathi Viswanathan**, Associate Director, IT & GBS, APAC & GC, Procter & Gamble; **Tetsuya Kubota**, Manager, IT, Procter & Gamble; **Sudhanshu Duggal**, Manager, IT, Procter & Gamble

- **LEADERSHIP – Procter & Gamble Asia: Consumer Connect**  
Consumer Connect enables remote connections with consumers in context wherever they are, thereby enabling P&G to connect people and insights. By leveraging virtual research to develop connections with more consumers and use their feedback to improve P&G products, the P&G is able to create the right products at the right value proposition to better serve consumers. The project has been called out as top priority by company management to help in deep consumer understanding and in driving cost effective consumer engagement while improving productivity of P&G employees.

The annual CIO 100 index, coordinated by leading regional enterprise IT magazine *CIO Asia*, published by Executive Networks Media, recognises regional enterprises and organisations that have excelled through creative and innovative IT projects in the past 12 months.



FROM LEFT: **Simeon Preston**, Group Chief Operations Officer, AIA Group Limited; **Mark Hobson**


- **TRANSFORMATION – The AIA Group: WAVE Enterprise Social Network**

WAVE is AIA's company-wide Enterprise Social Network built on Microsoft Yammer technology that is fully integrated with Office365. Following an initial multi-phase rollout using JIVE, it underwent full transition to rollout, to enable social business, collaboration, employee engagement and future-readiness for the entire organisation. It met and exceeded internal KPIs and has been adopted as an Asia-wide best practice for the Group.

The annual CIO 100 Index and CIO Awards were announced and presented in Singapore on 7 May, at the day-long CXO Conference and Awards ceremony at Singapore's Raffles City Convention Centre. The award winners will be profiled in *CIO Asia* magazine's June-July edition, due to hit desks in the second week of June.

Executive Networks Media's Editor of *CIO Asia* magazine, T.C. Seow, said the entries to this year's CIO 100 list have shown extremely high standards in terms of breadth and depth of implementation, and the focus this year has shifted from merely improving on customer experience to realising more ambitious business goals overall.

"There is much indication that CIOs and their business counterparts are collaborating more. This augurs well for the CIOs in the region to becoming even more relevant to their organisations in the overall scheme of things to becoming more strategic and important to the board," said Seow.

The expert panel of experts made their selections based on the details provided, relating to best practice, in areas including knowledge management, e-business innovation, people management, and value chain excellence. Other criteria included customer service, security, resourcing, cost management and quantifying IT value. 



FROM LEFT: **TC Seow**, **Fazil bin Ibrahim**, Chief Information Officer, ICT Division, Tenaga Nasional Berhad

- **PERFORMANCE – Tenaga Nasional Berhad: MyTNB**

MyTNB is a mobile application for TNB customers that aims to bring the nationwide power distributor closer to its consumers. An easy-to-use mobile app, it also serves as a contact point to customers via their mobile devices. It allows users to check monthly bills, status of electricity supply application, locate the nearest Customer Service Centre – via their Android or iOS devices. Other features include TNB contact channels and Renewable Energy Invoices.

- **INNOVATION – Singapore Post Limited: SingPost EzyTrak**

EzyTrak is a state-of-the-art track and trace delivery system deployed on Android enabled phones, a first of its class in postal industry. The project was conceptualised and delivered in 10 months with SingPost's own operations and technology teams leading and partnering with various development partners to full deployment.



FROM LEFT: **TC Seow**; **Ramesh Narayanaswamy**, Chief Information Officer, SingPost; **Freddie Chang**, Head of Operations, SingPost

## 1 Agency for Science, Technology & Research (A\*STAR) SINGAPORE — Education

### Projects:

- InfiniCortex illustrated the feasibility of 100Gbps transpacific distances that will lead to future developments in HPC network architectures and scheduling algorithms, and global innovations in science, engineering and business. It also established a new architectural approach that will fulfil the challenge of building future HPC systems to solve complex problems through the aggregation and parallelisation of globally distributed supercomputers into a single hive-mind of enormous scale.

### Category: INNOVATION

- Next-generation Research Network (NGRN) is a high-performance network dedicated for A\*STAR's research traffic. It provides researchers with 10 Gbps connectivity to their desks via multiple cross-campus 100 Gbps backbones for high-speed access to their network resources. This facilitates seamless collaboration both within A\*STAR, and with NTU, NUS, SingAREN and overseas research institutions.

### Category: TRANSFORMATION

- Storage On Demand (SOD) is a new way of consuming storage via a utility model instead of outright purchase, which was both time consuming and wasteful, in that buffer storage was often left unused. With SOD, the enterprise only pays for what it uses, and it can scale to meet fluctuating demands.

### Category: INNOVATION

Dr. John Kan, CIO

## 2 Agri-Food & Veterinary Authority of Singapore SINGAPORE — Government

**Project:** AVA's quarantine management system (QMS) is an electronic platform which makes quarantine applications easier and faster for pet owners and importers. It allows electronic documents submission, self-service checks, online payment, and automated email alerts. A searchable database also enables customisable report generation for data and trend analysis.

### Category: INNOVATION

Cheah Wei Yien, Director, IS Dept

## 3 AIA Group\* HONG KONG — Financial services

**Project:** Wave is an enterprise social network standardised on Microsoft Yammer

and fully integrated with Office365. Wave enables social business, collaboration, employee engagement and future-readiness, and has met and exceeded all numerical and behavioural KPIs to become an industry-wide and Asia-wide best practice for the organisation.

### Category: INNOVATION

Simeon Preston, Group Chief Operations Officer

## 4 Ameco Beijing CHINA — Manufacturing

**Project:** Migration from SAP system to open standards-based, end-to-end platform to significantly reduce downtime caused by production system, and at the same time utilising virtualised environment to further save on costs and to boost efficiencies all round.

### Category: PERFORMANCE

Gan Desheng, Manager, Information Management Subdivision

## 5 Amity University INDIA — Education

**Project:** National Cyber Alert System Project: Advance Threat Protection Sensor (ATP-Sensor) technology had been conceptualized and developed by in-house Amity CCFIS Forensic Team to protect IT network from any Cyber Threat. National Cyber Alert System is a project in which we collect data from all ATP sensors installed across the globe and create one security bulletin report including attacks and malware trends.

### Category: INNOVATION

Dr. J.S. Sodhi

## 6 Aon Asia SINGAPORE — Financial services

**Project:** Implementation of visibility solution across the enterprise to enable 360-degree overview of company revenue streams, fees and commissions by segment, industry, country and practice group in the insurance industry, in addition to greater budgetary, client, and earnings analyses relevant to various product groups.

### Category: PERFORMANCE

Tom Gill, Regional CIO

## 7 Asia Pacific University of Technology and Innovation MALAYSIA — Education

**Project:** Deployment of a ready-to-run virtualisation solution to meet rapid data growth from rapidly increasing student numbers in order to achieve responsiveness

by reducing server deployment time, access to online educational resources, and to meet green technology targets.

### Category: INNOVATION

Rasodin Ramuddin, Technology Infrastructure & Systems Manager

## 8 Australia and New Zealand Banking Group Limited SINGAPORE — Financial services

**Project:** The successful execution of ANZ's Regional Retail Information Security Program signifies an important leap forward in the management of user access management. The program integrated a new user access management tool and standardised best practice access management processes across 103 applications in 21 countries throughout the Asia Pacific region.

### Category: TRANSFORMATION

Nick White, Regional Head of International and Institutional Banking Technology

## 9 Avago Technologies SINGAPORE — Manufacturing

**Project:** Deployment of enterprise business intelligence tools and applications to achieve an integrated enterprise-reporting platform and 360-degree view of product categories, families and parts, resulting in greater customer satisfaction, sharper decision-making, and improved response times to incidents.

### Category: TRANSFORMATION

Andy Naliappan, CIO

## 10 Avnet Technology Solutions, Asia Pacific HONG KONG — Services

**Project:** Deployment of a sales management system to transform Avnet's Asia Pacific business and to improve its revenue and profit in Asia Pacific, while leveraging analytics to streamline processes and increase visibility into each sales opportunity for a more targeted approach for profitable growth.

### Category: TRANSFORMATION

Steve Phillips, Senior Vice President & CIO

## 11 Bank of Singapore Limited SINGAPORE — Financial services

**Project:** TOMS DCI Project is the first single-issuer multi-dealers, open pricing architecture that provides direct executable quotes from leading sell-side banks, real-time pre-trade compliance checks and automated transaction straight-

\*2015 CIO Award Winner

through processing directly to the bank's Relationship Managers.

**Category: TRANSFORMATION**

**Vincent Caldeira**, Managing Director,  
Technology

## 12 Bank of Thailand THAILAND — Financial services

**Project:** The Automated Purchase Order (APO) system changes the traditional ways of purchase and procurement by adapting workflow system to enable paperless processes which helps reducing time, cost and human resources required to accomplish the tasks.

**Category: TRANSFORMATION**

**Ms. Bhusadi Muhpayak**, CIO

## 13 Bank Simpanan Nasional (BSN) MALAYSIA — Financial services

**Projects:**

- New innovative account opening system that utilises the Point of Sale (POS) terminal, GPRS mobile communications, biometrics gadget and identification card (MyKad).

**Category: INNOVATION**

- Enterprise Content Management Services (ECMS) project opens a new chapter in enterprise-wide transformation in which it will overhaul day to day operations and create a fundamental platform for future operational enhancement. The project looks into the improving the productivity as well as reduce investments in paper and real estate.

**Category: TRANSFORMATION**

**Alain Boey**, Senior Vice President

## 14 Binh Tien Imex Corp. Pte. Ltd. VIETNAM — Manufacturing

**Project:** Deployment of an enterprise ERP system to enable global expansion in the retail industry, in addition to realising shorter time to market, and enterprise visibility across the entire value chain.

**Category: GROWTH**

**Quyen Vuu Le**, ERP Project Manager

## 15 Borneo Motors (S) Pte Ltd SINGAPORE — Retail

**Project:** The VOC HelpSTAR platform allows Sales and Service personnel and Customer Experience team at the Showrooms and Contact Centre to fully recognise, converse and participate with each customer through VOC. It provides "one customer touch point" regardless of whether the customer is in our "purchase" or "ownership" phases,

independent of whom the customer contacts within the organisation.

**Category: TRANSFORMATION**

**Koh Kok Tian**, IS Director/Regional Program Director (IS), Asia

## 16 Buffalo Wild Wings PHILIPPINES — Retail

**Project:** Deployment of cloud-based restaurant solutions for first location in Asia, to provide insight into how business is performing and to enhance customer engagement.

**Category: PERFORMANCE**

## 17 Busan Bank SOUTH KOREA — Financial services

**Project:** Implementation of a mobile development platform that makes it fast and simple to create and update security-rich, easy-to-use mobile applications to enable out-of-branch sales.

**Category: INNOVATION**

**Oh Nam Hwan**, CIO

## 18 Casino Regulatory Authority of Singapore SINGAPORE — Government

**Project:** CRA Collaborative Intranet (InCRAnet) is a collaborative Intranet that serves as the central gateway to access, exchange, share and collaborate on all information within the organisation under CRA's overall knowledge management strategy. The portal enables staff to locate vital resources effectively and promotes collaboration in a personalised and easily accessible electronic workspace.

**Category: TRANSFORMATION**

**Ee Kiam Keong**, CIO

## 19 Charles Seafood Supply PHILIPPINES — Manufacturing

**Project:** Implementation of new online catalogue and ordering system to enable e-business and to expand markets. The new solution enables the company to achieve transparent transactions, resulting in order accuracy, reduction in late or overdue payments, and timely sales.

**Category: GROWTH**

**Mayette Yulo**, Owner

## 20 China Daily CHINA — Services

**Project:** Project on improving work efficiency for ongoing identity management

and access control administration by centralising identity management for all business systems across domestic and international bureaus, in order to minimise authentication workload and to reduce system maintenance costs.

**Category: PERFORMANCE**

**Gan Yongqing**, Director, Department of Technology

## 21 China Eastern Airlines CHINA — Logistics

**Project:** Commissioning of a hosted and localised logistics management solution for subsidiary China Cargo Airlines to launch a new booking and shipment management portal.

**Category: INNOVATION**

## 22 China Telecommunications Corporation CHINA — Telecommunications

**Project:** To comply to regulation, China Telecom's Jiangsu Branch is required to have primary and secondary data centres for business continuity purposes. To maximise investment in its data centre architecture, the branch upgraded its existing IT infrastructure to include an active-active data centre setup to optimise resources.

**Category: TRANSFORMATION**

## 23 China University of Geosciences CHINA — Education

**Project:** Deployment of a high-performance computing solution with shared infrastructure solutions platform and network switching to power research into geo-movements caused by tectonic disturbances.

**Category: INNOVATION**

**Dr. Ma Pengfei**, Tectonics Simulation Lab

## 24 Chongqing Shanshui Urban Tourism Development Ltd CHINA — Hospitality

**Project:** Development of a unified and centralised decision support platform that ensures accurate and timely reporting of various data types by consolidating and streamlining disparate Excel file formats, thereby enabling management to make critical decisions impacting the business.

**Category: PERFORMANCE**

**Teng Ran**, CFO

## 25 City University of Hong Kong

HONG KONG — Education

**Project:** E-Learning Cloud Transformation Project is part of the University's "Cloud first" strategy, creating a 100% cloud-based e-learning environment; allowing teachers/students to benefit from latest tools and modern pedagogies. User buy-in and change management are the biggest challenges as e-learning platform supports roughly 3,000 courses yearly taught by 1,300 teachers and used by 24,000 students.

**Category:** TRANSFORMATION

**Dr. Andy Chun**, CIO

## 26 CLP Power Hong Kong Limited

HONG KONG — Utilities

**Project:** Eco Optimizer 2.0 is a business solution which leverages cloud-based behavioural science solution integrated with data analytics platform to engage and motivate customer to make smarter energy consumption decisions and save energy in a sustainable ways by providing personalised insights and targeted recommendation.

**Category:** INNOVATION

**Andre Blumberg**, Director — Information Technology

## 27 CRIF High Mark Credit Information Services

INDIA — Financial services

**Project:** Implementation of enterprise database solution to ensure high system availability, fast data loads, accelerated query response times, and robust backup facilities to improve customer service and to support business growth.

**Category:** INNOVATION

**Pinkesh Ambavat**, Vice President, Head of Bureau Systems

## 28 Crown Worldwide Group

HONG KONG — Logistics

**Project:** Implementation of enterprise-wide BusinessObjects dashboards and reporting tools to reduce lead times for report generation, business decision-making support, complex P&L analysis requirements against service delivery systems, and tight integration with existing data warehouse apps.

**Category:** PERFORMANCE

**Chris Davis-Pipe**, Vice President, IT

## 29 Dorf Ketal Chemicals

INDIA — Manufacturing

**Project:** Consolidation of disparate ERP systems into a single, global enterprise

application platform to enable a single source of truth and support a growing manufacturing business.

**Category:** TRANSFORMATION

**Seshadri Viswanathan**, Vice President, IT

## 30 Dynasty Travel

SINGAPORE — Hospitality

**Project:** Implementation of cloud-based productivity tools to improve front-end service delivery and quality, and to enable flexible access to core office email system and information portal.

**Category:** PERFORMANCE

**Jerry Loi**, IT Team Leader

## 31 ETAM International Sourcing (Shanghai) Co., Ltd.

CHINA — Logistics

**Project:** BI Supply Chain Operation Report is an innovative solution based on a Business Intelligence project to drive smarter business, ensure profitability and secure well being of the enterprise's operations.

**Category:** PERFORMANCE

**Mehdi Bedadi**, Asia Information Systems Director

## 32 Excellectual Infocomm Consulting Services

CHINA — Services

**Project:** Project Reach Out is a customer acquisition system based on incentivised viral and crowdsourcing principles to attract mass consumers into the organisation's product marketing campaigns to create brand awareness, improve sales and build regional customer base. This system works through major social networks like WeChat, QQ, etc.

**Category:** TRANSFORMATION

**James Lim**, CEO

## 33 Excelsior Healthcare

TAIWAN — Healthcare

**Project:** Replacement of existing analysis applications and development of new applications to provide improved data aggregation, analysis of various indicators of patient-care quality, identification of causes of statistical anomalies, and effective cost management.

**Category:** PERFORMANCE

**Rosa Feng**, Nursing Director

## 34 Flextronics Technology (Penang) Sdn. Bhd.

MALAYSIA — Manufacturing

**Project:** Flextronics China Customs Platform

is a centralised customs management platform utilised throughout all 23 bonded sites in China. The primary purpose is to provide control points for managing inventory surplus and shortage. The system utilises automated processes with embedded workflows, helping to streamline Customs and Logistics operations.

**Category:** TRANSFORMATION

**Lee See Nee**, Vice President, Information Technology

## 35 Guangdong Aiyingdao Children's Department

CHINA — Retail

**Project:** Project to optimise business processes and to innovate management approach by deploying an ERP system that improves information sharing, provides visibility and accurate reporting across the organisation, and better decision-making.

**Category:** TRANSFORMATION

**Xiao Jun**, IT Center Director

## 36 Guangzhou Restaurant Group Co., Ltd.

CHINA — Retail

**Project:** Replacement of legacy database solution with an integrated, high-performing and scalable database platform for headquarters, restaurant branches, food-production factory, and food market chains in order to support future business growth.

**Category:** TRANSFORMATION

**Song Zhijun**, IT Manager

## 37 Guizhou Wing Cloud High Technology Ltd

CHINA — Services

**Project:** Setting up a large-scale Ethernet fabric architecture as network foundation of its new cloud data centre that is both efficient and environmentally friendly to win local, national and international customers by providing easy-to-manage, cost-effective yet scalable data centre network capable of supporting more than 10,000 servers.

**Category:** INNOVATION

**Xu Ning**, CEO

## 38 HDFC Standard Life Insurance

INDIA — Financial services

**Project:** Mymix is a power tool to transform customer experience and boost productivity. It is also an innovative sales enabler software application that helps fortify needs-based selling, delivers unique and personalised

customer experience, and achieves quality business growth and productivity.

**Category:** TRANSFORMATION

**Thomson Thomas**, Vice President

## 39 Hong Leong Bank Berhad\* MALAYSIA — Financial services

**Project:** Hong Leong Connect Mobile Banking Re-Platform for Extension of Payment Express (PEX) Services is a mobile payment function on our mobile application that allows its users to send money to anyone in the country, using the recipient's mobile number. Funds can be collected into any bank accounts or through HLB ATMs. Customers can also withdraw money from an ATM without ATM card.

**Category:** INNOVATION

**Kang Yew Jin**, CIO

## 40 Hong Leong Islamic Bank Berhad

MALAYSIA — Financial services

**Project:** EXPRE\$\$ Remit is a new remittance service available via self-service terminals available in Hong Leong Bank and Hong Leong Islamic Bank for currency conversion and remittance. Remittance service can be initiated, processed and collected by intended beneficiaries within 8 minutes.

**Category:** INNOVATION

**Kang Yew Jin**, CIO

## 41 Indonesia Stock Exchange (IDX)

INDONESIA — Financial services

**Project:** The Development and Implementation of Capital Market Integrated Network (CMIN) Project consists of dedicated fibre optic network that connects IDX to 113 Exchange Members, Indonesian Financial Services Authority, Self Regulatory organisations, 18 custodian banks, 37 payment banks, and Directorate General of Debt Management. CMIN improves fairness, accessibility, network quality, security, high availability, cost efficiency, and reduce the complexity of business processes.

**Category:** TRANSFORMATION

**Adikin Basirun**, Information Technology & Risk Management Director

## 42 Infocomm Development Authority of Singapore

SINGAPORE — Government

**Project:** Social Service Delivery Study, launched by the Ministry of Social and Family Development (MSF) and Infocomm

Development Authority (IDA), embarked on the SS2016 Social Service Delivery Study to enable a strategic analysis on how infocomm technology can be leveraged to help achieve the social service sector vision and goals to better the lives of residents in Singapore.

**Category:** TRANSFORMATION

**Christina Gan**, Cluster Director, Social & Family Development, Homeland Security & Gov Admin Group

## 43 Infosys Limited

INDIA — Services

**Project:** Transforming Digital Business Engine allows Infosys to transform its digital business engine with world's largest single instance of SAP Business Suite on HANA.

**Category:** TRANSFORMATION

**Ganesh G.**

## 44 Institute of Technical Education

SINGAPORE — Education

**Project:** myPortal – Student Portal for eServices/eLearning allows students to access ITE online services and the Internet through their mobile devices. myPortal was developed to provide a student-centric one-stop gateway to access personalised course-related information and eServices/eLearning.

**Category:** TRANSFORMATION

**Lee Foo Wah**, Divisional Director / IT Division

## 45 Integrated Health Information Systems Pte Ltd (IHIS) & Singapore General Hospital (SGH)

SINGAPORE — Government

**Project:** TSSU Instrument Management System (TIMS) enables real-time tracking and accountability of surgical instrument sets used for each patient, providing an electronic trail for all instruments processed and sterilised by SGH's Theatre Sterile Supplies Unit. This ensures high sterilisation standards and efficient management of instruments, improving patient safety and operational efficiency.

**Category:** TRANSFORMATION

**Benedict Tan**, IHIS GCIO, SingHealth

## 46 IPServerOne

THAILAND — Services

**Project:** Implementing advanced Intel-based servers to power its cloud hosting services, and to improve on deployment times for hosting requests, flexibility to scale according to demand, and long-term

business growth.

**Category:** INNOVATION

**Lee Cheung Loong**, Founder

## 47 Jurong Port Pte Ltd

SINGAPORE — Logistics

**Project:** Business Intelligence for World Class Homeport enables Jurong Port (JP) to become a World-class homeport which boasts of a BI platform and a BI competency centre, enabling JP to differentiate from its competitors and strengthen its core competencies.

**Category:** PERFORMANCE

**Sim Chear Wah**, CIO

## 48 KMC Solutions

PHILIPPINES — Services

**Project:** Deployment of desktop equipment and improving network services in order to better serve customers in its serviced office space where separate, secure tenant networks are ensured to PCI and HIPAA industry compliance standards; perimeter protection, improved network efficiencies, and fast support.

**Category:** TRANSFORMATION

**Clinton Marsh**, CTO

## 49 Kru Somsri's English School

THAILAND — Education

**Project:** Deployment of a shared infrastructure for remote systems management to help alleviate IT troubleshooting in schools, boost staff productivity and better IT support, all backed by a scalable infrastructure to help business growth.

**Category:** PERFORMANCE

**Paisan Sookchalem**, Managing Director

## 50 Lembaga Hasil Dalam Negeri (LHDN)

MALAYSIA — Government

**Project:** Dynatrace Application Performance monitoring and management for Inland Revenue Board (LHDN) of Malaysia helps to monitor the board's applications. It detects the root cause of slow web/mobile response/transactions and alerts relevant parties or professionals whenever an error occurs, before any downtime occurs. It also helps LHDN to make better, cost efficient IT investments and improve application performance and response times.

**Category:** PERFORMANCE

**Mariam Binti Mohd**, Director of IT

\*2015 CIO Award Winner

## 51 Manila International Container Terminal Services, Inc.

PHILIPPINES — Logistics

**Project:** Truck Monitoring System was developed to collect data through strategically placed readers within the premises for effective management of traffic, maintaining agreed service levels and improved customer service. The system offers visibility and traceability of truck movement critical to preventing service failures and vital input for optimisation planning.

**Category:** TRANSFORMATION

**Earl H. Ferrer**, Vice President, Global IT

## 52 Manila Tytana Colleges

PHILIPPINES — Education

**Project:** College Admission Callers Prospective Students Tracking System was developed for the purpose of tracking calls to prospective freshmen/transferees who have shown interest enrolling in any of the programs provided by the college, and to provide information on other alternative programs of interest to students.

**Category:** INNOVATION

**Dr. Ronaldo A. Tan**, CIO

## 53 MASkargo

MALAYSIA — Logistics

**Project:** Replacement of in-house mainframe-based cargo management system with cloud-based logistics management system with integration to existing automated robotic warehouse and revenue management systems.

**Category:** TRANSFORMATION

**Ahmad Luqman Mohd Azmi**, Acting CEO

## 54 MayBank Singapore

SINGAPORE — Financial services

**Project:** Singapore Data Centre Setup & Migration represents the bank's efforts to setup its data centre which boasts disaster recovery infrastructure relocation and migration. The overall mission is to subsume IT operations and to ensure that the migration of IT operations allowed for business to carry on as usual.

**Category:** TRANSFORMATION

**Lim Kuo Siong**, CIO

## 55 Maynilad Water Services, Inc.

PHILIPPINES — Utilities

**Project:** Deployment of enterprise-wide wired and wireless solutions with tight

role-based access controls and security features, simplified network operations and management, yet offer high scalability when bandwidth demands spike.

**Category:** PERFORMANCE

**Dr. Francisco C. Castillo**, SVP-CIO, IT Division

## 56 McLeod Russel India Ltd

INDIA — Manufacturing

**Project:** Enterprise-wide information management solution to enable visibility across order and procurement cycles, enhanced BI, and access to real-time primary production and resource allocation in tea plantation, production and distribution.

**Category:** GROWTH

**Surhit Bhattacharyya**, CIO

## 57 Ministry of Manpower Singapore

SINGAPORE — Government

**Projects:**

- Interactive Labour Market Statistic (LMS) Information Portal is a major initiative to deliver an innovative and engaging interactive experience on data visualisation of manpower statistical data by transforming the statistical data into meaningful and enriching experience as dynamics and interactive charts.

**Category:** INNOVATION

- Service Transformation@MOM Services Centre (MOM SC) is a major initiative to reinvent and transform service delivery at the new MOM Services Centre @ Bendemeer using human-centric design thinking and process re-engineering.

**Category:** TRANSFORMATION

**Ang Mui Kim**, CIO

## 58 Morphlabs, Inc.

PHILIPPINES — Services

**Project:** Implementation of Linux OpenStack platform to provide massively scalable IaaS solution for customers, and to design safe, scalable enterprise cloud solutions based on OpenStack for new and existing Morphlabs customers.

**Category:** INNOVATION

**Gio Bacareza**, CEO

## 59 MTR Corporation Limited

HONG KONG — Transportation

**Project:** Be-TOPS aims to deliver a sustainable and demonstrable transformational change. It enables the ITSD to successfully deliver better user engagement and collaborative partnering,

better customer experience and operational efficiency, better business-aligned organisation structure, uplift skill of ITSD staff in supporting business needs, and optimise costs through strategic sourcing and to shift ITS's focus to value-adding activities.

**Category:** TRANSFORMATION

**Ted Suen**, CIO

## 60 National Commodity and Derivatives Exchange (NCDEX)

INDIA — Financial services

**Project:** Replacement of proprietary solution with open standards platform consisting of data centre virtualisation and client solutions to increase capacity and data throughput while simplifying management and lowering costs all round.

**Category:** TRANSFORMATION

**Devesh Surana**, Vice President of Technology

## 61 National Institute of Education

SINGAPORE — Education

**Project:** Business Continuity Management System (BCMS) is the result of the National Institute of Education's journey in business continuity and information security management so as to achieve a higher standard of security and risk management. It obtained the ISO 27001 Information Security Management System (ISMS) and ISO 22301 Business Continuity Management System (BCMS) certifications in October 2013 and September 2014 respectively.

**Category:** INNOVATION

**Tan Hoon Chiang**, CIO

## 62 NatSteel Holdings Pte Ltd

SINGAPORE — Manufacturing

**Project:** NatSteel is in the process of transforming from a product selling organisation to a customer focused solution provider. The Digital Age Transformation program supported this direction by creating market competitive advantages through IT. The program brought in the right IT competencies, enabled business operation agility, and realised business solution delivery.

**Category:** TRANSFORMATION

**Yang Cher Ming**, CIO

## 63 Navis India Technologies Pvt. Ltd.

INDIA — Transportation

**Project:** Project to automate service-request



generation for hardware faults in order to expedite diagnostics processes and problem resolution; maximising availability of server hardware to ensure 24x7 marine-terminal and cargo-movement operations for customers; and to reduce support requirements for hardware remediating issues to focus on more value-added tasks.

**Category: GROWTH**

**Subramanian Kesavan**, Lead - Systems Engineering

## 64 NCS Pte Ltd SINGAPORE — Services

**Project:** Project Gravity is a transformational project, built to deliver secured business solutions for Singtel Group Enterprise through an innovative IT services delivery platform that is responsive to business changes. Designed to operate in a new collaborative Smart Economy with enterprise-grade security, Gravity leverages the cloud to deliver cost savings and scalability, which in turn delivers business growth.

**Category: TRANSFORMATION**

**James Loo Wai Kheong**, CIO

## 65 Netregy Systems MALAYSIA — Telecommunications

**Project:** Developing and rebranding communications platform to increase VoIP systems sales by moving to an appliance-based business model. The exercise optimised engineer utilisation hours, decreased cost of goods sold, and reduced sales cycle with single-box shipping.

**Category: GROWTH**

**Deric Ng**, CEO

## 66 Network for Electronic Transfers (Singapore) Pte Ltd (NETS)

SINGAPORE — Financial services

**Project:** Transforming Singapore EFTPOS from a magnetic stripe to a chip-based payments system helped set the chip standard, setting up of certification body and developing the issuing infrastructure both at NETS and issuing banks and upgrading the acquiring infrastructure for acceptance of chip-based cards.

**Category: TRANSFORMATION**

**David Woo**, CIO

## 67 Network Capital Ventures, Inc.

PHILIPPINES — Financial services

**Project:** 24K Card Loyalty Program System

- E-money component offers electronic money services through more than 1,800 Cebuana Lhuillier pawnshops to enable customers to experience secure, efficient and affordable electronic-based financial services through different channels.

**Category: TRANSFORMATION**

**Ergie S. Ong**, CIO

## 68 Nippon Paint (China) Co., Ltd. CHINA — Manufacturing

**Project:** Implementation of a supplier relationship management application platform to support strategic and operational procurement and supplier collaboration, in addition to reducing trading cycle time, process costs, while enabling efficient management of the company's rapidly growing supplier network.

**Category: PERFORMANCE**

**Huang Jun**, Vice President of Procurement

## 69 Noble Group HONG KONG — Logistics

**Project:** Arvis (A Really Very Intelligent System) is a profit and loss attribution algorithm developed internally by Noble through which it can explain how its profitability develops — what changed, has it changed and why it changed. This technology gives Noble a consistent and reliable automated change report.

**Category: INNOVATION**

**Barry Gould**, CIO

## 70 Philippine Business Bank PHILIPPINES — Financial services

**Project:** Project to futureproof and to transform the enterprise data centre through virtualisation and private cloud infrastructure.

**Category: LEADERSHIP**

**Keith S. Chan**, CIO

## 71 Philippine Long Distance Telephone Company (PLDT) PHILIPPINES — Telecommunications

**Projects:**

- Installer Performance Monitoring System (IPMS) is an in-house developed application that supports PLDT's field service management processes for installation of simple services (Home segment) as well as catering for specific complex products (Enterprise segment). The system consists of a web platform for the back office and a mobility platform for the field force.

**Category: TRANSFORMATION**

- Mobile-IT Enterprise Customer Dashboard correlates and repackages cross-organisation and cross-system data sources into a single mobility dashboard to provide enterprise teams a near real time converged view of customer. The platform can be accessed anytime, anywhere and from any mobile device to support business critical information-based decisions and activities.

**Category: INNOVATION**

- Project FUSE is a unified communication platform designed to enable the organisation's contact centre to deliver an integrated experience to its customers. FUSE links data from disparate systems and transforms datasets into relevant information needed to optimise customer engagements.

**Category: INNOVATION**

**Lawrence T. Goh**, CIO

## 72 Procter & Gamble Asia\* SINGAPORE — Manufacturing

**Project:** Consumer Connect enables remote connections with consumers in context wherever they are, allowing P&G to connect people and insights. By leveraging virtual research to develop connections with more consumers and use their feedback to improve P&G products, the company is able to create the right products at the right value proposition to better serve consumers.

**Category: LEADERSHIP**

**Sanjay Singh**, CIO

## 73 PropertyGuru Pte Ltd SINGAPORE — Real Estate

**Project:** Deployment of a cloud-based business management solution to accelerate expansion plans across Asia Pacific, which supports financials, revenue recognition, subsidiary management workflows to tax calculations.

**Category: INNOVATION**

**Jani Rautiainen**, Managing Director

## 74 PT Asuransi Jiwasraya INDONESIA — Financial services

**Project:** Deployment of a new and enhanced high availability data centre to take advantage of latest innovations for application scalability and availability to support the company's core business activities.

**Category: TRANSFORMATION**

**Ari Faizal Aliaini**, Head of IT Division

\*2015 CIO Award Winner

## 75 PT Sentra Inovasi Solusindo INDONESIA — Manufacturing

**Project:** Deployment of an ERP system running on virtualised platform that enables improved employee productivity, consolidation of IT, reduced management time, gained scalable and agile infrastructure for growth, and significantly lower power consumption.

**Category:** TRANSFORMATION

**Wijaya**, Senior IT Development Manager

## 76 PT Telekomunikasi Indonesia INDONESIA — Telecommunications

**Project:** Upgrading of service delivery platform by implementing an integrated suite of products that improve cost reduction and time reduction in developing new mobile, broadband, and network applications in order to remain competitive through concerted innovations.

**Category:** INNOVATION

**Tanto Suratno**, Head of SOA & SDP

## 77 Public Bank (Hong Kong) Limited HONG KONG — Financial services

**Project:** Securities Trading & Infrastructure Upgrade aims to tackle the behavioural changes of customers, while ensuring excellent quality of service. Three phases of system enhancement were taken to bring a new securities trading experience to customers, namely the Securities Trading System Revamp, Bank Host System Upgrade, and Introducing Mobile Securities Trading.

**Category:** GROWTH

**Franky Tse**, Head of IT

## 78 Sa Sa Cosmetics Company Ltd. HONG KONG — Retail

**Project:** Business Process Management Project: Perform Business Process Re-engineering (BPR) for ordering and demand forecasting processes for the local (Hong Kong) and overseas (China, Singapore, Malaysia and Taiwan) markets.

**Category:** PERFORMANCE

**Ms. Lu Szu Jen**, CIO

## 79 Samitivej Hospital THAILAND — Healthcare

**Project:** Deployment of flash-optimised storage arrays across two main hospitals under the group to achieve better patient

services as a result of low latency in storage retrievals, thereby giving more IT time for strategic projects, besides maximising uptime with highly available platform and disaster recovery capability.

**Category:** PERFORMANCE

**Dr. Panuratn Thanyasiri**, CIO

## 80 Seo Eng Joo Frozen Food SINGAPORE — Manufacturing

**Project:** Deployment of a global ERP software that delivers flexibility and agility to improve inventory control through modern methods, raise operational efficiency, and improve visibility across the entire supply chain.

**Category:** LEADERSHIP

**Charlie Seo**, General Manager

## 81 Sin Chew Media Corporation Berhad MALAYSIA — Services

**Project:** Deployment of enterprise-wide network security platform to protect against growing online threats, improve business continuity and enable mobile computing.

**Category:** PERFORMANCE

**Ong Kee Wah**, ICT Manager

## 82 Singapore Management University SINGAPORE — Education

**Projects:**

- Advanced Learning Analytics (ALA) project uses big data and analytics to transform teaching and learning in higher education. By leveraging next-generation analytics capabilities to gain insights into students' learning progress, challenges and behaviours and their impact on learning effectiveness, this project provides actionable intelligence to the key stakeholders like instructors, students, curriculum planners and helps to improve education delivery over time.

**Category:** INNOVATION

- SIEM-X (SIEM-eXtension) aims to extend the use of SIEM to non-Security personnel, thus instilling the fact that security is everyone's responsibility. SIEM-X provides a single integrated view of information to raise security insights, productivity and operations efficiency for application/system owners which were previously not available or performed manually.

**Category:** INNOVATION

**Lau Kai Cheong**, CIO

## 83 Singapore Polytechnic SINGAPORE — Education

**Project:** SP Mobile App is the key building block for achieving SP's IT Vision of building a Smart Campus that empowers its stakeholders (students, staff and public) with access to real-time information and the ability to e-transact, any time anywhere, thus putting "Learning", "Working" and "Lifestyle" convenience at their fingertips.

**Category:** TRANSFORMATION

**Loh Gin Chye**, CIO

## 84 Singapore Post Limited\* SINGAPORE — Logistics

**Project:** EzyTrak is a state of the art track and trace delivery system on Android enabled phones, a first of its class in postal industry developed by Singpost. The project was conceptualised and delivered in 10 months with SingPost operations and technology leading and partnering with various development partners.

**Category:** INNOVATION

**Ramesh Narayanaswamy**, CIO

## 85 Singapore Prison Service SINGAPORE — Government

**Project:** Electronic Letters for Rehabilitation and Reintegration Advancement (E-letters) is an innovative use of communication in a unique setting. It could be used for improving communications between inmates and their families or friends and in enhancing operational efficiency.

**Category:** TRANSFORMATION

**Kuai Ser Leng**, CIO

## 86 Singapore Telecommunications Ltd. SINGAPORE — Telecommunications

**Project:** Business transformation project to enhance and differentiate the operator's customer experience, improve billing and customer support for retail, enterprise and government sectors, in order to have a single platform that gives holistic view of customers.

**Category:** TRANSFORMATION

**Wu Choy Peng**, Group CIO

## 87 SPi Global PHILIPPINES — Services

**Project:** By establishing the Information Technology Operations Command Center (ITOCC), SPi Global is now able to have a centralised and proactive monitoring of the company's IT infrastructure. ITOCC staff

\*2015 CIO Award Winner

provides 24/7 seamless and instantaneous support to IT incidents across 10 facilities in the Philippines, Nicaragua, and the United States.

**Category:** TRANSFORMATION

**Patrick Santos**, CIO

## 88 Standard Chartered Bank Malaysia Berhad

MALAYSIA — Financial Services

**Project:** eGOLD Release is a single consolidated version combining eight core-banking systems in different countries. It is an extensive enhancement that results in significant reduction of time and funding compared with conventional steps for system enhancement/change.

**Category:** PERFORMANCE

**Dato' Arif Siddiqui**, CIO

## 89 Tata Sky Limited

INDIA — Services

**Project:** Implementation of open-source enterprise application platform as middleware solution running on Linux infrastructure to improve availability of electronic voucher distribution (EVD) application while reducing TCO and improving performance.

**Category:** GROWTH

**N. Ravishanker**, CIO

## 90 Telekom Malaysia

MALAYSIA —

Telecommunications

**Project:** TM Legacy Migration (Camelot) is Telekom Malaysia's next-generation billing, ordering and operations platform. This breakthrough resulted in a significant improvement of customer satisfaction, operational efficiency and maintenance costs whilst reducing business impact in the entire duration of the exercise.

**Category:** PERFORMANCE

**Giorgio Migliarina**, Chief Technology & Innovation Officer

## 91 Tenaga Nasional Berhad\*

MALAYSIA — Utilities

**Project:** MyTNB is a mobile application for TNB customers that serves as another contact point to customers via mobile. It allows users to check monthly bills, status of electricity supply application, locate the nearest Customer Service Centre on Android or iOS devices. Other features include TNB contact channels and Renewable Energy Invoices.

**Category:** INNOVATION

**Fazil Ibrahim**, CIO, ICT Division

## 92 Thangamayil Jewellery Limited

INDIA — Retail

**Project:** Deployment of monitoring control over enterprise inventory management system of all stores in order to gain visibility of inventory, reduce stock levels to improve profitability, to improve stock availability, and to reduce margins to provide better customer satisfaction.

**Category:** PERFORMANCE

**Yadeentha Nathan S.K.**, Executive Information Officer

## 93 The Cocoa Trees

SINGAPORE — Retail

**Project:** Replacement of old inventory control system to achieve clarity and accuracy at the click of a mouse for operational data, and to provide real-time, user-friendly and flexible access to information to help grow the business.

**Category:** TRANSFORMATION

**Wess Wong**, Director, Finance & Business Development

## 94 Top Glove Corporation Bhd.

MALAYSIA — Manufacturing

**Project:** myTGSAP embodies the transformation of IT as a driver of business value through the adoption of best practices in people, processes and technology in the implementation of a group wide SAP Enterprise Resource Planning system and the supporting infrastructure.

**Category:** TRANSFORMATION

**Chee Yih Tzuen**, CIO

## 95 TravelSky Technology Limited

CHINA — Hospitality

**Project:** Implementation of business intelligence/analytics tools to provide a comprehensive and powerful information service line and a multi-tier system that presents clear and concise picture showing nationwide commercial air travel patterns and trends in timely manner, in order to facilitate crucial business decisions in resource planning, flight planning, and business projections.

**Category:** PERFORMANCE

**Joyce Yu**, Senior Manager

## 96 Tsit Wing International Holdings Limited

HONG KONG — Retail

**Project:** Deployment of analytics tools and apps to enhance and streamline data

analytics, enabling faster and more informed decision-making, while enabling apps to be used both on standard desktop computers as well as through mobile devices such as Apple iPads.

**Category:** GROWTH

**Keith Wu**, Executive Director

## 97 Wanbury Pharma

INDIA — Manufacturing

**Project:** Deployment of business intelligence/analytics tools to support users with mobile devices in order to gain near real-time access to "big data", and to improve business agility through efficient analysis and reporting.

**Category:** PERFORMANCE

**Pandurang Salunkhe**, Head of IT

## 98 XiamenAir

CHINA — Transportation

**Project:** In order to meet the rising demands of its customers and employees, Xiamen Airlines embarked on an IT infrastructure upgrade to provide faster and more secure services with higher availability to its stakeholders.

**Category:** TRANSFORMATION

## 99 Xinjiang Goldwind Science & Technology Co., Ltd.

CHINA — Manufacturing

**Project:** Reduction of month-end reporting time and cost; and improved data accuracy by integrating core business operations such as financials, purchasing, procurement, production planning, factory assembly, logistics, into a single e-business suite.

**Category:** TRANSFORMATION

**Dong Lei**, Director, Department of Information Management

## 100 Zhejiang Geely Holding Group Co., Ltd.

CHINA — Manufacturing

**Project:** Automating and standardising recruitment system across the enterprise to meet increased demand for talent in automotive industry, and integrating various recruitment channels to efficiently identify top talent and to provide insight to measure recruitment performance.

**Category:** INNOVATION

**Sun Jinfang**, Senior HR Support Manager

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