



## PRESS RELEASE

# OUTSOURCING MALAYSIA HONOURS THE FINEST IN MALAYSIA'S ANNUAL GBS ASIA AWARDS

*Eight corporate awards and 15 individual awards presented at Outsourcing Malaysia's GBS Asia Awards 2018*

**PETALING JAYA, 6<sup>TH</sup> DECEMBER 2018**– Outsourcing Malaysia (OM), a chapter of the National ICT Association of Malaysia (PIKOM), honoured the outstanding achievements of top companies and individuals in Malaysia's Global Business Services (GBS) sector, at the recent 9<sup>th</sup> GBS Asia Awards 2018.

The eight winners in the corporate categories are Tenaga Nasional Berhad for Best Practices in Business Process Transformation; HDC Data Centre Sdn Bhd for Best Practices in Infrastructure Management Services; Daythree Business Services Sdn Bhd for Operational Excellence in Contact Centre; Emerio (Malaysia) Sdn Bhd for Operational Excellence in Information Technology; Standard Chartered Global Business Services Sdn Bhd for Global Business Services Regional Growth Leader; Genpact Malaysia Sdn Bhd for Operational Excellence in Finance & Accounting as well as HSBC Electronic Data Processing (Malaysia) Sdn Bhd and BP Business Service Centre Asia Sdn Bhd each for Best Practices in Corporate Social Responsibility.

The awards ceremony, organised by OM with the Malaysia Digital Economy Corporation (MDEC) as the strategic partner also honoured 15 individuals for their achievements in respective fields in the GBS sector. The biggest winners were four employees, each from Brandt International Sdn Bhd and Tenaga Nasional Berhad, while three others were from AIG Technologies (Malaysia) Sdn Bhd, two from OSHRS Sdn Bhd and one each from Daythree Business Services Sdn Bhd and Standard Chartered Global Business Services Sdn Bhd. **(Full list of winners at the end of the press release).**

The criteria set to determine the winners were based on the globally accepted standards and practices by the International Association of Outsourcing Professionals. The GBS Asia Awards is the new name of the previous Outsourcing Malaysia Excellence Awards, to reflect the regional performance and activities of Malaysia's GBS sector.

In congratulating the award recipients, Outsourcing Malaysia Chairman Cheah Kok Hoong said the GBS Asia Awards 2018 is a platform to recognise and nurture talents as well as to encourage more interest, grow prospects and investments in the sector.



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"Malaysia's GBS sector is expected to record a compounded annual growth rate of 10% to 15% over the next five years," said Cheah. The sector is represented by more than 700 companies which employ more than 100,000 talents serving the domestic and international markets. In 2017, there were more than 15,000 jobs created.

PIKOM Chairman, Ganesh Kumar Bangah also congratulated the winners and Outsourcing Malaysia which continues to support the GBS sector. "The services industry is at a fast-growing pace and it is important that the industry keeps abreast with all the disruptive technologies and innovations taking place globally and getting recognised as one of the key leaders plays an important role for an organisations' industry recognition. OM has played a vital role in developing the GBS industry together with our supporting partner MDEC," said Ganesh

Anthony Raja Devadoss, GBS Asia Awards Chair said that OM together with PIKOM and its supporting partner MDEC will continue to create a viable environment for the growing GBS sector as these awards play an important role in recognising companies and individuals for their roles in creating this vibrant industry.

**2018 GBS ASIA AWARDS Winners – Individual Categories**

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



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### About Outsourcing Malaysia

Outsourcing Malaysia (OM), an initiative of the outsourcing industry and a chapter of PIKOM – the country’s national ICT industry association, is envisioned to promote and develop Malaysia’s outsourcing services industry as a global hub for high-value outsourcing. Supported by its founding partner – the Malaysia Digital Economy Corporation (MDEC) - and spearheaded by a group of prominent industry leaders from the global services industry, OM focuses on enabling both buyers and providers to work together on addressing service needs within the aegis of global best practices and competencies.

### About PIKOM

PIKOM, THE NATIONAL ICT ASSOCIATION OF MALAYSIA represents the information and communications technology (ICT) industry in Malaysia. Its membership stands at over 900 comprising companies involved in a whole spectrum of ICT products and services which commands about 80% of the total ICT trade in Malaysia. PIKOM works to improve the business climate in the interests of all member companies and to promote industry growth in line with national aspirations. PIKOM's membership is open to all Malaysian companies who supply ICT products and services in the computing and telecommunications industries. However, non-ICT companies are also welcome to join the Association as associate members.

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