

D.I.V.E. - DIGITAL INNOVATION, VALUE & EFFICIENCY

Embark on a transformative journey with us at the "D.I.V.E. - Digital Innovation, Value & Efficiency" conference. Immerse yourself in a dynamic exploration of how digital technologies are reshaping the global business services landscape and revolutionizing traditional paradigms, driving efficiency gains, and creating new avenues for value generation. Through captivating case studies, expert insights, and real-world examples, this conference unveils how businesses are harnessing the potential of AI, automation, data analytics, and process optimization to achieve operational excellence while fostering positive social change.

Join us to discover not only the strategies for leveraging cutting-edge innovations and nurturing talent for the digital era but also how these advancements are driving social transformation. Don't miss this exceptional opportunity to navigate the digital revolution, amplify efficiency, and unlock your organization's full potential, all while making a meaningful difference in our global community.

MORNING SESSION

8:00am - 9:00am	Registration & Light Breakfast
9:00am - 9:10am	Setting the Stage <i>Jusri Ong, Organizing Chairperson of GBS Summit 2023, Managing Director, Telecontinent Sdn Bhd</i>
9:10am - 9:20am	Welcome Address <i>Alex Liew, Deputy Chairman PIKOM, Executive Director, Glocomp Systems (M) Sdn Bhd</i>
9.20am - 9.30am	Opening Address <i>Anthony Raja Devadoss, GBS Malaysia Chair, Country Managing Director, Korn Ferry</i>
9:30am - 10:00am	Keynote Address 1 Transforming Workplaces, Retaining Talent, and Pioneering the Digital Frontier for the Road Ahead – Powered by Telecontinent Sdn Bhd. <i>Speaker: Billy Lim, Head of Sales and Partnerships, Asia, Paywatch Malaysia</i> Discover how digital innovation is revolutionizing the way we work, learn strategies to retain and empower your people, and explore the latest technological advancements that are shaping the GBS landscape. This leads the way to a dynamic future where GBS organizations are at the forefront of digital transformation, prioritizing employee retention and fostering agile, sustainable workplaces with ethical ESG practices.
10:00am - 10:45am	Panel Session 1 Crafting Experiences through Tech powered Engagements into the Fabric of Customer Journeys <i>Moderator : Raymond Devadass, Founder & Managing Director, Daythree Digital Berhad</i> <i>Panelists : Hew Wee Choong, Country Director, Cyclone Robotics</i> <i>: Jeffrey C. P. Tan, CEO, Superceed (M) Sdn Bhd</i> <i>: Jusri Ong, Managing Director, Telecontinent Sdn Bhd</i> <i>: Dang Tin Wai, Sales Director, MT Microtel Technology Sdn. Bhd.</i> Crafting experiences that seamlessly integrate technology into the very fabric of customer journeys is a new art form that is emerging in the modern landscape of customer interactions. Organizations are harnessing tech-powered engagements to elevate interactions, foster loyalty, and create lasting impressions. Gain dynamic

	<i>insights into technology's potential to create customer journeys that are not only seamless but also enriching, memorable, and authentically human.</i>
10.45am – 11.00am	Coffee Break
11.00am – 11.45am	<p>Panel Session 2</p> <p><i>Is GBS a Catalyst for Igniting Global Progress through Empowerment, Societal Upliftment and Talent Development?</i></p> <p><i>Moderator: Amar Chhajer, Senior Director, UST Global Malaysia</i></p> <p><i>Panelist : Chua Chai Ping, Site Leader and HR Director, Experian Malaysia</i> <i>: Koay Tze Siang, Sr Director, Dell Technologies Cyberjaya</i> <i>: Michelle Teoh, Country Director, Horizontal Talent</i></p> <p><i>In a world where work is evolving at an unprecedented pace, the role of GBS becomes integral in shaping this future. Today GBS is playing a pivotal role in driving a future of work that is inclusive, dynamic, and impactful. Embark on this transformative exploration on how GBS is igniting global progress while shaping a future of work that harmonizes ambition, innovation, and societal enrichment</i></p>
11:45am - 12:30pm	<p><i>Unleashing Excellence and Inspiring Success by Empowering Your Potential</i></p> <p><i>Speaker : Melvin Tong, Malaysia Book of Records Holder, Chief Officer, Unicorn Factory Sdn Bhd.</i></p>
12:30pm - 12:45pm	LUCKY DRAW GIVEAWAY
12:45pm - 2:00pm	LUNCH BREAK
AFTERNOON SESSION	
2:00pm - 2:45pm	<p>Panel Session 3</p> <p><i>Empowering Progress through Government Strategies by Catalyzing on Local Procurement and Economic Growth.- (GOVT)</i></p> <p><i>Moderator: Dato' Dr Munirah Looi, Deputy Chair, GBS Malaysia, Founder & CEO, Brandt Business Services Sdn Bhd.</i></p> <p><i>Panelists : Fabian Bigar, CEO, MyDIGITAL Corporation, Ministry of Economy</i> <i>: Raymond Siva, Senior VP, Malaysia Digital Economy Corporation (MDEC)</i></p> <p><i>The influence of strategic government initiatives stands as a beacon of transformation of economic landscapes. The intricate interplay between governmental strategies and their profound impact on local procurement and economic growth fosters sustainable growth, create opportunities, and shape a future where prosperity and economic advancement are within reach for all</i></p>
2.45pm – 3.00pm	<p>Commemorative Addresss</p> <p><i>TS Mahadhir Aziz, Chief Executive Officer, Malaysia Digital Economy Corporation (MDEC)</i></p>
3:00pm - 3:45pm	<p>Special Keynote</p> <p><i>Creating a Solid Foundation to Harness the Fourth Industrial Revolution to Foster Digital Innovation and Value Creation</i></p> <p><i>Speaker : YBhg. Datuk Yatimah Sarjiman - Deputy Secretary General (Sectoral), Ministry of Economy; on behalf of YB Minister Mohd Rafizi Bin Ramli, Minister of Economy</i></p> <p><i>Delve into the crucial foundation for digital transformation. Explore how to harness the potential of the Fourth Industrial Revolution to foster digital innovation and create lasting value. Gain insights on building the infrastructure, talent, and strategies</i></p>

	<p><i>needed to thrive in the digital era, shaping a future of innovation and sustainable growth.</i></p>
3.45pm – 4.00pm	<p>Sponsors Appreciation Certificates <i>To be presented by : YBhg. Datuk Yatimah Sarjiman - Deputy Secretary General (Sectoral), Ministry of Economy</i> <i>: Anthony Raja Devadoss, GBS Malaysia Chair, Country Managing Director, Korn Ferry</i> <i>: Dato' Dr Munirah Looi, Deputy Chair, GBS Malaysia, Founder & CEO, Brandt Business Services Sdn Bhd.</i> <i>: Jusri Ong, Organizing Chairperson of GBS Summit 2023, Managing Director, Telecontinent Sdn Bhd</i> <i>: TS Mahadhir Aziz, Chief Executive Officer, Malaysia Digital Economy Corporation (MDEC)</i></p>
4:00pm - 4:30pm	<p>Keynote Address 2 GBS as a Strategic Partner in Government Digital Transformation <i>Speaker: YBrs. Professor Dr. Ong Kian Ming, Director - Philosophy Politics & Economics (PPE) Program at Taylor's University, Member Board of Directors, MIDA.</i> <i>The GBS Industry plays a pivotal role as a strategic partner in catalyzing government digital transformation in Malaysia. Amidst the country's ongoing efforts to embrace digitalization, how can GBS contribute to enhancing public sector efficiency, deliver citizen-centric services, and drive the modernization of government operations. This topic will explore how GBS can empower Malaysia in its journey towards becoming a digitally advanced and responsive government.</i></p>
4.30pm - 5:15pm	<p>Panel Session 4 Explore how businesses can effectively integrate ESG principles into their overall strategic planning, ensuring long-term sustainability. <i>Moderator: Adj. Practice Professor Cheah Kok Hoong, Chairman Emeritus, GBS Malaysia, Executive Chairman of Steerquest, Chairman of Digital Vision Group, Board Member, M&A and Investment, President of ESG Association Malaysia, Sustainable Transformation, Mentor & Coaches.</i> <i>Panelists : Chan Mei-lynn - General Manager, Group Human Resources, Tan Chong Group</i> <i>: Diyana Binti Mohd Amin, Head of Sustainability & ESG, Iskandar Investment Berhad</i> <i>: Edison Choong, Deputy Director, Sustainability Task Force, MATRADE</i> <i>Discussing sustainability and Environmental, Social, and Governance (ESG) topics in the global business service industry is crucial for fostering responsible and ethical business practices. Integration of ESG into Business Strategy</i></p>
5:15pm - 5:30pm	<p>LUCKY DRAW GIVEAWAY</p>
5:30pm - 5:45pm	<p>Closing Remarks <i>Jusri Ong, Organizing Chairperson of GBS Summit 2023, Managing Director, Telecontinent Sdn Bhd</i></p>

**** Accurate as to date and subject to change**