

SUCCESS STORIES OF MNCs

Vol. 2



BACKGROUND

Greater Kuala Lumpur offers great opportunities for foreign multinational companies looking to tap into growth opportunities in Malaysia and across Asia.

In Success Stories of MNCs Vol.2, we showcase some of the best organizations within the Fortune 500, companies at the top of their industry, and stories of how they engage and thrive within Greater KL's ecosystem.

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A GREAT MILESTONE AS SCHLUMBERGER CELEBRATES 80 YEARS IN MALAYSIA

It's tough times for the oil and gas industry – how does the world's largest oilfield services company, a firm with over 100,000 people, over 140 nationalities working in 85 countries and \$48.5 billion in revenue in 2014 (\$30.44 billion in 2017), deal with the challenge?

Answer: the company believes that the service industry can respond to challenges of working differently in four distinct ways. First is by increasing technology innovation. Today, service industry R&E investments are focused on evolutionary products that not only do what is required, but at a better and lower cost.

The second driver is reliability - where a new approach to product development,

job planning and design as well as job execution was initiated by the company six years ago.

Third is efficiency by leveraging scale in both field operations and back office systems. In this context the opening of Schlumberger's new operational support centre for oilfield assets reliability and efficiency in Port Klang is a major milestone in the company's transformation and demonstrates Schlumberger's commitment to Malaysia.



Schlumberger Working Picture

Last is integration. Integrating services, sharing resources and deploying people more efficiently can yield performance gains. Just as importantly, integrating technologies adds significant value.

ASEAN, A Fast Growing Region

Malaysia's land lay lush and fertile amidst deep, rich veins of natural oil and gas. Such lucky conditions drew Schlumberger to the country's shores eighty years ago (a mere eight years after its formation in France). It was in Malaysia that Schlumberger engineers ran the first-ever electric log in an oil well in Miri, Sarawak, which marked the beginning of an uninterrupted service to the oil and gas industry, not just in Malaysia but the entire Asia-Pacific region. Schlumberger's long-term and unwavering belief in its future is centered on the premise that oil and gas will continue to be a cornerstone

resource for the world's energy needs.

Where growth is concerned, it doesn't get better than ASEAN, a political and economic organisation of ten Southeast Asian countries. As other economic regions around the world like the BRIC (Brazil, Russia, India and China) nations falter, global investors are increasingly turning their attention to regions like ASEAN. As McKinsey notes, if ASEAN were a single entity, it would rank as the eight-largest economy in the world, just behind the U.S, China, Japan, Germany, France, UK and India.

ExxonMobil estimates, Asia's share of global energy consumption will rise from 38% in 2010 to 45% by 2040, making the region not just an influential producer, but an important consumer as well. In fact, the Economist Intelligence Unit

SCHLUMBERGER



World's largest oilfield services company

2017
Revenue of
US\$30.44 billion
(2017)



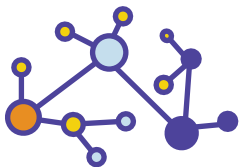
80 years in Malaysia



Servicing 80 countries



WHY GREATER KUALA LUMPUR



Matured and intricate network of connectivity



World-class talent



Excellent location in ASEAN

(EIU) forecasts that alongside energy consumption, industrial demand for oil and gas will also grow, as Asia's rising wealth fuels demand for manufactured goods – evidence of which is already apparent, in terms of the huge retail and consumption trend lines.

Kuala Lumpur: A City for ASEAN's Bright Future

Malaysia's capital Kuala Lumpur (KL) - where Schlumberger has a firmly established presence is blessed with an excellent location in relation to the rest of ASEAN. With a matured and intricate network of airports, roads, railways, highways and ports, KL is a key node in ASEAN's bustling markets. Strategic geography and world-class infrastructure aside, multitude of other plus factors sat in KL's armoury, tipping the decision in its favour such as cost competitiveness, talent availability, political stability, client proximity, infrastructure preparedness and a mature legal and regulatory framework. Schlumberger saw that among the many Asian cities on offer, KL, one of its most-established locales, continued to offer the best proposition. And so, five years ago, Schlumberger began the first of what would eventually be five new, major investments in Malaysia.

In 2010, Schlumberger opened its Asia HQ in Bandar Utama, Petaling Jaya. Enamoured by the favourable conditions enjoyed, the company established its financial, procurement and human resources hub for the entire Eastern Hemisphere the very same year. Schlumberger then opened the WesternGeco Penang Product Centre in 2011, dedicated to the manufacturing and support of state-of-the-art marine and land seismic equipment. Schlumberger took several steps further 4 years later with the inauguration of two new regional hubs and a centre for reliability and efficiency launched in May. Other set-ups include Schlumberger's procurement service centre and its human resource hub, both located in Bandar Utama.

These developments since 2010 not only gave Schlumberger precious operational advantages but they also made KL one of the company's most important operations support centres. Today, Schlumberger's KL operations are supported by the largest shared services hub in the company.

World-Class Talent – The X Factor

As one of Schlumberger's three key global values, talent is the most important element of its business – the X-factor it seeks in all the market it operates worldwide. In support of the business in the region, the number of Schlumberger employees in Malaysia has grown from about 1,000 in 2009 to more than 3,300 employees today.

For a company which relies on advanced technical and engineering expertise, Malaysia has been a key supplier of valuable human capital. Today, the skills and technology sharing continues apace: 70% of Schlumberger's workforce in KL are locals. At Schlumberger's Port Klang-based operational support centre, the firm aims to employ at least 60% of local skilled technicians to man operations.

KL's Crucial Role in Schlumberger's Operations

- Schlumberger launched its global business hub in KL in May 2015, covering key transactional support functions of procurement, human resources and finance in three continents
- KL-based support operation ties in with Schlumberger's global transformation road map, which is aimed at leveraging its global footprint and scale to drive international-class efficiency in transactional functionalities
- Servicing 80 countries, Schlumberger's KL centre is one of only four highly organised, multifunctional shared services and

outsourcing centres worldwide driving service quality, reducing transaction costs and generating additional business value

- KL's role didn't happen overnight. It began with finance (comprising treasury, accounting and reporting) and then added procurement and human resources, after their success and viability were proven
- KL handles procurement and HR for Asia, Middle East, Europe and Africa — some of the most important energy producing regions in the world
- Just 18 months since commencement, KL is Schlumberger's largest shared services hub in the group
- The KL hub has 1,000 employees, of which 70% are Malaysians. It occupies an MSC-compliant facility of 135,000 sq ft over five floors at Petaling Jaya
- The best part of the job? Exciting opportunities for cross domain knowledge, continuous upskilling and access to Schlumberger's global business.

State-of-the-Art Centre

Located in Port Klang Free Zone and opened in May 2015, the Schlumberger Asia Center for Reliability and Efficiency is dedicated to advanced maintenance and servicing of oil and gas technologies for Asia-Pacific.

The 200,000 sq ft state-of-the-art centre was designed to minimise environmental footprint, earning it a Leadership in Energy and Environmental Design certification from the US Green Building Council.

It will also play a central role in Schlumberger's roll-out of new technologies and systems in Asia.

Beyond the Oilfield

A favoured outreach theme at Schlumberger is education. As a knowledge-based company where people are the most important resource, education is highly valued. Through local initiatives, science, health and safety education is encouraged among the young.

The Schlumberger Excellence in Educational Development (SEED) programme has reached hundreds of schoolchildren in Malaysia since 2005.

Schlumberger employees do reading sessions while scientists spend a week at a time at selected schools teaching students about the water cycle and pollution.

The schools have also received computer hardware and connectivity expenses for access to the internet. Students in SEED also take part in workshops and other events where they can share their projects and ideas with Schlumberger specialists.

Moving Forward

Schlumberger adds that its presence in Malaysia would not have been possible without the valuable role played by the country's government agencies such as InvestKL. Ultimately, Schlumberger aims to do more. Its successful expansion in ASEAN will be attributed to a confluence of key factors such as market dynamics, circumstance and ecosystem support, and beyond doubt, customer, talent and valuable support by the local government.

Source & Photos: The Edge Malaysia

BENEFITS TO THE LOCAL ECONOMY



Global business hub & largest shared services hub



SEED outreach Programme for schools since 2005



Opportunities for cross domain knowledge, upskilling and access to Schlumberger's global business



70% local workforce



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Content is accurate at the time of publication



LINDE MAKES STRIDES IN INDUSTRY 4.0 AND AUTOMATION IN THE GAS INDUSTRY

The Linde Group has spent more than 50 years in Malaysia, and a leader in the Malaysian industrial gases market. But the German gas giant is not resting on its laurels, and is now banking on its highly-skilled local engineers and technicians to bring its plants -- 60 across Peninsula and East Malaysia -- into Industry 4.0.

To recap, Linde Malaysia has invested RM1 billion in the last two years to increase automation and efficiency at its plants.

Two of the largest initiatives in the group's move towards Industry 4.0 in Malaysia has been its regional Remote Operating Centre (ROC) in Shah Alam (since 2014) and its first semi-automated cylinder filling plant in Banting (since early 2017).

A delegation from MITI, MIDA, and InvestKL recently visited Linde's operations in Banting and Shah Alam to get a closer look and the company's plans to move its plants towards more smart manufacturing.

Leveraging local engineering talents

According to Johnny Goh, Head of Packaged Gases & Products for Linde Malaysia, the cylinder business in Malaysia is a sizeable portion of the business locally.



Linde Hydrogen Centre,
Unterschleissheim,
Germany

At Banting, Linde Malaysia's semi-automated cylinder filling plant is the first of its kind in South Asia and ASEAN, with a maximum cylinder filling capacity of over two million cylinders per year. It is one of 11 cylinder filling plants in Malaysia, and serves as the depot for the majority of Linde's industrial gases clients in the Central Region, although its cylinders can go as far as Pahang and Terengganu.

Initially, Linde's cylinder filling plant was located in Petaling Jaya, where cylinders were tracked, emptied, refilled, and painted manually, accounting for a lot of man-hours. With introduction of the Linde Trackabout system, there is high level of traceability for cylinders in the plant via individual barcodes, fill cylinders with accurate gas mixtures, while monitoring cylinder pressure, temperature, and quality to specifications.

The local engineers also developed their very own Operations Management System (OMS) for complete cylinder stock optimisation, both filled and unfilled, as the operations office can set targets for individual gases or mix types for the shop floor to fulfill. These targets can be tracked and adjusted to customer demands on short notice.

This traceability is pivotal for accountability and quality control (QC) as Linde Banting has as many as 20,000 gas cylinders on site at any given time onsite, and moves 3,000 to 4,000 cylinders in and out daily. Similar to smart parking technology, the OMS can identify available space on site as well as pinpoint the location of filled and unfilled cylinders.

Moving forward, Linde has embarked on digitalization to incorporate more technology to further improve operational and manufacturing processes across the business.

LINDE GROUP



World's leader in industrial gases and engineering



MSC Malaysia status



50 Years

More than 50 years in Malaysia



WHY GREATER KUALA LUMPUR



English speaking talent pool



Reliable infrastructure



Government incentives and policies



Cost competitive

Productivity, capacity gains

Though reporting tools have yet to be put in place for the Banting site, the increased productivity and accuracy is clearly demonstrated by its semi-automated cylinder filling process, where 18 filling racks refill multiple cylinders simultaneously while calculating the correct recipe or mix of gases.

This process is applied to all industrial gases with the exception of medical oxygen, and accounts for 60% of the plant's daily output of 3,000 cylinders. The medical oxygen cylinders are filled separately, to avoid contamination with other gases.

Goh said the previous manual plant in Petaling Jaya required more technicians to oversee the filling plant, including one or two more experienced workers to ensure the accurate recipe of gas mixtures.

Now, with the new filling racks, number of technicians required has been reduced to load and unload cylinders off the racks or scan them. The numbers of racks needed has also been brought down to 18 from 30 previously, with the same 3,000 cylinder-per-day capacity.

Linde Banting also uses powder coating to paint cylinders, which means more durable colours, easier identification of safety defects, while being more environmental than brush painting.

The use of anti-gravity manipulators also reduces manual handling to move cylinders and leads to a faster turnaround of cylinders.

These productivity gains have changed the mix of Linde Banting's 70-strong site staff as well, to favour more white-collar engineering talents. Its blue-collar hires are also expected to have a basic knowledge of IT, as the group looks to adopt more Industry 4.0 capabilities onsite.

The OMS will also enter different phases of implementation with

the introduction of forklifts on the shop floor, and also introduction of reporting tools to measure the plant's productivity gains.

Remote operating APAC

While Linde Banting's OMS system gave operators a bird's-eye view of the shop floor, the system is only site-specific.

The group's regional ROC in Shah Alam however, has a bird's eye-view of a whopping 125 production plants across Asia Pacific (sans China). It is one of only 10 Linde ROCs worldwide, with another planned for Shanghai in 2018.

In 2014, Linde Malaysia relocated its APAC ROC from Singapore to Shah Alam and received MSC status. At that time, it oversaw 46 plants across Malaysia, Bangladesh, India, Indonesia, Pakistan, The Philippines, Singapore, South Korea, Sri Lanka, Thailand and Vietnam.

By mid 2017, the ROC added more than 70 plants to its roster from Australia and New Zealand, and Linde ROC Head of Project & Commissioning Lam Chee Hong is planning to end 2017 with 128 plants across APAC under his wing.

With the inclusion of two Air Separation Units (ASUs) from Petronas' Refinery and Petrochemical Integrated Development in Pengerang next year, Lam expects the number of plants under his team of engineers to be on the rise.

Currently, the Shah Alam ROC controls 75 (66%) of 117 plants across South Asia and ASEAN, as well as 51 (94%) of 54 production facilities in Australia and New Zealand. These plants account for 15,000 tonnes per day of gases produced from ASUs alone. The ROC in Shah Alam overseeing a total of 128 plants, accounts for 15,000 tonnes per day of gases produced across Linde across APAC.

“The cylinder business in Malaysia is a sizeable portion of the business locally. At Banting, Linde Malaysia’s semi-automated cylinder filling plant is the first of its kind in South Asia and ASEAN, with a maximum cylinder filling capacity of over two million cylinders per year.”

— Johnny Goh, Head of Packaged Gases & Products for Linde Malaysia

Complexity in skillsets

The ROC’s 170 staff include 62 highly-skilled engineers, of which 80% are Malaysians. These are often chemical or electrical engineering graduates, who work on 12-hour shifts as the centre operates round the clock.

To add to their engineering expertise, more senior and experienced ROC staff also have to take into account market dynamics, business needs, and customer requirements when operating plants.

This includes varied prices of electricity costs during different seasons of the year and potential unplanned power outages due to stability of infrastructure for the countries within the region. The engineers at ROC are robust and agile in planning to ensure supply reliability albeit the external factors operating across different geographies. All the shut down and startup of these plants are done remotely from ROC.

ROC the new norm

The degree of control the ROC has is to the extent that engineers in Shah Alam can remotely start up a helium plant in Darwin, Australia or an ECOVAR plant in Kolkata, India.

Most plants the ROC oversees often have only one technician on site,

and on some days, none at all. Here in Shah Alam, one engineer has his or her eye on more than 10 different plants at any given time.

The degree of high-level technology and process automation put in place to achieve this level of remote control speaks to Linde’s strides towards Industry 4.0.

As the group’s human resources are shifted to more high-level production planning and programming, newer plants will be built to be operated by the ROC and require less human intervention onsite.

Lam expects the Shah Alam ROC to oversee almost all of Linde’s ASUs and other production facilities across APAC.

In fact, the group has invested RM150 million to build a new ASU next to its Shah Alam ROC with commissioning planned for 2018

After investing RM1 billion in Malaysia over the last two years, Linde is now looking to invest another RM2 billion over the next 5 years to cater to higher demand of industrial gases in the country supporting the growth of the economy.

Photo: The Linde Group
Source: InvestKL

BENEFITS TO THE LOCAL ECONOMY



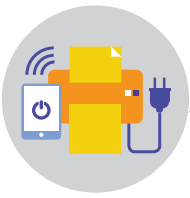
Remote Operating Centre (ROC) in Shah Alam (since 2014) and first semi-automated cylinder filling plant in Banting (since 2017)



Employs highly-skilled engineers, of which 80% are Malaysians



Maintain degree of high-level technology and process automation



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GREATER KUALA LUMPUR A NATURAL CHOICE FOR EPSON PRECISION'S REGIONAL DISTRIBUTION CENTRE

EPSON PRECISION Malaysia Sdn Bhd has had a presence in Malaysia since 1974. The market leader in printing and scanning products has been manufacturing items such as crystal units, crystal oscillators and quartz sensors at its Bandar Sri Damansara facility to cater for the electronics industry.

Hence, it was only natural that when Epson Precision wanted to relocate its regional distribution centre (RDC) from Japan due to its high operating warehouse costs and the steep fluctuation of the yen, the company decided on Greater KL.

Before establishing the RDC in Greater KL, the output from all of Epson Precision's manufacturing plants was sent to Japan for reassembling, bulk breaking and repacking. The multinational company has three manufacturing plants outside Japan. The Malaysian facility is the largest, contributing up to 50% of regional production.

"Greater KL was chosen as the location for our RDC due to the city's global and regional connectivity, political stability and cost competitiveness," said Dr Chin Kuen Keong, Managing Director of Epson Precision Malaysia.

Like many Japanese multinational companies, Epson Precision values the ease of doing business here and the enabling commercial climate that is equally supported by the government and the private sector.

The RDC will function as a centre for assembling, bulk breaking and adding value to manufactured products for all output from the regional manufacturing plants.

"Greater KL's ranking as one of the most competitive global cities in Southeast Asia has contributed very positively to our RDC setup," said Dr Chin.

"In terms of infrastructure and location, we would rank Greater KL as one of the best among our affiliates in Southeast Asia. Its strategic location and good infrastructure support our group's distribution network in the most strategic and cost-effective way.

"Other key factors in making this decision include investor-friendly

policies, attractive and competitive tax incentives, good infrastructure, general level of ease in business set-up and operations, and mature manufacturing facilities," he added.

Epson Precision evaluates the value of the local Malaysian labour force not just in terms of salary scales, but also in the ease in finding the right skill sets and employees with the right background. In terms of talent and innovation, the multinational would rate Greater KL as 'dynamic' due to the numerous efforts and policies undertaken by the government to provide employment and also to attract local and international talents.

The company's RDC functions as a centre for all output from various manufacturing plants in the region, assembling, bulk breaking and adding value to the manufactured products.

One of the primary factors for Japanese companies that are looking to relocate some of their operations is "liveability". In other words, is it a place they can feel confident about to transfer their staff and their families? Is it a place where top talent can be recruited or sent? All these factors deemed Kuala Lumpur a suitable option for Epson Precision.

EPSON PRECISION



**Leading quartz
device manufacturer**

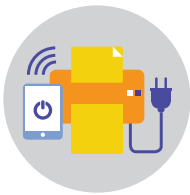


**Largest manufacturer plant
located in Malaysia which
contributes up to 50% of
regional production**



**Established in Malaysia
since 1974**

"In terms of infrastructure and location, we would rank Greater KL as one of the best among our affiliates in Southeast Asia."
— Dr Chin Kuen Keong, Managing Director of Epson Precision Malaysia



WHY GREATER KUALA LUMPUR



One of the most competitive global cities in South East Asia



Dynamic pool of talent and innovation

"Being in the capital of Malaysia, we are sure that dynamic developments and enhancements are constantly being introduced, thus improving the existing environment and infrastructure. Greater KL is evolving positively every day."

The relocation of Epson Precision's RDC to Greater KL was initiated in mid-2012. With support from InvestKL, the relocation was successfully completed in just under a year. The RDC's inaugural outgoing shipment was in April 2013. A team of key personnel was formed to oversee, coordinate and implement the setting up of the centre in Greater KL, with an initial outlay of RM365 million.

They assisted greatly in identifying which type of warehouse operation licences would best suit our environment and with our licence applications and tax exemptions," he said.

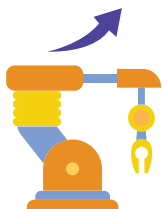
"We started off by applying for the international procurement centre licence. But after engaging with InvestKL and subsequent meetings and discussions, we were redirected to apply for the regional distribution centre licence, which was more applicable to our nature of warehouse operation."

BENEFITS TO THE LOCAL ECONOMY

RDC

365mil

Set up of RM 365 million Regional Distributional Centre (RDC)



Adding value to manufactured products

"The set-up involved the feasibility to check on an appropriate warehouse location, applications for statutory licences and permits, training of personnel, and setting up the warehouse infrastructure and facilities," Dr Chin explained.

"It was an accurate recommendation from InvestKL, which greatly assisted us in proceeding smoothly," Dr Chin elaborated. Moving forward, Epson Precision is committed to further accelerating its growth in the Southeast Asia region by expanding the operation distribution network of the RDC.

"The questions we encountered along the way included what type of warehouse operations would suit our business environment, what the existing warehouse operation licences in Malaysia were, and the available tax exemptions and submission process to the relevant statutory bodies," said Dr Chin.

"Being in the capital of Malaysia, we are sure that dynamic developments and enhancements are constantly being introduced, thus improving the existing environment and infrastructure. Greater KL is evolving positively every day," said Dr Chin.

Dr Chin was thankful that InvestKL engaged with Epson Precision from the beginning to the end of the project, acting as a bridge to the Malaysian Investment Development Authority (MIDA).

Source: The Edge Malaysia



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Content is accurate at the time of publication



International SOS

INTERNATIONAL SOS MAKES GREATER KL ITS REGIONAL HUB FOR MEDICAL SERVICES

Greater Kuala Lumpur (KL) has maintained its status as the city of choice by many global multinational corporations looking to set up their regional headquarters. The city's success comes from its many advantages, which includes its business friendly policies, well-developed infrastructure, quality of life and robust talent pool.

The capital has a strategic location in Southeast Asia both geographically and economically, with economic growth hovering around 5% annually. One such corporation that has chosen Greater KL is International SOS the world's largest and leading international medical assistance and travel security risk services company. International SOS serves

about 10,000 clients globally, 70 percent of which are the Fortune Global 500 companies.

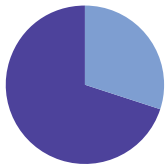
International SOS has called Greater KL its home in this region for the past 18 years with two set-ups, a South and South East Asia (SSEA) Medical Services Operational Headquarters (OHQ) and a recently established Regional Centre of Excellence



**INTERNATIONAL
SOS**



International SOS serves about **10,000** clients globally



70% of which are the Fortune Global 500 companies.

International SOS

MSC. Nigel Pool, Group Chief Financial Officer and David Ng, General Manager tell The Edge what keeps bringing the company back to Greater KL.

“The same three things bring us back to Greater KL. First of all, the infrastructure here is first class with a complete ecosystem and that makes a big difference. Talent is our second. The knowledge, the drive and the enthusiasm from what we see of the Malaysian talent is one of the reasons we come here. Last is the welcome and facilitation provided by InvestKL and the Malaysian government. That’s three compelling reasons to come back,” said Pool.

With a strong client base and many active high-risk operations in the energy, mining and infrastructure sectors in Southeast Asia, such integrated medical and security services are a growing necessity for such high-risk operations and activities. The oil and gas sector is a major driver of the Malaysian economy and home to energy multinational giants such as Shell and Schlumberger, whereby many offshore oil & gas exploration and production activities and operators are required to manage the related risks including ensuring provision of appropriate medical emergency care.

“Malaysia’s diverse economic activities also include high-value service industries such as oil and gas, mining and infrastructure, telecommunications,

banking, education, tourism and real estate,” said Ng. “The medical needs of these activities are met through our services which include a 24/7 medical and security assistance platform for business travelers and expatriates, medical services for clients in remote locations (for example, those involved in the oil and gas and construction sectors) and our medical clinics in strategic locations,” added Ng.

International SOS also places its doctors and paramedics on-site in the location, which it deems its staffing service.

A Competitive Business Ecosystem

According to Pool, Greater KL has significant advantages over its neighbouring cities. “Here we are getting close to the clients we service in terms of what we’re doing and we can find the talent, the most important thing is the people”. Among them is its affordability, added Ng. “In terms of liveability, Greater KL remains one of the more affordable cities compared to others in Southeast Asia. Overall, Greater KL is a top choice in terms of cost-competitiveness, well-developed infrastructure, abundance of talents, flexible regulatory and available incentives for foreign companies to set up business and operations in the region,”.

In fact, Pool and Ng believe that International SOS’s presence in Greater KL will greatly benefit local vendors (especially in the healthcare sector) and

“In terms of liveability, Greater KL remains one of the more affordable cities compared to others in Southeast Asia. Overall, Greater KL is a top choice in terms of cost-competitiveness, well-developed infrastructure, abundance of talents, flexible regulatory and available incentives for foreign companies to set up business and operations in the region,”

— David Ng, Country General Manager, International SOS Malaysia

“We are currently recruiting 70 people for our Centre of Excellence and we’ve done massive recruitment drive in the last few weeks. We are very pleased and encouraged with what we’ve found. The talent pool here is very good,”

– Nigel Pool, International SOS Group Chief Financial Officer

the economy of Malaysia. “Our role in the healthcare sector is unique,” Ng said. “We work with medical facilities, health advisory agencies and other healthcare-related industries such as pharmaceutical, insurance, medical transport providers and many more (in Greater KL),” he added. “In line with Malaysia’s Economic Transformation Programme (ETP), International SOS will continue to focus on its operations in the country and chart its growth over the next three years.”

High Skilled Talent Pool That Meets the Demands of MNCs

International SOS’s successful set-ups have created numerous employment opportunities for the local talents. The South and South East Asia (SSEA) Medical Services Operational Headquarter (OHQ) is staffed by at least 60 percent of Malaysians, while the newly set up Regional Centre of Excellence (MSC) has recruited 70 Malaysians so far. “We are currently recruiting 70 people for our Centre of Excellence and we’ve done massive recruitment drive in the last few weeks. We are very pleased and encouraged with what we’ve found. The talent pool here is very good,” said Pool.

IMD, a global business school based in Switzerland released its first annual World Talent Ranking report in 2014. Supporting Greater KL’s availability of talent, the report which assesses a country’s ability to develop, attract and retain talent for companies ranks Malaysia as the top five among 60 countries. Inadvertently, with International SOS’s presence in Greater KL, there will also be a transfer of international, medical services

knowledge which will enrich the country’s expertise in healthcare.

A Strong Partnership with Malaysian Agencies

Its presence in Greater KL is owed greatly to the efforts of InvestKL, the agency mandated by the Malaysian Government to attract and facilitate large global multinationals to set up their businesses in Greater KL. InvestKL has played a major part in ensuring that International SOS settles down quickly in the country. “A partnership with InvestKL made the journey to Greater KL easier. You can see so many multinationals who’ve come here and that encourages [us]. When you see that as an investor, and you see those big names of multinationals, you [would] obviously go. You are attracted by the big companies that are already here. That is the magnet, that’s pulling you into Greater KL,” said Pool.

“InvestKL has been a key and supportive partner in helping us with our setup,” said Ng. “They have bridged us with various government agencies and departments to enable us to tap into various business incentives and facilitate regulatory approvals, and they have also been very supportive in helping us identify and recruit the specific talents which are crucial to our business.”

Pool also talks about the company’s expansion plans in Greater KL. “We’ve got many many plans. There are many things we can bring to Greater KL. We’ve done two and we’ve got a few more up our sleeves”.

Source: The Edge Malaysia

WHY GREATER KUALA LUMPUR



Malaysia's diverse high value industries



Flexible regulatory & attractive incentives



First class infrastructure with complete ecosystem

BENEFITS TO THE LOCAL ECONOMY



Regional Centre of Excellence (MSC) has recruited 70 Malaysians



Enriching expertise in Malaysian healthcare industry



WORLD LEADER IN TECHNOLOGY SOLUTIONS

Global Consulting and Technology company, Indra is aggressively expanding its local operations in line with its regional aspirations. The company is currently constructing its regional hub in Greater KL to support its operations in Southeast Asia.

"Our office in Malaysia is currently managing our business development activities locally as well as in other countries in the region. We have decided to make this a regional hub that will support more of our operations. This decision is based on several factors. Firstly, the Malaysian government has a very flexible policy for foreign investors that are looking to establish a business here and Kuala Lumpur offers a large number of business opportunities in the traffic and transport industry, which is our area of expertise.

Finally, I have to say that this is a beautiful country to live in," says Gabriel Moyana Vázquez, Managing Director of Indra in Malaysia.

Established in 1993, Indra is a world leader in technology solutions for a variety of fields such as defence and security, transport and traffic, energy and industry, telecommunications and media, financial services and public administration and healthcare. Headquartered in Madrid, Spain, and listed on Bolsade Madrid, the country's largest and most international regional stock

“In Malaysia, Indra intends to foster local engagement and we are fully committed to bringing our expertise and knowledge in the industries that we specialise in. We believe in long term partnerships and the development of joint capabilities, including transfer of technology and knowledge sharing. We always aim to establish mutually beneficial relationships with our partners.”

— Gabriel Moyana Vázquez, Managing Director of Indra in Malaysia

exchange, Indra has also established a business unit, known as Minsait, to respond to challenges posed by digital transformation to companies. In 2015, the company reported a revenue of €2,709 million, a global workforce of 34,000 professionals, a presence in 46 countries and sales operations in more than 140 countries.

“Indra has been participating in projects in Malaysia since 1997. We started with a representative office in Kuala Lumpur and converted this to a subsidiary company in 2011. Government agencies such as Invest KL have supported us throughout our journey here,” says Gabriel.

In Malaysia, Indra and Rasma Corp were awarded a RM152.9 million automatic fare collection work package for the second mass rapid transit (MRT) line in September last year. The company had previously implemented the automatic fare collection and train control access system for the Kelana Jaya and Ampang light rail transit (LRT) line and the monorail in Kuala Lumpur as well as the Transport Integrate Control Centre for Prasarana Malaysia. Other technology solutions implemented in the country include a railway access control system, an air traffic management system and an aeronautical simulation system.

“We currently supply equipment for the control tower at the Kuala Lumpur International Airport (KLIA) and provide the navigational aid system for other airports in the country. We also supplied the Airbus Helicopter EC255 that is used in Airbus Group (Malaysia)’s flight training centre to train civil pilots and pilots from the armed forces,” says Gabriel.

He adds that Indra’s office in Malaysia has a team of professionals in specialised fields that oversees its projects in the transport, defence and air traffic management industries. This team of 40 also pursues new opportunities in other industries, including consumer goods, energy and utilities, defence and security, and healthcare. “Among all our employees in Malaysia, 19 are local hires. We provide training and our Malaysian employees also visit our headquarters.

Our approach is to send a team consisting of Malaysian and foreign employees to work on a project. This allows them to interact and share their knowledge,” says Gabriel, adding that the local employees have demonstrated a positive attitude and a willingness to work hard.

“Finding and retaining talent is always a difficult task but so far, we have been

INDRA



A global consulting and technology company with

34,000
professionals



A world leader in technology solutions with sales operations in **140** countries



Headquartered in Madrid, Spain with offices in **46** countries



WHY GREATER KUALA LUMPUR



Flexible policies for Foreign Investors



Business opportunities in Traffic and Transport Industry

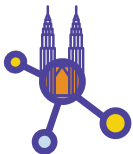


The right talent



A beautiful city to live in

BENEFITS TO THE LOCAL ECONOMY



Regional hub in GreaterKL to support ASEAN operations



Local talents exposure to specialised Fields in Transport, Defense, and Air Traffic Management Industry

able to recruit and develop the right talent in Malaysia. The local team is committed to achieving our company's goals and we appreciate their effort and support when projects become complex and difficult," he says.

Indra also looks to transfer its skills and expertise to its business partners. The company frequently partners local companies to implement their products and solutions.

"In Malaysia, Indra intends to foster local engagement and we are fully committed to bringing our expertise and knowledge in the industries that we specialise in. We believe in long-term partnerships and the development of joint capabilities, including transfer of technology and knowledge sharing. We always aim to establish mutually beneficial relationships with our partners," says Gabriel.

This collaborative approach can be seen in Indra's iTEC (interoperability through European collaboration) air traffic management system, which is expected to manage one-third of Europe's air traffic and generate savings in flight duration, fuel burn and operational cost. Providers of air navigation services from Spain, the UK, Germany, Holland, Norway, Poland and Lithuania are participating in iTEC.

Besides iTEC, many of the company's highly specialised technical solutions and products are benefiting countries around the world. For example, more than 5,000km of land and sea borders around the world are guarded by

systems implemented by Indra. The company has also successfully installed more than 60 surveillance systems for air traffic management, more than 65 air traffic control systems, more than 700 navigation aid systems and several voice communication control systems and advanced surface movement guidance and control systems in Asia.

Among Indra's bigger projects in this region is the implementation of air traffic control centres in Chengdu and Xian in China. These centres manage air traffic for eight provinces, that is, 4.2 million sq km of airspace or 43% of total airspace in the country. An advanced four-dimensional (consisting of three dimensions and time) flight route track management system, a communication system and a route conflict prediction system were installed in Chengdu's air traffic control centre to allow real-time management of flights. Indra has also provided the control centre, complete with a traffic flow management and control system, in more than 50 airports across five provinces.

"Indonesia, Vietnam, South Korea, the Philippines and India also use our air traffic management system. We are looking to become a main player in the air traffic management industry in Malaysia and are currently working on some new opportunities in this area. We are continuously looking to explore further collaborations with our local partners," says Gabriel.

Source: The Edge Malaysia

For the latest figures and information on Indra, please visit www.indracompany.com



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Content is accurate at the time of publication



WORLD'S LEADING PROVIDER OF EPCI SERVICES FOR UPSTREAM FIELD DEVELOPMENT

Malaysia's aspiration to be a leading oil and gas service hub in Asia Pacific makes it a suitable location for multinational companies in this industry that are looking for a base for their regional headquarters. Global companies such as Houston-based McDermott International, Inc. (McDermott) have established an office in the Kuala Lumpur city centre that supports their presence in this region.

According to McDermott's vice-president and general manager for Asia-Pacific, Hugh Cuthbertson, the company's growth and expansion plan is aligned with Malaysia's ambition to be a regional oil and gas hub. "As a reputable name in the industry, and with nearly 100 years of experience under our belt, we believe our expertise and specialised service offerings will contribute to

the oil and gas success stories in the country as well as the region," says Cuthbertson.

"Our regional operation was initially set up in Singapore in the late 1960s. Then, it was the ideal location as we have a fabrication facility located nearby but Malaysia has never been out of our sight and our office has been here for over 40 years. Over the years, the country has increased its focus on the oil



McDERMOTT



Regional HQ for APAC in Greater KL



Equal opportunity employer



Generated revenues of USD\$2.6bil (2017)



Global headcount of 12,400 employees, 400 in Malaysia

and gas industry and it is now a more favourable location for our regional hub. The relocation process was almost seamless as we were able to tap on the resources and network of our existing office. Agencies such as Invest KL assisted us in dealing with local regulations and provided advice every step of the way,” he adds.

Founded in 1923, McDermott is a leading global provider of integrated engineering, procurement, construction and installation services for upstream field developments. McDermott is listed on the New York Stock Exchange and serves its international clientele of national and major energy companies through engineering offices and fabrication facilities located around the world. At the end of 2016, the company generated revenues of US\$2.6 billion on the back of a global headcount of approximately 12,400 employees.

Malaysia’s aspirations to be a leading oil and gas services hub in Asia are embodied in the Economic Transformation Programme (ETP). Under the ETP, the oil and gas industry was chosen as one of the 12 national key economic areas (NKEAs) and targeted to achieve an annual growth rate of 5% up to 2020. Malaysia is known for its strong ecosystem of oil and gas services, and equipment that supports the needs of players in the oil and gas value chain. It is also the

second-largest oil and gas producer in ASEAN and one of the world’s top liquefied natural gas (LNG) producers.

The Greater KL Advantage

“Malaysia’s central location makes it a strategic location for a regional headquarters. This is augmented by the country’s maturing oil and gas industry. Our presence in this country allows McDermott to be closer to our customers and suppliers and gain access to an established workforce and a matured supply chain network,” says Cuthbertson.

He also points to the good standard of living that Greater KL offers and finds the cost of doing business in this city to be very competitive. “Kuala Lumpur has good connectivity and infrastructure. These are important factors needed for a good working environment. McDermott works closely with our customers and we have a number of project offices around the region so that we can be near our customers in those countries. McDermott’s office in Malaysia is the company’s largest management office in Asia as it functions as the regional headquarters,” adds Cuthbertson.

McDermott’s local operations include the main engineering office as well as central project oversight and management functions such as its finance, supply chain, and sales and marketing. Its office in Kuala Lumpur

Malaysia’s central location makes it a strategic location for a regional headquarters. This is augmented by the country’s maturing oil and gas industry. Our presence in this country allows McDermott to be closer to our customers and supplier and gain access to an established workforce and a matured supply chain network.

— **Hugh Cuthbertson, McDermott’s vice-president and general manager for Asia-Pacific**

currently supports the company's operations in Southeast Asia, China, Australia and India. "Our office in Kuala Lumpur offers full corporate, strategic, shared and technical services to our operations and projects in Asia. Clearly, our local operations play an important role in expanding our footprint in Asia; a region that we believe has vast untapped potential especially for deepwater projects. The Asia Pacific region is one of McDermott's core markets along with Americas, Europe and Africa, and the Middle East" says Cuthbertson.

In Asia, McDermott currently has two fabrication yards located in Batam, Indonesia, and Qingdao, China, respectively. "Our operations in Batam was setup in 1970 and, at 119 hectares — which is equivalent to 177 football fields — is the largest fabrication yard in size within the company. Our yard in China is a joint venture with the China Ship Building Industry Corporation Wuchan and quite new. It is fully equipped with modern facilities that can accommodate indoor fabrication," says Cuthbertson.

A Skilled Workforce

McDermott has also found the professional, trained and experienced workforce in Malaysia's oil and gas industry to be advantageous. It has close to 400 employees in the country, comprising executives for regional oversight and engineers. "As an international company and an equal opportunity employer, McDermott endeavours to hire and reward based on merit and performance. We look to hire locals first and only open our positions to expatriates if there are no suitable local candidates," says Cuthbertson.

"The hiring of employees is based on business needs and we have increased our local headcount from 90 to more than 400 since moving the regional headquarters to Kuala Lumpur. Malaysia has a very good

talent resource for the oil and gas industry and we are very impressed with the capabilities shown by our local employees," he adds.

Local employees benefit from McDermott's learning management system, which is part of its talent management programme. Made available to employees around the world, this learning system consists of three knowledge areas: management, professional foundations and project management. "As a global leader in offshore construction, we believe we can offer a lot to our employees through our training, systems, processes and the experience that they gain by working with our teams. Our employees also get the chance to work on international projects such as McDermott's Abkatun-A2 platform project in Mexico where the early design engineering of this project was done in Malaysia or the Vashishta project in India, where we are currently installing a deepwater subsea system," says Cuthbertson.

McDermott is also working with the Construction Industry Development Board to conduct certification program for identified skilled trades in order to meet Petroliaam Nasional Bhd's industry requirements. "To further develop local talent, we are open to working with universities and relevant training institutions to see how we can contribute McDermott's expertise to the workforce in the local oil and gas industry," says Cuthbertson. "Our aim was to establish a regional head office in an efficient and competitive environment which will allow us to grow the business when the market improves. It is a difficult time for this industry but we have a strong regional presence and we are working hard to expand our operations here through international projects as well as projects in the domestic market," he adds.

Source: The Edge Malaysia

WHY GREATER KUALA LUMPUR



Mature oil & Gas industry



Good talent Resource for the oil & gas industry

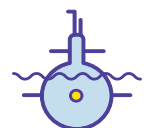


Competitive cost of doing business

BENEFITS TO THE LOCAL ECONOMY



Certification program for identified skilled trades to meet Petronas' upstream industry requirement



Untapping local potential especially for deep-water projects



Local employees benefit from McDermott's Learning Management system & Talent management programme

For latest figures and information on McDermott, please visit <http://www.mcdermott.com/>



A GAME-CHANGING TALENT STRATEGY IN GREATER KL

Turner Construction Company (Turner Construction), one of the largest construction management companies in the US, expects its Malaysian talent to eventually spearhead its brand and lead the Turner operations in the country.

The North-American based international construction services company completes approximately US\$10 billion of construction on 1,500 projects around the world each year. Over the years, Turner Construction has gained a global reputation for undertaking large, complex projects, fostering innovation and embracing emerging technologies.

Turner International (Turner), the international arm of Turner, established its Southeast Asian regional headquarters in GreaterKL in 2013. "We established a presence in Southeast Asia in 2006, and after seven years with our regional headquarters in Vietnam, we

re-evaluated our position and decided that Malaysia offered the most opportunities in terms of the magnitude and prestige of upcoming developments, rapidly increasing foreign direct investment and a friendly business environment. These were all positive factors and indicated that we could find suitable project opportunities while attracting the right talent as we grow." says Michael Doring, Turner International Malaysia Sdn Bhd's Vice-President and Regional Director for Southeast Asia.

While Turner can construct buildings in any industry, most of its projects in this region have been residential, commercial,

hospitality and aviation buildings. In Malaysia, Turner is involved in some of the more complex buildings such as the Merdeka PNB 118 mega-tower project, Four Seasons Place in Kuala Lumpur and Menara Etiqa in Bangsar. Notable projects in neighbouring countries include Taiwan's super tall skyscraper, Taipei 101, China Central Television (CCTV) headquarters in Beijing's central business district and JW Marriott Hotel, VietinBank tower, Bitexco Financial Tower and Pullman Saigon Centre in Vietnam.

Developing global leaders

Turner has approximately 8,500 employees around the world, including 200 in Southeast Asia. In Malaysia, Turner currently has a headcount of 84; consisting of 57 Malaysians and 27 expatriates. Doring adds that Turner's company philosophy of 'continual improvement' is practiced in its local operations. "This philosophy has taken hold more so in Malaysia than anywhere else in the region. Our long-term view is that as a Malaysian

business, Malaysians should lead it. So, it is our expectation and goal that the Turner brand in this country reflects a locally grown talent base, i.e. employees that have grown into leadership roles."

To achieve this, Doring aims to increase the ratio of local employees to expatriate staff. "We had 14 employees at the start of 2014 and quickly increased the headcount to the number that we have now. Managing growth is always challenging. Our initial approach was to bring to use expatriate staff for lead roles. This allows us to develop our local staff so that they can eventually take over the roles held by our expatriate employees. It usually takes one or two project cycles for them to gain enough experience and know-how to take on these senior roles," he says.

Much like other highly skilled industries, it has not been easy to find the right people for the company. However, Doring believes that Turner's reputation

"The construction market in Greater KL is robust now and there is a lot of competition for good talent. However the local talent pool has a lot of diversity and this bodes well for all industries including construction."

— Micheal Doring, Turner International Malaysia Sdn Bhd's vice-president and operations manager for Southeast Asia.

TURNER CONSTRUCTION



North American-based International Construction Services Company



8,500 employees globally, 200 are in Southeast Asia



One of the Largest Construction Management Company in the US

WHY GREATER KUALA LUMPUR



Rapidly increasing FDI



Business-friendly environment

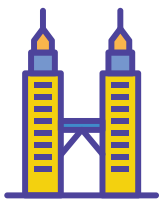


Right talent pool

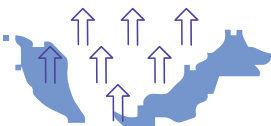


“Our current focus is in South-East Asia, particularly Malaysia, Indonesia and Vietnam, where we carry out our assignments through a regional and country-focused management structure.”

BENEFITS TO THE LOCAL ECONOMY



Established its Southeast Asia Regional Headquarters in Greater KL



Looking at Company's Expansion in Other States in Malaysia



Employed 84 Local Talents and to Grow Local Talent Base



Aim to Push Local Talent to Lead the Company's Operation in Malaysia

and experience tend to attract suitable talent. “The construction market in Greater KL is robust now and there is a lot of competition for good talent. However, the local talent pool has a lot of diversity and this bodes well for all industries including construction. Furthermore, a large number of Malaysians that we have interviewed have been educated and/or worked overseas. This augments the benefits offered by this diverse workforce. Our approach towards recruitment is to hire the brightest and the best university graduates that we can find and develop them internally,” says Doring.

Part of Turner’s training programme includes annual seminars by the company’s subject matter experts. Topics range from sustainable construction, lean principles, building information modelling and others. “We have also started an exchange programme where our best employees here are sent to our offices in the US to learn and exchange ideas for a year. We placed our staff in strategic positions for them to learn the best practices in other markets. It is our belief that this will enable us to better serve the Southeast Asian market in the future,” says Doring.

Going beyond Greater KL

Turner’s local operations currently support its regional human resource, finance and business development functions. Meanwhile, Doring is responsible for the company’s

operations in Malaysia, Indonesia, Vietnam and Thailand. “Malaysia’s strategic location makes it an ideal hub to support our other offices in Southeast Asia. It is easy for us to travel within the country and around the region. Greater KL is an attractive place to work. It has good infrastructure, connectivity, many good restaurants and shops. All this makes it a very liveable city,” says Doring.

Turner’s local projects are currently based in Greater KL but Doring says that the company is looking to expand outside of GreaterKL under the right circumstances. “Our experience as a contractor in the US differentiates us from other construction management firms. Since labour cost is significantly higher in the US, we place emphasis on pre-planning activities, coordination, productivity and aim to do things right the first time. Safety standards are higher in developed countries and we have been promoting more stringent standards, heightened awareness and full engagement of safe work practices for all project stakeholders in this region. There is a lot of work to be done, but our initial results have been encouraging as we have been able to reduce the time it takes to construct a floor (in a building) and our high-rise projects have an excellent safety record,” says Doring.

This article was facilitated by InvestKL Source and Photos by The Star



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Content is accurate at the time of publication



WORLDLINE DELIVERS TOMORROW'S DIGITAL EXPERIENCE THROUGH ITS INNOVATION AND MANAGEMENT HUB IN GREATER KL

Its services are widely used by local and international banks in Malaysia and serve an importance to our daily activities. Worldline, a global player and a European leader in the payment and transactional services industry rightly identified Greater Kuala Lumpur (KL) as the optimal city to establish its Asia Pacific Innovation and Management hub.

Worldline is headquartered in France and present in 17 countries including UK, Spain, Germany, Argentina and Asia Pacific of which 70% is owned by Atos, an international leader in digital services covering managed services and systems integration. Worldline has been

operational since July 2013, when it was carved out to provide specialised services and maximise opportunities for growth in the payment and merchant transaction sector.

With over 40 years of experience, the company supports and contributes success to businesses across various industries such



WORLDLINE

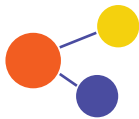
Present in



Countries



**€1.15
Billion**
(2014)



Established
40 Years
of Connection &
interaction

as banking, financial services and insurance, retail, telecommunications and media by offering innovative developments and flexible business models. In 2014, Worldline generated 1.15 billion euros in revenue through its three pillars of business: merchant services and terminal, eMobility and eTransactional services and financial processing.

Greater KL, an Attraction for Key Players

In tandem with the rapid growth and progress of the financial services sector, Greater KL is rising prominently as Asia's regional financial centre making it only natural for key players to locate their businesses and operations in the city.

"There are many international financial services in Greater KL and due to favourable factors of doing business, the country now hosts the largest number of payment solution companies in South East Asia", says Worldline Asia Pacific chief executive officer, Tee Kee Ming.

"We saw a great amount of potential for business growth in Greater KL some 20 years ago. We first set up an office in 1992 and have since evolved to establish the APAC Innovation and Management hub to further reap the benefits of our foresight as Worldline. Over the years, we have seen many of our industry peers follow suit. They too have set up their offices in Greater KL to partake in the potential here," he says.

Setting up Worldline's Centre of Innovation and Management

In line with the company's vision towards creating a futuristic digital experience, Worldline established its Asia Pacific Innovation and Management hub in Greater KL to expand on Merchant services, eMobility and 'connected-of-things' offerings that will enhance consumer experience with the service provider across several business verticals.

"To ensure a smooth execution of our mission in Greater KL, one of the components that required a re-alignment was our marketing function – essential to expanding our reach and results in the region. The role was centralised in the Greater KL office to support marketing and sales in the different offices across the region. With the success of its centralised marketing function, Worldline is also looking to locate its Asia Pacific operational and sales function to Greater KL as well. The operational head office was established in early 2015," says Tee.

He goes on to add that Greater KL has the vital elements for Worldline to operate. The city is centrally located in Asia with barely a few hours to the region's key business centres. It offers world-class infrastructure, sound investor and business policies for easy business transactions, a British influenced legal system and most importantly produces high skilled talent in the required fields. Malaysia is well known for its

"In Greater KL, our employees speak Mandarin, English and Bahasa Malaysia, which fits well for our regional roles. Greater KL is great sourcing ground for such multi-lingual employees"

– Tee Kee Ming, Chief Executive Officer of Worldline Asia Pacific

"There are many international financial services in Greater KL and due to favourable factors of doing business in Malaysia, the country now hosts the largest number of payment solution companies in South East Asia."

generous appetite for innovation and creativity in the commercial sector. "The local payment industry has benefited from the available platforms for us to innovate new offerings for the market and one of the critical offerings in today's climate would be fraud counter measures and solutions. We are advocates for anti-fraud. As such our think tanks are constantly reviewing and assessing the regional business environment to anticipate and prevent such cases."

Diversified High Skilled Talent

Worldline employs 7,300 people worldwide, in which 200 are located in Greater KL and 90% of the positions are held by Malaysian talent. "We embrace diversity and our people travel regionally to work with various clients thereby the need to recruit the right talent with good command of various languages is very important."

"In Greater KL, our employees speak Mandarin, English and Bahasa Malaysia, which fits well for our regional roles. Greater KL is great sourcing ground for such multi-lingual employees", he says.

The high number of IT graduates has worked favourably for Worldline. The demand for IT graduates in the

country have risen rapidly in recent years and public universities alone are producing over 6,000 IT graduates yearly – making it one of the most popular courses in Malaysia.

"We provide hands on training and development programmes for fresh graduates so they'll be nurtured into the highly advanced IT role in Worldline. We also have a team of consultants doing Payment Card Industry Data Security Standard (PCI DSS), a proprietary information security standard for organisations that handle branded credit cards such as Visa, MasterCard and American Express," says Tee.

"Our talent provide assessments and compliance reports as required by PCI council to enable banks and large merchants to obtain their PCI DSS certification in managing processes for areas such as security, fraud prevention and data protection etc."

Worldline delivers tomorrow's digital experience through its Innovation and Management Hub in Greater KL that provides IT services and application support to regional customers to help manage their payment business efficiently by outsourcing their IT requirements, eliminating the need for

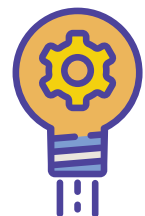
WHY GREATER KUALA LUMPUR



Largest no. of payment solution companies in ASEAN



Ease of business transactions

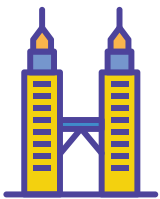


Malaysia's appetite for innovation



“The average consultant for the technical solution team is paid close to RM 10,000 a month and these are highly specialised jobs contributing towards a high income nation which is aligned to the vision of the Malaysian government.”

BENEFITS TO THE LOCAL ECONOMY



Asia Pacific Innovation Hub in Greater KL



High value jobs with 90% positions held by Malaysians



Digital transformation with top services such as eMobility and eTransactional

further investment while expediting their go-to market strategies.

“The average consultant for the technical solution team is paid close to RM 10,000 a month and these are highly specialised jobs contributing towards a high income nation which is aligned to the vision of the Malaysian government,” says Tee.

A Catalyst For Growth

Expansion plans for two business segments are already in the pipeline – Merchant Services and eMobility & eTransactional services. “Merchant services involve creating point-of-sales (POS) terminals, loyalty programs and value added services which are already in the planning stages,” says Tee.

eMobility and eTransactional services is considered one of Worldline’s top priority for Malaysia and the rest of the region. “The world is experiencing a flurry of activities around digital transformation and it’s surely the way for people to connect and interact,

which we’ll be implementing as part of the company’s growth strategy.”

In the near future, Worldline plans on utilising InvestKL’s resources and network to execute their growth and expansion plans. According to Tee, working with InvestKL and the Malaysian government has helped the company make this decision, making its move to Greater KL seamless.

“They helped established the Innovation and Management hub by securing incentives from the government which allowed us to reinvest and build our business in Greater KL,” concludes Tee. “We’re always looking into new ways to help our customers further build their businesses, so we’re excited to work with InvestKL as our catalyst for future growth and hope that many partnerships will flourish from this.”

Source : The Edge Malaysia

For latest figures and information on Wordline, please visit www.worldline.com



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