THE CIO 2012 100 LISTING

01. ABN AMRO Bank N V

SINGAPORE – Financial Services
Project: The merger of and Fortis Bank Nederland saw the IT team in Singapore leading the first and largest integration project in the Asia branch's history – Project SIVIA saw the bank virtualising all of regionally hosted applications and their associated databases, and implementing a fully-automated strategic disaster recovery initiative. The results included savings in infrastructure investments of US$150,000 and 75 percent savings in the time taken to failover to a fully-operational disaster recovery site.
Key technologies/providers: VMware has had the privilege of working with many large enterprises in the financial sectors, and we believe this is the first case in Asia that a large bank has fully automated its disaster recovery process.
Dirk Sibiet, Country Technology Officer, Singapore-UAE

02. Alibaba.com

CHINA – Online Trading
Project: CyberSource Decision Manager
The project saw the successful integration of CyberSource Decision Manager with AliExpress' in-house risk-management system. The newly integrated system provides far greater flexibility in payment choices on AliExpress, attracting new customers from a wider range of areas. The result is revenue growth at a scale and speed well beyond expectations.
Key technologies/providers: Cybersource for consultancy and implementation.
Li Ang, CIO.

03. Allergan India Pvt Ltd

INDIA – Pharmaceutical distribution
An Islamic bank in Malaysia offering Shariah-compliant products in consumer, corporate, commercial, treasury, investment banking and asset management services.
Project: Envision V3 Pro helps Allergan pharmacy representatives to capture and report quality information on their interaction with the physicians and their feedback. This in turn helps staff to address the needs of physicians in a timely manner, thus helping the physicians to serve their patients better, in turn enhancing customer support for the reps.
Key technologies/providers: Vxceed Software Solution Chennai (software development), HTC India (smartphone devices), Vodafone Enterprise Team (voice & data connectivity).
K T Rajan, Operations, Information Systems & Projects.

04. Amity University

INDIA – Tertiary Institution/Private School
Project: Live Video Classroom Project. The 'uniformity in education' among all Amity locations throughout the country is the main thought behind this project. The conceptualisation of the project of live two-way telecasting classrooms to remote locations with minimum cost was the key business challenge as deployment of Video Conferencing equipment at all locations was very high.
Key technologies/providers: Saba Centra e-Learnng software; DLink and Sony IP cameras, Tulip ISP for MPLS links.
Dr J S Sodhi, CIO & Head, IT.

05. B&Q China

CHINA – Online distribution
Project: Printer consolidation and management. Implemented Lexmark Managed Print Services and deployed a range of Lexmark printer to address issues of printer sprawl and maintenance. Following the implementation of MPS, it reduced costs by up to 30 percent, decreased paper wastage, reduced maintenance fees, and helped increase productivity while improving its competitive edge in the market.
Key technologies/providers: Lexmark Managed Print Services; Lexmark printers.
Maverik He,Director of IT Department.

06. Bank of Thailand

THAILAND – Financial Institution

Project: Imaged Cheque Clearing and Archiving System (ICAS). Imaged Cheque Clearing and Archive System (ICAS) is a new country-wide cheque clearing system using images to replace the current physical cheque exchange arrangements for clearing and settlement. This system has been developed to replace the current three clearing systems which require transportation of physical cheques.

Key technologies/providers: Clear2Pay Open Payment Framework, IBM hardware and project management, Autonomy Meridio Records Management System, OGA and MSL Software for development requirements.

Permsuk Sutthinoon, Senior Director.

07. Bank Rakyat Indonesia

INDONESIA – Financial Institution

Project: Deliver mission-critical reports in a timely and efficient manner. BRI decided to invest in Sterling Connect: Direct from IBM, a managed file transfer solution. IBM Sterling Managed File Transfer is a suite of products that provide transmission services, management/monitoring, security, automation/integration and SLA management for enterprise data transmissions.

Key technologies/providers: IBM Sterling Connect:Direct, project management

David Malligan, General Manager, IT

08. Banque Pour Le Commerce Exterieur Lao Public (BCEL)

LAOS – Financial Institution

Project: Oracle FLEXCUBE Universal Banking and Oracle Exadata Database Machine. The objective was to modernise its core banking system to increase the bank's efficiencies around risk and growth management while improving overall profitability of the business, in a highly converging industry.

Key technologies/providers: Oracle consulting and solutions.

Sisaath Neumasa, Chief of BCEL IT Centre.

09. Beiqi Foton Automotive Co, Ltd

CHINA – Automotive manufacturing

Project: Product Lifecycle Management. Foton Automotive's PLM system after eight years of development, has currently been completed with desktop capabilities integrated. It enables the R&D department's four main management systems to work seamlessly, thereby boosting productivity and reducing manual errors.

Key technologies/providers: Siemens PLM systems, Dassult Catia, Caxa design automation, Microsoft Office suites.

Yang Guotao, CIO

10. Bossini Enterprises Limited

HONG KONG – Garment manufacturing

Project: Merchandising Planning System. Implementing the Merchandising Planning System on IBM Cognos TM1 replaces its Excel-based system for Hong Kong, China, Singapore and Taiwan in order to have faster response to market, better profit margin and inventory management and control.

Key technologies/providers: GA InfoMart Ltd

Andrew Ling, Director of IT & SCM

11. Casino Regulatory Authority

SINGAPORE – Government Body

Project: Casino Licence Application System. The Casino Licence Application System (CLAS) is a business process management system implemented by the CRA to manage the processing and approval of casino-related licences submitted by the Casino Operators, Casino Employees, Manufacturers and Suppliers of Gaming Equipment, and Testing Laboratories.

Key technologies/providers: ST Electronics (Info-Software Systems) for system development; Adobe Lifecycle Workflow Server, Reader Extension Server; Elixir Report Professional Edition, Elixir Report Multi-Engine Server, Microsoft Windows Server 2003.

Ee Kiam Keong, CIO, Gaming Technology & ICT Systems.

12. CBN

INDONESIA – Internet Service Provider

Project: Ethernet fabric switching. CBN, one of Indonesia's pioneering ISPs, has established a cloud computing data centre using Ethernet fabric switching from Brocade. The new data centre infrastructure enables CBN to build a new revenue stream by offering cloud-based application services that meet the increasingly sophisticated requirements of its business customers.

Key technologies/providers: Brocade switching products and services

Tony Hariman, CIO.

13. Central Provident Fund Board

SINGAPORE – Government body; social security

Project: Wealth Distribution System. CPFB implemented the national project for the government on the 'Grow & Share' package which is a set of one-off measures to share the fruits of the nation's growth with all Singaporeans and to help households to cope with rising expenses.

Key technologies/providers: IBM mainframe hardware and apps; CA change management; NCS Pte Ltd for website development.

Tan Swee Hua, CIO.

14. Changi Airport Group

SINGAPORE – Aviation and transportation

Project: Connecting to Customers Initiative. The

"Connecting to Customers" initiative covers a series of impactful IT projects that are implemented to address specifically our business and operation needs within the airport. The key desired outcomes are to continue enhancing Changi Airport's customer service, increasing staff productivity and services quality as well as improving collaboration with airport partners and tenants.

Key technologies/providers: Wincor instant feedback solution and system integration; Surbana e-Inspection solution system; Salesforce.com CRM; Fujitsu CRM system integration; Weewares mobile application development and integration.

Steve Lee, CIO / SVP (Technology)

15. Chiang Mai University

THAILAND – Tertiary Institution

Project: University Information Technology Services Integration. The IT Service Centre (ITSC) provides IT services to the faculty members, employee staffs and students for more than 47,000 people within the university. The services include Backbone Infrastructure Network, Wireless Access, Internet Access, Public Computer Access, Server Storage for Management Information System (MIS), Student Information System (SIS) and E-Learning, Email and Web Hosting. The variety of services has led to an increasing number of servers inside data centre and newly developed software applications for the ease of the user accessibility to these services.

Key technologies/providers: Open-source software and applications, with in-house development and integration expertise.

Dr Nat Vorayos, Assistant Professor.

16. China Aviation Oil Company Singapore Corporation

SINGAPORE – Petroleum-related Trading

Project: Business continuity planning, colocation services. Utilised Pacnet's Leased Line service, a business connectivity solution designed to enable enterprises to upgrade their bandwidth needs from 2 to 50 Mbps, without having to change equipment settings thus enabling CAO to scale seamlessly as the business grows. The company also chose Pacnet's Co-Location Service to build a high availability network by creating a mirror site within the Pacnet Data Centre.

Key technologies/providers: Pacnet leased line services and connectivity

Kelvin Lau, IT Manager

17. China Mobile Group Guangdong Co. Ltd, Shenzhen Branch

CHINA – Mobile telecommunications service provider

Project: I-Office business process optimisation. The branch was facing difficulties improving its customer service due to its myriad internal IT networks. This led to low staff productivity and operational inefficiencies. To solve this problem, China Mobile Guangdong Shenzhen Branch built I-Office, an efficient and integrated office system platform for its service staff. This new system integrated the company's key business systems, increased work efficiencies, reduced information security risks and led to improvements in customer service. I-Office accelerates time taken to operate business systems by at least 30 percent and reduce costs by 40 percent.

Key technologies/providers: Microsoft Services.

Chen Yong Qiang, ITC Manager.

18. Chulalongkorn University

THAILAND – Tertiary Institution

Project: Energy efficiency, Linux deployment, optimising IT. To retain its status as one of the region's foremost research centres, the computational chemistry unit cell at Chulalongkorn University needed to boost the performance of its supercomputer. The University's Green Campus initiative made it vital to find an environmentally sustainable solution.

Key technologies/providers: IBM System x iDataPlex dx360 M3 servers with Intel Xeon 5600 series processors; Mellanox InfiniBand high-speed interconnects, linked to an IBM System Storage DS3500 with 24TB capacity.

Vudhichai Parasuk, Associate Professor of Chemistry & Head of Computational Chemistry.

19. CIMB Group

MALAYSIA – Financial Institution

Project: The Optimus Programme. Transformation Office was set up in 2008 to facilitate the company strategic initiatives. The Optimus programme was introduced to enhance customer experience, improve efficiency and increase sales and services through new capabilities. In 2009, the Regional Integration Committee approved the Quickwins project to be implemented in CIMB Niaga as part of the Optimus programme. The projects are: Propensity Modelling, Cross Sell Trigger, Tactical Sales Tool, Sales Force Effectiveness, and Sales Management Dashboard.

Key technologies/providers: SAS E-Miner for propensity modelling; Sahassa cross-sell trigger and sales force effectiveness application; Masters Systems tactical sales tools; sales management dashboard (Simian, Cognos).

Iswaraan Suppiah, Head of Group Information & Operations Division.

20. City University of Hong Kong

HONG KONG – Tertiary Institution

Project: University-wide Mobile Web Project. The project has made CityU probably the only University in the world that has successfully re-engineered its entire public website (spanning half a million pages) to be mobile-friendly, displaying properly on iPhones, iPads, Android, etc, as well as following accessibility standards to support the blind.

Key technologies/providers: Wai On Services for project

management, website and CMS development; Winet iContact CMS product and website development; techwavehk, Deep Interactive, Metasite, At Tech Design Centre, CC Net, GTI and 12Four Design House for various website and CMS development; pill & pillow for web design services.
Dr Andy Chun, CIO.

21. Clifford Chance
SINGAPORE – Legal firm
Project: Security enhancements. With Check Point R75, the firm is able to take a unified approach to security by quickly deploying the specific software blade protections which are critical to their business, including Data Loss Prevention (DLP), Application Control and Intrusion Prevention (IPS).
Key technologies/providers: Check Point R75 Software Blades.
Bill Leung, Senior Security Analyst.

22. CLP Holdings Limited
HONG KONG – Power Generation
Project: Personnel Management System. Implement a real-time personnel on-site management system utilising RFID, GPRS, GPS and WiFi technologies to manage the in-and-out of staff and visitors, providing real-time consolidated view of personnel on-site at the power stations as well as ensuring all personnel possess required safety competency before entering the power stations.
Key technologies/providers: Autotoll Limited for turnkey project with custom-built software and hardware peripherals; Microsoft Visual Studio .Net 2010 development environment; Ucast on-board computers, Psion handheld computers. Advantech controllers.
Joe Locandro, Director, Group IT.

23. CLSA Asia Pacific Markets
HONG KONG – Securities/Rating firm
Project: WAN migration. Migrated its wide area network services to the BT IP Connect global platform to benefit from the BT network to continue to provide full service during and after the Japanese earthquake and tsunami.
Key technologies/providers: BT IP Connect; connectivity management.
Thiyagarajah Rajah, CIO.

24. CRISIL Limited
INDIA – Securities/Rating firm
Project: Rating Ops Workflow. ROW is a workflow application based on Java Open Source and Oracle. The Web-based application supports CRISIL's entire rating process real-time, thereby ensuring regulatory compliance at every step, required levels of automation, robust knowledge management and appropriate resource management. ROW

is perhaps the only workflow application in the Ratings industry, with an in-built compliance and operations audit mechanism with real time reporting features, ensuring high level of operation, process and regulatory compliance.
Key technologies/providers: Oracle Database 11g; Sun Java; VMware ESXi and SRM; SAP Business Objects
Ramnath Iyer, CTO.

25. Department of National Parks, Wildlife & Plant Conservation
THAILAND – Park management and conservation
Project: Security Upgrades. Extend consolidated security into expanded network covering 21 remote offices. All branches connect to the HQ by VPN via Internet. DNP's broader security deployment, based on Fortinet's consolidated security solutions, enables firewall, VPN, IPS, antivirus, antispam, Web filtering and application control protection across the entire network while significantly enhancing its efficiency.
Key technologies/providers: FortiGate-200B and the FortiAnalyzer-100C appliances at each of its 21 remote offices. The new FortiGate-200B was installed to create security gateways for all the branches, while the new FortiAnalyzer-100C collects loggings there.
Aniruth Thanomwatana, IT Director

26. Department of Survey and Mapping Malaysia
MALAYSIA – Government surveying department
Project: eKadaster project. eKadaster is a people-centric system with the aim to expedite the Cadastral Survey delivery system from previously staggering two years to only two months. It integrates convergence of technology namely ICT, GIS and the current satellite survey technology which involves Cadastral Survey reformation from relatively accurate to survey accurate by adopting the Cadastral Coordinated System and Least Square Adjustment technique. Web-based application modules, integrated and centralised database as well as Public Key Infrastructure are also utilised to ensure the system is comprehensive, flexible yet friendly.
Key technologies/providers: MapInfo Solution Technology Sdn Bhd, Trimble Sdn Bhd, Oracle, Microsoft, Simple Advantage Sdn Bhd, Dell, Hewlett Packard.
Hasan bin Jamil, Deputy Director General.

27. Essar Group
INDIA – Mining
Project: Cloud initiatives. Essar group decided to obtain the benefits of both public and private cloud computing by focusing on various solutions that reduce cost of ownership, enhance product quality, and increase worker productivity. More specifically, it wanted to reduce the capital investment required to run IT Infrastructure on-premises. At the same time, it wanted to reduce the level of IT maintenance

required to manage the IT Infrastructure / applications, a cost that is incurred with any on-premises IT Infrastructure / software application.

Key technologies/providers: VMware; HyperV, Citrix VDI.
Suneel Aradhye, CIO, Steel & Minerals.

28. Eveready Industries India Limited

MALAYSIA – Wholesaling, retailing, multi-level marketing, pharmaceutical manufacturing, Chinese medicinal clinics and R&D on renewable energy technology.
Project: Unibiz Supply Chain Planning. Oracle Demantra demand forecasting was implemented for demand forecasting. With the help of the Forecast Engine in Demantra, the sales force got a fair idea about the prospective sales in their region. The respective Sales force person got a guideline of the forecasted sales and changes were made to the forecast only on exception basis with justification. Oracle Advanced Supply Chain Planning (ASCP) was implemented to automate the entire supply chain planning and execution. Structured analysis is being done with the help of the Demantra real time Sales and Operations Planning module to track KPIs with respect to Forecast error (MAPE), Tracking signal, Actual Inventory Vs norms, Production Plan adherence, Dispatch Plan adherence, Overall pipeline inventory, etc.
Key technologies/providers: Oracle, IBM, Ernst & Young.
Arup Choudhury, CIO.

29. Flextronics Technology (Penang) Sdn Bhd

MALAYSIA – Semiconductor manufacturing
Project: IT End to End Security Process Improvement for Flextronics Manufacturing Facility. To improve the IT Infrastructure security in supporting Flextronics Manufacturing Facility, by ensuring the company IT resources such as servers, networks, clients and server room are secured and protected from security risks, such as viruses, information theft, misuse and natural disaster.
Key technologies/providers: Flextronics Lean & Six Sigma Process Improvement Framework
Lee See Nee, VP, Asia IT.

30. Forbes Marshall Group of Companies

INDIA – Steam engineering & manufacturing
Project: Documents & Workflow Management. Users in R&D work on their respective projects. Challenge faced in distributing the correct version of drawing/document to other functions in a secured mode and real-time availability. To address challenges, with ability to give users the right to manage documents and create a workflow to track the movement of documents.
Key technologies/providers: IBM x servers and storage, open-source Ubuntu Server OS, Samba, SQL database
A M Kolah, Director, IT.

31. Galaxy Entertainment Group

MACAU – Integrated casino resort operator
Project: Mobile Wireless Access. From Gaming, to leisure areas and back office operations, Galaxy Macau required mobile network access over wireless to serve its many guests, from anywhere they are, whether in their rooms, in the lobby, restaurants or at the gaming tables. The network had to provide fast access to their resort accounts and various mobile applications.
Key technologies/providers: Extreme Networks BlackDiamond modular switches; Summit switches; Altitude access points, system management.
Ian Farnsworth, Director of Information Systems & Technology.

32. GE Energy Asia

CHINA – Power generation & distribution
Project: Commercial Excellence/Salesforce.com Implementation Project. The project utilised a cloud-based solution to digitise end-to-end sales for commercial & marketing process for 1,500 users across 13 countries in Asia. The solution is based on the Salesforce.com infrastructure with GE Energy as the single tenant and Internet Protocol/Single Sign-on authorisation. This program encompassed several "firsts" for GE: First cloud-based critical business application with 40 percent reduction in support cost; First end-to-end IT solution covering everything from marketing and Web presence to sales and commercial operations and Order-to-remittance handoff; First real time data transfer using Web methods between the cloud and Intranet through DMZ; First Agile implementation allowing for benefit recognition 53 percent faster; First system implementation to reach 100 percent utilisation within one month after go-live; Created first commercial BI (including forecasting, pricing, digital tools) team to drive implementation and operation; and Enabled commercial growth in the fastest growing emerging market.
Key technologies/providers: Salesforce.com; consulting services
Sakechai Choomuenwai, CIO, GE China & GE Energy Asia.

33. GE Energy Asia, Power & Water

USA – Power generation and water management
Project: Oracle R12 migration/implementation. The primary objective was to creatively upgrade the Vietnam plant to Oracle R12, at a very competitive cost, delivered by a specified go-live date driven by government requirements and GE's fiscal year.
Key technologies/providers: Oracle; consulting services
Joanne Kugler, CIO.

34. GE Energy Asia, Power Generation Services

USA – Power management and distribution
Project: Enterprise reporting, resource and demand

optimisation program. This program took 68 service centres, a US$1.2B organisation built on high-technology products running on paper and green screens, to a fully integrated, contemporary enterprise. The resulting enterprise reporting, resource and demand optimisation, and integrated processes and organisation positioned the customer and the company for a better future.

Key technologies/providers: SAP ECC and MRS, consulting services, GE global development centres.
Ashish Gupta, CIO.

35. Global Blue Pte Ltd

SINGAPORE – Consulting/integration services
Project: Electronic Tourist Refund Scheme. A first in the world, the Electronic Tourist Refund Scheme (eTRS) re-engineers and transforms the current TRS process through the innovative use of technology, providing tourists with the best possible shopping and GST refund experience. The eTRS experience is hassle-free, efficient and seamless, whilst offering competitive GST refunds.

Key technologies/providers: Microsoft Windows Server 2008, SQL Server 2005; Tripwire and Check Point firewalls; Trend Micro and Symantec antivirus; Cisco switches; Dell server hardware; EMC SAN devices; Thales nShield Edge and Connect 500 devices; Wincor Nixdorf airport support services and helpdesk management; NCS data centre hosting and facility management.
Waleed Hanafi, Senior VP/CTO.

36. Goodyear Singapore Tyres

SINGAPORE – Tyre sale and distribution
Project: Consolidation of 23 legacy applications into regional SAP solution.
Key technologies/providers: SAP; consultancy services.
Yeo Teck Guan, IT Director, Asia Pacific.

37. Haier Group

CHINA – Manufacturing
Project: Haier Modular Project. The project implements IT systems to support Haier's Modular Manufacturing Strategy to keep Haier at the #1 supplier in the global white goods industry.
Key technologies/providers: Siemens Industry Software Shanghai Co., Ltd.
Xie Hiqin, CIO.

38. Haldia Petrochemicals Ltd

INDIA – Petrochemical manufacturing
Project: Sales Order Process Online. Project is to make Sales Order Process Online using SAP Enterprise Portal. Customers can directly Book Orders, View Stock & Delivery Status, take print out of Bill, Quality certificates, various reports

and Payment details through E-payment system. The total Process is user friendly considering full information security, confidentiality and authentication.
Key technologies/providers: SAP ECC 6; SAP NetWeaver Portal; HP servers; Cisco routers and switches; PwC consulting services; Wipro infrastructure facility management; Check Point firewalls; BSNL Internet connectivity; Reliance Internet link with autoloader; Novell Access Manager..
Samir Kumar Mandal, General Manager (IT).

39. Hindustan Motors Limited

INDIA – Automotive manufacturing
Project: Order processing optimisation. It wanted to process orders faster in order to meet its business targets, but its legacy platform was letting it down. Hindustan Motors refreshed its legacy infrastructure to support the latest version of SAP ERP.
Key technologies/providers: IBM System x servers, Power systems, SAP ERP.
Vijayakrishna, Senior IT Manager.

40. Housing and Development Board

SINGAPORE – Public housing
Project: Redefining Business Landscape with Boundaryless IT Ecosystem. The IT ecosystem integrates processes and presents information from diverse sources in a unified way. It re-invents a new best of class integrated framework that provides a holistic workflow experience to our staff when serving our customers and interacting with our business partners.
Key technologies/providers: IBM WebSphere Portal Server, Application Server, Message Queue, DB2 Enterprise Server.
Leong Chin Yew, Director, Information Services Department.

41. Immigration & Checkpoints Authority

SINGAPORE – Government body
Project: ENCORE. i-ENquiry, i-COllect, i-REturn (ENCORE) represents ICA's continuing effort towards providing multiple service channels, with an emphasis on increased convenience, accessibility, assurance, and value to our customers. The suite of services delivers benefits across the process of services usage, starting from customer-focused enquiry handling, to innovative modes of collection, and assured return of expired documents.
Key technologies/providers: NCS Pte Ltd for system integration of i-Enquiry, i-Return and alternate site collection; NEC for system integration of i-Collect and provision of biometric authentication technology.
Tan Sor Hoon, Director (Technology).

42. Indian Farmers Fertiliser Cooperative Ltd

INDIA – Cooperative

Project: Integrated Information Management System. The project is on the use of mobile phones for empowerment of poor and marginal farmers and create a knowledge base for comprehensive Content Management. An 'Integrated Information Management System (IIMS)' is designed and developed for this purpose. The relevant and timely information of interest to farmers in voice is provided through mobile free of cost so that even the illiterate farmers are benefited. The Helpline is managed by content experts. Focused Communities are formed for intensive information services. The System supports 'Push' and 'Pull' Architecture. A 'Digital Reference Library' is created to support the Content Team and facilities of Analytics and MIS is developed.

Key technologies/providers: Airtel network backbone and hosted contact centre; IBM Lotus Domino content management systems; Syscon Infotech on business process reengineering and consulting; NIIT for development of IIMS.

Shir S. C. Mittal, Senior Executive Director (MS & IT), Group CTO.

43. Indian Oil Corporation Limited

INDIA – Public sector enterprise

Project: Leveraging IT using SAP PI for Transforming Business. With the single/common technical framework based on low cost open source standards and SAP Process Integration (PI) 7.1, IOCL has implemented the two mission critical applications, namely e-Collection and e-Payment. E-Collection process involves download of payment advices from banks' websites and upload into the transaction processing system such as ERP back-end systems. SAP Process Integration has been used as the middleware, which maps and transforms XML messages coming from banks into SAP standard message format, and subsequently posts them into SAP ERP system.

Key technologies/providers: SAP Web Dispatcher, SAP PI 7.1, NetWeaver in HA mode; Novell SLES OS 11 SP1, HA Cluster, and Squid Proxy.

S Ramasamy, Executive Director (IS).

44. Infosys Limited

INDIA – Software services

Project: Infrastructure and Platform Transformation. The infrastructure and platform for mission critical applications of Infosys that form its digital business engine were innovatively transformed, re-architected and highly optimised, proving a boon to business imperatives like quicker time to market, on-demand scaling, controlled demand on budgets for future growth and enhanced disaster recovery.

Key technologies/providers: HP servers; HDS Virtual Storage Platform, Tier Storage Manager, Hitachi Command Suite; Microsoft Windows Service 2008, SQL Server 2008; SAP ECC, BI, CRM, GRC, CE, IDM, PI, SRM and TREX; VMware ESX.

Jitendra Sangharajka D, AVP & Head, Enterprise Platform Management, Information Systems.

45. Inland Revenue Authority of Singapore

SINGAPORE – Tax collection

Project: Electronic Tourist Refund Scheme. A first in the world, the Electronic Tourist Refund Scheme (eTRS) re-engineers and transforms the current TRS process through the innovative use of technology, providing tourists with the best possible shopping and GST refund experience. The eTRS experience is hassle-free, efficient and seamless, whilst offering competitive GST refunds.

Key technologies/providers: Microsoft Windows Server 2008, SQL Server 2005; Tripwire and Check Point firewalls; Trend Micro and Symantec antivirus; Cisco switches; Dell server hardware; EMC SAN devices; Thales nShield Edge and Connect 500 devices; Wincor Nixdorf airport support services and helpdesk management; NCS data centre hosting and facility management. Global Blue for system management and consulting.

Tang Wai Yee, Assistant Commissioner/CIO.

46. Integrated Health Information Systems Pte Ltd

SINGAPORE – Healthcare, IT Services

Project: Closed Loop Medication Management. The Closed Loop Medication Management (CLMM) system uses IT to revolutionise from prescribing to serving medication to patients. It significantly reduces medication errors, improving patient safety. It also improves healthcare staff's efficiency, giving them more time for quality patient care. Data from the system provides clinical analytics to improve patient outcomes.

Key technologies/providers: NUH and TTSH - TCM for handheld medication administration (EMARS), NCS for inpatient medication system (EMIR), Omnicell for cabinet dispensing, JVM for packaging; KKH - Sunrise Clinical Manager from Allscripts for application software, Swisslog for medication packaging robot, Metrologic from Honeywell for scanner, Zebra printer for 2D wristband printer and Atromick for medication cart.

Ho Khai Leng, Group Director, Clinical Systems. IHiS.

47. JCB India Limited

INDIA – Manufacturing of earthmoving equipment

Project: Dealer Business Management System. A centrally Hosted Dealer Management system providing online, real-time connectivity with JCB's SAP ERP system.

Key technologies/providers: SAP CRM, PI, BI and EP; HP servers and storage solutions; HP India as implementation partner; Sify Limited for MPLS links and VPN services.

Pratap Patjoshi, General Manager – IT.

48. JTC Corporation

SINGAPORE – Country's leading industrial infrastructure agency under the Ministry of Trade and Industry.
Project: INSPIRE (INtegrated System for Procurement Invoicing and Reporting) is a strategic enterprise procurement platform that is used to consolidate, integrate, track and manage highly complex end-to-end business processes from procurement to invoicing for JTC corporation. The objectives of INSPIRE include institute governance, risk mitigation and control for procurement processes; track and monitor the end-to-end documents from point of purchase to payment; improve business agility and resource management; and increase productivity and operational efficiency.
Key technologies/providers: Emerio Globesoft for development and deployment; Microsoft .Net Framework 3.5, SQL Server 2008, SQL reporting services; Oracle Server 10g; Source Code Technology K2 Black Pearl 4.5; Infragistics NetAdvantage for ASP; Symantec Veritas Netbackup; Hitachi HDS UPS VM; VMware ESX 4.0; NCS SHINE Portal; DSTA for GeBiz interfaces via XML.
Siew Yim Cheng, CIO, IT Division.

49. LG Electronics India Pvt Ltd

INDIA – Manufacturing of electronics goods
Project: Sell-Out Management System (SOMS), which deals with information related to sales and stock, is a collaborative platform that gives end to end visibility to both LG and its 770 Trade Partners, over 20,000 Sub-dealers, more than 480 exclusive LG Brand Shops, and various multi-brand outlets of cross organisational required information in real time manner. LG had visibility of sell-through data but the key challenge was to gain visibility of "Sell Out" data. This could have been only possible through SOMS.
Key technologies/providers: Microsoft ASP .NET, Windows Communication Foundation, .NET Framework 3.5, Web Client Software Factory, Enterprise Library 3.1, Windows Server 2003; Oracle 9i; IBM x servers.
Daya Prakash, Head, IT.

50. Liaoning Mobile

CHINA – Mobile telecommunications
Project: Network operations management. Liaoning Mobile provides voice and data services to more than 36 million customers in China's Liaoning Province. The company's rapid growth meant the task of managing disparate network elements and platforms from a variety of equipment vendors became increasingly difficult and inefficient. Liaoning Mobile is deploying HP fault-management solution and Service Quality Management solution to assure high-quality service to its customers. Both solutions are part of the HP Operations Support Systems – Transformation portfolio. It is also using HP Solutions Management Services for on-going support, operational management and architectural consulting to

model future enhancements.
Key technologies/providers: HP Solutions.
Wang Rui, Manager, OSS & IT Architecture.

51. Luk Fook Jewellery

HONG KONG – Jewellery retail
Project: Corporate communication and data access. Pacnet's MPLS IP VPN enables Luk Fook to consolidate voice, data and applications traffic onto a single network, significantly reducing network management complexity, while enhancing operational efficiency and performance. Pacnet co-location services offer carrier-grade facilities with advanced security and proactive monitoring.
Key technologies/providers: Pacnet
Dr Derek Ling, IT Manager, Luk Fook Group.

52. Manila Tytana Colleges

PHILIPPINES – Private colleges
Project: MTC Integrated Information System. An in-house system developed by the IT department, the integrated information system provides all kinds of information for students and teachers onto a single Web-based platform. The system greatly improves on time for information search, course signing, online research and information resources. In addition, it enables students to view their grades online, scholastic records and other pertinent data through Web-based tools.
Key technologies/providers: Microsoft Windows Server and Windows 7; IBM/Lenovo laptops and PCs; PLDT Corporation for Internet and systems services; Cisco routers, hubs and switches.
Dr Sergio S Cao, College President.

53. Manila Water Company, Inc.

PHILIPPINES – Water supply, sewerage and sanitation services
Project: Customer Care & Billing System - Customer Relationship Management (CCBS-CRM) Project. CCBS-CRM is the first major CRM project in the Philippines with major integration with SAP and ArcGIS systems. The integration with the Geographical Information System (GIS) or mapping system allows accurate identification of customer location by using Global Positioning System (GPS) coordinates.
Key technologies/providers: Microsoft Dynamics 4.0; Microsoft Consulting Services.
Mauricio D Franco, Jr, CIO.

54. MEASAT Broadcast Network Systems Sdn Bhd (Astro)

MALAYSIA – Satellite TV operator
Project: Mobilising Security for IT Excellence. The project sets the roadmap to establish and maintain a successful all-encompassing security program in Astro. Project deliverables include the creation of feasible security policies and the

design and implementation of secure IT infrastructure. The ISO/IEC 27001 security standard has been the key process framework Astro IT team focuses on in order to transform security management in Astro, addressing constantly changing IT infrastructure and data centre configurations from the standpoint of provisioning services to IT end-users and external customers.
Key technologies/providers: McAfee, Cisco Systems, Good Technology, AirTight Networks, Tripwire, Novell.
Phuah Aik Chong, VP, IT.

55. Midland Holdings Ltd
HONG KONG – Property Agency
Project: Private cloud initiative. The project objective is to set up a private cloud network with redundancy connection to link up 340 the retail branches and 5,000 terminals in Hong Kong. With the network, users can have centralised stock and customer information, Internet, Intranet and e-mail access without interruption. The next stage is the mobile computing on private cloud. User can use the mobile device to access information via VPN or WiFi in branches. This will enable mobile SFA, cloud storage and cloud printing.
Key technologies/providers: Network Box Hong Kong Ltd for network appliances and managed security services.
Francis Fung, CTO, IT Department.

56. Ministry of Education
SINGAPORE – Government body
Project: Analytical Hub Project. MOE embarks on Business Analytics with the implementation of Analytical Hub that provides the tool, techniques and best practices to perform statistical, quantitative analysis and predictive modelling on an extensive set of student and school data, to drive decision-making and educational policies formulation on students' academic and non-academic performance.
Key technologies/providers: NCS Pte Ltd for deploying SAS BI solutions, J2EE development, and IBM Websphere deployment.
Lim Teck Soon, IT Director.

57. Ministry of Manpower
SINGAPORE – Government body
Project: Development of an Integrated Occupational Safety and Health (iOSH) System which is one of the first systems in ASEAN region that encompasses functionalities supporting enforcement, risk prevention, incident reporting and work injury compensation in a single integrated system.
Key technologies/providers: Oracle Aqua Logic Business Process Management Suite, Aqua Logic Service Bus, WebLogic Server, Database Enterprise Edition, Sun ONE Web Server; SAP Business Objects Enterprise, Crystal Reports Professional, Umero Communication Server; HP Superdome.
Ang Mui Kim, CIO.

58. Nanchang Changbei International Airport
CHINA – Aviation and transport
Project: Security upgrading and access controls. Networked access control solution, contactless smart cards, and readers for its new terminal to enhance overall security.
Key technologies/providers: HID Global's VertX V1000 controllers, the VertX V100 door/reader interface and iCLASS R10 contactless smart card readers.

59. Nanyang Technological University
SINGAPORE – Tertiary Institution
Project: iNTU Intranet Portal. iNTU is a one-stop user-centric Intranet portal for the NTU community. It enables the university to better connect with its users via personalised content and e-services. By enabling quick access to relevant information and services, it enhances user experience, while improving communication and collaboration across campus.
Key technologies/providers: Resonance Pte Ltd for graphical design; atQuest Solution Pte Ltd for project management and consultancy, solutioning and development; Microsoft Office Sharepoint Server, SQL Server, Visual Studio, Threat Management Gateway; VMware vSphere server virtualisation.
Goh Koon Ngee, Assistant Director (Applications).

60. Nanyang Technological University, School of Physical & Mathematical Sciences
SINGAPORE – Tertiary Institution
Project: SPMS-DDS Project. SPMS-DDS (Dynamic Desktop Solution) enables hundreds of Thin Clients laboratories to be dynamically reconfigured in seconds to deliver an on-demand learning environment for lecturers and students.
Key technologies/providers: O'Connor's Singapore Pte Ltd for Puffersoft Enterprise Service Provisioning Solution; HP thin clients.
Melvin Soh, System Manager.

61. National Dental Centre
SINGAPORE – Dental care
Project: Electronic Dental Record System. The Electronic Dental Record (EDR) system is the first custom-built digital solution in Singapore to seamlessly integrate all major aspects of patient management on a large scale dental institution. Clinicians can now electronically document and access all patient diagnosis and treatment, leading to a largely paperless environment.
Key technologies/providers: NCS Pte Ltd for IBM Blade server solutions; Cisco Catalyst switch; Microsoft Visual Studio, Standard Server, Enterprise Server, SQL Server, SQL CAL; SSH Tectia client; Symantec NetBackup; Acronis Backup and Recovery.
Dr Kwa Chong Teck, Executive Director.

62. National Institute of Education

SINGAPORE – Education

Project: Private Cloud Initiative. To setup a private cloud to cater to the ICT needs of NIE research community. The private cloud solution provided greater scalability and flexibility in the deployment of resources, and optimised utilisation. This lowered NIE's total cost of ownership and enhanced end-user experience. The Research Data Centre is the first private cloud setup among Singapore Institute of Higher Learning (IHLs) and is NIE's first platform to providing IT-as-a-Service.

Key technologies/providers: Fujitsu blade servers; VMware vSphere 4 Enterprise Plus, vCentre, vCloud Director, Service Manager, Capacity IQ and Chargeback; EMC unified storage; Cisco switches and routers; HP Intrusion Prevention System; CommVault Simpana Data Management; and Nimsoft Monitoring

Tan Hoon Chiang, CIO.

63. National Library Board

SINGAPORE – Statutory board whose mission is to provide a trusted, accessible and globally-connected library and information service through the National Library and a comprehensive network of Public Libraries.

Project: PictureSG is about digitising our past, capturing our present and tapping our collective memories. It is a rich and very valuable collection of pictures on the cultural, geographical, historical and sociological development of Singapore that is accessible anytime on any device. It enlists Singaporeans to enrich the collection through social tagging.

Key technologies/providers: Orchestr8, LLC for AlchemyAPI Keyword Extractor; Alfresco Enterprise Content Management System; Microsoft .NET and SQL Server.

Lee Kee Siang, Director, Infocomm.

64. NDTV Convergence Ltd

INDIA – Media (Broadcast & Web)

Project: Data migration. Migrating NDTV's video property to the Amazon Web Services (AWS) cloud so it not only serves as a front-end for NDTV's video, but also as a robust video back-end for all NDTV's video products including mobile apps, other NDTV Web properties and third party tie-ups.

Key technologies/providers: Amazon Web Services.

Kawaljit Singh Bedi, CTO.

65. Neptune Orient Lines Ltd

SINGAPORE – Global container shipping and logistics company.

Project: GO! project. NOL completed the implementation of a Customer Relationship Management (CRM) initiative in 2011. Codenamed "GO!", the project integrates the commercial dialogue among the Lines of Business, Marketing, Customer Account Owners and Customer Support and the hundreds of thousands of customers that the organisation serves.

Key technologies/providers: Accenture for consulting; SAP CRM, BI, BOBJ, Enterprise Portal, UPerform, DQM, TDMS and Solution Manager; IBM WMB and AIX.

Wu Choy Peng, Group CIO.

66. Olympus Singapore Pte Ltd

SINGAPORE – Sale and distribution of imaging products

Project: Creating a regional Olympus network utilising SAP (CRONUS). CRONUS's specific intent is the provision of processes, technology and data through one version of the truth to improve business performance, operational excellence through regional synergies, customer centric to grow market and account share, and integrated to exploit Olympus capability.

Key technologies/providers: Lodestone Management Consultants Pte Ltd

Teresa Wierzbicki, General Manager, Special Projects (Corporate Centre).

67. Perfetti Van Melle India Pvt Ltd

INDIA – Confectionary

Project: Secondary Sales Automation is a breakthrough initiative by Perfetti Van Melle India Pvt. Ltd. to automate its Secondary Sales Operation spread across various channels with emphasis on enhancing control over rural business.

Key technologies/providers: SIFY Softwares Ltd; Microsoft Windows Server 2008, SQL Server 2008 with SSIS, SharePoint 2007, Visual Studio .NET; HP Blade servers; VMware 4.1.

Basant Kumar Chaturvedi, Head, ICT.

68. PT Acer Indonesia

INDONESIA – Manufacturing of electronic goods

Project: Lead management portal project. This project is about how the business manages and maximises sales leads (sales input) to improve sales revenue (sales output) for the company by leveraging IT & Technology.

Key technologies/providers: Microsoft CRM solutions.

Denny Charlie, CIO.

69. PT Prudential Life Assurance Indonesia

INDONESIA – Life insurance

Project: End-to-end Business Process Management. This initiative involve streamlined business processes for new policy applications and claims processing using automated end-to-end business process management and full scale document management centre combined with automatic underwriting process, with significant results: increased production capacity, improved productivity, and improved services for customers and sales force.

Key technologies/providers: Automated Workflow Pvt Ltd for deploying DotSphere for Insurance, DotSphere Industry Accelerator, and services to implement business process management solution for new business and claims module;

IBM DB2 and Content Manager, WebSphere Application Server, MQ Series, MQ Workflow; IBM Power systems; IBM AIX OS; Swiss Re for Magnum underwriting system, and services to implement Magnum system.
Sumit Puri, CIO.

70. PT Timah (Persero) Tbk

INDONESIA – Mining
Project: Supplier Relation Management / Procurement for Public Sector (SRM/PPS). The Project is considered the first project in Indonesia in implementing SAP – SRM/PPS. It is also the fastest project to receive approval from SAP Global to go live on 1 July 2011. The project enables the organisation to adapt to new government regulations on electronic procurement process.
Key technologies/providers: SSAP Indonesia on quality assurance; and PT Abyor International as project implementor.
Ria Wardhani Pawan, Head, MIS Department.

71. Raffles Institution

SINGAPORE – Independent School
Project: Starlight real-time energy monitoring system. The Starlight system consists of sensor devices that collect data like energy consumption and power quality, wireless transceivers that handle data routing and transmission, and a server that provides a wide variety of energy profiling reports, including analyses on energy consumption, peak demand, power quality, as well as carbon footprint.
Key technologies/providers: NEC Singapore.
Lim Lai Cheng, Principal.

72. RHB Banking Group

MALAYSIA – Financial institution
Project: RHB Easy. The RHB Easy Branch setup was structured and aimed at enhancing and providing a customer experience that is second to none without resorting to engaging additional human resource to provide fast, easy, effective and paperless service while operating seven days a week. RHB Easy became a "first" where the strategic imperative was cost management with minimal human resources expended and creating a compelling user experience.
Key technologies/providers: Consolsys, HCL, DecTech, ISIS card management, Fidelity (Alltel host)
Ho Sin Kheong , Head, IT.

73. Samjin Jeonggong

KOREA – Manufacturing of automotive and industrial fasteners, forged components and fastener manufacturing equipment.
Project: Product Lifecycle Management. Extending PLM

approach by adding Teamcentre Express to Solid Edge with synchronous technology so as for higher product quality, lower development costs and increased competitive advantage.
Key technologies/providers: Siemens PLM Software for Teamcentre Express, PLM platform software, Solid Edge with synchronous technology; CAD design software
Dong Chooi Kwon, CIO.

74. Sanglah Hospital, Bali

INDONESIA – Healthcare
Project: Hospital Information System. The project is a continuous development of Hospital Information System for Sanglah Hospital. The system is an Integrated End-To-End Solution, covered all aspect of Government Hospital Business Processes.
Key technologies/providers: MIRSA hospital information system; Sybase.
I Wayan Nurata, Head, IT Department.

75. Shin Kong Wu Ho-Su Memorial Hospital

TAIWAN – Healthcare
Project: Executive Information System (EIS) and Quality Indicator System (QIS). Through EIS and QIS, the organisation gained a holistic view of hospital operations and was able to receive new insights into performance in real time, enabling rapid course correction. Analytics helped keep the hospital on course to meet quality standards, with alerts linked to patients' electronic medical records. Contributing to the increased revenue was continuous feedback received from the EIS regarding bed availability, which enabled units to repurpose unused beds for waiting patients.
Key technologies/providers: IBM Power 520 Express, Power Systems running AIX 6; Software: Rational Team Concert Express, Tivoli Storage Manager Extended Edition, WebSphere Application Server Network Deployment, Rational Developer for System z, DB2 for Linux, UNIX and Windows, Tivoli Storage Manager for Databases.

76. Siam Commercial Bank

THAILAND – Financial Institution
Project: Multi-channel sales & service project. It is an initiative to overcome current 'disconnects' between all of the Bank's customer facing channels. The project's goal is to provide a single, 360-degree view, of customers across all channels – coupled with state of the art CRM capabilities for both analytical and operational purposes.
Key technologies/providers: Salesforce.com
Niwat Puangchan, SVP/Project Manager, MSS Project.

77. Sichuan Changhong Electric Co, Ltd

CHINA – Manufacturing
Project: To improve the service level consistency and operational efficiency of the overall corporate customer relationship management (CRM) process by replacing 31 regional implementations with a single nationwide deployment.
Key technologies/providers: Red Hat Enterprise Virtualisation to consolidate, manage, and support the assortment of CRM systems.

78. Silterra Malaysia Sdn Bhd

MALAYSIA – Manufacturer of semiconductors and wafers.
Project: Server consolidation with high availability using Sun Solaris Logical Domain (LDOM) virtualisation technology. IT had tremendously improved the services provided to our customer with less hardware maintenance and management. IT engineer will be more focused on improvement and enhancement activity; and work on research and development activity to enhance business process. Overall, we managed to reduce downtime interruption to production and reduce IT operating cost every year.
Key technologies/providers: Fujitsu Sun Solaris
C. W .Yeo, Senior Director.

79. Singapore Polytechnic

SINGAPORE – Tertiary Institution
Project: Music education. The project entails the creative use of Apple iPad as a music production tool as well as to enhance teaching and learning of music within and outside classrooms and also to use it to reduce cost for students and schools.
Key technologies/providers: Apple iPad 2; Software: Apple GarageBand, RJ Voyager, Read Rhythm, Music Tool Universal, Ear Trainer, Ear for Life, iTuna chromatic tuner, Piano Game Free, Perform, Play It Yourself 4, Pocket Piano, Music Theory Analysis; VirtualTek Wavepad; AKG Perception; JL Audio; Pro Audio Calc; Audio Filter; AudioEffects, AC-7 Core.
Chang Boon Hai, CIO & Director, CIS.

80. Singapore Prison Service

SINGAPORE – Government/Security
Project: Enterprise intranet Portal (EIP) aims to promote collaboration and communication among staff at work. Staff can be connected and collaborated through various social networking features such as blogs, discussion forums, news, knowledge base and personal site. It provides a single platform to share across entire SPS with quick access to document, information and knowledge kept.
Key technologies/providers: NCS Pte Ltd for deploying Microsoft Windows SharePoint 2010; Doc Ave; Springlake Document Management System; and Microsoft SQL Server 2008.
Kuai Ser Leng, Senior Assistant Director, Technology.

81. SK Marketing & Company

KOREA – Retail marketing
Project: Enhancing infrastructure to simplify management and boost data security. A solution based on Cisco's Unified Communication Server technology was designed. It was a highly innovative approach to meeting the complex requirements of businesses like SK M&C while adhering to operational demands for lower costs and greater efficiencies. The Cisco Unified Computer and Server (UCS) achieves these by integrating computing, network, storage and virtualisation into a single, cohesive system.
Key technologies/providers: Dimension Data, Cisco UC Server technology

82. SPRING Singapore, Ministry of Trade & Industry

SINGAPORE – Government body.
Project: SPRING CRM project. The SPRING CRM system is the first of its kind in the world implemented by an enterprise development agency serving the entrepreneurial community. It offers an unparalleled view of customer engagements and development activities; to allow SPRING to help growth-oriented Singapore Enterprises develop, grow and remain globally competitive by integrating the overall business strategies and performance objectives.
Key technologies/providers: Microsoft Dynamics CRM, External Connector, ForeFront Threat Management Enterprise, Windows Enterprise Server, SQL Enterprise Server; IBM hardware (HA environment): Mahindra Satyam for implementation, support and maintenance; NEC for Cisoc IPTel integration; Activants and NCS for application integration.
Yeap Thiam Meng, Director, IT.

83. Standard Chartered Bank

SINGAPORE – Financial institution
Project: Needs Based Conversation is an innovative and interactive mobile application for Banking Relationship Managers and bank clients. It structures and supports the initial and on-going interaction between bank and client, promoting collaborative and engaging examination of financial priorities from a client-centric perspective.
Key technologies/providers:
Aleph Labs for consultancy on user-oriented systems design and development.
Simon McNamara, CIO, Consumer Banking.

84. Standard Chartered Bank (Thai) PCL

THAILAND – Financial institution
Project: Smart Card Initiative. Opening Account with Smart Card is an innovative way that enables the bank to stay ahead of competitors in the current competitive market by improving both customer and frontline experiences. This process automatically transfers information in customer's

national ID card to the bank system and shortens account opening process turnaround time.
Key technologies/providers: In-house development.
A. N. S. Narayan, CIO.

85. State Street Corporation Centre of Excellence, Hangzhou

CHINA – Financial services
Project: State Street's Centre of Excellence (COE) for Advanced Technology & Development. The centre is a multi-year, multi-phased initiative based in Hangzhou, China. By focusing on technology development, the COE has helped integrate IT to support State Street's operations globally, better positioning the company to provide highly valued services and solutions to clients.
Key technologies/providers: In-house expertise and external consultancy.
Jerry Cristoforo, Executive Vice President & CTO.

86. Sukhothai Bangkok Hotel

THAILAND – Hospitality
Project: Wireless connectivity. To enable guests to use their smart phones and tablets to access the Internet everywhere in the hotel through Ruckus Smart Wi-Fi enterprise wireless LAN implementation.
Key technologies/providers: Ruckus Wireless
Chaiyaphan Pornsatit, IT Manager.

87. Taishin International Bank

TAIWAN – Financial institution
Project: Changing mainframe system to an open system by introducing Sterling Connect:Direct from IBM.
Key technologies/providers: IBM Sterling Connect:Direct, consultancy
Duh Wen-Tzong, Senior Vice President, IT Department.

88. Tan Son Nhat Cargo Services

VIETNAM – Cargo shipping and logistics
Project: Cargo Operations Intelligent System (COSYS). It uses COSYS to provide tailor-made e-freight compliant solutions for cargo handling agents and carriers from single front-end. The deployment enhances the company's ability to improve customer loyalty by delivering automated service capabilities that can be fully integrated with various airlines' cargo reservations system to simplify the cargo-handling process.
Key technologies/providers: NIIT Technologies

89. Temasek Polytechnic

SINGAPORE – Tertiary institution
Project: Implementation of Virtual Desktop Infrastructure (VDI) by the School of Informatics & IT, to enhance students' experience with easy access to the school's IT environment remotely and securely. It is aimed at providing students with hands-on experience on VDI technology to prepare them for the workforce.
Key technologies/providers: Fujitsu Asia
Lee-Lim Sok Keow, Director, School of Informatics & IT.

90. The Emirates Group

UNITED ARAB EMIRATES – Airline
Project: To create a service-oriented platform that could host multiple travel-related business systems and simplify the application portfolio by eliminating redundant components and interfaces while obtaining significant cost savings. Standardisation and centralisation of all travel-related services onto one platform; reduced IT cost; reduced complexity; free from costly vendor lock-in; achieved a highly secure environment with no system downtime.
Key technologies/providers: Software: JBoss Enterprise SOA Platform (ESB), JBoss Enterprise BRMS, JBoss Enterprise Application Platform, and JBoss Operations Network, Red Hat Enterprise Linux; Hardware: 10 x 2-core 4GB, HP ProLiant BL460C.
Neetan Chopra, Vice President of Strategy & Architecture.

91. The Farrer Park Company

SINGAPORE – Integrated healthcare
Project: Design, build and maintain the technology infrastructure for its new integrated healthcare and hospitality complex in Singapore. The Farrer Park Company selected the HP Digital Hospital solution to establish the foundation for its IT environment in the entire Connexion complex. Managed by HP, this cohesive set of technologies connects systems and people to facilitate communication of real-time patient and hotel customer information.
Key technologies/providers: HP Consulting Services
James Woo, Vice President for IT.

92. The Federal Bank Ltd

INDIA – Financial institution
Project: Pivotal CRM project implementation of Lead Management and Collection Management solutions that were completed during the fiscal year 2011-12, as Phase I implementation of an integrated CRM solution in the Bank.
Key technologies/providers: CDC CRM Solutions Pvt Ltd for consultancy and development; Oracle database solutions; IBM and HP servers; Wipro and HCL clients; and Microsoft OS and platform for clients and servers.
Biju K, Chief Manager.

93. The Hong Kong Jockey Club

HONG KONG – Only authorised operator of horseracing, Mark Six lottery and regulated football betting
Project: The New Racing Information System is a mission critical system that enables efficient and effective management of the Club's complex racing operations. It has brought significant productivity and service improvements to the Club, one of the largest horseracing organisations in the world with betting turnover of US$10 billion per year.
Key technologies/providers: Microsoft Windows Enterprise Server 2003, SQL Enterprise Server 2005, .NET Framework 2.0; Oracle Fusion Middleware 10.1x; SAP Business Objects; HP Proliant server and desktops; IBM e-Server; EMC SAN storage; Cisco switch; Captaris RightFax 9.3.

94. The Karur Vysya Bank Limited

INDIA – Financial institution
Project: Account opening and workflow improvements. Implementation of image based account opening process to re-engineer technology and business workflow. Worked with external party to provide the image based workflow automation to open the deposit accounts of the bank on a cloud model. The entire project was aimed to increase the efficiency of the account opening process to scale up along with the aggressive business plans of the bank.
Key technologies/providers: CAMS for providing the entire solution including manpower resources for the master data creation based on a cloud model.
Boontuck Sekar S, Deputy General Manager, IT & CIO.

95. Top Glove Group of Companies

MALAYSIA – Manufacturing
Project: Top Glove eBusiness consists of two important applications — TG eSupplier and TG eCustomer. Both applications enable suppliers and customers to conduct business online with the company 24 x 7. This system is integrated to the backend in-house ERP system (TGERP 2010). This allows for complete consolidation of all business activities for external parties.
Key technologies/providers: DMF Technology MSC Sdn Bhd; S-Cube Sdn Bhd.
Tong Siew Bee, Executive Director/CIO.

96. Usha International Limited

INDIA – Manufacturing, marketing and distribution
Project: Infrastructure consolidation. Usha International was going through a challenging phase where it was compulsory to add new functionalities to existing SAP platform to support growing business needs, and to add capacity to its data centre infrastructure to meet computing and processing demands.
Key technologies/providers: Dell PowerEdge servers; Brocade Fibre Channel switches and tape library; EMC storage; VMware ESX 4.0; Commvault backup solution; Red Hat Enterprise Linux Server.
Subodh Dubey, Group CIO.

97. Uttam Energy Tech Limited

INDIA – Boiler manufacturing
Project: To build a highly secure and centrally controlled desktop environment for the company's design team. The key elements in mind for its desired virtual desktop infrastructure included scalability, high-performance, and a cost-effectiveness.
Key technologies/providers: Red Hat Enterprise Virtualisation for Desktops, Servers; Dell PowerEdge t716 server
Balram Adlakha, Vice President, Business Development.

98. Vietnam Dairy Products JSC (Vinamilk)

VIETNAM – Dairy products
Project: Vinamilk virtualised storage infrastructure to support business expansion. It realised the transformation by consolidating its disparate legacy storage systems into a single data storage management platform for multi-protocol, multi-vendor storage environments.
Key technologies/providers: NetApp V6080 and V3170 open storage controllers.
Tran Nguyen Son, IT Director.

99. Watson Pharma Pvt Ltd

INDIA – Pharmacy
Project: Implementation of McAfee Data Loss Prevention (DLP) to protect the enterprise from the risk associated with unauthorised transfer of data from within or outside the organisation.
Key technologies/providers: McAfee solutions
Ravi Sharma, General Manager, IT.

100. Watsons China

CHINA – Retail
Project: Watsons CRM. In 2008, Watsons China has experienced increase market competition, and in order for the business to maintain the competitive edge, and attain profit margin improvement, CRM system initiatives had evolved in the business strategy of 2009 with the target to boost up loyalty purchases, cross-sell, and supplier funding. In addition, we can perform segmentation marketing to understand customer behaviours and build better product assortment and premiums.
Key technologies/providers: VIG Asia, ACXIOM, China Mobile, China Net Centre
Bobby Ho Tsan Fai, IT Director.