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C O N T E N T S

3-5

China Mobile
International (Malaysia) :
Creating a seamless future



6-7
Oculo: Enabling
businesses to operate
more effectively

10-11

Creating an AI
ecosystem of
the future



12-13

Building the
urban future
with 5G



14-15

Digitalising
supply chains



EDITOR'S NOTE

The arrival of the Covid-19 pandemic accelerated every need for a digital transition. Months into the fight against the pandemic has required businesses and countries to be smarter and more agile.

Plans to create smart cities and become a smart nation is not novel. But it is definitely a more important discussion in times as unprecedented as the current one. Increasing the quality of life is part of the new normal, and for a more efficient new normal, governments and businesses are hoping to achieve this through technology.

In Malaysia, Putrajaya has defined the concept of smart city as smart living, smart governance, smart economy and smart mobility among others. With issues of overcrowding and environmental degradation on the rise, the 11th Malaysia Plan has focused on enhancing service delivery, rationalising public sector institutions for greater productivity as well as enhancing project management for better and faster outcomes.

While efforts are the underway, the pandemic has definitely accelerated several efforts. Malls in the country have turned to smart parking to minimise contact and as a result, efficiency has also increased allowing for more seamless traffic into the mall. Private players are also playing a significant role by creating cities that look to utilise technology in enhancing the way we live our lives.

In this supplement, readers will find players like Skymind dedicated to bringing global partners together to establish local ecosystems. The Sunway Group has also shared their efforts in building smart cities.

So be sure to read on for more insights from China Mobile International Malaysia and Ocullo who are also sharing their efforts in making Malaysia a more seamless and effective country.



BUILDING THE FUTURE OF TOMORROW

China Mobile International (CMI) Malaysia shares initiatives that could form a more effective and seamless future for the nation

The Covid-19 outbreak which disrupted industries globally had also in return accelerated the digital transformation that was taking place. Businesses saw the urgency it brought and had sped the process that was slowly transforming their day-to-day operations.

Traditional methods which involved manual labour proved to be obsolete during the Movement Control Order (MCO) as some did not fall under the essential job category and companies have had to wait to be approved by the Government.



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Adapting to changing times

One particular instance is traditional meters which still requires utility personnel to go from house-to-house and read them in-person. "Traditional meters of utility, energy and manufacturing companies require massive labour costs. This was an apparent struggle during Covid-19 for utility companies to record meter reading amidst government lockdown," says China Mobile International (CMI) Malaysia.

In order to solve this problem and to aid utility companies to operate more effectively, CMI has introduced smart metering, which helps manufacturing industries to harness IoT to expand digital intelligence to their entire manufacturing enterprise.

CMI's smart meter reading devices will be mounted upon the legacy mechanical meters along with a micro camera. "It is adaptable to meters from different manufacturers of different types," says CMI Malaysia.

It will then utilise IoT connections to get the regular pictures and transform it into digits using AI Technology. This would provide a self-service portal to field engineers, end-users and operators. The device can also be used to manage billing along with customer service management.

"This has been proven to be a success in both China and Japan. In mainland China, one of the largest gas companies provided the service to multiple residences in 3 months and has seen data capture success rate exceeding 99 percent."

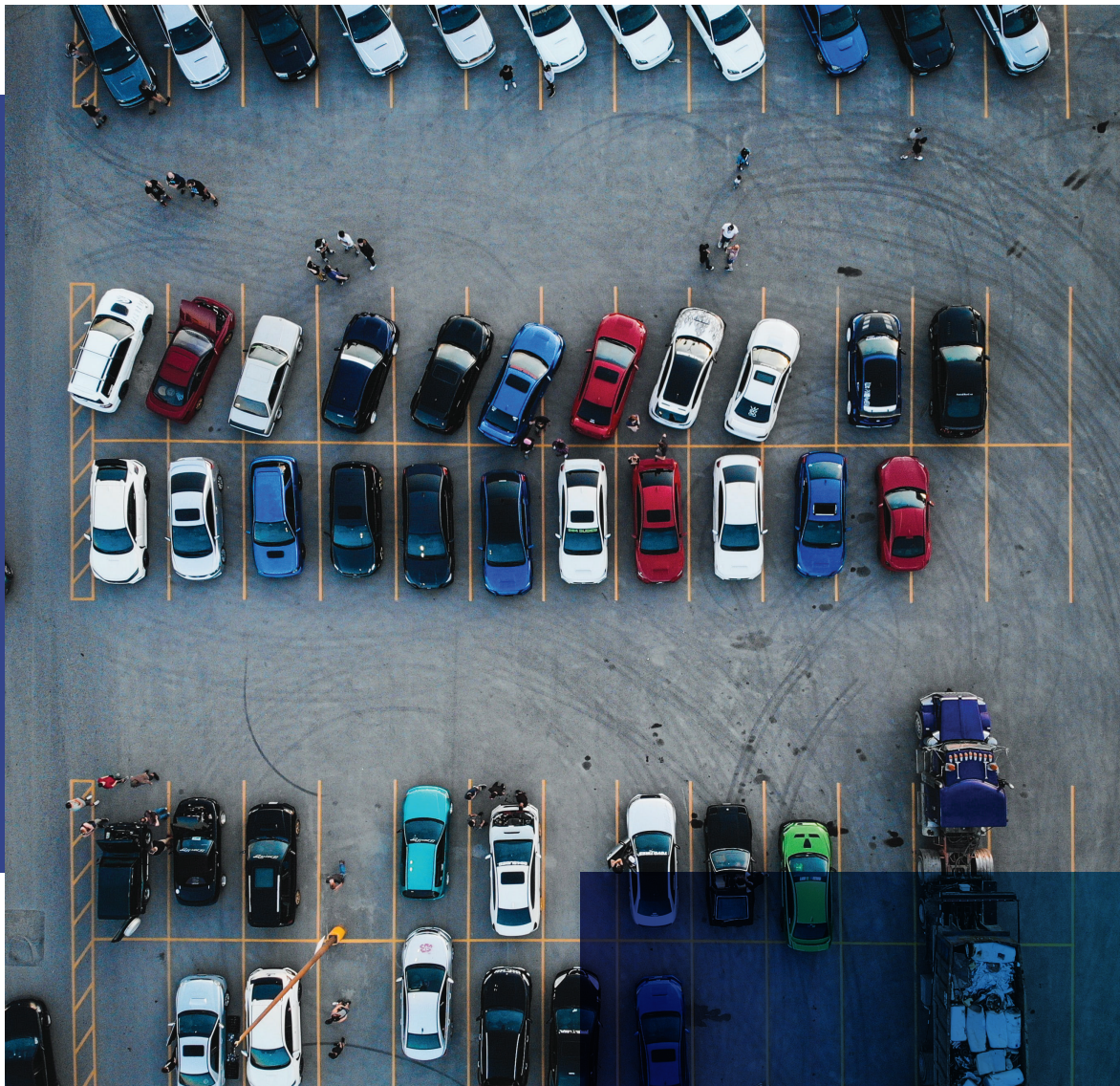
In Japan on the other end, the smart meter devices has been successfully piloted by a telecom operator.

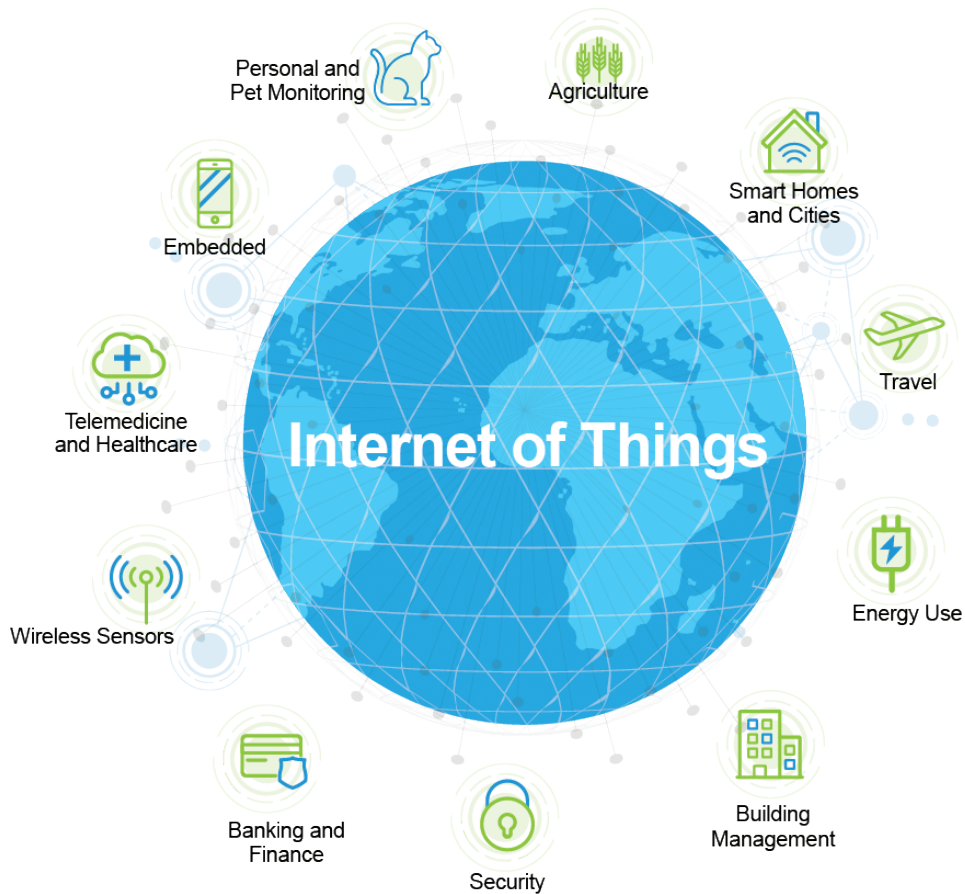
With the ability to operate remotely, the smart meter reading device will prove to be an essential that can transform traditional methods that have been on the decline and at the same time to allowing businesses to be more essential.

Implementing the right systems

One of the more common observations that have come out of the virus outbreak is the need to socially distance and minimise physical contacts. Smart parking in Malaysia while not very extensive, has been on the rise and in recent months, malls have started to implement the systems as well.

This in return has allowed visitors to pay for the parking fees via online and manage traffic more seamlessly as well. Prior to this, there was a lack of valid surveillance





and with parking difficulties along with a weak revenue growth, smart parking has been appearing as the go-to choice for buildings with corporate offices and malls.

CMI's smart parking solution enables way finders to automatically identify the current status of the parking space they are in and also notifies a warning when an illegal behaviour takes place in the parking spaces. This would then increase security and confidence for visitors coming to the mall or building.

"Enabled by our partner solution, our system will be able to detect the parking space with the back-end AI server," say CMI Malaysia. With the AI capability, every IVSS7008-11 server supports eight IPC detection channels.

Another common problem that takes place in parking spaces is the difficulty for visitors to locate their cars. This too can be solved with CMI's smart parking solution where drivers can input their plate numbers and the system presents the best path to find their car. As for payments, drivers can scan input their vehicle number at the auto pay machine and pay easily as well.

Promoting optimisation and efficiency

Digitalisation is not just affecting the way labour and parking systems operate in the country, it is also changing

the way campuses are formed and the way they affect the day-to-day lives of students. The China Mobile Guangzhou Southern Base project for instance is a smart park with various platform applications.

The park has smart parking, smart manhole cover, smart environment as well as smart trash can among others. Using multi-service integration of IoT, CMI's smart park project promotes management optimisation and efficiency improvement. It also tackles issues such as a sudden fire breakout.

The smart solutions provided by CMI alerts building management on early fire detection, early light and sound warning together with smoke detection. This provides building owners the opportunity to reduce loss and purchasing cost.

And with the soon-to-arrive 5G, CMI will be able to utilise it along with IoT for various industries. These industries include mining, hospitality, healthcare, fintech, security monitoring as well as manufacturing. "5G with AICDE capability as a platform will allow us to build peak industry operation systems. This will allow us to enable isolated business with SLA guarantee and offer businesses remote real time precision control with high reliability," says CMI Malaysia.

ENABLING BUSINESSES TO OPERATE MORE SEAMLESSLY AND EFFECTIVELY

From smart parking to accurate sales forecast, Ocullo is using machine learning to enable businesses in Malaysia to operate safer and more effectively

The coronavirus outbreak has disrupted industries globally and Malaysia being part of a digital transformation wave that is sweeping countries has been affected as well. While the impact may not have been pleasant for many, the healthcare crisis also gave birth to new changes.

Social distancing became a necessity and in order to better track any possible outbreaks, the MySejahtera App came about. This allowed the government to collect movement data without getting involved in any physical manual data collection activities.

This however was made possible through machine learning. Franco Gan, Managing Director of Ocullo says, "Machine learning is a subfield of artificial intelligence where algorithms are constantly learning and improving themselves. Just like the human brain, it can learn from observation and make smarter decisions by processing huge amount data and choosing the required one."

"The more data it has, the smarter it gets," he says.

The founder of the machine learning app says machine learning helps companies in achieving accurate sales forecast resulting in effective sales offers and marketing plans. "It even helps with time intensive tasks and inventory control," Franco highlights.

Ocullo is the solution provider of Dua Sentral Smart Parking system, a multipurpose commercial building which consists of TNB corporate offices, commercial offices, residential and a hotel.

"The security and the CAPEX of the building's parking have been improved significantly with our number plate recognition and e-payment capabilities," says Franco, adding that system allows for entry and exit activities to be traceable with time, number plate and car models.

"All is automated and no manual work is required. On occasions of special events, the system allows both TNB corporate offices and the hotel to programme special rates with just a few clicks," Franco says. The parking segment is not the only focus of Ocullo. The machine learning service provider has dabbled into the drones segment where the team is able to provide solutions to reduce the manual effort



of going through drone footages, allowing users to automatically detect defects, count objects as well as perform tracking with ease.

"Users will also be able to run analysis in real time or even analyse the footage post collection as either images or in video format," Franco points out.

Oculo also covers the insurance sector where they would be able to provide superlative CX by approving claims for mobile and car insurance in seconds. "We could plus leaky funnels with faster and frictionless KYC as well as extract key information from forms, invoices and ID cards for instance," he shares.

As for the media industry, newsrooms through Oculo's service could extract tags from images to maintain high quality contents and filter unnecessary contents to ensure both readers and subscribers have access to appropriate content.

Implementing machine learning into the software, Oculo was formed by a team of IT experts and tech enthusiasts from different industries. Hoping to make the country a better place to live, the team believes machine learning will help them to achieve the agenda.

Oculo's chief operation officer, Steven Chin further says that the startup hopes to build an ecosystem of Malaysian experts in the area instead of importing talent from overseas.

"Machine learning in Malaysia is in the growing stage and it's not being promoted widely like our neighbourhood country Singapore. It needs more support from the government, business sectors and education institutions in order to move further," he adds.

Stephen also believes industries such as healthcare, pharmaceutical, education, manufacturing and hospitality could also benefit from machine learning.

"Machine learning helps business owners to run their business as usual under a safer, more effective and greener environment condition with minimum manpower," he says, stressing the urgency machine learning presents especially in an unprecedented time.





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BUILDING AN AI ECOSYSTEM OF THE FUTURE – AND FOR MALAYSIA'S GREATER GOOD



A smart city is one that utilises different electronic methods and sensors to collect data, which is then turned into useful insights to manage resources. However, over the years, the definition of a smart city has misused.

"I would define smart cities as cities that could create value, be sustainable and improve the quality of lives. It also embodies innovation and at the same time is able to generate a smart economy," says SkyMind Chief Executive Officer and Founder, Shawn Tan.

Buoyed by SkyMind's passionate belief that AI would prove to be vitally important to every nation, the company forged a global growth trajectory fuelled by public and private industry partnerships.

This has enhanced the company's mission to provide fully dedicated AI infrastructures and generate real-world solutions to build a more intelligent world.

While the concept of smart cities is not novel in Malaysia, he describes most of what has been done in the country as "half-baked". "Technologies utilised in creating smart cities improve our day-to-day life activities however it's expensive hence the reason it's not vastly implemented as well."

SkyMind Future Cities, the A.I city arm of SkyMind is

hoping to bring partners together to build an ecosystem to realise the true value proposition of smart cities.

SkyMind believes innovation is the key in producing a true sustainable city, and that cities should evolve around creating values through innovation.

"We create value for cities and we have successfully done so for Fujian, turning it into an AI-city," says Eow Wan Lin, Managing Director of Future Cities.

"We were able to turn the city into a high economy city and train the talent as well. As a result, the talent we generated were able to afford to contribute to the high GDP. The value of the city increased by 300%," says Wan Lin.

The SkyMind team hopes to do the same here in Malaysia. Currently, more than 350 of Fortune 500 companies utilise SkyMind technologies.

"In Malaysia when they say smart cities, the question is how smart can they be?"

Various terms have come and go with time, making it difficult for companies like ours to really explain what it really means," says Shawn.

According to SkyMind, the country is far from ready for smart cities. High costs and lack of infrastructure are part of the reason. Sending data to servers overseas



From left to right, Eow Wan Lin, Goh Shu Wei, Shawn Tan

located in the likes of China, Australia and the US could potentially create a security breach.

Skymind plans to solve this issue by deploying servers within the premises of the partners involved in creating a smart city. However, to get there, Skymind's priority is now to train the right talent for it.

Developing the right talent

Currently in its Phase 1, Skymind has been prioritising talent development in the country. "We have trained quite a number of trainers in association with MARA, USM and Training Providers," says Shawn.

Skymind has hired more than 50 engineers from their certification programmes along the way.

"There is a huge gap when it comes to AI talent. There isn't enough and even if there are, they are not ready," says Shawn, pointing towards the lack of experience graduates face.

Skymind Chief Operating Officer and Co-founder, Goh Shu Wei says Skymind incorporates theoretical and practical methods when it comes to training students. Skymind gives their local talents access to global experts and projects overseas.

"The gap is mainly on the skills. While the willingness and passion is there, there are no right opportunities," says Shu Wei.

"We are passionate to unlock and develop Malaysia's talent, this could play a pivotal role in placing the country

on firmer grounds in the global digital arena," he adds.

Skymind has been working with universities nationwide to develop AI courses that would better fit potential AI enthusiasts.

From its 2014 inception in Silicon Valley, the company has established offices across 13 countries.

Even before pandemic-related lockdowns had imposed travel restraints, co-founders and fellow Malaysians Shawn and Shu Wei had envisioned developing AI in Southeast Asia with Malaysia as a major talent hub.

Building the future

Future Cities' managing director, Wan Lin says Skymind is currently working with developers nationwide to build Skymind Innovation Valleys in the north, central and southern region of the country.

"What we are doing is bringing A.I ecosystem components that we have built in China over to Malaysia, localising the innovation to better suit the ecosystem of the country," Wan Lin shares.

Skymind is also collaborating with a national telco developer to deploy their very own AI stack. "We are finalising all the contracts currently," says Shawn.

As for the future, Shawn and his team says Skymind will always be looking to champion the goal of developing next generation talent which at the same time will go on to develop innovations that could boost the economic and living standards of the country.





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HOW 5G CAN HELP US BUILD THE URBAN FUTURE

Sunway Group leads the way in creating smart and sustainable cities with great potential

As centres of commerce, culture and where great ideas are conceived, cities today generate more than 80 percent of the global gross domestic product.

By 2050, nearly 70 percent of people worldwide will reside in metropolises, where human development involves innovation, culture and prosperity.

Yet, cities – especially those poorly planned – face major issues such as congestion, pollution, crime, disease and resource scarcity.

It gets worse as more people relocate to these urban spaces that emit more than 70 percent of the world's

carbon emissions, affecting humankind's well-being.


Hence, an urgent need to transform the way we build, live and operate in cities for our well-being.

Sunway's charge towards sustainable urban future

In Malaysia, Sunway Group is leading the way to transform cities of possible peril into those with great potential.

Sunway's unique history and business model are among the reasons it can lead the charge.

In fact, the Group was founded on the sustainable



development concept, beginning with Sunway City Kuala Lumpur. Some four decades ago, it was an abandoned land with disused mining pools caused by destructive mining activities.

In the 1970s, its founder and chairman Jeffrey Cheah – determined in turning a wasteland into a wonderland – rehabilitated this abandoned tin-mining land into a thriving smart and sustainable city.

Now, the seven-million-sq-ft Sunway City Kuala Lumpur is the centre of education, healthcare, hospitality, retail and leisure. More than 25,000 trees have been transplanted, and a complete eco-system restored.

Sunway City Kuala Lumpur, with lush greenery, is home to more than 200,000 people living, working and playing in a safe, healthy and connected environment.

Apart from the edifices he built over the years, Cheah has put together a top-notch team to manage the city and create unique urban spaces for the future.

The team comprises architects, engineers, academics, doctors, scientists, entrepreneurs, researchers and security specialists housed within Sunway's businesses.

Through the Jeffrey Cheah Foundation, alliances were formed with top institutions worldwide including Cambridge, Harvard and Oxford universities, and a partnership with renowned economist Professor Jeffrey Sachs.

Sachs leads the United Nations sustainable development goals, to not only bring quality education and research to Malaysia, but also work together with Sunway towards solving urgent issues facing humankind.

With almost half a century of experiences in developing urban centres of growth, Cheah now leads Sunway's 16,000 employees across diversified businesses to produce pragmatic and sustainable solutions that will bring out the best in cities.

From Internet of Things to Internet of Everything

The fifth-generation (5G) technology is key for Sunway's transformation. At 100 times faster than 4G's speed, Sunway can make leapfrogs in advancing urban spaces for the future.

Sunway Group president Chew Chee Kin cited intelligent solutions are already powering the company's endeavours in Sunway City Kuala Lumpur.

"We are currently managing energy consumption, powering safety and security in our township with IoT (Internet of Things) devices," said Chew.

"We are utilising smart devices such as facial recognition in Sunway University's library, smart parking in Sunway

Pyramid and tele-health in Sunway Medical Centre."

Chew also said 5G offers great speeds required for Sunway's next-generation ideas to materialise and test them in its townships.

"Our innovators will be able to better reduce the consumption of resources and energy, enhance education and healthcare, produce security enforcements and improve traffic systems," he said.

"By doing this, we can produce meaningful solutions that will drive low-carbon cities which are economic and innovation powerhouses, and ultimately empower citizens to thrive."

To harness 5G, Sunway has teamed up with one of the largest mobile operators in Malaysia, Celcom Axiata, and Huawei, the largest telecommunications equipment and smartphone manufacturers in the world.

This makes Sunway City Kuala Lumpur, where Sunway built its flagship businesses, a "living lab" where the said three parties will test-bed next-generation urban solutions.

In the pipeline is an enhanced remote education tapping into facial recognition and artificial intelligence.

The blockchain technology will be used for transparency and authenticity of academic certificates delivered to university students.

To improve internal processes in the township, robotic process automation technologies such as software robots will automate mundane and repeatable tasks.

Tele-health capabilities will be expanded to include the delivery of medicines using drones.

"We hope our journey to build smart and sustainable cities will create a ripple effect that encourages people to participate in creating a better future for all," said Chew.





DIGITALISING THE SUPPLY CHAINS

By Nazery Khalid

Nazery Khalid is a former maritime policy researcher and a well-published and prolific commentator of the marine industry.

As the concept of smart cities gains traction, players in the logistics sector are preparing to operate in a fully-digitalised supply chains to support, take advantage of and flourish amid the proliferation of e-commerce in today's digital economy.

Logistics is the part of the supply chain that features a wide range of activities that facilitate the transportation of goods and raw materials from the point of production to consumption. The logistics sector contains activities such as sourcing, transportation, distribution, storage, warehousing, packaging, repackaging and cargo clearance, plus value adding services such as information management, IT and supply chain management, among many others.

Loosely defined, the term 'digital supply chain' refers to the Internet-based and ICT aspects of the supply chain in terms of the assets used and the activities they facilitate. In industry circles, the term is used in discussing the utilization, application and development of advanced high-tech equipment, realtime data, automation, and interconnected systems and solutions that drive improvements in performance, delivery and customer

satisfaction in traditional supply chains. These include the use of artificial intelligence, big data analytics, Internet of Things, predictive analysis, robotics, virtual reality, sensors and a host of other applications and technologies that make up what is known as Industry 4.0, from the first mile to the last mile of supply chains.

Amid the proliferation of automation, technologies and Internet-based solutions in today's 'digital revolution', the focus on trading, doing business and purchasing items on digital platforms is growing by the day. Volumes of e-commerce and online purchases, and demand for fast deliveries / same-day shipping have increased tremendously since the outbreak of the Coronavirus pandemic earlier this year. The movement control order (MC) and lockdown imposed on governments that curtail face-to-face contacts have driven people in many parts of the world to turn to online platforms to order items and carry out activities such as meetings and learning.

Operating in the digital realm

Keeping up with this trend, many logistics players have stepped up investment and efforts to operate efficiently

in the digital realm. The main objectives of doing so are aimed at enhancing connectivity between producers and end-user / markets. Many companies are reliant upon supply chain performance in ensuring they meet their customers' demands and expectations. As such, they depend on the optimal performance of the supply chains as one of the vital success factors of their business.

In stepping up to the plate to operate in the digital economy and help clients to meet growing demand for online purchases and fast, efficient and cost competitive digital delivery, logistics players are increasingly focusing on :

- i. Automating processes to enhance efficiency and productivity; reduce costs; eliminate duplication / redundancy of functions, errors and wastage; and increase visibility, safety and security along the supply chains.
- ii. 'Connecting the dots' along the supply chain. This entails building connectivity amongst players and parties across the chain, connected through interactive equipment and systems to share realtime data to track the movements, whereabouts and conditions of cargos moved, at all stages between the point of origin to the point of destination.
- iii. Addressing 'pain points', vulnerable parts of the supply chain to ensure continuity of movement of goods across them and to minimize disruption. This is crucial amid ever changing consumer demand, growing complexity of supply chains and growing competition and uncertainties. The Covid-19 pandemic has exposed several of these points and highlighted the need for players along the global supply chains to reduce vulnerabilities such as over-dependence on single source of supply, inflexible logistics arrangements and lack of back-up plans in the face of obstacles and disruptions. Making supply chains more shock-resistant and resilient to disruptions in areas such as sourcing, transportation and financing has taken centerstage amid the pandemic, lockdown / movement restrictions and demand destruction and a sea of uncertainties.
- iv. Undertaking scenario planning, intelligent forecasting and comprehensive, unified approach to better allocate resources to deliver the best solutions and services to their clients.
- v. Increasing the use and application of data in all aspects of activities across the supply chains, including planning, forecasting, coordination, management, operations, marketing and many others.
- vi. Enhancing the agility of supply chains to enable goods to be transported without hindrance through paths

of least resistance with practical alternatives and at economically viable costs.

- vii. Increasing and strengthening collaboration across organizations and players among the supply chains to improve sharing of data / information and to boost end-to-end visibility across the chains.
- viii. Breaking down silos to smoothen key processes along supply chains such as sharing of data / information and enhancing interoperability, and enabling shared resources./ services to attain optimal allocation of resources.

Surfing with the digital wave

In the effort to 'digitalise' supply chains to achieve the above objectives and to align them with the e-economy, various aspects need to be looked into. These include investing in the hardware, software and systems needed to automate processes and activities; developing human capital with the skills set to operate efficiently in the digital realm; enhancing awareness amongst players along the chain of the need to step up their game and take a whole-ecosystem approach to digitalising supply chains; and providing a conducive environment to establish a network of interconnected, integrated and interoperable supply chains by way of having the infrastructures, infostructures; and legal and regulatory framework to facilitate e-supply chains.

Supply chain practitioners must be able to comprehensively manage the digital aspects of the supply chains; anticipate the challenges and mitigate the risks involved in digital supply chains; and operate in a new data-driven, realtime platform featuring high levels of connectivity, collaboration, sharing and strategic alliances among the parties.

Those who fail to sync their operations and adopt to new technologies and fast-changing technological landscape will run the risk of drowning in the digital wave and be left behind by the rapidly advancing Industry 4.0 momentum. They also stand to lose out on the opportunities presented by the digital economy if they fail to invest in the assets and resources needed to operate in today's technology-driven economy.

The onus is on them to transform their strategies, operations and even mindsets to undertake digital transformation to eliminate inefficiencies, handle more volumes of business more efficiently, increase revenue, drive cost lower, mitigate disruptions, enhance customer satisfaction and experience, and reap the huge opportunities presented by the challenging but exciting digital economy and digital supply chains.



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