

GROUP Information Services

The AmBank Group ("the Group") remains committed to driving efficiency and effectiveness with continued emphasis on capitalising and optimising technology in line with the Group's business focus and strategies.

Moving forward, Group Information Services ("Group IS") will continue to align its objectives with the Group's business strategies specifically in three key areas, which include enhancing risk management capabilities, breaking into new markets; and heightening business revenue growth.

Risk management remains a key focus area. The Group continues to emphasise heavily on building robust risk recognition capabilities to enhance risk measurement and processes which in turn improves capital preservation and NPL management; this is in addition to lowering trading volatilities through deploying resilient technology to enable these initiatives.

To support diversification, accessing new market segments is crucial for additional streams of revenue generation. Group IS will continue to work with the business units to enhance business intelligence that enables analysis and interpretation of data for more effective cross- and up-selling, faster and efficient ways to market new products and services, as well as fostering better customer relationship management processes.

To support continued revenue growth, emphasis is given to improvements in the overall IT infrastructure to provide comprehensive service delivery capabilities. The objective is to ensure core systems and delivery channels are able to support these business areas to deliver the desired functionalities, value-added services and high availability.

Group IS will also continue to invest in security management to enhance security integrity and to comply with security guidelines and international policies. Infrastructure optimisation is also an objective to ensure that the Group's technology infrastructure such as servers, PCs/laptops, printers and other IT peripherals are kept current to deliver optimum utilisation for operational deliverables in line with cost effective solutions.

In terms of departmental strategy, Group IS continues to adopt best practices in the areas of technology management with implementation of IT service management practices, proactive application life cycle management, together with the adoption of ISO standards through comprehensive IT Governance. With this, Group IS will be in a better position to deliver effective IT values and solutioning to the business.

Retail And Business Banking

In line with the Group's Medium Term Aspirations ("MTA"), emphasis is given to upgrading the core application system and to build a solid technology foundation to facilitate the creation of new businesses as well as to address future business needs.

Customer relationship management capability is also a key component in meeting the needs of the mass market which includes individuals and families, small businesses and emerging affluent segments. This will be carried out through investments in enhancements to the wealth management and financial services delivery applications.

Focus will also be given to cultivate trade and SME businesses with the intention to further improve cash management services and to leverage on FX and remittance.



Investment Banking, Markets Business, Relationship Banking And Regional Business

Key initiatives for Investment Banking are the implementation of the Private Banking System which provides solutions to encourage clients to take up financial advisory services; and an application to provide markets performance analytics for progressive risk and performance management. For Markets Business, this year's concentration is to enhance derivatives capabilities through the implementation of Treasury and Equity Derivatives systems which enable complete operational control, seamless processing for all deal structures and a robust system for business growth.

Islamic Banking

The Group's Islamic banking is constantly looking for opportunities for potential growth. The focus is to further streamline its process through further enhancement of its back-end systems to rollout innovative Islamic products.

Insurance

AmLife has initiated technology investment in the life insurance core system to support aggressive growth. AmG technology investment is focused on technical consolidation, to achieve greater efficiency and economies of scale for an optimal operating environment. Pipeline investments include establishing a system to roll out Islamic Takaful insurance.

