

Fiscal 2015 was an eventful and exciting year for Group Information Services (“GIS”), with plenty to cheer about, from gaining recognition to making significant strides in our drive to achieve the AmBank Group’s (“the Group”) strategic objectives. Nevertheless, GIS shows no sign of slowing down and will continue to play our role as an enabler and catalyst for change and improvement towards making AmBank your “modern Malaysian” banking group.

Outstanding Leadership

The year 2014 ended on a fruitful note with the Group Chief Information Officer (“CIO”) clinching the award for CIO of the Year at the PIKOM Information Communication and Technology (“ICT”) Leadership Awards 2014 in recognition of his visionary leadership, commitment to innovation and effective utilisation of ICT.

Organised by PIKOM, the National ICT Association of Malaysia, since 2008, the accolades are presented to individuals and firms demonstrating ICT best practices in their respective fields of business, commending the diligence, commitment and innovative business strategies required to make headway in the local and global marketplace, and contributing to the growth of the country’s ICT industry.

Regulatory and Compliance-Driven Heavyweights

On the Group’s path to Goods and Services Tax (“GST”) compliance by 1 April 2015, GIS played a pivotal role in ensuring the financial and accounting solutions, and all relevant applications across the board were GST-ready. The group-wide GST readiness programme was accomplished successfully by the nationwide GST effective date.

In addition to the GST rollout and working closely with our Finance counterparts, we are putting in place the foundation for a more robust and sustainable regulatory reporting solution to promote data quality and effectiveness for submission to the regulators.

GIS strives to move to the next level while making sure the activities in our ordinary course of business are performed efficiently. After securing ISO/IEC 27001:2005 certification for half a decade, we recently upgraded our certification to the more stringent ISO/IEC 27001:2013, with zero non-compliance findings. We are thankful for the full commitment of our people at all levels in implementing the information security management system.

Post-Acquisition Integration

The consolidation of systems of the Group’s acquired entities was successfully concluded last year. Both systems for AmBank Cards and MBF Cards were fully integrated to a single IT platform in December 2014. Customers can now enjoy an expanded suite of banking products and services to cater to their financial and lifestyle needs.

Similarly for the general insurance arm, the IT integration process for AmG Insurance Berhad and its wholly owned subsidiary, Kurnia Insurans (Malaysia) Berhad, crossed the finish line in November 2014. The merged entity is now known as AmGeneral Insurance Berhad, trading under the dual brands of AmAssurance and Kurnia.

Keeping Up with Digital Trends

To keep AmBank at the forefront of digital innovation and to discover the ever-evolving customer needs, AmBank emerged as the first industry player in the country to unveil a digitally-enabled crowdsourcing community platform, known as “TRUE Lab”. The interactive and innovative platform empowers young professionals to define the way banking should be, from enhancing existing products and services to developing new financial solutions.

Another initiative to stay relevant and customer-centric is the new digital platform modernisation, aimed at transforming internet and mobile banking applications to promote an improved overall experience for both retail and non-retail banking customers.

While there is plenty of excitement in store for external customers, enticing and engaging internal stakeholders is just as important. Our employee intranet portal “Connected” has recently been given a major facelift with advanced features, appealing designs, improved information searches and enhanced site speed. The revamped intranet portal moves AmBank a step closer to becoming a digital workplace.

In our bid to make the intranet as comprehensive and powerful as possible for our internal users, more integrated features and services are in the pipeline, which will be developed and delivered by our in-house team!

Back-End Investments in Cutting-Edge IT Facilities, Infrastructure and Risk Management Applications

To ensure business continuity and transform the way we deliver our IT services, a new, highly reliable and secure data centre with state-of-the-art equipment was constructed at the end of last year. Migration will take place progressively in fiscal 2016.

We have also embarked on a new initiative to implement a cost-effective, scalable, robust and future-proof payment switch, with enriched functionalities and enhanced management capabilities, which will allow AmBank to introduce desired solutions for the changing marketplace while maintaining service quality.

In an effort to make AmBank a more resilient, safer financial institution and safeguard against unwanted risks, GIS lends technical expertise to adopt risk management solutions that conform to international standards.

People Development, Retention and Acquisition

On staff development and retention, we invest significantly in growing our human capital, the most valuable asset of the organisation. Employees are assessed individually on their levels and areas of technical competency (“TC”) on an annual basis since the introduction of the framework in 2012.

To develop overall competencies and to boost performance, the TC areas of training and development courses have been extended from five last year to 16.

The GIS team saw their hard work, dedication and contribution recognised at the GIS Appreciation Night last November at which employee recognition awards were presented.

GIS has continued to improve in the past few group-wide employee engagement surveys, conducted to invite employees’ opinions and thoughts of the organisation. It was a testament to our belief of putting the right people in the right roles and for the right reasons.

With a strong Employee Value Proposition, GIS continues to groom our internal resources while being on the lookout for high-calibre, enthusiastic talent to shine and enable the Group to thrive.