Asia Pacific Dynamic IT
Opportunities and Innovations

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Agenda

IDC Enterprise Innovation Awards 2008
Winners Snapshots
Winning Compositions
Enterprise Architecture Evolution

Solucar
2008 winners selected out of 400+ entries:

Selection criteria:

i) Scale of project
ii) Impact to Business
iii) Novelty of approach
iv) Roadmap towards end to end holistic enterprise IT
v) Implementation
vi) Sustainability

10 Winners from Asia Pacific

1) CLSA - Hong Kong
2) NTUC Income - Singapore
3) Macmahon Holdings - Australia
4) SingHealth - Singapore
5) Ocimum - India
6) CPF - Singapore
7) Mahindra & Mahindra Financial Services Limited - India
8) Ping An Insurance - China
9) Li and Fung - Hong Kong
10) Applied Materials India Pvt Ltd - India
Business Performance Improvements - CLSA (STEP)

- Automated trade life cycle management
- Instant system recovery capability
- Web-based applications - towards any time, anywhere remote access
- Straight through exception processing

CLSA is committed to providing innovative, quality and hard-hitting research with a truly independent view on the Asia-Pacific markets. Our global reach combined with local on-the-ground knowledge gives investors unique insights and direct access to the region, helping them...
Consistent Quality Customer Services in Real-time
@ All Touch-Points

INTEGRATED CONTACT CENTRES
CALL  SERVICE  WEBSITE  eKIOSK

Customers
BROWSE
CALL/SMS/VOIP
CHAT /EMAIL
eKIOSK
BRANCH WALKIN

Staff
RADAR
HEARTBEAT

Customer Profile  Products Bought  Case Notes  Multimedia Recording

Multi-dimensional Skills
Communication Infrastructure refresh – Li and Fung

Scope:

- Upgrade our network to support growing requirements of applications and transactions

From 9 WAN connections, 1.2MB Bandwidth, Frame Rely

To > 30 WAN connections, > 180MB Bandwidth, MPLS

Continuous projects include:

- Riverbed WAN Optimizers (9 deployed)
- Cisco IP Phone, Video (11 countries deployed)
- Monitoring & Security applications
- IDC Auto failover
- SharePoint/File Sharing solutions
Virtual Desktop - Macmahon

Global One - The Virtual Core Network

Virtual Desktop:

- Instant Messaging
- Teaming and Conferencing
- Unified Messaging
  (voice mail to email)
- Electronic Faxing
  (centralise faxing)
- Virtual Phones

- Document Management
- Dynamic Software Licensing
- User Requests/Workflows
- Enhanced asset management

By applying these enhancements we hope that Global One will become the collaboration centre for the Macmahon users.
The 10 major groups of applications involved in the IT Olympic Project were:

- Sales Support System
- Customer Services System
- Human Resources Management System
- Finance Management System
- Administration Management System
- Customer Relationship Management System
- Risk Management System
- Core Operation System
- Back-end Operation System
- Investment Management System

In addition, the solutions from Software AG also allowed Ping An to optimize and fully interoperate with all of its existing systems, ranging from Oracle database, ILOG’s Business Rules to various business intelligence software, application monitoring systems and to simplify reuse of assets across new implementations without incurring additional cost.
Measuring your IT Carbon Footprint – Applied Materials

Carbon Dioxide Footprint Reduction

**CO2 Footprint Reduction**
- Global “GreenIT” Metrics
- The metric includes some of the initiatives done in India

<table>
<thead>
<tr>
<th>Project name</th>
<th>Perceived Green Impact</th>
<th>CO(_2) Impact Activity Description</th>
<th>Q4 ’07</th>
<th>Q1 ’08</th>
<th>Q2 ’08</th>
<th>Q3 ’08</th>
<th>Q4 ’08</th>
<th>Carbon Reduction Projected / Actual</th>
<th>Validated Achievement (where measurable)</th>
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<tbody>
<tr>
<td>GIS Applied Anywhere</td>
<td>Y</td>
<td>Travel Reduction - Carbon Fuel Savings</td>
<td>80</td>
<td>220</td>
<td>300</td>
<td>330</td>
<td>360</td>
<td>1290</td>
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<td>MFD Deployment</td>
<td>Y</td>
<td>Printing Minimization - Paper Reduction</td>
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<td>140</td>
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<td>Server Refresh</td>
<td>Y</td>
<td>Power consumption reduction</td>
<td>26</td>
<td>30</td>
<td>56</td>
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<td>224</td>
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<tr>
<td>PC Refresh</td>
<td>Y</td>
<td>Force Implementing Hibernation settings</td>
<td>56</td>
<td>70</td>
<td>84</td>
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<tr>
<td>Data Center Optimization</td>
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<td>Power consumption reduction</td>
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<td>110</td>
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<td>220</td>
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<tr>
<td>Telepresence</td>
<td>Y</td>
<td>Travel Reduction - Carbon Fuel Savings</td>
<td>56</td>
<td>70</td>
<td>90</td>
<td>90</td>
<td>90</td>
<td>306</td>
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<td><strong>TOTAL (CO(_2) Tons)</strong></td>
<td></td>
<td></td>
<td>302</td>
<td>516</td>
<td>650</td>
<td>810</td>
<td>840</td>
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</table>

Numbers in blue are projected.
INNOVATIONS FOR THE DIGITAL WARD

SingHealth’s Digital Ward project encompasses a variety of new solutions and gadgets. These innovations include:

- COWS (Computer on Wheels): a mobile cart that works with WiFi-enabled Notebook (PC)
- MERC (Mobile Electronic X-Ray Computing): a mobile X-Ray computing system with WiFi technology
- VEGA (Proximity Contact Tracing, Location tracking & Wireless Vital Signs Monitoring System and RFID Wrist Tag): biomedical sensors using Active RFID and WiFi technologies for remote vital signs monitoring, contact tracing and location tracking of patients. Application is developed using Microsoft .NET platform
- PBAT (Patient Bedside Terminal): a multi-purpose terminal with touchscreen capabilities and built-in devices such as web camera, IP phone and smartcard reader
- MCA (Mobile Point-of-Care solutions using Mobile Clinical Assistant): MCA is a specially designed healthcare tablet PC with WiFi and Bluetooth technology, an integrated camera for visual clinical documentation and an integrated barcode/RFID reader for positive patient identification and electronic medication administration
- Smart Card Applications: Using smart card technology for staff cards. Applications are developed using Microsoft .NET platform
Wanted a solution which can provide us an interface with the existing LIMS and its Website.

Challenges solved:

1) Quick deployment to add real time integration of field data

2) Enable high employee mobility with accessibility

3) Acquisition and Integration

Generate weekly reports without the need for individual updates.

Compile statistics and forecast sales on a regular basis.

No need for internal CRM maintenance
The first cutting-edge innovation is the introduction of the Roving Agent at the airport. Now guests with hand baggage need not wait at the check-in counter to collect their boarding pass. They can directly approach the security check-in counters. Deployed outside the Security check-in area will be Kingfisher Airlines' Roving Agent who will attend to these guests personally and book them on their choice of seats. Specially trained Roving Agents will reach out to guests and check them in using a mobile digital device and printer. Kingfisher Airlines is the first airline in India to launch this unique service.
Enterprise Architecture Evolution –

SOA INFRASTRUCTURE

SaaS

Cloud Services

Cloud Services

SaaS

Cloud Services

Perimeter Security

Internal Security
Single Sign-On
AD, PKI

Business Process Management

EDM

xApps

xApps

SaaS

RIA - User Interfaces

Cloud Services

Service-Oriented Architecture

Collaborative Workflow

Standardized Virtualized Software Assets

Hardware Assets Consolidation
Congratulations to the Asia Pacific Innovators. IDC expects many more to come in the future

Thank you.

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