



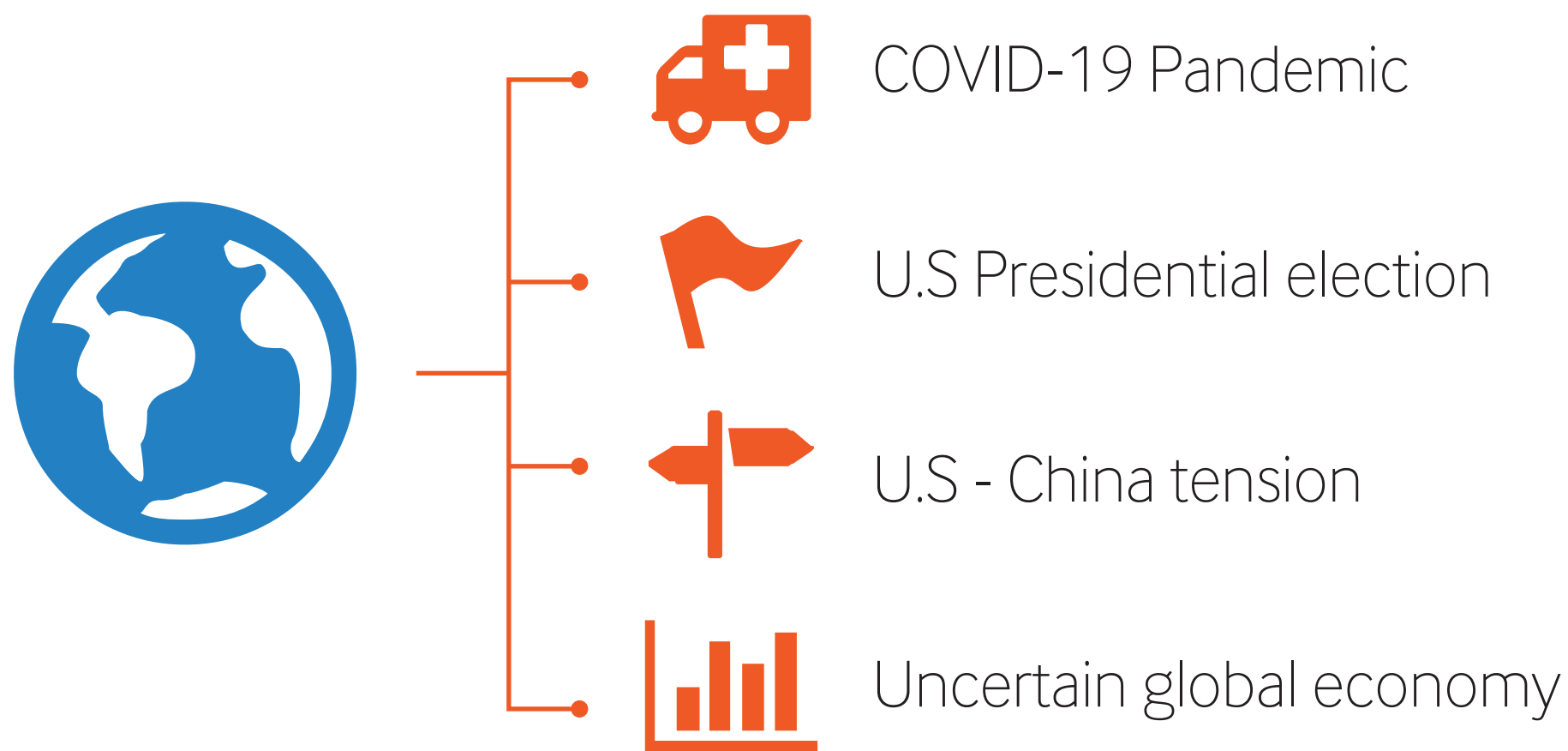
LEAP Virtual Summit 2020

Taking Transformation Forward

Jumpstart The Economy,
Galvanise Partnerships

Jumpstart the economy, galvanise partnerships

2020 brings unprecedented levels of uncertainty



Industry leaders are fast at navigating and adapting to the new normal.

Jumpstart the economy, galvanise partnerships

What do enterprises need to consider to sprint into recovery?

- 1 Refine and retune backend ecosystems
- 2 Accommodate to the people and customer experience
- 3 Collaborate, synchronise and address resource gaps while maintaining cost efficiency

TM ONE LEAP Summit brings industry's finest to discuss the best practical approaches and strategies to boost economic recovery and strengthen partnerships.

Jumpstart the economy, galvanise partnerships

Welcoming remarks

TM: Galvanising Malaysia's Digital Transformation

Malaysia's Key Imperatives in Driving Digital
Transformation

Reimagine a Digital Ready Future
with Scenario Planning

Closing remarks

The Transformative Power of Putting Cloud First

“Galvanising partnerships is a key imperative to future-proof a digital-ready ecosystem, and a digital nation is essential for a more resilient economy.

Let us embark on this journey together.”

Ir. Azizi Hadi,
Chief Operating Officer,
Telekom Malaysia



TM: Galvanising Malaysia's Digital Transformation



Rapid digital transformation

Malaysia leapt forward 5 years of digital transformation in just one year. What does this mean? Enterprises who are not embracing digital, risk getting left behind.



The age of the enabler

Large amount of unspent capital creates high potential firepower for start-ups and mid size enterprise. Regardless of size, enterprises can benefit through strong partnership.

TM's role in enabling digital economy

- 1 Improving digital connectivity
- 2 Supporting JENDELA action plans
- 3 Nurturing future talent
- 4 Fostering a strong partnership across enterprises and consumer to reap the benefit of the transformative power of connectivity, cloud, cybersecurity and smart services

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“I believe digitalisation will play a major role in aiding the nation to transition in a COVID environment.

I am hopeful that as we embrace digital transformation, our economy and its people would prosper and our lives would continue in a new and improved way.”

YB Senator Tengku Dato' Sri Zafrul Tengku Abdul Aziz,
Minister of Finance, Malaysia



Key Imperatives in Driving Digital Transformation

- 1 Private-Public-People-Partnership
- 2 Open Government Data as a Digital Government
- 3 Budget 2021: Stand United, We Shall Prevail
- 4 Digital Transformation in Education:
Empowering Learning Through Connectivity

1

Private-Public-People-Partnership

Transformation should emphasise on putting people first, and making lives easier for everyone in the ecosystem. Partnerships between people and organisations, sharing a common goal with passion and accountability, will lead to an effective route in achieving positive results.

2

Open Government Data as a Digital Government

Digital future must be enabled by policy planning that is both innovative and agile. Together with the private sector, Malaysia's government is committed to provide essential building blocks of digitalisation to assist the people in the new normal including implementation of digital projects in the government sector.

3

Budget 2021: Stand United, We Shall Prevail

To prepare enterprises and economy to be more resilient in facing future challenges. The budget act as a facilitator in providing access to funds and improve business environment through multiple initiatives.

4

Digital Transformation in Education: Empowering Learning Through Connectivity

The pandemic reality emphasises the need to transform education through digitalisation. The budget lays out multiple initiatives to bridge the gap and ensuring digital education access to the people.

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“Scenario planning looks at the deep, uncertain future. And if that future is different from the one that is expected, can we become agile enough to shift from A to B, and be able to pivot our strategy from the one future that we had planned for?”

Professor Rafael Ramirez,

Director of the Oxford Scenario Programme and Professor of Practice,
Oxford University



5 key takeaways

1

Scenario planning is not about predicting the future, it's about planning for the uncertain future

2

It's for every business (irrespective of size), for every government and for every individual

3

It is a social exercise, not to be done in silos, can be done over 'teh tarik'

4

Listening to people who have done it, is the best way to get on board

5

The effective implementation of scenario planning embraces all stakeholders (customers, employees, investors, planet)



What

It is a powerful method of forming a point of view of the future and to look at the present from that point of view.
It is not the same as forecasting.



Insight

Three facets to scenario planning for Schneider Electric;

1. Digitalisation
2. Energy transition
3. Sustainability

These have helped them develop a strong strategy that embraces all stakeholders



Why

Helps to reshape strategy, and deal with turbulence, uncertainty, novelty and ambiguity similar to current situation (geopolitical tension, environmental change and COVID-19 pandemic).



Insight

Digital scenario planning helped Schneider Electric transition its 3000 customer service and customer care agents to work from home within two days. They were able to support 110% increase in calls during the pandemic.



What

What companies need to consider during scenario planning.

- 1 Have a clear objective of the user and its applications
- 2 Collaboratively engage with multiple stakeholders
- 3 To create between 2 to 4 scenarios
- 4 Create scenarios tailored to your needs
- 5 Create time horizons according to rapid change of business
- 6 Iterate scenario planning exercises for accuracy

“Episode one of digital was indeed about connecting people to people. But the next episode of digital is about IoT which is connecting people to machine, machine to machine and system to cloud.”

Chris Leong,

Chief Marketing Officer,

Schneider Electric Hong Kong



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“The next normal requires much more than preparing for occasional and short term emergencies.

We must be nimble and agile enough or we may find ourselves irrelevant in the near future.”

Ahmad Taufek Omar,
Executive Vice President & CEO,
TM ONE



The Transformative Power of Putting Cloud First

What organisations need to do?



Make the firm decision to transform

Are your assets and infrastructure robust and flexible enough to cater towards the ever-changing business landscape? Transformation goes beyond processes and technologies, it is about human transformation - having an agile mindset which embraces change.



Cloud first approach to digital transformation

What does this mean to enterprise today? Whether you are considering to leverage on AI, IoT or data analytics, these new technologies and capabilities demand a cloud-first approach which enables flexibility, ability to scale and allow enterprises to innovate in an agile manner.



Embrace digitalisation and choose the right partner

The adversity has brought industry leaders a perfect window of opportunity to introduce a change in mindset. As enterprises forge ahead in the digitalisation journey, choosing the right partner with a strong capability of providing the modular technology is paramount to ensure success.

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