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CIO

Features

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CIO 100
CIO 1OO Winners' Roll Call
The Honour Roll for this year's award

CIO 100

Abacus International Pte Ltd, Singapore
AbacusSPACE portal for Asia Pacific travel agencies, with technologies from HP, Microsoft, BEA Systems, Sun Microsystems, IBM and Sabre.
See-Toh Hon Chew, VP, Head of Solutions Development Division
Donald A. R. Birch, President & CEO
www.abacus.com.sg
Revenues: US$140 million
Employees: 392

ABN AMRO Asia Pacific Pte Ltd (parent, ABN AMRO Bank N.V.), Singapore
Total e-communications approach to enabling staff, partners and customers/clients across the Asia Pacific, ex. Australia, using Peregrine Systems's help desk system.
Trung Nguyen, Regional Project Manager, Asia Pacific WCS
Felix Muller, Head, IT Customer Support Services, Asia Pacific—Wholesale Clients
Rijkman Groenink, Chairman of the Managing Board (ABN AMRO Bank)
www.abnamro-asiapacific.com
Revenues: US$16,783 (ABN AMRO Bank)
Employees: 111,710 (ABN AMRO Bank)

Adamson University, Philippines
Campus wide university information system for students and employees, built on HP-Compaq hardware, Microsoft software and 3Com networking technology.
Dr Ronaldo Alumno Tan, Director, IT Center
Jimmy Belita, President
www.adamson.edu.ph
Revenues: Privately Held
Employees: 1,000

Advanced Info Service PLC (AIS), Thailand
Concurrent deployment of Siebel Systems CRM and Convergys billing systems across HP and Sun Microsystems hardware for better competitive advantage in the Thai telecommunications market.
Arpattra Sringkarrinkul, VP of IS Support
Dr Paiboon Limpaphayom, Chairman
www.ais900.com
Revenues: US$1.37 billion
Employees: 120

Airport Authority Hong Kong, Hong Kong
Migration of Airport Operation Database (AODB), based on Ferranti, to four Sun Microsystems E450 workgroup servers, and using Sun Microsystems' finance services—for better cost control.
C. O. Wong, Manager, IT Technical Planning, IT Department
Henry T. M. Wang, Systems Manager, Airport Systems, IT Department

Dr David J. Pang, CEO
www.hkairport.com
Revenues: US$676.15 million (FY ended March 2002)
Employees: 941

Air Products Asia, Inc (parent, Air Products and Chemicals, Inc.), Singapore
Portal-oriented collaboration and knowledge sharing initiative—incorporating Web conferencing, e-workspace and intranet systems, with technologies from eRoom, PlaceWare and Cisco.
Andrew Ang, Regional Manager, E-business & KM/Asia
John P. Jones III, Chairman, President and CEO (Air Products and Chemicals)
www.airproducts.com
Revenues: US$5,717 million (Air Products and Chemicals)
Employees: 17,800 (Air Products and Chemicals)

Avaya Singapore Pte Ltd (parent, Avaya Inc.), Singapore
Built a self-help e-services Web portal that provides information and problem resolution for global business associates, using Microsoft Internet Information Systems.
Dr June Chan, CIO, Asia Pacific
Tom Cheong, Managing Director, ASEAN
www.avaya.com
Revenues: US$7.4 billion
Employees: 900 (Asia Pacific)

Bangkok Mass Transit System (BTS) Plc (consortium that includes Bangkok Mass Transit System Co., Siemens Ltd and Italian-Thai Industries), Thailand
Deployment of advanced digital surveillance system for 24 mass rapid transit stations along two Skytrain lines in Bangkok; contracting the services of ThinkLab (Thailand), and using HP-Compaq, Samsung and Multivision technologies.
Paul Anderson, COO
Khiri Kanchanaphak, CEO
www.bts.co.th
Revenues: N/A
Employees: N/A

Bank of America (Asia) Ltd (parent, Bank of America Corp.), Hong Kong
Put together an Enterprise Engine and Service Broker (EESB) architectural framework for integration and rapid deployment of sales and service channels and product systems, primarily with technologies from Oracle, BEA Systems and Sun Microsystems.
Michael K.M. Leung, Senior VP & CIO
Samuel Tsien, President and CEO
www.bankofamerica.com.hk
Revenues: US$4.7 billion
Employees: 800 (Hong Kong, Macau and PRC alone)

The Bank of East Asia Ltd, Hong Kong
E-business portal for consumer and corporate banking.
Franklin Leung, Senior Systems Analyst
Vincent Hui, Head of e-DistributionDavid Lii, Chairman and Chief Executive
www.hkbea.com
RevenueUS$1.4 billion
Employees: 5,095

Bank Rakyat Indonesia (BRI), Indonesia
Completed integration project with Sterling Commerce's help, and deployment of an SAP HR ERP system—which together enhanced operations and profitability.
David Malligan, GM (IT)
Krisna Wijaya, Direktur and CIO
S.E. Rudjito, Direktur Utama
www.bri.co.id
Revenues: N/A
Employees: 36,000

BAX Global (parent The Pittston Company), Singapore

Built the BAX Club Portal—with IBM technologies and Singalab's services—which provides staff, business partners and customers Web access to all key solutions including track & trace, reporting, KM and other business applications.
Dr Richard Tan, CTO
Steve Dearnley, President (Asia-Pacific)
www.baxasiapac.com
Revenues: US$1.8 billion (Global)
Employees: 15,000 (Global)

Berjaya Group Bhd, Malaysia
Deployment of an e-business system that ties its various businesses together, for cost savings and enhanced operations.
Yee Kar Fong, General Manager of Group IT Tan Sri Dato' Seri Vincent Tan Chee Yiounn, Chairman and C
www.berjaya.com.my
Revenues: US$2.16 billion
Employees: 22,000

Bishan-Toa Payoh Town Council (BTPTC), Singapore
Developed and deployed corporate service systems (CSS) for electronic records, letters and documents storage and indexing, with technology partners FileNET and sycor Asia.
Alan Tan, IT Executive
Alvin Lee, CEO
www.btptc.org.sg
Revenues: N/A
Employees: N/A

Bumrungrad Hospital Public Co. Ltd (BH) and Bumrungrad Medical Centre Ltd (BMC), Thailand
Built an ERP system called Hospital 2000 to handle every aspect of the hospital's operations, with Microsoft technology and Global Care Solutions services.
Curt Schroeder, CEO (BMC)
Chai Sophonpanich, Chairman, BH and BMC
www.bumrungrad.com
Revenues: US$71 million
Employees: about 2,000

Cathay Pacific Airways Ltd, Hong Kong
Multiple e-business initiatives—a key one this year being the launch and progressive rollout across the region of a content and transactional website exclusively for partner travel agents.
Harjeet Virdee, Commercial E-business Manager
Philip Chen, Director and COO
David Turnbull, Deputy Chairman and Chief Executive
www.cathaypacific.com
Revenues: US$3.9 billion
Employees: 14,328

Cementhai Chemicals Co. Ltd (parent, The Siam Cement Public Co. Ltd), Thailand
Orientation of a demand-driven supply chain for better time-to-market, with Aspen Technology's SCM software and IT One's consulting services.
Thamasak Setha-udom, e-Business Manager
Dr Chaovana NaSylvanta, Chairman
www.cementhai.co.th
Revenues: US$2.77 billion (The Siam Cement Public Co.)
Employees: N/A

Charter Capital Investment Holding Ltd, China
Digital motion media content online exchange and transaction system, designed for all cable television stations in China and the Chinese speaking world.
Dr Cheng Xian (Morris), CIO
Qin Hui, Chairman and CEO
www.stellar-megamedia.com
Assets: over US$200 million
Employees: 1,200

Chartered Semiconductor Manufacturing Ltd, Singapore

Adoption of "defence-in-depth" model of security to deliver an integrated, scalable and secure infrastructure, built with Nokia's IP series security appliances.
Bret Watson, Head of IT Assurance and Security IT
Barry Waite, President and CEO
www.csminc.com
Revenues: approx. US$471.36 million
Employees: 3,982

Clearing and Payment Services Pte Ltd (founding shareholders, Development Bank of Singapore, Oversea-Chinese Banking Corp. and United Overseas Bank), Singapore

Construction of an infrastructure—using Mercator's integration technology—that integrates with the treasury systems of the founding shareholders.
Denis Malone, Head of Operations and Technology
Suneil Kucchal, CEO
www.caps.com.sg
Revenues: N/A
Employees: N/A

CNN Asia (parent, CNN News Group, owned by AOL Time Warner, Inc.), Hong Kong

A multiple system initiative on merging and enhancing technologies, and workings on the IT and broadcasting and IT and engineering fronts. Also moving some operations onto the Linux platform.
Peter Marks, Technology Director for Asia
Tony Hodgson, IT Director for Asia
Matthew Hulley, Engineering Director for Asia
Walter Isaacson, Chairman and CEO (CNN News Group)
cnnasia.com
Revenues: US$38.23 billion (AOL Time Warner)
Employees: 89,300

COB Technology Pte Ltd, Singapore

Integration of legacy MRP system with new ERP system, and extending its infrastructure and connections to cover burgeoning operations in China.
Dr Lee Kwee Hiong, CIO and R&D Director
Beny Liew, Business Manager
web.singnet.com.sg/~cobsales
Revenues: N/A
Employees: N/A

Comfort Transportation Pte Ltd (parent company, Comfort Group Ltd), Singapore

Cablink dispatch system, which enables the company to handle taxi bookings through a large variety of means—essential to the success of this system are CAD servers built with various technologies from Oracle, HP, and Brocade.
Ho Choo Kian, Group IT Manager, IT Division
Goh Chee Wee, MD and Chief Executive
www.comfortgroup.com.sg
Revenues: US$257.59 million (2002, Comfort Group)
Employees: 1,763 (Comfort Group)

CWT Distribution Ltd, Singapore

CWT B2B Connect, which integrates customers' systems for multiple supply chain visibility for collaborative business partnerships, and, spinning off subsidiary CWT-Globelink Pte Ltd, which runs the Globelink-Online portal for freight forwarding and consolidation business customers—primarily with Oracle, IBM, HP and Cisco Systems technologies.
Stephen Sim, Managing Director (CWT Globelink Pte Ltd)
Thomas Lim, General Manager (CWT Distribution)
Lau Chee Tiun, CEO (CWT Distribution)
www.cwt.com.sg
Revenues: US$105.8 million
Employees: 1,438

Daiwa Securities SMBC Hong Kong Ltd (parent, Daiwa Securities Group, Inc.), Hong Kong

Setting up a site for business continuity and emergency disaster recovery for

mission-critical applications, with Sun Microsystems technology and finance services.
Derek Hsu, VP, IT Department
Matt Wong, VP, IT Department
Shinchi Oyama, Head of IT
Yoshinari Hara, President and CEO (Daiwa Securities Group)
www.ir.daiwa.co.jp
Revenues: US$3.96 billion (Daiwa Securities Group)
Employees: 11,483 (Daiwa Securities Group)

Deacons, Hong Kong
Standardisation of platforms for its entire legal business operation—with Microsoft applications.
Philip Scorgie, CIO
Keith Cole, Managing Partner (Deacons Hong Kong)
www.deaconslaw.com
Revenues: N/A
Employees: over 800 legal professionals (Asia Pacific)

Delphi Automotive Systems (parent, Delphi Corp.), Singapore
Multiple deployments in the process of setting up shop in China—with offices as well as manufacturing facilities.
Robert Kuo, Asia Pacific CIO
J. T. Battenberg III, Chairman, President and CEO (Delphi Corp.)
www.delphi.com
Revenues: US$26.01 billion (Delphi Corp.)
Employees: 195,000 (Delphi Corp.)

Eastgate Technology Ltd, Singapore
An Oracle-based ERP system that provides a bird's eye view about the health of the company's disparate operations in Singapore, Hong Kong and Taiwan, and hosted in entirety by FailSafe.
Peter Karlsson, General Manager
Goh Hun Keng, Chairman and CEO
www.eastgate.com.sg
Assets: US$45 million
Revenues: US$42.87 million
Employees: 482

Edward Keller Ltd (part of Diethelm Keller Group), Hong Kong
Versatile implementation, customisation and use of JD Edwards' ERP and SCM software on a Microsoft platform to maintain enhanced business relations with large trading partners and customers.
Zoltan Peter Szabo, CIO for Greater China
Egon Heldner, CEO
www.diethelmkeller.com
Revenues: N/A, privately held
Employees: 15,000 (Diethelm Keller Group)

Eli Lilly & Co. (Asian Operations), Hong Kong
Estar, a low-cost, high-security Web-based sales automation system for Asia—rolled out first in India, then in the Philippines, Singapore, Indonesia and China in 2003.
David Gee, CIO/Director IT, Asian Operations
Pat Dillon, Director, Intercontinental IT
Sydney Taurel, Chairman, President & CEO
lilly.com.hk
Revenues: US$11.54 billion (Global)
Employees: 41,100 (2001, Global)

Emerson Process Management Asia-Pacific Pte Ltd (parent, Emerson Electric Co.), Singapore
Streamlined internal communications monitoring, billing procedures, with an eye on measuring better organisational and staff performance, by contracting services from Macquarie Corporate Telecommunications.
Henk Balsters, VP of IT and E-business
David N. Farr, CEO (Emerson Electric Co.)
www.emersonprocess.com

Revenues: US$13.82 billion (2002, Emerson Electric Co.)
Employees: 124,500 (Emerson Electric Co.)

FairEx International Financial Systems Pte Ltd, Singapore
Strategic outsourcing of management and co-location of IT infrastructure and
security monitoring services—to National Computer Systems in Singapore,
Singapore Telecommunications in Hong Kong, and NTT in Tokyo.
Kent Yap, CTO
Dr Loh Wing Wah, CEO
www.fairex.com
Revenues: N/A
Employees: N/A

Fleet Management Ltd (parent, Noble Group Ltd), Hong Kong
A Web-based system—built with IBM and Sun Microsystems technologies—for
monitoring the position, technical performance, licence status and crew
information of a fleet of 79 ocean-going vessels.
John Barcy, senior system analyst, Noble Technology
Kishore Rajvanshy, MD
www.fleetship.com
Revenues: US$1.84 billion
Employees: 600

Fuji Photo Film (Singapore) Pte Ltd, Singapore
Deployment of a secure e-payment solution for retailers and customers, based on
HP and Systems@Work solutions, that delivers convenience to customers, and
cost-savings and greater business to the company.
Tay Juay Hiong, Divisional Marketing Manager
Minoru Ohnishi, Chairman, CEO (Fuji Photo Film Co. Ltd)
www.fujifilm.com
Revenues: US$19.43 billion (2002, Fuji Photo Film Co. Ltd)
Employees: 72,569 (Fuji Photo Film Co. Ltd)

**Fundsupermart.com (joint venture, SPH AsiaOne Ltd and DMG & Partners
Securities Pte Ltd), Singapore**
Migration of Web-based trading system for purchases of funds from 21 fund
managers using technology from NexusEdge Technologies and BEA Systems.
Lim Ching Chun, Executive Chairman
Moh Hon Heng, MD and CEO
www.fundsupermart.com
Revenues: N/A
Employees: N/A

**Gammon Skanska (owned by Jardine Matheson and Skanska AB), Hong
Kong**
A corporate e-purchasing programme—based on MasterCard's Purchasing Card
system—for construction site managers and purchasing administrators.
Guy Higgins, Project Manager, Process Improvement
Martin Hadaway, Group MD
www.gammonskanska.com
Revenues: US$810 million (2000)
Employees: 2,500

General Milling Corp. (GMC), Philippines
Deployment and strategic use of a JD Edwards ERP solution and PowerOLAP
business intelligence tools to consolidate information of its various manufacturing
facilities in the Philippines.
Allen Bacallan, Director of MIS
K.U. Young, Executive Director
www.generalmilling.com
Revenues: N/A
Employees: N/A

GN Netcom Asia Ltd (GN Netcom, part of GN Great Nordic Ltd) Hong Kong
Construction of one standard global ERP/CRM system—built with Microsoft
Navision Attain and SQL-based tools from Hyperion and Sybase, and running
across IBM and HP-Compaq hardware.
Michael Young, CIO
Jorn Kildegaard, President and CEO (GN Great Nordic)

www.gnnetcom.com
Revenues: US$933.92 million (GN Great Nordic)
Employees: 650 (Global)

Great Eastern Life Assurance Company Ltd (parent, Great Eastern Holdings Ltd), Singapore

Building the Agent2Customer system for 'intelligent humanisation' of its website/portal for customers, with PerceptiveI's services and expertise.
Mark Lim Kian Wei, Head of IT and E-business
Tan Beng Lee, CEO (Great Eastern Holdings)
www.lifeisgreat.com.sg
Revenues: US$3.66 billion (2001, Great Eastern Holdings)
Employees: N/A

Hong Kong Jockey Club, Hong Kong

Development of multi-ticket betting terminals for cashless betting transactions and enquiries on self-vending betting terminals using SmartCards, with EMC as technology partner.
Steve Beason, Executive Director for IT
Lawrence T. Wong, Chief Executive
www.hongkongjockeyclub.com
Revenues: US$10.02 billion
Employees: 4,223 (full-time)

Hong Kong Police, Hong Kong

Formulation of an eight-pronged enforcement strategy for enhancing the investigation capability of the entire police force in the area of computer forensics.
Albert Ng, Head, Technology Crime Division
Tsang Yam Pui, Commissioner of Police
www.info.gov.hk/police
Revenues: N/A
Employees: 28,695 police officers & 6,068 civilian officers

Housing and Development Board (HDB), Singapore

CRM architecture extending across the collaborative, operational and analytical aspects of its business, and delivers services across an integrated CRM portal. Key applications were developed in-house.
Alex Siow, CIO
Niam Chiang Meng, CEO
www.hdb.gov.sg
Revenues: US$2.5 billion
Employees: 8,478

Hutchison-Priceline (Travel) Ltd (owned by Hutchison Whampoa Ltd. and Priceline.com, Inc.), Hong Kong

Deployment of database, collaborative tools and other enterprise systems software to manage processes and communications (internal and external) via e-mail and Web, and glean high cost savings and assured quality of service—with Oracle technologies.
Parakh Davé, CTO
Alfredo Gangotena, CEO
www.priceline.com.hk
Revenues: N/A
Employees: N/A

Infineon Technologies Asia Pacific Pte Ltd (parent, Infineon Technologies AG), Singapore

Order fulfillment, inventory and shipping system for better capitalisation of the Chinese market, with technologies from Tarantella, SAP, Hyperion and Business Objects.
Liew Yuk Kong, AP IT Senior Director
Mr Loh Kin Wah, President and Managing Director, Infineon Asia Pacific
Dr Ulrich Schumacher, Chairman, President and CEO (Infineon Technologies AG)
www.infineon.com
Revenues: 5.21 billion Euro (Infineon Technologies AG)
Employees: 30,400

ING Insurance Bhd (parent, ING Groep N.V.), Malaysia
Successful strategic adoption of a customer-centric business model supported by
a central PeopleSoft CRM system.
K.K. Loo, CEO
Ewald Kist, Chairman (ING Groep)
www.ing.com
Revenues: US$90.61 billion (ING Groep)
Employees: 112,000 (ING Groep)

Institute of Technical Education, Singapore
Multi-tiered programme—using technologies from Sun Microsystems, Ellipva and
Peoplesoft—to enable student, staff and corporate partners access to major
services; also sets the foundation for large KM framework. Major
solutions/vendors: Sun Microsystems; Ellipva; Peoplesoft.
Chong Leong Fatt, IS Division Director
Dr Law Song Seng, Director and CEO
www.ite.edu.sg
Revenues: N/A
Employees: N/A

**Intel Technology Asia Pte Ltd (parent, Intel Corp.), Singapore and Hong
Kong**
Private e-Markets programme—using the RosettaNet standard as a common e-
business language—which has seen to the establishment of connections with 56
trading partners in Asia.
Steven Yeo, Manager—Supply Chain e-Business, Asia
Craig Barret, CEO (Intel Corp.)
www.intel.com
Assets: US$44 billion (Q3 2002, Intel Corp.)
Employees: 83,883 (Intel Corp.)

Jebsen & Jessen (SEA) Pte Ltd, Singapore
Integrated SAP CRM system, and KM-centric approaches to systems deployment
and use.
J. Heinrich Jessen, Executive Vice Chairman
A.P. Jessen, Chairman
www.jjsea.com
Revenues: N/A, privately held
Employees: 3,000

JTC Corp., Singapore
Construction of an integrated website that caters to the information and
transaction needs of customers, employees, partners and other members of the
public.
Yap Chee Yuen, CIO
Chong Lit Cheong, CEO
www.jtc.gov.sg
Assets: US$5.98 billion (2000)
Employees: About 900

Land Transport Authority (LTA), Singapore
Multiple initiatives over the years to meet the needs and expectations of
Singaporeans, support economic and environmental goals and provide value for
money. Primarily the recent string of systems under an initiative to deliver service
excellence: traffic.smart portal; One.motoring portal; Open Certificate of
Entitlement (COE) Bidding System; and, the Enhanced Integrated Fare System
(ez-link). Key technologies came from Oracle, Sun Microsystems, IBM and
Microsoft.
Rosina Howe-Teo, Director for IT & Chief Innovation Officer
Han Eng Huan, Chief Executive
www.lta.gov.sg
Operating income: US$279.91 million
Employees: 3,800

Li & Fung, Hong Kong
Deployment of a supply chain automation system that increases visibility and
markedly reduces manual tasks and associated redundant tasks, such as double-
entries—with host of Microsoft solutions.

William Fung Kwok Lun, Executive Managing Director
www.lifung.com
Revenues: US$4.23 billion
Employees: 5,000

Lyceum-Northwestern University, Philippines

The installation of an infrastructure—founded on Microsoft, IBM and Sun
Microsystems software/hardware—to automate its school system.
Julianito G. Bucayan Jr., MIS Director
Atty. Gonzalo T. Duque, President
www.lyceum.edu.ph
Revenues: N/A, privately held
Employees: N/A

The Manila Electric Co. (MERALCO), Philippines

Enterprise management system (EMS) for integration of all management systems
within a single IT infrastructure, and better monitoring of overall performance,
using BMC software.
Roberto Almazora, Senior Vice President and CIO
Manuel M. Lopez, Chairman and CEO
www.meralco.com.ph
Revenues: US$2.47 billion
Employees: 7,103

Maritime & Port Authority of Singapore, Singapore

The development and deployment of the MARINET port community system—with
CA, Sun Microsystems, Sybase and Software AG technologies—an e-commerce
and information system that speeds up the processing and approval of shipping
documents, enhances the way marine services are ordered, and provides a
gateway for the provision and dissemination of information to the maritime
community.
Yap Cheng Hua, Director of IT/CIO
Chen Tze Penn, Director-General
www.mpa.gov.sg
Revenues: US$81 million
Employees: 600

Merial Asia Pte Ltd (parent company, Merial Ltd, which is jointly owned by Merck and Co., Inc. and Aventis S.A.)

An integrated enterprise infrastructure—with Microsoft's platform and applications
running across HP-Compaq hardware—that handles ERP, CRM, financials and
distribution handling, as well as e-commerce for the company across Asia Pacific.
James Sua, Senior IS Director, Asia Pacific IS & Global CRM
Alan Reade, Executive Chairman (Merial)
www.merial.com
Revenues: US$1.6 billion (2000)
Employees: 6,500 (Merial)

Ministry of Defence (MINDEF), Singapore

National servicemen lifestyle portal (www.miw.com.sg) built by Green Dot
Internet Services Pte Ltd (GDIS) with technologies/services from Sun
Microsystems, Oracle, BEA Systems, Microsoft, Singapore Computer Systems,
Elipva, iSTT.
Cedric Foo Chee Keng, Minister of State for Defence
Dr Tony Tan Keng Yam, Deputy Prime Minister and Minister of Defence
www.mindef.gov.sg
Revenues: N/A
Employees: N/A

Ministry of Manpower (MOM), Singapore

The Leading Edge Capability Programme (LEAP)—legacy systems and
infrastructure modernisation for enhanced service delivery with technologies from
BEA Systems and iPlanet, and services from Accenture and NCS.
Tang Wai Yee, CIO
Dr Lee Boon Yang, Minister for Manpower (Singapore)
www.gov.sg/mom
Revenues: N/A
Employees: N/A

MobileOne (Asia) Pte Ltd, Singapore
Multiple projects/systems including: a new Computer Technology Integration
system, integrated views of customers, and a predictive modelling system—with
technologies from Genesys Labs, Accenture, HP-Compaq, Sun Microsystems, IBM,
HP and webMethods.
Lina Lee, CIO
Neil Montefiore, CEO
www.m1.com.sg
Revenues: US$355 million
Employees: 1,400

Molex Far East South Mgmt Pte Ltd (parent, Molex, Inc.), Singapore
Regional rollout of ERP and CRM systems, the integration of these systems, as
well as the prepping of these and other systems to conform with RosettaNET
standards—as part of a worldwide initiative for e-business.
Kwan Weng Mun, Global Director of IS Service Centers
J. Joseph King, Vice Chairman and CEO (Molex, Inc.)
www.molex.com
Revenues: US$1.7 billion (FY ended June 2002)
Employees: 16,640

MTR Corp. Ltd, Hong Kong
A multi-system eTransformation initiative meant to launch the MTR into the 21st
century—covering all the corporation's business units, and including more than 20
projects. Key vendors: HP-Compaq, Oracle, PeopleSoft, Mincom, Microsoft,
Computer Associates, Cisco, Broadvision and Integrity.
Daniel Lai, Head of IT, Finance/IT Services
Jack So Chak-kwong, Executive Chairman and CEO
www.mtr.com.hk
Revenues: US$973.45 million
Employees: 7,231

National Healthcare Group (NHG), Singapore
Integration of Singapore's hospitals and polyclinics into two clusters for greater
coordination of the different organisations in providing patient care, and with SAP
technology at the centre of financials.
Dr Colin Quek, CIO
Tan Tee How, CEO
www.nhg.com.sg
Revenues: US$592.94 million
Employees: 9,500

National Institute of Education, Singapore
Single sign-on security solution for staff portal, using Oracle 9*i* AS and i-Sprint
AccessMatrix products.
Tan Hoon Chiang, Head of Computer Services Centre
Prof. Leo Tan Wee Hin, Director
www.nie.edu.sg
Revenues: N/A
Employees: 325 (academic staff)

National Library Board (NLB), Singapore
Revamp of entire networking infrastructure and delivery of new automated
services.
Beh Chew Leng, CIO
Dr Christopher Chia, CEO
www.nlb.gov.sg
Assets: US$113.07 million approx.
Employees: 1,273 (877 full time, 396 part time)

National Trades Union Congress (NTUC), Singapore
Massive simultaneous computerisation and systems integration programme for co-
ops and member unions under its wing.
Martin Tsang, CIO
Lim Boon Heng, Secretary-General and Minister (Prime Minister's Office),
Singapore
www.ntuc.org.sg
Revenues: N/A

Employees: N/A

Neptune Orient Lines Ltd (NOL), Singapore
Development and operation of the E-BL Print system of U.S. arm, American President Lines Ltd, which enables the electronic processing of bills of lading, halving the amount of time it takes for doing that the old manual way. Major vendor: Electronics for Imaging, Inc. (EFI).
Cindy Stoddard, Group CIO, NOL
Flemming R. Jacobs, President and CEO
www.nol.com.sg
Revenues: US$4.87 billion
Employees: 11,777

Ngee Ann Polytechnic, Singapore
The notebook ownership scheme, 'wireless campus', and the campus-wide e-learning portal programmes run back-to-back (from 1998 through 2002) to promote mobile computing—with IBM ThinkPads in the last tender exercise.
Ch'ng Bee Hin, Senior Manager of Mobile Computing Initiatives (MCI) Programme
Chia Mia Chiang, Principal
www.np.edu.sg
Revenues: N/A
Employees: N/A

NTT Communications Corp., Japan
Built an infrastructure primed to take advantage of e-commerce in Asia with Commerce One MarketSite 3.1 and Auction.
Yasunari Tsuboi, Manager, Business Product Development and Marketing
Masanobu Suzuki, President and CEO
www.ntt.com
Revenues: US$10.50 billion approx. (FY ended March 2002)
Employees: 7,500

Orient Overseas Container Line Ltd (parent Orient Overseas (International) Ltd or OOIL), Hong Kong
CargoSmart and additional features encompassing services for customer, partner and employee empowerment.
Ken Chih, CIO
C. C. Tung, Chairman and CEO, OOIL
www.oocl.com
Revenues: US$2.38 billion (OOIL)
Employees: 4,157

Oversea-Chinese Banking Corp. Ltd, Singapore
The Oversea-Chinese Banking Corp.-Keppel TatLee Bank Integration Programme—one of the swiftest IT and operational integration projects recorded in the financial services industry; done with Accenture's integration consulting services.
Teng Soon Lang, Group CIO, Group IT
David Conner, Director and CEO
www.ocbc.com.sg
Revenues: US$2.52 billion
Employees: 8,567

P&O Nedlloyd Container Line Ltd, Singapore
Deployment of Captaris' RightFax intelligent fax solution that enables electronic forwarding of normally faxed business documents from multiple geographies to data-processing centres located in China and India.
Raghavan Vasudevan, IT Infrastructure Manager for South East Asia
Haddo Meijer, Chairman of the Executive Committee (Global)
www.ponl.com
Revenues: US$4.71 billion (Global)
Employees: N/A

Prudential Corp. Asia Ltd (parent, Prudential PLC), Hong Kong
CRM enhancement projects, with Unica's Affinium as an essential component.
Charles T. Hung, Regional IT Director Mark Tuckerr, CEO
www.prudential-asia.com
Revenue: US$39.03 billion (Prudential PLC)

Employees: approx. 23,047 (Prudential PLC)

PT Telekomunikasi Selular (Telkomsel), Indonesia
Delivery of an eMobile technology-based multi-bank mobile banking service, which offers subscribers access to banking transactions at various banks where they have accounts.
Mulia Tambunan, President Director
Suryatin Setiawan, President Commissioner
www.telkomsel.com
Assets: US$331.7 million (as of end September 2002)
Employees: 2,000

Raffles International Ltd (parent, Raffles Holdings Ltd), Singapore
Deployment of broadband infrastructure (wireline and wireless access provided for corporate as well as customer connectivity) and VPN for customers and corporate communications.
Willi Tinner, VP of IT
Richard C. Helfer, Chairman and CEO
www.raffles.com
Revenues: US$205.39 million (Raffles Holdings)
Employees: 3,487 (Raffles Holdings)

RHB Bank Bhd (parent RHB Capital Bhd), Malaysia
Establishment of a storage architecture, and construction of a storage infrastructure founded on EMC technology, that forms the foundation of its profitability and business growth.
Abdul Razak Mohamed Ismail, GM, IT Division
Dato' Ali Hassan, Chairman
www.rhbbank.com
Revenues: US$852.39 million (2002, RHB Capital)
Employees: 8,729 (RHB Capital)

Rock Music Group, Taiwan
Establishing Rock Mobile Corp. and through it expand Asian reach and enter PRC mobile communications market, through strategic deployment of Multiple Access Service Platform (which includes voice, SMS, mobile Internet and Internet access). Key vendors/solutions: Sun Microsystems' platforms and finance services; BEA's WebLogic; Oracle's DBMS, 8*i*.
Joshua Maa, CEO (Rock Mobile Corp.)
Sam Duann, CEO (Music Group)
www.yoyo666.com (Taiwan) or www.yoyorock.com (Taiwan) or www.yoyo98.com (China)
Revenues: US$70 million (2000)
Employees: N/A

Rodyk & Davidson, Singapore
Wiring up for SDSL connectivity via leased line for participation in the Singapore Courts' Web-based Electronic Filing System (EFS).
Jacqueline Loke, Partner
www.rodyk.com
Revenues: N/A
Employees: 90 (lawyers)

Royal Dutch/Shell Group of Companies (parents, Royal Dutch Petroleum Co. and The Shell Transport and Trading Company PLC), the Netherlands
Establishment of third global IT support centre in Cyberjaya, Malaysia, to offer desktop support, as well as associated engineering and development services to Shell companies worldwide, and thereby elevating service and profit levels substantially.
Malcolm Brinded, MD (Royal Dutch Petroleum Co. and Royal Dutch/Shell Group)
Philip Watts, Chairman (Shell Transport and Trading Co. and Royal Dutch/Shell Group)
www.shell.com
Revenues: US$177.28 billion (Global)
Employees: 90,000 (Global)

Samsung Cheil Hospital & Women's Healthcare Centre (parent, Samsung Medical Centre, Sungkyunkwan University), South Korea

Consolidation and centralisation of data and applications on just two IBM iSeries 830 servers for enhanced performance and cost-effective operations.
Dr Hwan Wook Chung, CIO
Dr Jae Uk Shin, CEO
www.cheilsmc.co.kr/cheil
Revenues: US$53 million
Employees: 1,089

SembCorp Logistics Ltd, Singapore
Constructing an application architecture that enabled provision of better services to increase the customer base, on the Microsoft .NET platform.
Ng Han Kim, CTO
Koh Soo Keong, President and CEO
www.semblog.com
Revenues: US$247.61 million
Employees: 2,774

Singapore Exchange Ltd (SGX), Singapore
Establishing realtime links for SGX members, mainly the brokers, to the SGX systems, via the Web and Messenger, with Microsoft technologies.
Daniel Tan, Executive VP and Division Head of IT
Thomas A. Kloet, CEO
www.sgx.com
Revenues: US$130.86 million (2002)
Employees: 840

Singapore Institute of Management, Singapore
The development and deployment of a suite of Web-based content management tools—iCentral—for managing the feature and functionality-rich SIM website, using technologies from Microsoft, Macromedia and RedHat.
Kia Siang Hock, Director, Infocomm Technology, Education and Infocomm Technology Division
Ronald Tan, Executive Director and CEO
www.sim.edu.sg
Revenues: N/A
Employees: 332

Singapore Management University, Singapore
Integration of disparate systems—from student admission and registration systems, to financial and HR systems from SAP.
Tommy Hor, Director of Communications and IT
Professor Ronald Frank, President
www.smu.edu.sg
Assets: US$177.01 million (2002)
Employees: 182

Singapore Police Force, Singapore
Multiple system initiative aimed at enhancing investigative capabilities of the police force, in particular the Criminal Investigation Department (CID), incorporating: Criminal Record Office System (CROSS); Automated Fingerprint Identification System 2 (AFIS2); and the various infrastructures they rely on. Key technology partners: Sun Microsystems, Singapore Engineering Software, Cogent Systems, NCS.
Soh Kee Hean, Director, Police Technology Department
Khoo Boon Hui, Commissioner of Police (Singapore)
www.spinet.gov.sg
Revenues: N/A
Employees: 11,400

Singapore Prison Service, Singapore
The Prison Management System (PMS), a KM-oriented, comprehensive IT management system that stores and manages knowledge about inmates, with Sun Microsystems and Microsoft technologies and NCS services.
James Tye, Deputy Head of Technology Branch
Chua Chin Kiat, Director
www.gov.sg/mha/prisons
Revenues: N/A
Employees: N/A

Singapore Technologies Engineering Ltd (parent, Singapore Technologies Pte Ltd), Singapore
Built an enterprise information portal focused internally—providing access to staff and management, giving them a common platform for information retrieval, knowledge sharing and collaboration—with HP services, server and networking hardware and SAP software.
Teo Chin Seng, CIO
Lim Neo Chian, Deputy Chairman and CEO
www.stengg.com
Revenues: US$1.41 billion
Employees: 11,170

Singapore Telecommunications Ltd, Singapore
The expansion of regional data centre facilities and establishing leadership in the managed hosting services market for Asia Pacific.
Ng Yoke Weng, CIO
BG Lee Hsien Yang, President and CEO
www.singtel.com
Revenues: US$4.2 billion (2002)
Employees: 21,535

Sony India Pvt. Ltd (parent, Sony Corp.), India
Consolidation and centralisation of IT, involving integration of disparate multiple applications (from Oracle, SAP, IBM and HP) to manage the manufacturing business.
Ravi Parasuram, CIO
Nobuyuki Idei, Chairman and CEO (Sony Corp.)
www.sonyindia.co.in
Revenues: US$150 million
Employees: 920

Sony Logistics Singapore Pte Ltd (division company of Sony Electronics Singapore Pte Ltd, parent is Sony Corp.), Singapore
Strategic outsourcing to CrimsonLogic for trade documentation operations and process-handling—to deliver higher ROI.
Mitsuo Tanikawa, Managing Director
Nobuyuki Idei, Chairman and CEO (Sony Corp.)
www1.sony.com.sg/logistics/
Revenues: US$62.44 billion (2002, Sony Corp.)
Employees: 168,000 (Sony Corp.)

Standard Chartered Bank, Hong Kong
Learning management system dedicated to standardised training/education for employees across 57 countries in the world, with Saba Software's learning management system, and PeopleSoft's platform for HR.
Katherine Tsang, Head of Organisational Learning
Evan Mervyn Davies, Group CEO
www.standardchartered.com
Revenues: US$8.97 billion
Employees: 28,900

Swire Properties Ltd (parent Swire Pacific Ltd), Hong Kong
Deployment of MRO Software's MAXIMO Web-based system to centralise all its tenants' information into one location, and therefore enable faster decision-making and business response.
Keith Kerr, MD (Swire Properties)
James W.J, Hughes-Hallett, Executive Chairman (Swire Pacific)
www.swireproperties.com
Revenues: US$1.95 billion (Swire Pacific)
Employees: 55,000 (Swire Pacific)

Tai Fook Securities Group Ltd, Hong Kong
Server consolidation, operations centralisation, along the utility computing model—with Sun Microsystems technologies, finance and professional services, as well as Oracle and BEA Systems technologies.
Nelson Ying, CTO
Peter Wong Shiu Hoi, Group MD and CEO

www.taifook.com
Revenues: US$34.7 million (2002)
Employees: 392

Tata Teleservices Ltd (parent, Tata Industries), India
Integrated CRM system—founded on Oracle application software, EMC storage
solutions and Sun Microsystems hardware—that links customer care business
processes with the backoffice systems for enhanced service fulfilment.
Rajeev Nagpal, CIO
Dr J. J. Irani, Chairman
tatateleservices.com
Revenues: US$30 million
Employees: approx. 2,000

Thai Airways International Public Co. Ltd, Thailand
Multi-phase CRM project that is changing Thai Airways' image and driving its new
business directions.
Bu-nga Kornvinai, Director of IT Services
Thanong Bidaya, Chairman
www.thaiairways.com
Revenues: US$2.99 billion (2002)
Employees: 25,963

**The Wall Street Journal Online, Asian Operations (parent, Dow Jones and
Co., Inc.), Hong Kong**
A paid subscription content news and information website/portal—with content
and information globally and on specific countries in Asia—that delivers profits.
Neil Budde, Chief Product Officer of Consumer Electronic Publishing, The Wall
Street Journal (Global)
Peter R. Kann, Chairman and CEO (Dow Jones and Co.)
www.wsj.com
Revenues: US$1.77 billion (Dow Jones and Co.)
Employees: 8,077

**TNT International Express, Asia Pacific Regional Office (parent, TPG
N.V.), Singapore**
Developed the TNT HELIX r2.0 Web RMA and Service Parts Order Fulfilment
(reverse logistics for the management of after-market spare parts for
telecommunications, computer, medical systems and high-tech equipment) with
V3 Systems' software, and HP hardware hosting and infrastructure.
Ng Wai San, Regional GM, Business Solutions, CIT & Product Development
Peter M. Bakker, Chairman and CEO, (TPG)
www.tnt.com
Revenues: US$11.29 billion (TPG)
Employees: 138,563 (TPG)

United Overseas Bank Ltd, Singapore
Integration works—UOB and OUB systems—across the two banks' systems across
the region, with Accenture consulting services.
Susan Hwee, EVP
Wee Cho Yaw, Chairman and CEO
www.uobgroup.com
Revenues: US$2.41 billion
Employees: 12,142

VISA Asia Pacific, Singapore
Creation and delivery of a responsive and cost-effective Web service across the
Asia Pacific region, with CCG.XM's consulting, design and development,
Interwoven's TeamSite content management tools, IBM's hardware, software and
hosting facilities.
Rupert G. Keeley, President, Visa Asia-Pacific
Malcolm Williamson, President and CEO (Visa International)
www.visa-asia.com
Revenues: US$516 billion (FY ended March 2002)
Employees: N/A

Wien Co Ltd (parent, Saha Group), Thailand
Deployment of Intentia's end-to-end integrated collaborative solution for better

processes in ladies underwear and lingerie business
Thanavat Pugavanaja, President (Wien)
Boonsithi Chokwatana, President (Saha Group)
www.wien.co.th
Revenues: N/A
Employees: over 70,000 (Saha Group)

XA TMI Ltd (parent, XA Alliance Pte Ltd), Singapore

Built XA Alliance's Customer Care Portal (customercare.xatmi.com), with
Microsoft software and Cisco WAN Manager.
Kalyan Dorairaj, e-Business Architect, CTO Division
Sung Sio Ma, Chairman and CEO
www.xatmi.com
Revenues: N/A
Employees: 150

Yeo Hiap Seng (M) Berhad, Malaysia

Sales profit management system based on HP hardware, which extracts data
from a Ross Systems ERP system for updates and mobile presentations.
Ritchie Lim, Head of IT
Tan Teow Choon, Executive MD
www.yeos.com.my
Revenues: US$122.29 million
Employees: 2,455

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