



The CIO100 HONOUREES

Abacus International Pte Ltd, Singapore www.abacus.com.sg
 Developed the FareEX system (co-developed with Knowledge Engineering), which provides online management, distribution and retrieval of airline fare information, quotations and updates.
Mohd Nahar Ros, Senior Manager for Fares and Pricing products
William Liu, President and CEO
 Revenues: Privately Held
 Employees: 400

ABB Treasury Centre (Asia Pacific) Pte Ltd, Singapore www.abb.com.sg
 Developed a treasury system using Trema's Finance Kit, Sun and Sybase products.
Kenneth Stenberg, President
Jörgen Centerman, President and CEO (Global)
 Revenues: US\$350M (Global)
 Employees: 160,000 (Global)

Association of Chartered Certified Accountants, Singapore www.acca.org.sg
 Built an Internet-based e-learning and collaboration system using Lotus software, and using British Telecoms for hosting.
John Miller, Head of Business Operations for Singapore and New Markets
John Brockwell, President
 Revenues: US\$87.2M
 Employees: 400

Ayala Corp., Philippines www.ayala.com.ph
 Developed Ayala eCenter, an online gift centre in the Philippines, with EDINET Philippines.
Mark Anthony Javier, CIO
Jaime Zobel de Ayala, Chairman
 Revenues: 25.3B pesos (US\$531M)
 Employees: NA

Bank Central Asia, Indonesia www.klikbca.com
 Built a backend system using Hitachi Data Systems; IS infrastructure managed on a BMC platform.
Aswin Wirjadi, Director (Overseas IS Division)
Muhammad Djoeana Koesoemahardja, President Komisaris
 Revenues: US\$10M (Assets)
 Employees: 21,000

Bass Resorts and Hotels, Singapore www.basshotels.com
 Built a CRM infrastructure using highly intelligent distributed call centres designed with Aspect's solutions.
Richard Hartman, Managing Director for Asia Pacific
Thomas R. Oliver, Chairman and CEO
 Revenues: US\$466.7M (Global)
 Employees: 75,000 (Global)

BAX Global Pte Ltd, Singapore www.baxglobal.com
 Built an XML-based Warehouse Management System using General Electric applications and IBM systems.
Patrick Foong, Regional IT Manager
Joseph L. Carnes, President (Global)
 Revenues: US\$112B
 Employees: 750

Berjaya Group Bhd, Malaysia www.berjaya.com.my
 Built an e-business system that ties its various businesses together.
Yee Kar Fong, General Manager of Group IT
Tan Sri Dato' Seri Vincent Tan Chee Yioun, Chairman and CEO
 Revenues: RM7.7B (US\$2.03B)
 Employees: 22,000

British American Tobacco Malaysia Bhd (formerly Rothmans of Pall Mall), Malaysia www.bat.com
 Used SAP R/3's accelerated SAP methodology to centralise several areas of production.
Angelo Grasso, IS Manager (at time of implementation)
Martin Broughton, Chairman (Global)
 Revenues: US\$31.5B(Global)
 Employees: 90,000 (Global)

C.K. Tang Ltd, Singapore www.tangs.com
 Developed a retail system using SAP R/3 on Windows NT.
Clarence Tan, CIO
Tan Wee Sung, Chairman and CEO
 Revenues: US\$105M
 Employees: 500

Caltex Singapore Pte Ltd, Singapore www.caltex.com.sg
 Developed a Web-based international procurement system using Ariba, to interface with its backend SAP R/3 system.
Mike Mahon, General Manager for International Procurement
Jock McKenzie, CEO
 Revenues: US\$19B (Global)
 Employees: 7,500 (Global)

CapitaLand Ltd, Singapore www.capitaland.com.sg
 Built a property development portal for the construction industry through a pFission and icFOX joint venture.
Martin Tan, Managing Director of pFission
Liew Mun Leong, President and CEO
 Revenues: Merger between DBSLand and Pidemco Land
 Employees: 10,000 (Global)



ILLUSTRATIONS BY LILIAN YANG LAN

“CWT enjoyed significant productivity gains through self-service applications. What used to take an hour to service, for instance providing visibility of an order or inventory status, now takes less than five minutes.”

—Patrick Chua, Assistant GM, IS & E-business, CWT Distribution



Carlsberg Brewery Malaysia Bhd, Malaysia www.carlsberg.com.my
 Developed an in-house wholesale system that connects with its distributors. Revenues: US\$220M
Chan Sek Tai, IT Manager Employees: 650
Jorgen Bornhoft, Managing Director

Cathay Pacific Airways Ltd, Hong Kong www.cathaypacific.com
 Developed an online corporate education system and built an electronic reporting and analysis system using Lotus solutions, served on a SITA network. Revenues: US\$3.68B
David Turnbull, Deputy Chairman and CEO Employees: 14,124

Charoen Pokphand Seven Eleven Public Co. Ltd (Charoen Pokphand Group), Thailand www.cpthailand.com
 Built a systems management infrastructure using CA's Unicenter TNG. Revenues: US\$9B (Group)
Montri Sanghirun, Assistant Vice President of Information Systems and Support Employees: 100,000 (Group)
Dhanin Chearavanont, Chairman and CEO (Group)

Chartered Semiconductor Manufacturing Ltd, Singapore www.csminc.com
 Developed a financials and manufacturing system based on Oracle. Revenues: US\$1.134B
Dr. John Martin, Vice President and CTO Employees: 3,400
Barry Waite, President and CEO

Chase Manhattan Corp. (now J.P. Morgan Chase & Co.), Singapore www.chase.com
 Built an enterprise systems management infrastructure using Tivoli. Revenues: US\$1B (Asia Pacific)
Ng Yoh Thai, Vice President for Asia IT Employees: 666
William B. Harrison, Jr., Chairman and CEO

ChemXlog Pte Ltd, Singapore www.chemxlog.com
 Built an e-supply chain system which serves as the first petrochemical e-marketplace for Singapore. Revenues: Privately Held,
Tan Kwee Yong, Senior Manager for Product Development part of SembCorp Industries
Jack Chuang, General Manager Employees: NA

Chinadotcom Corp., Hong Kong www.china.com
 Built an enterprise-wide systems management system that crosses national borders, using HP OpenView. Revenues: US\$86.8M
Edward Hsu, CTO (for nine months, CY2000)
Peter Yip, Vice Chairman and CEO Employees: 1,000

Citibank N.A., Singapore www.citibank.com.sg
 Used Citrix Metaframe on Microsoft-based servers to build an internal ASP to serve the bank's financial needs. Revenues: US\$14.1B (Group, FY2000)
Anthony K.C. Lee, Vice President and Head of Asia Pacific e-business technology Employees: NA
Victor J. Menezes, President (Global)

Comfort Transportation Pte Ltd, Singapore www.comfort.com.sg
 Researched and built its own infrastructure that allows cashless payments, online taxi bookings and smart taxi meters. Revenues: US\$26.9M
Ho Choo Kian, IT Manager Employee: 600
Goh Chee Wee, Group MD and CEO

CWT Distribution Ltd, Singapore www.cwt.com.sg
 Deployed an Internet-based supply chain management system using Oracle, HP and Dell technologies. Revenues: US\$90M
Patrick Chua, Assistant General Manager for Information Services and E-business Employees: 650
Lau Chee Tiun, CEO

“This is important as we expect to be present in 10 Asian countries with multiple data centres by the end of 2001.”

—Michael Low, COO,
DataOne (Asia) Pte Ltd



DaimlerChrysler, Indonesia

Developed an enterprise-wide information delivery system using SAS Institute's data warehousing solutions.

Paul Stratil, CIO

Robert J Eaton, Co-chairman (Global)

Juergen E Schrempf, Co-chairman (Global)

www.daimler-benz.com

Revenues: US\$136B (Global)

Employees: 1,300

Datacraft Asia Ltd, Singapore

Standardised a regional IT infrastructure using Cisco, Micom, SAP and RSA technologies.

Ian Baker, CIO

Ronald John Cattell, Executive Director and CEO

www.datacraft-asia.com

Revenues: US\$418M (FY2000)

Employees: 1,600

DataOne Asia Pte Ltd, Singapore

Deployed a US\$1.8 million billing system.

Cleatus Fernandez, Regional Director for Technology

Michael Low, COO

Andrew Lee, CEO

www.d1asia.com

Revenues: Privately Held

Employees: 70

Dell Asia Pacific Sdn Bhd, Malaysia

Developed a web farm located in Singapore with Dell's PCs, servers and storage products. It handles the orders for online customers.

Ooi-wong Wai Kin, CIO for Asia Pacific

Michael S Dell, Chairman and CEO (Global)

www.dell.com

Revenues: US\$25.3B

Employees: 1,800

Delphi Automotive Systems Asia Pacific, Singapore

Standardised the company infrastructure using Cisco networking solutions and SAP R/3, and built an e-business platform on top.

Robert Kuo, CIO for Asia Pacific

J.T. Battenberg III, Chairman, CEO and President (Global)

www.delphiauto.com

Revenues: US\$29.19B (Global)

Employees: 203,000 (Global)

Development Bank of Singapore Ltd, Singapore

Integrated the two banking systems into one when DBS merged with POSBank.

Yee Jee Hong, Managing Director and Head of IT Group

Philippe Paillart, CEO

www.dbs.com

Revenues: US\$612M

(Net Profit for Group)

Employees: 10,000

DHL Worldwide Express, Malaysia

Built an e-commerce platform to handle worldwide transactions.

Chris Howard, Group CIO

Charles Longley, CEO for DHL Asia Pacific/Middle East (Global)

www.dhl.com

Revenues: US\$4.65B (FY2000)

Employees: 64,000

FailSafe Corp Pte Ltd, Singapore

Developed an Internet data centre in Singapore using IBM servers, Cisco networking products, EMC disks, and StorageTek tape drives.

Esther Goh, CIO

Michael Deeb, CEO

www.failsafecorp.com

Revenues: Launched Aug. 2000

Employees: 50

Federal Express Pacific Inc., Hong Kong

Developed global logistics tools that helps other companies build logistic frameworks over the Internet.

Linda Brigance, CIO for Asia Pacific

David Bronczek, President and CEO (Global)

www.fedex.com

Revenues: US\$15B

Employees: 1,040

“Our data centres were built with the vision of doing enterprise-wide solutions not just the Internet data centre component of it.”

—Michael Deeb, CEO,
FailSafe Corporation
(Singapore) Pte Ltd



Founders Industries Pte Ltd (formerly **Chartered Industries of Singapore**), Singapore
Developed a financials and manufacturing system entirely based on Oracle.
Boon Swan Foo, CEO for ST Engineering which owns Founders
www.st.com.sg/cis
Revenues: US\$1.32B (FY2000, ST Engg)
Employees: 10,000 (ST Engg)

Fraser Serviced Residences Pte Ltd, Singapore
Developed an intranet called Fraser Connect based on Springer Miller System's property management system. The company is using the intranet to build its CRM framework.
Choe Peng Sum, COO
Jeffery Heng, CEO (Centrepoint Properties Ltd)
www.frasersr.com.sg
Revenues: Privately Held
Employees: 160

Fuji Xerox Pte Ltd, Singapore
Developed collaborative e-business with an extranet.
Bert Wong, General Manager for Singapore
Koh Ching Hong, Managing Director for Singapore
www.fujixerox.com.sg
Revenues: US\$64.7M
Employees: 422

GE Pacific Pte Ltd, Singapore
Built an ERP and data warehousing facility using Oracle.
David Cheah, Executive Vice President of IT (at time of implementation)
Stuart Dean, President
www.ge.com
Revenues: US\$129.9B (Global)
Employees: 2,700

Guinness Anchor Bhd, Malaysia
Developed an IT framework for the company using nine SAP R/3 modules.
Chow Yi Lin, Head of Information Services and Technology
Jac van Herpen, Managing Director
www.guinness.com
Revenues: US\$160M
Employees: 700

Hill and Knowlton Asia Ltd, Hong Kong
Built a Knowledge Management system and deployed it on the company's intranet.
Vivian Lines, COO
Brian West, President and CEO (Global)
www.hillandknowlton.com
Revenues: US\$245M (Global)
Employees: 1,900 (Global)

Hong Kong Jockey Club, Hong Kong
Installed betting terminals all over the island, and implemented a cash card system for betting. The system was developed on Compaq VAX, UNIX and Intel servers, Oracle database, and EMC storage subsystems.
Steve Beason, Executive Director of IT
Lawrence T. Wong, CEO
www.hongkongjockeyclub.com
Revenues: US\$10.4B (Betting, 1998-99)
Employees: 400 IT professionals

Hong Kong and Shanghai Bank Corp. Ltd, Hong Kong
Developed a self-service banking solution as part of their worldwide e-banking initiative.
Y.B. Yeung, Assistant General Manager and Head of IT
Keith Whitson, Group CEO
www.asiapacific.hsbc.com
Revenues: US\$3.97B (Operating Profits Before Provisions)
Employees: 23,158 (Asia Pacific)

Hong Kong Hospital Authority, Hong Kong
Uses SAS Institute's software to analyse patients' records.
Edwina Chung, Senior Statistician
Dr. Lo Ka-Shui, Chairman
www.ha.org.hk
Revenues: NA
Employees: 50,110

“There is a lot of demand. From the customer side they want to see more information available on the Internet. In order to meet the demands of our users, we are launching more and more applications for a lot of people to interact with us electronically.”

—Alex Y.K. Siow, CIO, HDB



<p>Housing Development Board, Singapore Developed BAAS, a workflow system based on Lotus Notes, that ties all the various departments involved in renovation approvals. Alex Siow, CIO Peter Chan, CEO</p>	<p>www.hdb.gov.sg Revenues: US\$8B Employees: 8,476</p>
<p>HSBC Bank Bhd, Malaysia Successfully deployed a front-end cheque depository that interfaces with a device that transmits cheque images in real-time. Chu Hong Keong, CIO Dyfrig John, Deputy Chairman and CEO</p>	<p>www.hsbc.com.my Revenues: RM15.6M (US\$4.1M, Net Income) Employees: 3600</p>
<p>Hutchison Whampoa Ltd, Hong Kong Built an e-procurement and transportation exchange using Oracle. Fok Kin-Ning, Group Managing Director Li Ka-Shing, Chairman</p>	<p>www.hutchison-whampoa.com.hk Revenues: US\$7.1B Employees: 100,000</p>
<p>International Factors Ltd, Singapore They used ASP Comex to build their factoring B2B solution. Leong Kwok Seng, General Manager Foo Kok Swee, Chairman</p>	<p>www.intfactor.com.sg Revenues: US\$14.3M (Gross Operating Income) Employees: >100</p>
<p>International SOS Pte Ltd, Singapore Deployed an Onyx CRM solution to co-ordinate operations worldwide. Tim Daniel, COO Arnaud Vaissie, President and CEO (Global)</p>	<p>www.internationalsos.com Revenues: Privately Held Employees: 2,600 professionals</p>
<p>i-STT Pte Ltd, Singapore Built a data centre, a business model and revenue streams from scratch. Wong Ka Vin, Chief Marketing Officer Lee G Lam, President and CEO</p>	<p>www.i-stt.com Revenues: Privately Held Employees: 120</p>
<p>Jebsen & Jessen SEA Pte Ltd, Singapore Built a document management/archiving system with IXOS, that interfaces with SAP R/3. C.L. Chong, General Manager A.P. Jessen, Chairman (Global)</p>	<p>www.jjsea.com Revenues: Privately Held Employees: 2,500 (Asia Pacific)</p>
<p>Jobs DB Inc., Hong Kong Built an online recruitment portal which is regional and successful. Anthony Yuen, Co-founder, Director and CTO Samuel Sung, Co-founder, Director and CEO</p>	<p>www.jobsdb.com Revenues: Privately Held Employees: 200 (Asia Pacific)</p>
<p>Jollibee Foods Corp., Philippines Developed an order fulfilment system that is linked to the Internet and implemented related IT training programmes. Augusto Verzosa, CIO Tony Tan Caktiong, President and CEO</p>	<p>www.jollibee.com.ph Revenues: P804M (US\$16.9M, Net Income) Employees: 40,000</p>
<p>Keppel TatLee Bank, Singapore Spearheaded the integration of the Keppel and TatLee banking infrastructures within a short space of time. Susan Hwee, General Manager and Division Head of Tech. and Operations (at time of implementation) Benedict Kwek, CEO</p>	<p>www.keppelbank.com.sg Revenues: US\$389.9M (Group Income Before Operating Expenses, FY2000) Employees: 1,958 (1999)</p>

“We are also targeting to control five percent of the Indonesian market by building nine distribution centres within several major cities in Indonesia.”

—Teddy Setiawan, president and CEO, LippoShop



<p>Lippo Group, Indonesia Built an online shop, called LippoShop, for retail and business consumers that ties in their order fulfilment system. Teddy Setiawan, President and CEO of LippoShop Ishwar Prasad, General Manager of IT for LippoShop</p>	<p>www.lipposhop.com Revenues: Privately Held Employees: 582</p>
<p>Makro Cash & Carry Distribution, Malaysia Developed a wholesale system from scratch. Too Hing Hock, Head of IT for Malaysia J.C.A. de Jonge, President and CEO</p>	<p>www.makro.com.my Revenues: US\$2B (Group) Employees: 11,000</p>
<p>Manila Electric Co., Philippines Built a US\$73 million integrated, enterprise-wide information system. Virgilio C. Flordeliza, CIO Manuel M. Lopez, President</p>	<p>www.meralco.com.ph Revenues: US\$2B Employees: 6,900</p>
<p>Ministry of Manpower, Singapore Used the SAS data warehousing and OLAP solutions to exploit the research data they have collected. Dorothy Lim, Head of Data Processing Lee Boon Yang, Minister for Manpower</p>	<p>www.gov.sg/mom Revenues: Government ministry Employees: NA</p>
<p>Ministry of Defence, Singapore Built MINDEF Internet Procurement System on HP servers. Lai Kim Fatt, Director of Systems and Computer Organisation Dr Tony Tan, Minister of Defence</p>	<p>Apps2.mindef.gov.sg Revenues: Government ministry Employees: NA</p>
<p>Modus Media International Pte Ltd, Singapore Developed an ERP infrastructure using IFS solutions. Don Westerhoff, Director of Manufacturing Engineering Terence M. Leahy, Chairman and CEO</p>	<p>www.modusmedia.com Revenues: US\$700M Employees: 4,800</p>
<p>Molex Far East South Management Pte Ltd, Singapore Built an e-business platform from scratch. Kwan Weng Mun, Global Director of Information Systems and Service Centres F.A. Krehbiel, Co-Chairman and Co-CEO (Global) J.H. Krehbiel, Co-Chairman and Co-CEO (Global)</p>	<p>www.molex.com Revenues: US\$2.2B (Estimated) Employee: 17,650 (Global)</p>
<p>Monde Nissin Corp., Philippines Multi-tiered ESM and ERP project for manufacturing involving Tivoli and CA products. Jimmy K Ng, MIS Manager Henry Soesanto, CEO</p>	<p>www.mondenissin.com Revenues: Privately Held Employees: >2,400</p>
<p>Nobel Design Holdings Ltd, Singapore Built B2B (BuyLateral.com) and B2C (Home2Be.com) portals for the regional market. Terence Goon, Group General Manager and Executive Director Bert Choong Chee Peng, Chairman and Group Managing Director</p>	<p>www.nobel.com.sg Revenues: US\$28.6M (Group) Employees: N.A.</p>
<p>Novell Singapore Pte Ltd, Singapore Used SurfGold's Te@mGold product to motivate sales teams and partners to visit their website and facilities. Kong Chee Hoh, General Manager Dr. Eric Schmidt, Chairman and CEO (Global)</p>	<p>www.novell.com Revenues: US\$1.16B (FY2000) Employees: 5,600</p>

“The time is ripe in Asia. If we don’t get things in place to serve the customer, someone else will. It’s not about money, it’s about knowledge on what, where, and how.”

—Wong Ka Vin,
Chief Marketing Officer,
i-STT Pte Ltd



NTUC Fairprice Co-operative Ltd, Singapore www.ntuc-fairprice.org.sg
 Developed an in-house retail system using EMC’s storage subsystems. Revenues: US\$566.2M
Chay Wai Chuen, CIO Employees: 4,000
Tan Kian Chew, CEO

NTUC Income Insurance Co-operative Ltd, Singapore www.income.com.sg
 Built an e-business platform called NTUC-Plus. Revenues: US\$709M (Premium Income)
Lim Siew Eng, Manager of Information Systems Employees: 4,885
Tan Kin Lian, CEO

Overseas Union Bank Ltd, Singapore www.oub.com.sg
 Improved the existing Tivoli ESM system with Avesta Revenues: US\$167.2M (Net Profit)
 (now Visual Networks) software. Employees: 2,926
Lim Su Tjing, Vice President of IT
Peter Seah Lim Huat, President and CEO

Overseas Union Bank Securities Pte Ltd, Singapore www.oubs.com.sg
 Built an e-brokering facility using Brokat technology. Revenues: US\$23.92M (Pre-Tax Profit)
Tan Check Teck, General Manager Employees: 260
Tan Yong Seng, Executive Director

Overseas Chinese Banking Corp. Ltd, Singapore www.ocbc.com.sg
 Launched the first Internet bank in Singapore that dealt with Revenues: US\$395M
 securities, called Finatiq.com. (Net Profit, Group)
Teng Soon Lang, Head of Group IT Employees: 3,139
Alex Au, Vice Chairman and CEO

Pacific Century Cyberworks, Hong Kong www.pccw.com
 Built an e-business for the telecommunications and entertainment industries. Revenues: US\$3.6B
Alex Arena, Group Managing Director of PCCW Employees: 14,000
Richard Li, Executive Chairman

PT Ateja Tritunggal Corp., Indonesia www.ateja.co.id
 Implemented IFS Financials and Distribution followed by Revenues: NA
 the manufacturing module across the whole group. Employees: NA
Arifin Tjandra, Assistant Director
Subianto Tjandra, President

PT Mensa Binasukses, Indonesia www.mbs.co.id
 Developed a distribution and financial system using IFS solutions. Revenues: US\$20M
Bing Karyadi, Managing Director and Project Manager Employees: 700
J. Sudharta, CEO

PSA Corp., Singapore www.psa.com.sg
 Implemented and privatised its intranet—Portnet, which Revenues: US\$1.79B
 integrates the different functions of PSA into one network. Employees: 7,000
Robert Yap, Executive Vice President for Information Technology
Dr. Yeo Ning Hong, Chairman

Reuters Asia Pte Ltd, Singapore www.reuters.com
 Built an e-business, starting with the provision of essential Revenues: US\$731M
 business information and trading systems. (For Asia Pacific)
Les Clemenson, Managing Director for Trading Systems Employees: 16,662 (Global)
Peter Job, CEO (Global)

“Tight supply chain integration with other businesses is no longer a competitive advantage—it’s a competitive imperative.”

—Linda Brigance, CIO,
Federal Express Pacific Inc.



<p>Royal Selangor International Sdn Bhd, Malaysia Developed an e-commerce website successfully targeting the U.S. market using Macromedia, Linux and Apache servers. Yong Yoon Kit, Technical Director for E-commerce Datuk Yong Poh Koon, CEO</p>	<p>www.royalselangor.com Revenues: Privately Held Employees: 1,500</p>
<p>Royal Clicks Ltd (Part of Royal Sporting House Group), Singapore Built a B2B business platform using SportBuyer.com’s solution, with plans to extend it to consumers. Mohamed Alabbar, Chairman and Non-Executive Director Vinod Kumar Gomber, Executive Director of company and CEO of Group</p>	<p>No Website Revenues: US\$76.7M Employees: NA</p>
<p>Sarawak Shell Bhd, Malaysia Built an integrated sub-surface modelling, simulation and visualisation system for oil and gas exploration. Andrew Wong, Acting CIO Datuk Lim Hau Kuang, Managing Director, Shell Malaysia Berhad</p>	<p>www.shell.com.my Revenues: US\$788M Employees: 1,600</p>
<p>Seagate Technology International, Singapore Built a global distributed order fulfilment system that uses Oracle, Sun and EMC technologies. Wong Cheong Phong, Vice President for IT, Drive Operations Stephen J. Luczo, CEO (Global)</p>	<p>www.seagate.com Revenues: US\$6.775B Employees: 8,600</p>
<p>Singapore Cable Vision Ltd, Singapore Built a CRM solution using an Onyx solution. James Woo, Director of Operations Yong Lum Sung, President</p>	<p>www.scv.com.sg Revenues: Privately Held Employees: 750</p>
<p>Singapore Management University, Singapore Connected two distant campuses wirelessly, using Avaya products. Tommy Hor Tze Man, Director at Office of Communications and IT Prof. Janice R. Bellace, President</p>	<p>www.smu.edu.sg Revenues: Launched July 2000 Employees: 106</p>
<p>Singapore Computer Systems Ltd, Singapore Implemented an e-commerce platform enterprise-wide and to its key customers. Boon Chuan Wee, CIO Stephen Yeo Siew Chye, President and CEO</p>	<p>www.scs.com.sg Revenues: US\$256.2M (FY2000, Unaudited) Employees: 1,900</p>
<p>Singapore Indoor Ticketing System, Singapore Built an e-business using Softix online ticketing system running on UNIX servers. Jennifer Pok, General Manager</p>	<p>www.sistic.com.sg Revenues: NA Employees: 25</p>
<p>Singapore Power Ltd, Singapore Launched an e-services platform called can.com.sg. Boey Yoke Ling, Vice President for Information Systems BG (NS) Boey Tak Hap, President and CEO</p>	<p>www.singaporepower.com.sg Revenues: US\$1.8B Employees: 4,506</p>
<p>Singapore Technologies Aerospace Ltd, Singapore Built a B2B marketplace in partnership with iMerchants. Loke Chee Meng, Director of IT Wee Siew Kim, President</p>	<p>www.stengg.com/aero Revenues: US\$1.3B (FY2000, Engineering Group) Employees: 10,000 (Engineering Group)</p>

“Customer relationship is getting more and more attention as the battle for the loyalty of the customers heats up.”

—Ng Yoke Weng, CIO, Singapore Telecommunications Ltd

Singapore Telecommunications Ltd, Singapore
Developed a CRM system using Siebel development tools and Avaya communication products to integrate all customer-facing systems into one.
Ng Yoke Weng, CIO
Lee Hsien Yang, President and CEO
www.singtel.com.sg
Revenues: US\$2.86B
Employees: 12,629

SmarTone Mobile Communications Ltd, Hong Kong
Built a mobile e-commerce platform using technologies from Ericsson and Informix.
Andrew Chan, Assistant General Manager for network planning
William Liu, CEO
www.smartone.com.hk
Revenues: US\$376M (Group, FY2000)
Employees: NA

Strike Engineering Ltd, Singapore
Built e-commerce portals for diversifying the mechanical and electrical engineering portfolio.
Umar Abdul Hamid, Executive Director
Yeo Jiew Yew, Managing Director
No Website.
Revenues: US\$17.8M
Employees: 200

Sunday Communications Ltd, Hong Kong
Installed an integrated CRM and mobile technology with the help of Scient and Nortel Networks.
Alphonso Soong, CIO
Craig Ehrlich, Group Managing Director and CEO
www.sunday.com
Revenues: US\$131M
Employees: 700

Taiwan Semiconductor Manufacturing Co., Taiwan
Built an e-business platform for all its subsidiaries in Asia Pacific using Broadvision applications and Sun servers.
Dr. Quincy Lin, Senior Vice President for Corporate Development
Dr. F.C. Tseng, President (Global)
www.tsmc.com
Revenues: US\$2.3B (Global)
Employees: 13,000 (Global)

Tan Tock Seng Hospital, Singapore
Developed a data warehouse using Microsoft technologies.
Dr. Colin Quek, CIO (at time of implementation)
Dr. Luisa Lee, CEO
www.ttsh.gov.sg
Revenues: NA
Employees: NA

Tesco-Lotus (Charoen Pokphand Group), Thailand
Developed an IT infrastructure to enable the supermarket chain.
Douglas E. Rutledge, Senior Vice President of Information Systems
Dhanin Chearavanont, Chairman and CEO (Group)
www.cpthailand.com
Revenues: US\$9B (Group)
Employees: 100,000 (Group)

Television Broadcasts Ltd, Hong Kong
Built a new in-house application using SAS institute technology to analyse and report on advertising performance.
K.C. Leung, Marketing Research and Information Manager
Ho Ting Kwan, General Manager
www.tvb.com
Revenues: US\$416M
Employees: 3,600

Thai Portal Co. Ltd, Thailand
Built a portal system that plays an important role in The Nation Group's Internet strategy.
Thanachai Theerapatvong, Chairman and CEO
www.thailand.com
Revenues: Privately Held
Employees: NA

The Value System Co. Ltd, Thailand
Built an online ordering system.
Narong Intanate, CEO
www.value.co.th
Revenues: US\$77.2M
Employees: 190

Times Media Pte Ltd, Singapore
Built a B2B e-marketplace using Bex.com technology.
Leslie Lim, Vice President for Directories Division
Kua Hong Pak, President and CEO
www.tpl.com.sg
Revenues: US\$282M
Employees: NA

Trans-Link Express Pte Ltd, Singapore
Built an Internet-enabled warehouse management system using EXE, Sterling Commerce and IBM technologies.
Royson Wong, Deputy Group Managing Director
Sim Kian Kiat, Managing Director
www.translinkgroup.com
Revenues: Privately Held
Employees: 200

Union Bank of the Philippines, Philippines
Built an e-business solution.
Ceferino P. Tolentino, Senior Manager of IT
Justo A. Ortiz, Chairman and CEO
www.unionbankph.com
Revenues: US\$25M
Employees: NA

United Broadcasting Corp. Group, Thailand
Built a management cockpit using ORIGIN technology for knowledge management.
Vasil Sgourdos, Deputy CFO
Sompan Charumilinda, CEO
www.ubctr.com
Revenues: US\$232.7M
Employees: 1,315

United Overseas Bank Ltd, Singapore
Built a business intelligence framework using IBM products.
Lim Bak Wee, Executive Vice President
Wee Cho Yaw, Chairman and CEO
www.uob.com.sg
Revenues: US\$1.02B (Group, Total Income)
Employees: 9,064 (Group)

United Overseas Bank Bhd, Malaysia
Built an e-billing system called PayOnline.
Ho Sin Kheong, Head of IT
Francis Lee Chin Yong, CEO
www.payonline.com.my
Revenues: Privately Held
Employees: 1,600

Universiti Tunku Abdul Rahman, Malaysia
Established an enterprise systems management framework using CA products.
Omar Musa, Senior Manager of Network and Systems
Datuk Dr. Syed Othman Alhabshi, CEO
www.unitar.edu.my
Revenues: Privately Held
Employees: 2,000

Wingtai iAdvantage Pte Ltd, Singapore
Built a data warehousing infrastructure using HP Openview to manage the networks.
James Ooi, Manager for Operations and Engineering
Yeo See Kiat, General Manager
www.wingtai-iadvantage.com.sg
Revenues: Started operations in 2000
Employees: 30

Yeakin Plastic Industry Pte Ltd, Singapore
Used Symix MRPOne to link up their financials online.
Gan Boon Kiat, Finance Manager
Tan Pang Kheng, Managing Director
www.yeakin-plastic.com
Revenues: Privately Held
Employees: 139

Yosun Singapore Pte Ltd, Singapore
Used earth9's GIM solution to enable contact management.
Foong Kin Keong, COO
G.F. Wu, President (Global)
www.yosun.com.tw
Revenues: US\$66M
Employees: 80

“SM EP increased its proven reserves of oil and gas by about 200 million barrels of oil equivalent, or BOE, in 2000. In financial terms, this translates to potential gross revenue amounting to about US\$453 million.”

—Andrew Wong, Acting CIO, Sarawak Shell



Disclaimer: Implementers of the projects described are mentioned immediately above. They may not be the overall CIO of the company, even though that is often the scenario. CIO is not responsible for the movement of these individuals during or after the implementation of the projects. The revenues stated are indicative of the commercial strength of the organisations, and should not be used as accurate descriptions of their financial portfolio. All revenues are based on turnover or revenues for FY99 unless stated otherwise.