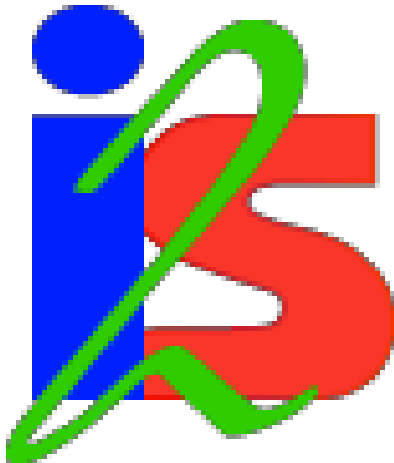


i2s Profile & Use Cases



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Who we are



- **Technology Enabler** with a **Strong Presence** in **South East Asia** since 2006
- **Expanding** our footprint in **Middle East & Africa**
- **Deep expertise** in integration services and solutioning in a complex enterprise environment
- **Strong experience** in **Banking** and **Telecom** industries
- **Premier Business Partner** of IBM



Top Partner of the Year



Recognized by IBM ASEAN for IBM
Business Partner Connect



Our journey so far

2006

2008

2013 - Beyond

- Incorporated in Malaysia
- Time & material deals
- Delivery capabilities added
 - Database management
 - Data integration

- Incorporated in the Philippines
- Large Fixed Price Deals
- Offshore development
- Software license re-seller
- Delivery capabilities added
 - Enterprise Marketing Management
 - Big Data
 - Datawarehouse

- i2s incorporated in Singapore
- Time & material deals
- Delivery capabilities
 - Web Technologies
 - App Server
 - SOA& EAI

- Grew footprint in South East Asia
- Fixed Price deals
- Delivery capabilities added
 - Portal
 - Business Intelligence
 - Content Management
 - IT Operations Management
 - Smarter Process

- Solution Accelerators
- Digital Transformation
- Automation RPA implementation services
- Managed services deal
- Delivery capabilities added
 - Predictive Modelling
 - Mobile
 - Agile and DevOps

2007

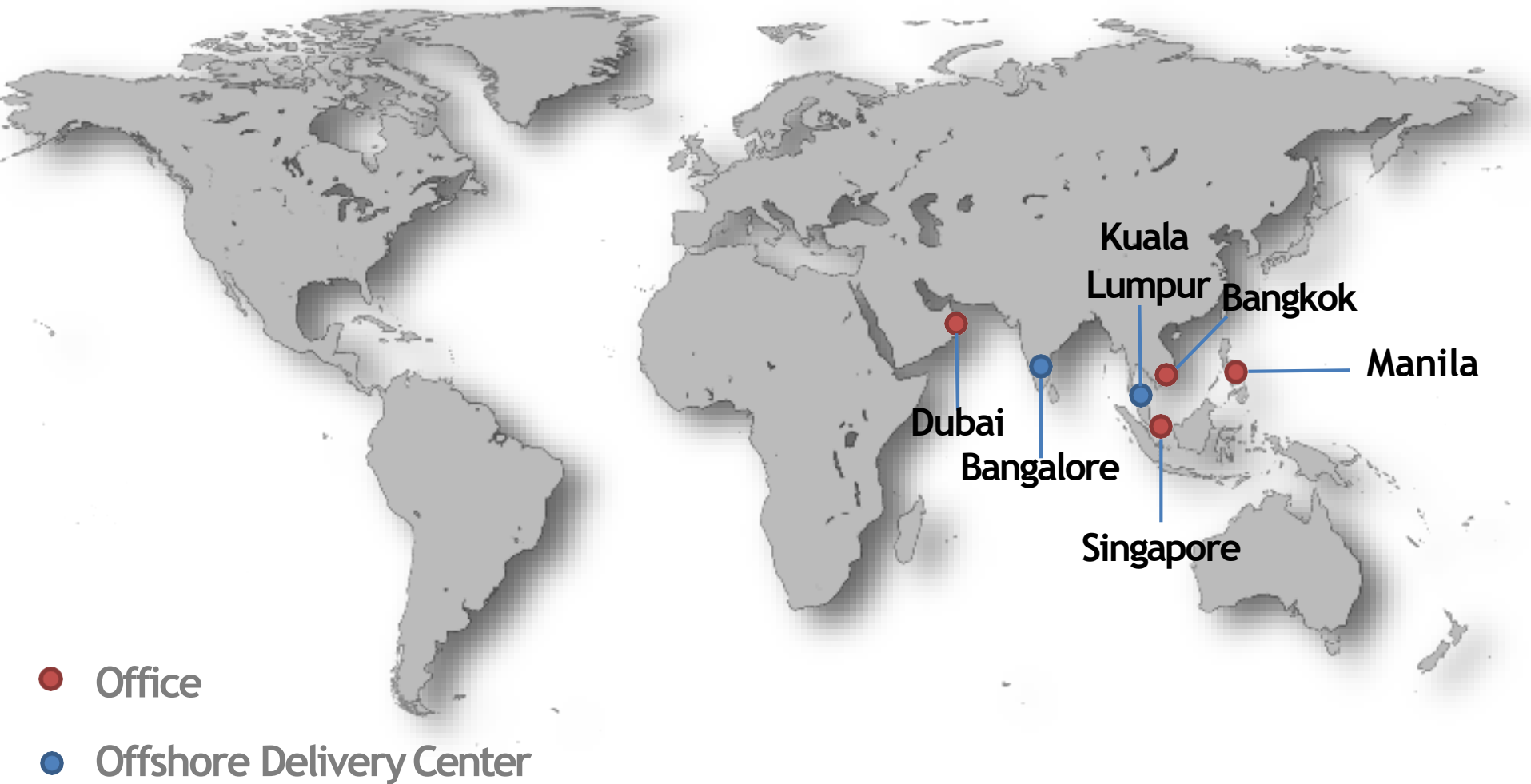
2009 - 2012



Our global presence

IBM

Premier
Business
Partner



Key facts

50+

Clients in Asia , Middle East and Africa

35

Ongoing
projects

2546

Projects executed
since inception

175

Employees across
all offices

15

Operating
countries

2

Dedicated offshore
development centers

What we do



Integration and Solutioning Services

in a complex enterprise
environment



Market Relevant Technologies

Business Analytics, Mobile,
Big Data, Enterprise
Marketing Management,
BPM, BI & Data Warehouse



Delivery Model

Use Solution
Accelerators, Agile
Delivery, and Value-
add models



Resourcing

Solve tactical and strategic
needs of clients through
skilled resource
deployment

Engagement Summary - Telco

A Leading Mobile Telecom Service Provider

Key brand of one of the ASEAN's leading Telecom group. The group operates under different corporate entities covering the ASEAN region.

Highlights

- Complete project ownership
- Project Management
- Requirement Gathering
- Technical Design
- Development and Test
- Maintenance Support

Technology Areas

- IBM ODM (iLog JRules)
- IBM WMB
- IBM Unica Marketing Suite
- IBM Big Insights Streams
- Automation - RPA

Key Business Areas

- Campaign Offering
- Provisioning and Notifications
- Business and Regulatory Rules
- Multi Systems Routing
- Subscriber Response Handling
- Business Reporting

Engagement Summary – Banking & Insurance

Leading Banking and Insurance Clients in ASEAN and MEA

Highlights

- Project Implementation
- Project Management
- End to End ownership
- Requirement Gathering
- Technical Design
- Development and Test
- Maintenance Support

Technology Areas

- IBM Integration Bus/AEC,
- IBM API Connect (IBM API Management + DataPower Gateway), IBM Transformation Extender with pack for Financial Payments(WTX)
- IBM BPM
- IBM Mobility
- IBM Application Performance Management
- IBM Cloud offerings

Key Business Areas

- Implemented EAI Platform

Engagement Summary

Implemented Business Process Management System to support HR department for HR processes related to Academic, Non-Academic and E&P staff category products

Highlights

- End to End ownership
- Requirement Gathering
- Technical Design Development and Test

Technology Areas

- IBM Business Process Management,
- IBM WebSphere Application Server, Oracle DB

Key Business Areas

- Implemented workflows using BPM for client HR department and processes

Case Study (Mobile)

Mobility Meter Management System (3Ms)

Electric utility company in Malaysia

Energy Services

Business Opportunity

- Client embarked on a journey to offer 3Ms to its business users (Admin, Executive, Supervisors and Team Leaders).
- Solution was expected to have following capabilities:
 - ✓ Dashboard
 - ✓ Work Order Execution
 - ✓ Scheduling
 - ✓ Assignment
 - ✓ Inventory Management
 - ✓ Barcode Scanner
 - ✓ Online/Offline Support and data sync
 - ✓ GPS based Maps & Camera Options to upload photos

Solution

- With an IBM Solution (IBM Maximo) users of 3Ms could perform installation, removal, replacement, & inspection processes.
- **System Components included :**
 - ✓ Maximo Asset Management (MAM)
 - ✓ Maximo Anywhere
 - ✓ IBM Integration Bus

Results

- ✓ Assign and track service orders assigned to technicians
- ✓ Pre download inventory information
- ✓ Capture evidence at site and attach with the service order
- ✓ ADHOC service orders from Anywhere
- ✓ Checklist for all tests & safety measures
- ✓ Monitor location of technician on map
- ✓ Pre download device information
- ✓ Pre-defined list of KIV reasons

Case Study (Mobile)

Mobile Banking Platform achieved faster response time

The largest bank and financial group in Malaysia, with significant banking operations in Singapore, Indonesia and the Philippines

Banking Client

Business Opportunity

- Client embarked on a journey to offer alternative channels like mobile banking to extend their SMS banking and Internet banking services
- As a premier banking service provider in Malaysia, they always been on the forefront of IT adoption in the country
- The bank required an application development platform to quickly and securely build new mobile banking solutions

Solution

- With an IBM mobile solution (Worklight), to **quickly and easily roll out new mobile services** to support their business growth strategies
- Help create **cross-platform apps**, which dramatically lower mobile app time to market and ensure cost effectiveness
- Revolutionary change in the way bank interacts with customers and deliver a **consistent customer experience**

Results

- **Faster response time** to customers as a key benefit of using mobile banking
- Customers can now use their mobile devices to pay utility bills, transfer funds to other accounts, view mini-statements, and locate the nearest ATM and branches, among many other features

Case Study (Mobile) - Banking

Mobile banking app is now more popular than the website

BIU is the eighth largest bank in the world's 4th populous country. The bank wanted to capture the young and social media savvy Indonesians, carrying two or more smart phones.

Banking Client

Business Opportunity

- Blackberry is the smart phone of choice. The same look and feel as well as experience on Android and iOS had to follow what was acceptable for a Blackberry user.
- Central bank mandates that the primary language of a mobile app be Bahasa Indonesian.
- Internet speeds are relatively slower in the region thereby needing apps that are not bandwidth intensive.

Solution

- One of the first banks in Indonesia to embrace IBM's Worklight platform to deliver consistent look-and-feel
- Mobile banking platform that allows for intra and inter-bank fund transfers using PIN protection and challenge password sent via SMS
- Integration to several in-country financial and non-financial bill payment providers

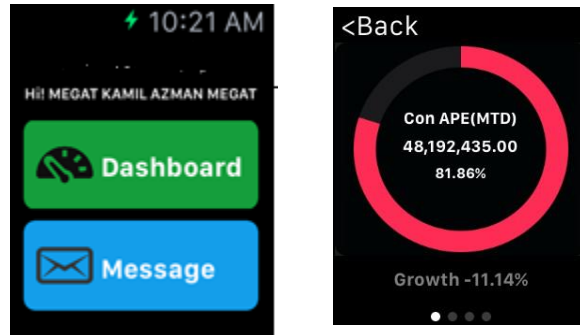
Results

- Consistent user experience for users that switch routinely between their smart phones to access the same bank accounts.
- Bill payments are very popular due to the diversity of payment providers
- Stable app despite rapidly switching between EDGE/3G connectivity

IBM Bluemix Solution - Insurance Sector



Apple Watch Solution on Bluemix improves customer engagement for the insurance agents.



Business Opportunity

- Insurance Client would like to empower the Agent, Agent Leaders and Senior Management with a Mobile App focused more on notifications.
- The mobile notifications are more focused with Apple Watch and Mobile App is more an enabler.
- Improve client engagement and agent retention.

Solution

Apple Watch enabled mobile App interfaces.

The solution proposed is powered by state-of-the-art IBM Bluemix cloud solution to facilitate Insurance client to quick launch of the App on the watch.

Results

- Effective client engagement by the agents
- Visibility of agent performance



Business Opportunity

Deliver a mobile app experience to drive lead generations for the Consumer Card (PCS), Merchant, Foreign Exchange Services and Corp Card Bus. Following were the key objectives :

- Establish a compliant mobile app that meets client standards
- Share BU knowledge within the Client SG employee base
- Consolidate the various lead generation channels to one easy-to-use mobile interface

Solution

- With an IBM Bluemix and noSQL cloudant based solution , quickly developed Employee engagement mobile app for the client. Following were the key use cases :
 - ✓ Submit a Lead (Snap & Send)
 - ✓ Take Survey / Quiz
 - ✓ Business Units
 - ✓ FAQ

Results

- Improved product & services knowledge
- Product & services usage
- Make it available, any time and any place



Business Opportunity

To Embark on Automation Journey for their use cases to make good ROI on the investment through FTE's. Following were the key objectives to get better benefit of FTE's :

- Funds
- Securities
- Derivatives

Solution

With Blue Prism and Kofax based solution , quickly automated the use cases. Following were the key use cases :

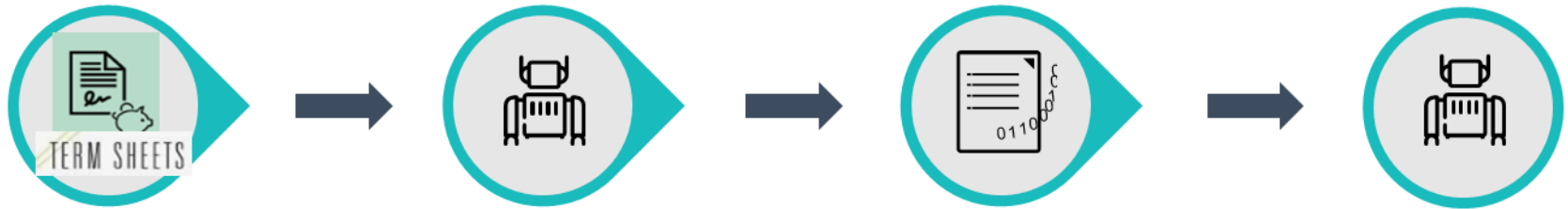
- ✓ Read the trade blotters (FTP/download)
- ✓ Prepare the trade input file (Internal Blotter) for trade booking
- ✓ Match the trades against the broker statement
- ✓ Process the trade in T24
- ✓ Send email to the settlement team for validation and settlement

Results

- Product & services usage
- Better FTE's benefit

Robotic Process Automation - Banking

Kofax with Blue Prism RPA



Vendor:

1. Sends email with term sheets attached as Excel / PDF document

RPA:

2. Opens email
3. Send Excel/PDF attachment to Kofax

Kofax:

4. Interprets term sheets
5. Passes relevant fields to RPA

RPA:

6. Logs in to Banking system (RDU, FINIQ, T24, SideViewer)
7. Inputs the captured data

Robotic Process Automation - Insurance

Business Opportunity

To Embark on Automation Journey for their use cases to make good investment to do better and faster processes. Following were the key objectives to get better :

- Policy Processing
- Claims
- Finance Payments
- Dunning Letter

Solution

With UiPath and Automation Anywhere (AA) based solution , quickly automated the use cases. Following were the key use cases :

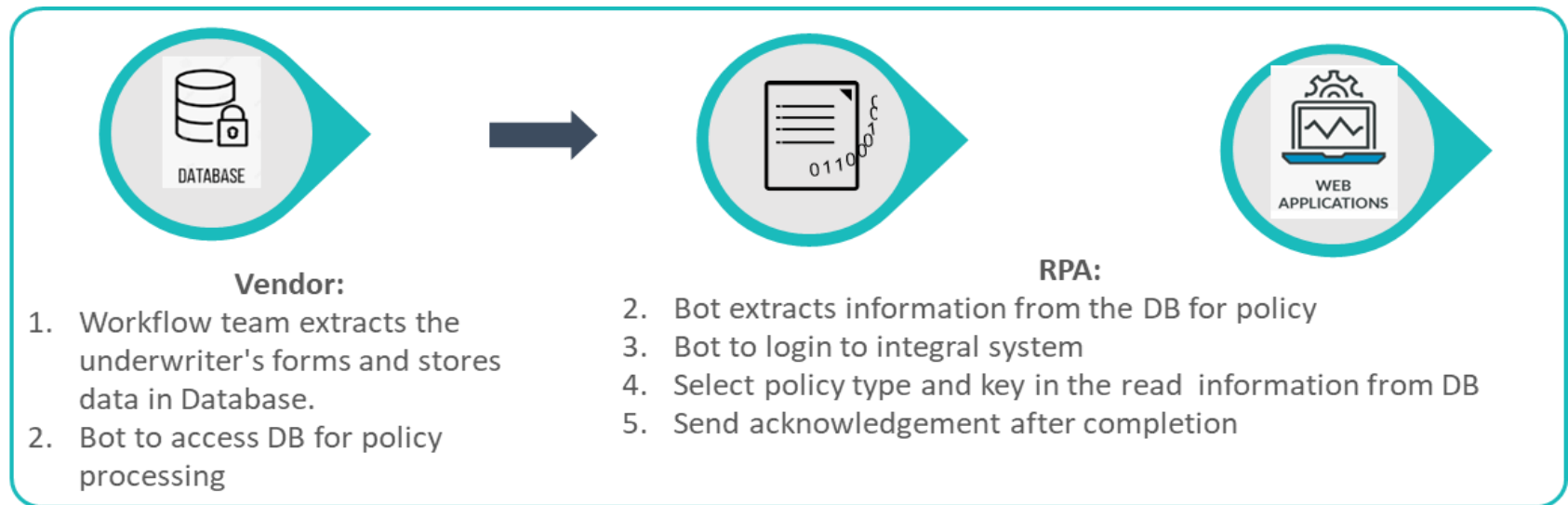
- ✓ Finance and Accounts
- ✓ Transactions
- ✓ Endorsment
- ✓ Dunning letter email to customer(s) on their respective policy due and reminders
- ✓ Medical Coc – insurance claims matching with the list of employees and validation

Results

- Services usage
- Better FTE's benefit
- Better customer experience

Robotic Process Automation - Insurance

UiPath RPA



Robotic Process Automation

Business Opportunity

To Embark on Automation Journey for their use cases to make good investment to do better and faster processes. Connecting with the Source System of SAP, email, FTP, Excel, and output via Target System of Service request, Incident & Treasury systems, Oracle Systems, Applications specific to client environment

- Registry User Process
- Employee Onboarding
- Retail
- Service Requests

Solution

With Automation Anywhere (AA) and Datacap based solution , quickly automated the use cases. Following were the key use cases :

- ✓ IBM Datacap OCR to scan the pdf files and extract into xml output.
- ✓ IBM RPA to read the xml and connect to customers UI based system to update the fields and save the file in specified location
- ✓ The Bot will access BMC Portal, SFB Portal, O365 Portal, AGAM (Oracle) and Exchange Admin Centre.
- ✓ Based on the options to create employees permanent or temporary flow will take different routes

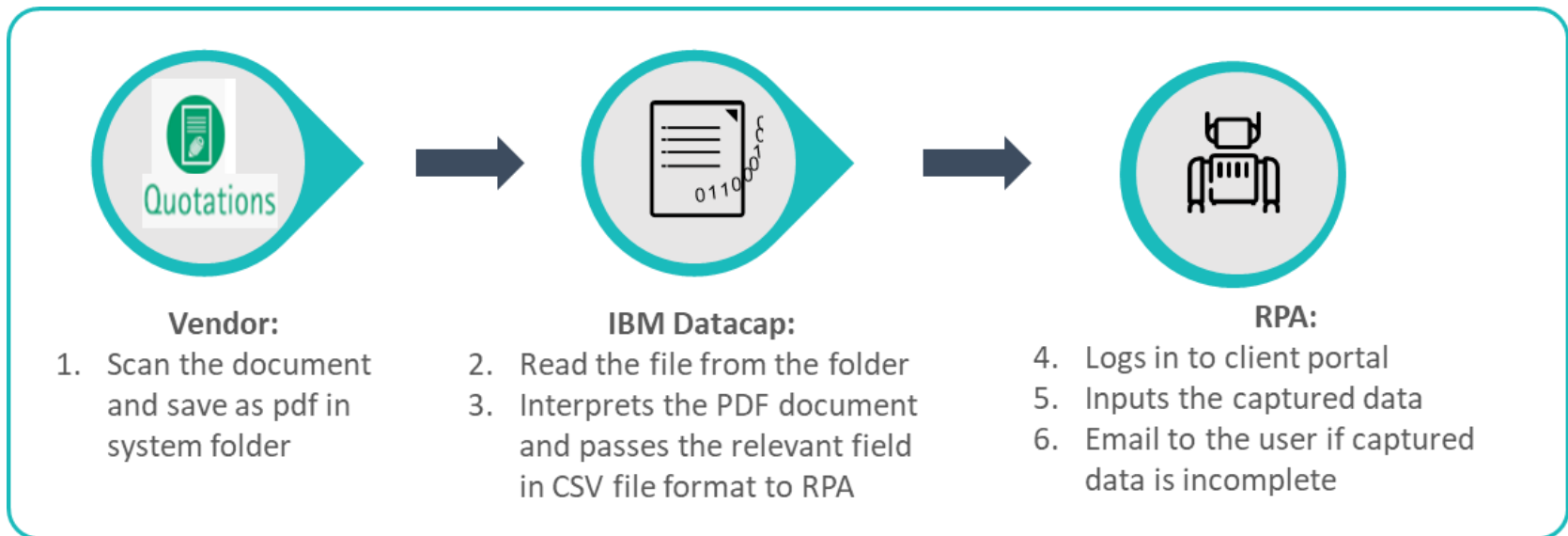
Results

- Streamline and Standardize the operations
- Reduce repeated manual jobs
- Utilize human analytical skills efficiently



Robotic Process Automation

IBM Datacap with IBM RPA Automation Anywhere





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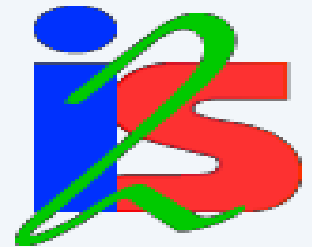
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Thank You



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