



## *Unlocking your full potential*

Our Telecom, Media and  
Technology Consulting Practice

**2016**

SE Asia



# Welcome



In today's digital age, organisations need a business strategy fit for the digital era, one that not only embraces digital innovation but also revolutionizes the customer experience and drives new paradigms in efficiency.

In the Telecom, Media and Technology industries, success is built not just on technology but also by applying a digital mind-set to build the right behaviours and to create customer-centric organisations.

Our regional consulting practice in South East Asia combines the deep expertise of a team on the ground with the power of the PwC global network. Our practice comprises Strategy& for strategy consulting along with Management, Technology and Risk Consulting.

I'm excited to be able to publish our credentials and show you a snapshot of our experience across the TMT industry. If you'd like to learn more about what we can do to create value for your business, please feel free to contact me or any of the team.

**Mohammad Chowdhury**

Telecom, Media and Technology Consulting Leader  
SE Asia, Australia and NZ

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## Why PwC

*We are dedicated to deliver effective solutions to complex business challenges facing Telecom, Media and Technology companies.*

*Whether you are in an emerging market or in one of the most developed countries in the world, you can count on us to help you find the best approaches to achieving your strategic, operational and financial objectives.*

*Our Telecom, Media and Technology Consulting services help you evaluate strategic business options, grow your revenues, improve management and control and identify cost savings initiatives.*

*Our Telecom, Media and Technology experts have combined international experience from other 100 countries in mobile, fixed and satellite and are constantly challenging ways to improve business and network efficiency.*

*We are committed to understand the forces that impact your business—such as the ever-growing digital opportunity, consumers' changing consumption habits as they continue to adopt new 'digital' behaviors — and develop and deliver global solutions to help you succeed.*

# Our people



**Michael Graham**

Mike is a Partner in PwC's Technology, Media and Telecom practice, based in Malaysia. He specialises in the entertainment, content and media sectors in revenue growth, commercial strategy and operating model design. Mike has extensive experience in Thailand, Malaysia, Indonesia, Singapore and Vietnam, as well as Europe and Australia. Most recently, Mike programme managed the launch of the 3-way UK Telecoms Joint Venture covering m-commerce services.



**Mohammad Chowdhury**

Mohammad leads our TMT consulting practice across Australia, SE Asia and NZ and is based in Jakarta. He has 25 years experience both in industry, where he worked for a major global mobile operator, and consulting. He has worked in 80+ countries, is known as a leading emerging markets telecom expert and frequently advises operators, governments and major industry bodies.



**Steven Hall**

Steven Hall is a Partner in Strategy&'s Sydney Office. Steven has 20 years industry experience in strategy development in telecommunications, high technology and the digitisation of related industries and has worked extensively across Australia, Southeast Asia and the Middle East. Prior to joining Strategy&, Steven held leadership roles with a leading regional telecommunications operator, and a global telecommunications, multimedia and services vendor.



**Alan HC Huang**

Alan is a Partner at PwC Singapore, focusing on helping clients transform and improve operations. He has been in the global high-tech industry for almost 20 years, with consulting and front-line experience from Silicon Valley, China, and Asia Pacific. Alan is a seasoned leader in directing large-scale technology-enabled strategy, operations, and digital transformation programs.



**Maheshwar Venkataraman**

Mahesh is a Partner in PwC's South East Asia Consulting practice. He has over 16 years experience working across the world while being based in Singapore, UK and India. Mahesh's core focus is in helping companies develop and refine their operations strategy and execute their corporate strategy. Mahesh has also led large advisory projects for clients in other industries. These include functional strategy development, feasibility studies and business case development.

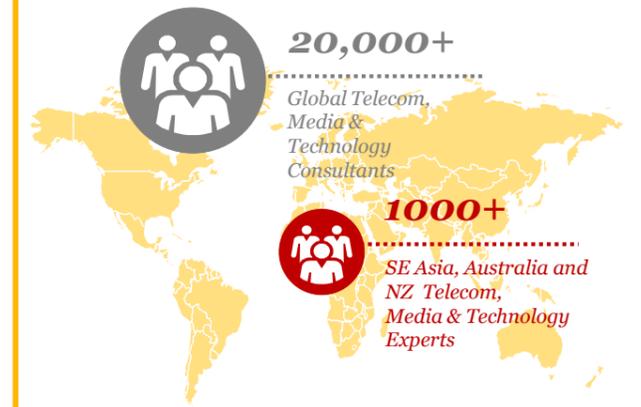


**Abhijit Navalekar**

Abhijit Navalekar is a Partner in PwC's TMT practice in SE Asia and the Middle East, based in Dubai. He leads the Strategy& unit for the SE Asia TMT practice. Abhijit carries with him over fifteen years consulting experience in corporate strategy setting, operating model transformations, greenfield operation launch, M&A, and market entry strategies in Telecommunications, Satellite and Hi-Tech sectors across diverse geographies – UK, Europe, W. Africa, GCC, S.E. Asia and India.

*Leading from the centre, Mohammad brings a team of partners across SE Asia with a track record for Telecom, Media and Technology industry. A team eager to work with you.*

## PwC and TMT



### Our clients:

PwC firms provided services to:



FT Global 500 Companies



Fortune Global 500 Companies

Figures as of June 2015

# Our experience in the Telecom, Media and Technology industries

Illustrative Examples of Recent Consulting Projects in the Region



**Industry Strategy**

We assisted a SE Asia Government to review its industry masterplan, policy and regulation.

**Market Entry Strategy**

PwC was engaged to perform new market entry bid support for a telecommunication company.

**Marketing Strategy**

PwC crafted post-paid market strategy and pricing segmentation strategy for a telecommunications company.

**Payments**

We assessed an operator with mobile wallet launch readiness to minimise the risk exposure.

**Products and Services**

PwC radically simplified an operator's product portfolio, in turn driving down 'cost of service' and improving customer satisfaction & margin

**Customer**

We developed a 'value roadmap' based on prioritised customer experience opportunities based on the mobile operator's long term strategy.

**Online Strategy**

PwC crafted an online market strategy across SE Asia for a global technology company.

**Revenue Assurance**

PwC was engaged to perform Revenue Assurance Diagnostic on the client's operations, focusing on processes and controls in postpaid, prepaid and interconnection.

**Risk**

We were engaged to perform forensic audit on software licenses of a technology company. We also performed a risk review for a telecommunication company.

**Human Capital**

PwC worked with clients to assess the skill set of their executives and assessed its sufficiency to fulfil their job requirements.

**Operations**

We support a regional towers company with achieving excellence in finance HR and operations.

**Strategy**

We assembled a competitive defense strategy for a telecommunication company & performed media market strategy for a media company to strengthen their position in the market.

**Finance**

PwC was engaged to review and assess cost allocation and reporting, as well as dashboards and visualisation.

**Supply Chain and Procurement**

PwC is partnering a major telecommunication company to develop a supply chain transformation roadmap.

**Operations**

We performed review on ERP Billing for Customer System Support to enhance and ensure smooth billing process.

**Transformation**

We were engaged to assist a telecommunication company to undertake corporate transformation across their operations.

**IT Security & Risk**

We were engaged to assess cyber security framework to promote the protection of a telco's critical infrastructure.

**IT Application**

We performed Due Diligence for IT Applications, Infrastructure, Security and IT Organisation Structure for a remittance company.

**Data Analytics**

PwC assisted a telecommunication company to establish its future data analytics operating model.

**IT Transformation**

We were engaged to perform quality assurance review on a IT Transformation of a media company.

**IT Application**

We performed Due Diligence for IT Applications, Infrastructure, Security and IT Organisation Structure for a remittance company.

**Asset Lifecycle Management**

PwC reviewed physical verification of the client's mobile network assets and subsequent reconstruction of the Fixed Assets Register.

**IT Strategy**

PwC supported a cloud services acquisition by a telecommunication company.

**IT Security & Risk**

We were engaged to assess cyber security framework to promote the protection of a telco's critical infrastructure.

**Network Efficiency**

We assisted a telecommunication company assessing the effectiveness of their network sharing with an other telecommunications operation.

**Program Management Office**

We established the PMO framework, tools, and successful launch plan of telecommunications operator in a frontier market.

# Technology

# Commercial

# Corporate



*Our knowledge investment is changing the way we consult businesses, and the value we provide*

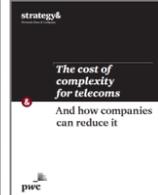
# We are committed to the telecom, media and technology industry

Being an industry player in an emerging market or in one of the most developed countries in the world, you can count on our insight and experience to help you find the best approaches to achieving your strategic, operational and financial objectives.

PwC, in partnership with GSM Association had done many studies, several of which had been published in reports. PwC also actively contribute as guest speaker and panels at Mobile World Congress in Barcelona and Shanghai.

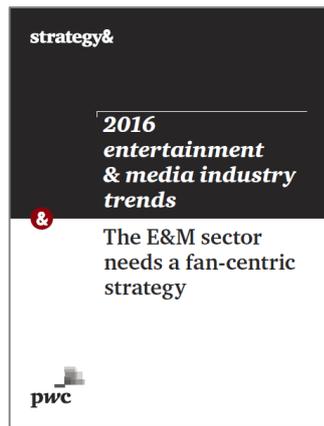
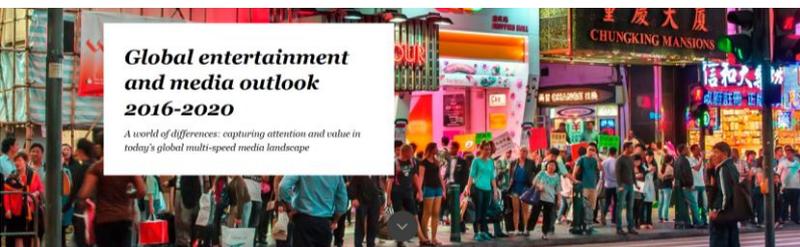


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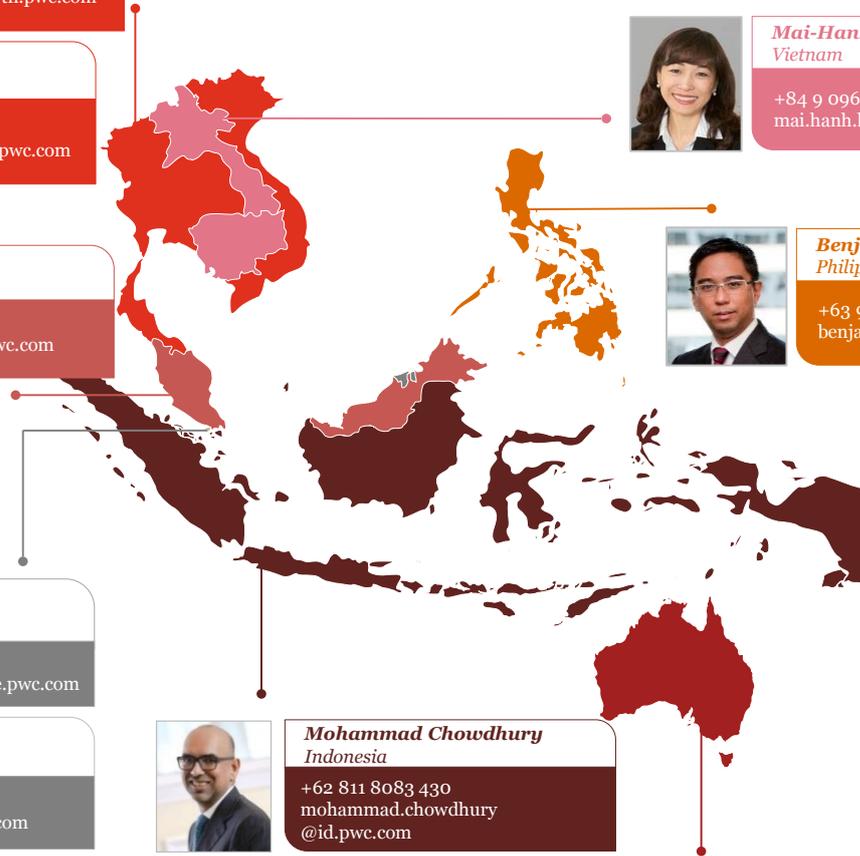
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## What is Strategy&



PwC's Strategy& was formed on March 31, 2014, when Booz & Company combined with PwC to form a new kind of consulting team, offering strategy-through-execution services under one roof. Strategy& brings more than 250 years of experience helping global clients solve their toughest problems. Some of the most celebrated business episodes of their day, including:

The dawn of the contract system for Hollywood movies

The merger of the National and American football leagues

The rescue on the Chrysler Corporation from bankruptcy

The creation of Deutsche Telekom from government agencies that had grown up on both sides of the Iron Curtain

We are a part of the PwC network of firms in 157 countries with more than 208,000 people committed to delivering quality in assurance, tax, and advisory services.



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