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# ***Making the most of your IT investment***

PwC Technology Group: Statement of Capabilities





# ***Why is technology important?***

**The right technology can help you cut costs, become more efficient and grow your business.**

But to make sure you get the best possible return on your investment, your software must support your strategic objectives.

We can help you to find the right solution for your business. We will work with you to learn and understand your growth aspirations, provide impartial advice to help guide you through the process of choosing the right technology, and help you maximise your return on this investment.

There is more.

Technology cannot be viewed in isolation. To create lasting value; finance, operations, strategy, people, risk and tax must also be considered. We can offer you a team which provides the right mix of knowledge and talent, as well as access to our global knowledge and centres of excellence to support your needs.



***“PwC realises that deep technology expertise is absolutely required for business transformation.***

***Its management capabilities and change management approach are outstanding.”***

Forrester Research Inc., The Forrester Wave™: Business Technology Transformation, Q3 2012

# Our capabilities

**A  
complete  
lifecycle  
of IT  
products  
and  
services**

## IT Strategy, Integration & Transformation

**1**

Deliver strategic IT blueprints looking holistically at IT components and services, covering technology, people, processes and governance.

We also help transform your IT to maximise benefit realisation.

### **Our offerings:**

- IT Strategy/Roadmap
- IT Due Diligence
- IT Merger and transformation
- IT Infrastructure
- Enterprise Architecture

## Quality Assurance & Project Management

**2**

Comprehensive project management approaches for any IT system and application deployment to ensure quality in your IT projects.

### **Our offerings:**

- SDLC Review and Delivery
- Project Management and Gate Review
- Post Implementation Review (PIR)
- IT Vendor Management – Contracts and Quality Assurance

## Enterprise Applications

**3**

Define your core IT application and architecture needs. We help realise the benefits of your new solutions from various angles and factors.

### **Our offerings:**

- Enterprise Package Selection
- ERP Strategy/ Selection
- SAP FI/CO
- SAP
- Optimisation
- Oracle

## Governance & System Selection

4

Assess IT governance and operations to enhance overall service delivery to both internal and external customers.

We also deliver independent, best practice approaches and structured IT system specification and selection to satisfy your business needs

### Our offerings:

- IT Governance Setup and Delivery/ Design Authority
- Tender Development, System Selection and Evaluation
- IT Policy & Procedure definition
- IT People and Process Benchmarking

## Information Management

5

Assess and define your critical business information needs and assist during the implementation.

### Our offerings:

- Business Intelligence & Analytics
- Enterprise Data Management & Data Warehousing
- Enterprise Data Security
- Information Strategy, Architecture & Governance

## IT Security & Risk

6




Help you protect information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction.

### Our offerings:

- Security Strategy & GRC
- Security Architecture
- Security Assurance
- Data Lost Protection/Penetration Testing

# How we've helped our clients

Some selected case studies below:

	<b>Develop IT Roadmap to address challenges and issues</b>	<b>Define IT requirements specifications and implement IT initiatives</b>	<b>Review IT effectiveness and develop a strategic ICT plan</b>
 <b>Who</b>	Local Industry Development Body	Government Agency for development of the Halal industry	Company Regulator
 <b>What we did</b>	We developed an IT roadmap to help the client address the challenges and issues faced by the IT Division in effectively and efficiently supporting the business.	We advised and guided an internal client team in developing business requirements for 3 core business initiatives.	We conducted a review of the existing ICT environment in terms of the service delivery capability and its effectiveness. Then we developed a Strategic ICT Plan to support the business in achieving its business strategies and goals.
 <b>Our value</b>	<p>We delivered the project deliverables timely by:</p> <ul style="list-style-type: none"> <li>performing effective documentation review;</li> <li>interviewing key management and functional personnel; and</li> <li>conducting focused workshops to uncover deficiencies and weaknesses.</li> </ul>	We safeguarded the client's interests in the overall project, which was managed by a leading international software vendor. The 3 core initiatives were integral to the client's business thrusts and their role in developing and promoting Malaysia's Halal industry.	We helped define an ICT vision and the architecture to support the business moving forward, which included the infrastructure and organisation needed to operationalise the ICT Strategy.

## Assess IT governance and develop IT policies, procedures and processes



Who

Multimedia & Communication Regulator



What we did

We performed an IT Governance Assessment on the IT function of the Commission. From the assessment, we then developed a roadmap for the Commission that spells out the governance initiatives to be implemented.

We also delivered a comprehensive set of IT policies, procedures and processes based on good practice frameworks such as ITIL, CoBIT and ISO17799.



Our value

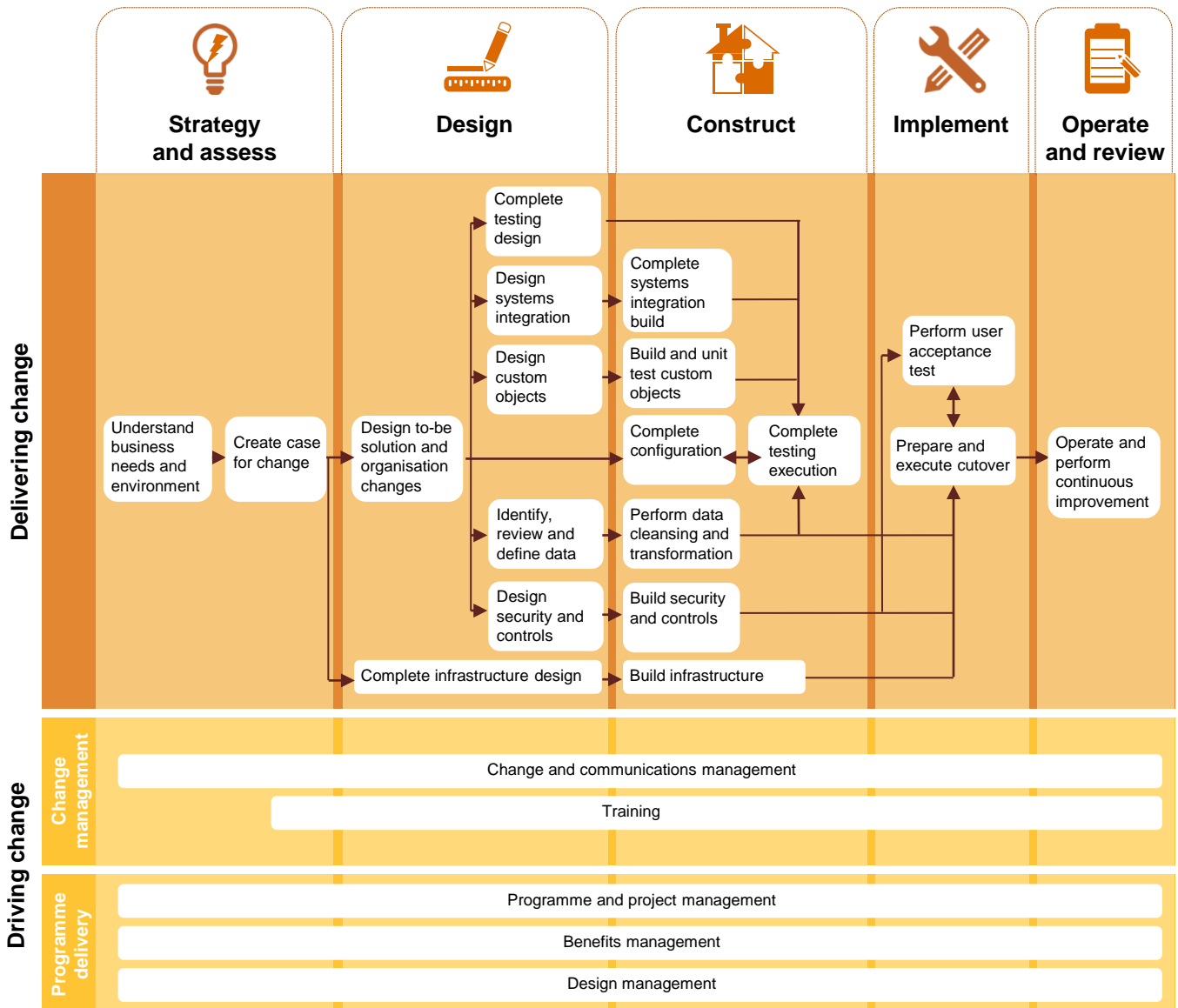
The Commission would implement the roadmap to improve its IT governance maturity to the targeted level.

## Other organisations we've helped include:

Client	Nature of project
Local Agency to manage training for the manufacturing sector	Business Process Improvement, System Selection and Project Management Office
Key Federal Government Agency	Development of Blueprint on Way Forward for Bridging Digital Divide for Malaysia
Government Agency Charged with Talent Fulfillment	Development of Data Dictionary and IT Governance Policies
Major Malaysian Agricultural Bank	Core Banking Infrastructure Assessment
Key Federal Government Agency	Study for the development of National Registry System
Regulatory Body for Financial Services	IT Due Diligence
Local Mobile Telecommunication Operator	IT Due Diligence
Major retailer and marketer of downstream Oil and Gas Products	Development of Governance Framework
Largest Malaysian Satellite broadcast media company	IT Security Planning Review
Regional Multi channel Broadcast Company	Development of Key Performance Indicator Framework
Major Integrated Pharmaceutical group	Selection and Evaluation of Pharmacy Information System

# Transform Methodology for system implementation

Some selected case studies below:





# Sharing our knowledge



Is your business prepared for the New Digital Ecosystem Reality? PwC has identified nine key technological, economic, and political trends for CEOs to consider. By looking at how they affect companies, and understanding how they can prepare to meet these challenges, CEOs can increase their chances for success.



Despite rise in security spending and deployment of enhanced technology protections, processes, and strategies, firms have been outpaced by their adversaries. As a result, many rely on yesterday's security practices to combat today's threats.



PwC forecasts that the next period of mobile innovation will revolve around the capturing and modelling of mobile users' contextual situations. Such knowledge will become the primary resource for predictive mobile applications and services that will enable mobile devices to become true digital assistants.



Web-based companies strive for continuity of operations by embracing change. What can your organisation learn from the way web-based companies embrace change? This issue investigates how web-based companies can maintain continuity amid continuous changes to production systems, explores what the most popular tools and techniques are, and where large companies can most benefit.

# Let's talk



## ***G Devan Nair***

Executive Director  
PwC Consulting Associates (M)  
Sdn Bhd

T: +603 2173 1386  
M: +6012 297 0780  
E: g.devan.nair@my.pwc.com



## ***Shahrin Ismail***

Executive Director  
PwC Consulting Associates (M)  
Sdn Bhd

T: +603 2173 1350  
M: +6012 286 1855  
E: shahrin.ismail@my.pwc.com



## ***Ng Wai Heng***

Executive Director  
PwC Consulting Associates (M)  
Sdn Bhd

T: +603 2173 1386  
M: +6012 237 5396  
E: wai.heng.ng@my.pwc.com



## ***Teh Lip Guan***

Executive Director  
PwC Consulting Associates (M)  
Sdn Bhd

T: +603 2173 1238  
M: +6012 217 0871  
E: lip.guan.teh@my.pwc.com



**[pwc.com/my](http://pwc.com/my)**