TM ONE **C credence**

Business-to-Business (B2B)

CATALYSING DIGITAL TRANSFORMATION FOR ENTERPRISES AND THE GOVERNMENT SECTOR

TM's B2B segment is catalysing Malaysia's digital transformation, empowering enterprises and the Government sector to thrive in an increasingly digital and data-driven economy. Through robust and secure connectivity, sovereign cloud, smart services, cyber security and tailored digital solutions, TM empowers businesses to innovate, accelerate growth and drive operational efficiency.

In addition to our comprehensive suite of solutions, TM's strategic partnerships accelerate economic growth, boost productivity and cultivate a culture of innovation across industries. By empowering enterprises and government agencies, we create a transformative ripple effect that benefits communities and end users, strengthening Malaysia's digital economy.

Our B2B segment is served by two (2) LOBs:

Lines of Business	
TM ONE	**C credence**
TM One is the business solutions arm of TM, serving enterprise and government sectors to accelerate their digital transformation. It offers a comprehensive suite of innovative solutions, encompassing vertical-specific solutions, smart services, Private 5G and platform-based cyber security.	Credence is the national sovereign cloud provider offering analytics, AI and Software-as-a-Service (SaaS) solutions for Enterprise Management and Applications.

TM One and Credence deliver exceptional business value to the B2B segment through cutting-edge digital transformation solutions and strategic expertise.

TM One, the enterprise and government solutions arm of TM, drives Malaysia's digital transformation by offering integrated solutions tailored to diverse industries. Its services span connectivity, cyber security, cloud computing, data centres, ICT solutions and smart services, enabling businesses to modernise operations, enhance customer experiences and optimise outcomes. TM One empowers organisations with secure, scalable infrastructure and data-driven insights to stay ahead in a rapidly evolving digital world.

Credence, as the trusted Digital Transformation partner, collaborate with leading global technology companies to deliver top-tier solutions and services, while nurturing digital talents for enterprises and government to thrive in the digital age.

We deliver solutions that drive informed decision-making to optimise operations, modernise product performance and empower the workforce to succeed. These tailored solutions help enterprises and government sectors stay agile, compliant and equipped for the digital-first future, thus redefining their success in today's ever-changing digital landscape.

Together, TM One and Credence enable B2B companies to leverage innovative technologies for sustained growth and a future-ready, digitally empowered Malaysia.

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Key Contributions and Achievements: Advancing TM's PWR2030 Strategy

TM's PWR 2030 Strategy is deeply embedded in our B2B offerings, shaping our initiatives and guiding our efforts to deliver greater value across Malaysia's business ecosystem. With a strong focus on business-to-business-to-consumer (B2B2C) impact, we enable enterprises and the Government sector to enhance services, optimise operations and ultimately improve end-user experiences.

P — TM's collaborations with various enterprises and Government agencies have created the building blocks that shape industry growth. In 2024, we focused on strengthening these strategic partnerships to unlock new opportunities and drive innovation.

Focus: Building Strategic Partnerships

What We Did	Outcome and Results
1 Expanding Malaysia's First Private 5G Network for Enterprise • Expanded private 5G network across five (5) key PETRONAS locations nationwide, enabling secure, high-speed connectivity.	• Improved productivity and increased operational efficiency through real-time data transmission and predictive maintenance. • Enabled AI-driven surveillance, autonomous robotics and remote operations, ensuring safer working environments. Impacted Stakeholders: 🧑 Supported SDG: [8] [9] [17]
2 Driving Malaysia's Automotive Transformation • Upgraded Malaysia's leading automotive producer, Perodua, by providing holistic solutions encompassing SD-WAN solutions for dealer networks, private 5G for automotive applications and smart manufacturing technologies.	• **Smart Manufacturing:** Streamlined manufacturing processes with intelligent systems and hyperconnected networks to enhance operational efficiency. • **Optimising IT Infrastructure:** Implemented a consolidated Virtual Private Cloud for Perodua GICT, enhancing scalability and security. • **Driving Sustainable Innovation:** Advanced Perodua's transition to green mobility by deploying comprehensive Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS) via Cloud Alpha Edge (CAE) to host and support Perodua EV's Systems and Superapps applications. Impacted Stakeholders: 🧑 Supported SDG: [8] [9] [17]
3 Driving Economic and Social Growth through Digital Innovation • Supported the Digital Perlis agenda and *Majlis Agama Islam dan Adat Istiadat Melayu Perlis'* (MAIPs') Digital Transformation goals by modernising their core systems with full-fledged cloud infrastructure.	• **Seamless Digital Transformation:** Enhanced flexibility and cost efficiency by migrating and developing modern application systems and core workloads to CAE, leveraging technology solutions for a streamlined and future-ready infrastructure. • **Strengthening Community Services:** Enabled *Zakat* and *Waqaf* management with *e-zakat*, *e-bayaran*, *e-perkhidmatan*, property management and vendor management. • **Building Digital Future-Ready Capabilities:** Enhanced the MAIPS workforce to cloud training programmes to facilitate the effective transfer of technology and building a cloud infrastructure. Impacted Stakeholders: 🧑 Supported SDG: [8] [9] [17]
4 Empowering the Future through Digital Education and Skill Development • **Building Digital Skills:** Partnered with MOE and TVET institutions to deliver hands-on training in cloud computing, cyber security, Fibre Lab certification and software testing. Also committed RM3.5 million via YTM to upgrade facilities.	• **Enhancing Efficiency & Digital Learning:** Delivered robust cloud infrastructure, streamlining operations and reducing administrative burdens. • **Driving Inclusive Digital Learning:** Facilitated nationwide access to digital education. Impacted Stakeholders: ⚖️ 🤲 Supported SDG: [4] [9] [17]

BUSINESS-TO-BUSINESS (B2B)

What We Did	Outcome and Results
5 Driving Digital Transformation with the Launch of Innovation Lab & Enterprise 5G Lab • Offered real-world environments for testing advanced digital solutions, leveraging 5G, AI and smart services to drive operational efficiency and business growth. The Innovation Lab focuses on enterprises developing solutions while the Enterprise 5G Lab uses high-speed connectivity to revolutionise sectors with near-instant response capabilities.	• Accelerated industry innovation through a secure, real-world test-bed for digital solutions. • Strengthened collaboration between enterprises, government and technology partners to drive digital adoption. • Enabled informed decision-making and faster deployment of advanced technologies such as Enterprise 5G and AI-driven smart services. **Impacted Stakeholders:** **Supported SDG:**

W In 2024, we strengthened the nation's emergency response systems, drove Sarawak's digital transformation through strategic partnerships and modernised the nation's broadcast industry with cloud-based innovations.

Focus: Enhancing Connectivity and Accessibility

What We Did	Outcome and Results
1 Enhancing Emergency Responses through Malaysia's NEXT GENERATION MERS 999 • Collaborated with the Ministry of Communications and relevant government agencies for the development of NEXT GENERATION MERS 999, an integrated digital system leveraging data analytics, AI and real-time resource sharing across critical national agencies to improve emergency response times.	• Seamless coordination through web-based maps, caller profiling, location tracking and mobile applications. **Impacted Stakeholders:** **Supported SDG:**
2 Enabling Sarawak's Digital Transformation through Partnerships • Deployed high-speed Metro Ethernet (Metro-E) services to improve broadband connectivity across 81 sites in collaboration with Sarawak Digital Economy Corporation Berhad (SDEC). • Enabled seamless online applications and digital access to public records, reducing reliance on physical visits and enhancing service delivery.	• Empowered digital inclusion, supporting economic growth and improved quality of life, aligned with Sarawak's 2030 goals. **Impacted Stakeholders:** **Supported SDG:**
3 Digitalising Malaysia's National Broadcasting Content Management for Greater Efficiency • Implemented Malaysia's first cloud-based Television Content Management System (e-TVCMS) system that streamlines RTM's content procurement management processes, improving efficiency and scalability. This allows for the systematic management of diverse content types, making it more organised while increasing the volume of broadcast content, offering viewers more choice.	• Reduced content procurement timelines to just seven (7) days, as well as operational costs, delivering significant savings and enhancing overall operational agility. **Impacted Stakeholders:** **Supported SDG:**

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R TM is driving smart cities and digital healthcare initiatives that promote urban transformation and enable data-driven decision-making benefitting private healthcare providers, city councils and their customers. Our initiatives enable enterprises and government agencies to adapt to digital trends.

Focus in 2024: Driving Smart Cities and Healthcare Innovation

What We Did	Outcome and Results
1 Revitalising the Healthcare Sector through connectivity and data-driven Solutions • Deployed SDWAN connectivity with advanced firewall protection services to KPJ Healthcare, bolstering network performance, scalability and security. • Delivered cloud infrastructure services that safeguard patients' data while enhancing accessibility for Sunway Medical Centre Kota Damansara, supporting real-time treatment insights.	• Improved operational efficiency, while strengthening data security and overall enhancing patient trust. **Impacted Stakeholders:** **Supported SDG:**
2 Smart City Digital and Sustainable Development • Enhanced Urban Management through the introduction the Local Urban Observatory (LUO) Smart Solution, a data-driven platform designed to elevate urban monitoring and decision-making in Alor Gajah through Majlis Perbandaran Alor Gajah (MPAG). • Modernised Melaka's water management services, leveraging the Open Innovation Platform (OIP) to optimise metering, restoration and contractor management processes via our collaboration with Syarikat Air Melaka Berhad (SAMB).	• Increased public service responsiveness. • Utilised and data analytics to drive sustainable urban planning. • Enhanced operational resilience and elevated service standards. **Impacted Stakeholders:** **Supported SDG:**
3 Accelerating Digital Economy Growth with AI-Powered Contact Centre • Launched the first AI-powered Global Business Services (GBS) Centre in Marang, Terengganu, leveraging AI and Robotic Process Automation (RPA) to enhance digital business operations. This innovative centre boosts contact centre efficiency with multilingual capabilities and scalable capacity, driving seamless and intelligent customer interactions.	• Enhanced customer experience with AI-driven, multi-channel service capabilities. • Expanded job opportunities, empowering the local workforce and fostering digital inclusivity. **Impacted Stakeholders:** **Supported SDG:**
4 Enabling a Cyber Resilient Organisation with CyberShield Simulation • Developed the CyberShield Simulation Platform, designed to test an organisation's ability to prevent, detect, respond to and recover from cyber incidents by simulating realistic cyber-attack scenarios.	• Equipped organisations with the skills to identify vulnerabilities, refine response strategies and ensure regulatory compliance, building a secure, compliant and resilient digital ecosystem. • Created hands-on experiences for enterprises in handling realistic attack scenarios, enabling them to respond more effectively to real-world cyber incidents. This reduces downtime, financial losses and reputational damage in the event of an attack. **Impacted Stakeholders:** **Supported SDG:**

BUSINESS-TO-BUSINESS (B2B)

Unlocking Indonesia's Potential: Tapping into a Dynamic Market for Sustainable Growth

Elevating Indonesia's Digital Economy through Strategic Alliances

2024 marked a significant milestone for PT VADS Indonesia, a subsidiary of TM One, reaffirming our leadership in the business process outsourcing (BPO) sector. Our strategic collaborations with industry leaders, including Bell System 24 from Japan, have been instrumental in establishing PT VADS as a trusted delivery arm in Indonesia.

We have successfully onboarded 27 new clients and established two (2) key partnerships that strengthened PT VADS's regional position as a BPO service provider:
- **Neusoft:** China's leading BPO provider enhances digital service delivery and operational excellence across Indonesia.
- **GoTo:** A major player in Indonesia's digital ecosystem, supporting critical digital infrastructure and services to meet the rising demands of the market.

Performance Highlights

FINANCIAL

Revenue
RM2,906.2 million   **↑ 0.7%**
(2023: RM2,885.4 million)

NON-FINANCIAL

Total Government Customers
~2,350
(2023: ~1,900)

Total Enterprise Customers
~4,750
(2023: ~4,800)

From *Kampung* to Global: Empowering Local Entrepreneurs

In partnership with the MCMC and the National Information Dissemination Centre (NADI), TM One is bridging the digital divide by providing internet access to rural communities.

One such success story is **Ramtiniwaiti Ramlee**, a *songket* fabric entrepreneur from Simunjan, Sarawak. With support from NADI Gedong, she received the digital guidance needed to expand her business internationally. In recognition of her achievements, she represented NADI and Malaysia at the Mobile World Congress Barcelona 2024 (MWC2024), showcasing the immense potential of rural entrepreneurs on the global stage.

Supported SDG:

Stories that inspire
In ensuring connectivity for all Malaysians, we have extended our reach to rural communities. This has become a necessary lifeline, especially during crises such as floods and other natural disasters, which required emergency relief.

OUTLOOK

TM One remains dedicated to empowering businesses and government agencies with innovative digital solutions that enhance efficiency, resilience and innovation. In 2025, our focus will be to accelerate Malaysia's digital transformation through **seamless enterprise-grade connectivity, enterprise 5G, cyber security, mobility, cloud, AI data centres, business and smart services.**

To strengthen cyber resilience, TM One is evolving its Cyber Security Operations Centre (CyberSOC) into a **Cyber Fusion Centre**, incorporating **AI-powered automation, advanced threat intelligence and real-time threat hunting** to proactively defend against emerging cyber risks. We are also **expanding our sovereign cloud capabilities** by integrating AI-powered analytics, secure application development and enhanced SaaS solutions to support **seamless cloud migration and digital scalability**. Through these initiatives, TM One continues to be the trusted digital partner for enterprises and the Government sector, enabling these organisations to thrive in an AI-driven future. We are also building platform ecosystems for key verticals to drive digital innovation and efficiency in these sectors.

Malaysia is witnessing a significant shift towards cloud adoption, driven by digital transformation initiatives across various sectors. Hybrid cloud services enable businesses to combine the scalability of public cloud with the security and customisation of private cloud for optimal workload management. For highly-regulated industries that prioritise data control and security, private cloud remains the primary choice.

Credence remains positive as cloud computing continues to be a key growth area. Our focus is evolving towards building and deploying applications, modernising infrastructure, delivering insights through analytics leveraging data and AI on the cloud. We will continue to expand our technology portfolio and develop complex hybrid solutions to capture high-value opportunities and unlock potential for businesses to succeed and grow.