

OM Malaysia joins as founding member of the Global Technology & Business Services council

Leading Associations around the world unite to applaud the success of the industry in addressing COVID-19 and set a clear vision for its future

Kuala Lumpur, 16 July, 2020: In an industry first, an alliance of twelve major independent regional organizations representing the technology and business services sector across the world, have united to launch the Global Technology and Business Services Council (GT&BSC).

GT&BSC is currently represented across Bulgaria, the Balkans, Czech Republic, Egypt, Germany, Hungary, India, Malaysia, Poland, Romania, Russia, South Africa, Sri Lanka, United Kingdom, United States and Ukraine, where they collectively represent the interests of over 10,000 organisations, including multi-nationals, indigenous tech companies, SMEs, and start-ups.

The technology and business services sector played an integral in supporting businesses across the world as they addressed the challenges caused by COVID-19. They demonstrated remarkable agility, commitment and resilience in responding to the crisis; ensuring business continuity for global clients and prioritizing safety of all employees the past few months. The sector was central to the rapid deployment of work from home models and digital transformations, providing critical support and “essential services” to various sectors including governments through highly skilled professionals around the world. This is all referenced in the report “A Unified Global Response for The Technology & Business Services Industry” that was released today.

The global technology and business services industry delivers strategic value through a global ecosystem comprised of over 10 million highly skilled and talented workers around the world, operating flexibly, transparently and collaboratively, utilising best practices to deliver thought leadership, technology-led transformation and continuous business improvements. It is recognised as a significant positive contributor to the global economy, and will be a major contributor to re-energizing many economies worldwide.

Globally, technology and business services will play a key role in evolving nations to the next normal, driving the global economy out of an inevitable downturn and reducing the impact of future economic and social shocks, transforming businesses quickly and making them more resilient moving forward.

The Council members highlighted “We are all incredibly proud of how well our industry responded to the challenges presented by COVID-19. Partnerships and individuals around the world worked tirelessly to ensure key services were delivered in really adverse conditions, remodelling and reinventing business processes literally overnight.

It is the Council’s firm belief that with technology, collaboration and access to a global talent pool will be key to driving business and Governments out of the inevitable downturn. We are delighted that our entire industry is collaborating in this global way for the first time and believe this will provide

significant value to governments, industry members, their customers and their employees around the world.”

Mr Cheah Kok Hoong, Chairman of OM, Malaysia stated “We are happy to be the founding members in the formation of GT&BSC. The coming together of the twelve various economies together with the Non- Government Organisations is timely especially during this time of the global pandemic. This collaboration will strengthen our efforts as global response team to address the rising issues faced by the GBS industry especially in addressing the Talent Gap and development and establishment of policies and best practices both globally and locally to the respective Governments. This will definitely be of great value to the GBS industry at large.”

Mr Hew Wee Choong, Vice President of Investment Development, Malaysia Digital Economy Corporation (MDEC) congratulated OM on the achievement. “The establishment of GT&BSC with OM Malaysia as one of the founding members is a testament to Malaysia’s rising influence in the global digital technology and business services space. As MDEC accelerates the development of the nation’s digital economy, we are excited to continue collaborating with OM to further grow and digitalize the GBS industry in Malaysia, creating more exciting job opportunities that will benefit both Malaysian and global talents in today’s digital world.”

The role and objectives of the Council include:

- Promote the industry globally, capturing and sharing the value it adds and the innovations it drives
- Advance industry growth
- Provide a global network to develop and share best practice around the world
- Professionalise the industry, globally, and attract the best talent to work in it including cross border movement of highly skilled workforce
- Work collaboratively on global research programmes and thought leadership
- Represent the interests of the sector to stakeholders including Governments, the media and analysts
- Create a united global forum to develop and share new operating models and frameworks
- Come together as a global community to share experiences and drive change
- Promote the importance of impact sourcing and drive fairness throughout the global industry

Commencing today, the Global Technology and Business Services Council will launch a program of work, with immediate next steps including:

1. To conduct a global body of research to better understand the industry’s global state and prepare a report showing directions of further development
2. To initiate discussions with all potential stakeholders including buyers, providers, governments and analysts to create a voice and point of view that drives change in an era of digital disruption and how we could work together in partnership to create a win-win scenario

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3. To continuously publish examples of technological acceleration enabling even stronger resilience to crisis situations and economic recovery
 4. To strongly promote the sector, its role in the global economy and the future opportunities it represents

Founding members of GT&BSC (in alphabetical order)

ABSL, covering Poland, Romania, Czech Republic, The Balkans, The Baltics

AIBEST, Bulgaria

ASTRA, covering Russia and Belarus

BPESA, South Africa

GSA, United Kingdom

IAOP, United States

ITIDA, Egypt

ITUKRAINE, Ukraine

NASSCOM, India

OM MALAYSIA, Malaysia

SLASSCOM, Sri Lanka

About OM

OM, (formerly known as Outsourcing Malaysia) is an initiative of the Global Business Services (GBS) industry and a chapter of PIKOM – The National Tech Association of Malaysia, is envisioned to promote and develop Malaysia's GBS industry as a global hub for high-value sourcing services. Supported by its founding partner – the Multimedia Development Corporation (MDEC) - and spearheaded by a group of prominent industry leaders from the global services industry, OM focuses on enabling both buyers and providers to work together on addressing service needs within the aegis of global best practices and competencies.

About PIKOM:

PIKOM, The National Tech Association of Malaysia, is the association representing the technology (TECH) industry in Malaysia. Its membership currently stands at more than 1,000 active companies involved in a whole spectrum of TECH products and services, and which command 80% of the total TECH business in Malaysia. The 5 Chapters under PIKOM cover: OM; CIO; Cybersecurity; E-Commerce; Venture Investment. These chapters help improve and drive the business climate for all member companies, together with promoting industry growth in line with different national aspirations. As the Voice of the Tech Industry, PIKOM embraces the task of growing the size and capabilities of the TECH industry in Malaysia.

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About Global Technology and Business Services Council

The Global Technology & Business Services Council is an alliance of the leading regional associations around the world, representing the interest of the global technology and business services industry. Its purpose is to promote the industry for growth by sharing best practices and thought leadership for the benefit of all its members and their clients and employees. The GT&BSC will influence stakeholders to secure the best interests for its members. Members of the Council have signed up to the Industry code of conduct.

Website: www.gtbsc.org