

Award-winner eyes lucrative overseas market

PCCW Solutions aims to become the largest systems integrator in the Pan-Asia region

By Gigi Onag

The Technology Company of the Year (TCOY) Award is the crown jewel of the annual CWHK Awards, and this year the winner in the Mature category is PCCW Solutions.

“Many systems integrators in Asia have evolved into just providing services,” said Ramez Younan, managing director, PCCW Solutions. “We want to also have technology embedded in our services—what we call ‘services with innovation’.”

The company’s Infinitem solutions suite, which stands on five technology pillars consisting of cloud, AI, digital, advanced analytics and IoT, helps companies in Hong Kong to deploy IT projects aimed at accelerating their digital transformation.

“PCCW Solutions excels in all categories,” said one member of the judging panel. “It is well-rounded and has a broad range of products and services covering many sectors—most importantly, it has been innovative in using new technology such as AI and IoT.”

Homegrown innovation

During the past 18 months, PCCW Solutions has focused on bringing innovative solutions to enterprise customers in various industries. One is the Next Generation Insurance Platform developed for a Forbes 2000 life insurance company. The goal: streamline the insurance selling process (both online and offline) from initial client engagement and contracts handling to back-office data processing.

“We were able to accelerate the launch of a new insurance product from weeks to days, increase producers’ productivity by more than 100%, and reduce costs of

**TECHNOLOGY COMPANY
OF THE YEAR - MATURE**

Winner: PCCW Solutions

ongoing IT support by more than 50%,” said Younan.

Younan said that the company is taking Infinitem to the next level: “We started with some point solutions, and today we are bringing those point solutions into an integrated flow that can transform the business end-to-end.”

Pan-Asian ambition

PCCW Solutions’ successful deployments locally are paving the way for similar projects to be replicated outside Hong Kong. “Part of our masterplan is to become the largest systems integrator in the Pan-Asia region,” said Younan.

Currently the company has 11 offices in the region across China, Hong Kong, Macau, Taiwan, Singapore and the Philippines. In recent years, it secured long-term managed services deals in Singapore and Thailand in the transportation industry, and won a digital transformation project in Taiwan.

PCCW Solutions also extended its data center design and built consultancy services to the new markets in supporting a leading bank in the Philippines to build its own data center locally. “When we go beyond our territory, people see us as a progressive company that has proven successful in one of the world’s top cities,” said Younan.

Underpinning the company’s expanding footprint in the region is



Younan of PCCW Solutions: We want technology embedded in our services—‘services with innovation’

its D-Infinitem Global Data Center Alliance, which brings together 18 leading data center providers together through strategic partnerships. With more than 130 locations across 80 cities, D-Infinitem proves a one-stop-shop for data center services to cater the demands of enterprises worldwide.

Another member of the judging panel said: “The D-Infinitem global data center alliance demonstrated [a] strong capability to compete internationally and...strong business results.”

Outsourcing from Hong Kong

PCCW Solutions expands into offshore delivery centers

By Staff Writer

IT OUTSOURCING & MANAGED SERVICES PROVIDER

Winner: PCCW Solutions

“PCCW Solutions is honored to receive this award for the fourth year in a row,” said Ramez Younan, managing director, PCCW Solutions.

The MD said his firm has “five major pillars and strengths:”

- 1) Customer-centric services—we listen and fulfill customers’ specific business needs in their own industry with our end-to-end services and domain know-how
- 2) Scalability and time consciousness—we are resilient and time critical in managing outsourcing projects
- 3) Our clients’ customers focus—we understand our client themselves must provide outstanding service to their customers. We focus to bring the most effective technologies and best-of-breed solutions to address their business challenges
- 4) Our brand—with our widely-recognized business credentials and experience in managing large-scale and sustainable projects
- 5) Budget optimization—we advise the best solution from a technology, automation, artificial intelligence and people perspective, budgeting for customer success

“We enable enterprises to transform their legacy into the digital world providing both the stability of running their day-to-day business and transforming their business transactions and customer touch points to the digital world,” said Younan.

Stop dabbling in redundant areas

“Having served many Hong Kong clients in multiple industries and of varying sizes/geographical coverage, PCCW Solutions understands the unique business need of enterprises,” he said. “Our industry-focused end-to-end services enable enterprises to stop dabbling in redundant areas and focus on their core strengths along a digital transformation journey.”

“With the proliferation of stable and reliable networks across Asia, outsourcing is no longer reserved for larger organizations,” said Younan. “We offer a unique range of outsourcing, digital and industry solutions, to show enterprises that having access to the right technology and skill-sets at any time can be a great option for growing their business—while retaining their IP and proprietary processes within the company.”

Regional expansion

“We have extended our regional delivery network beyond Hong Kong to several new regions in the PRC and the Philippines—which allows us to provide more cost-effective solutions to our clients in Hong Kong and in the region by leveraging a wider talent pool,” he said. “In the past year we have put great focus on growing both our local team here in Hong Kong as well as our offshore delivery centers in Manila and the PRC. In March 2018, we opened a Service Management Centre in Manila focused on developing our server management, network support, security and database services there, as well as our applications management capabilities in Beijing and Guangzhou.”

Younan said that another area of focus is to “improve the quality of our helpdesk



Younan from PCCW Solutions: Outsourcing is no longer reserved for larger organizations

services by implementing multi-media portals which allow customers to engage with us online via web chat, chatbots, and self-help in addition to traditional phone and email channels.” He added that “remote management tools allow our helpdesk agents to resolve issues that previously would have required a visit to the enduser’s office or workplace.”

“We continue to have a large and expanding client base in Hong Kong,” said the MD. “Our industry focus enables us to serve clients in multiple industries including communications, media, utilities, the public sector, BFSI, retail, manufacturing and logistics, travel, transportation and hospitality. Expansion of our regional delivery network has further enabled us in serving multinational clients with operations across Asia.”

PaaS part of Hong Kong's overall cloud picture

Potential clients: insurance, property, and retail industries

By Staff Writer

“Our firm has actively developed its capabilities in all aspects of cloud computing to support our clients’ requirements,” said Brian Groen, SVP, Data Centre, Infinitem Digital and Cloud Solutions, PCCW Solutions. “In addition to our Infinitem applications, we also supply PaaS infrastructure and most recently, IaaS. These ‘as-a-service’ offerings work in conjunction with our private cloud migration, management

and integration services to provide the broadest range of hybrid cloud solutions in Hong Kong.”

Groen said his firm “aims to support enterprises in adopting scalable business automation solutions rapidly and cost-effectively, enabling businesses to innovate by taking an integrated approach to ready-to-use business applications through software, services, and platform integration. Our strategy: develop industry applications so our own secure Infinitem cloud and IoT platforms can provide optimized solutions sold on an as-a-service basis.”

“Our focused industries are insurance,



Groen from PCCW Solutions: The broadest range of hybrid cloud solutions in Hong Kong

property, and retail industries,” said Groen. “We focus on enterprise customers in the Asia Pacific region, in particular those with a strong interest in developing IoT and digital solutions.” ◀

PLATFORM-AS-A-SERVICE PROVIDER
Winner: PCCW Solutions