



Group Information Services

A key role of Group Information Services (“Group IS”) is the provision of strategic business applications as well as a robust and reliable infrastructure in support of the Group’s strategic objectives. Significant progress has been made in the development of a new core banking system. Simplification of our IT architecture to improve cost efficiency remains a key priority, including the consolidation of systems with our recently acquired entities.

AmHorizon, the project to replace AmBank’s Core Engine, has been making significant progress. The build of the core system and its interfaces with upstream and downstream systems has been largely completed. The project entered into an intensive phase of testing in late 2012 and is scheduled to go live in late 2013.

This new core banking system will provide the Bank with a scalable and robust platform for growth as well as improved customer service and business transformation initiatives.

Group-wide Integration

Consolidation of systems with our recent acquired entities to enable better integration of processes and data has been a key priority and will increase in intensity. Our new employee enterprise portal, Connected, was successfully launched in June 2012.

Robust & Flexible Infrastructure

We are simplifying our architecture by reducing the number of physical machines in our data centres through the use of “server virtualisation” technology (the basis of the emerging “cloud computing” model in the IT industry). Over time, this will result in reduced cost, reduced delivery times and more efficient changes.

We plan to renew and relocate our data centres over the next few years to incorporate the integration of our recent acquisitions.

Effective Risk Management and Compliance

We achieved compliance with the Payment Card Industry Data Security Standard (“PCI-DSS”), a set of industry guidelines governing the security of credit card-related information. We continue to maintain our ISO/IEC 27001:2005 standard for Information Security Management Systems certification and will extend the scope of its coverage over time.

Increasing Productivity and Efficiency

To help the business further improve the efficiency of certain processes, Group IS will be deploying workflow and document management capabilities. Another area of emerging need is mobile applications. Our strategy to meet the needs of the business in this rapidly evolving technology is to ensure that the solutions are secure, easy-to-use and cost-effective in the long term.

In parallel to the AmHorizon project, we have invested in developing an Enterprise Data Warehouse which will serve as a reliable source of data for management reporting, business intelligence and analytics across the Group.

Process-centric Collaborative IT Support Model

We are in the midst of changing the IT support model into one that is more process-centric, to encourage greater collaboration amongst staff from different technical backgrounds. This will result in faster problem diagnosis and change impact analysis, hence improved service to the business.

We rolled out the newly defined Technical Competency framework to identify training and development opportunities for Group IS personnel. Our personnel will be better able to determine the skills required to meet the increasingly technical demands of their jobs and progress in their career.