silverlake
SYMMETRY AT WORK

PARTNERSHIP WITH **EXIM BANK** THAILAND

We are happy to announce a partnership between Silverlake Axis and EXIM Bank Thailand. This partnership will transform EXIM Bank Thailand's current operations into an innovative and digitally competitive bank. This digital transformation journey leverages on Silverlake Symmetri's affordable banking solution to improve EXIM Bank Thailand's efficiency, and customer experience leveraging on multi-channel platform. This will enable rapid development of innovative products and services that benefits a wider range of customers.



Dr Gyorgy -Regional MD of EMEA, Dr Rak -President EXIM bank and Andrew Tan -Silverlake Axis Group MD.

Enhancing Exceptional User Experience

In February, an agreement was signed between EPF and Silverlake Structured Services (SSVC) for the implementation of the Insurance Scheme Platform (i-Protect) for EPF members. This will provide a seamless user experience between EPF's i-Akaun and i-Protect Portals & i-Protect. EPF members would soon be able to access affordable insurance/takaful protection with greater flexibility and convenience online.



Our Team- with EPF Team Malaysia lead by Suhaizam Ismail, Head of Product Management Department.



Our participation at International Women's Day

During the International Women's Day, our women leaders stepped up to voice the need for gender equity and women empowerment.

Our Deputy Chief Executive Officer, Cass Goh shared insightful real-life scenarios on changing social norms at PIKOM initiative, Women in Technology.

"Deals being closed on golf courses or late-night dinners, so if you don't play golf does that mean you can't rub elbows? Should you choose to go home instead of going for drinks at night does it mean you are not worthy? Social norms should not be a reason to limit women's ability to succeed. This needs to change - socially acceptable norms will change in time and change starts with us at the top." Cass Goh

Meanwhile Jean Aw, Chief Operating Officer of our Fermion Group believes that it takes empowered women to create an environment that nurtures young women to be future leaders.

"Empowered women empower other women. Behind every successful woman is a tribe of other successful women who have her back. As women, it's our responsibility to mentor and support the next generation of female leaders, to help them rise to the top and take their seat at the table of upper management," Jean Aw.

At Silverlake Axis we create an environment for women to thrive, feel safe, opportunities to lead and drive leadership. We have many inspiring senior women leaders in the management team that empowers other women.



Investing in the Next Generation Workforce

A partnership between Silverlake Axis and Forward School will enable sponsored students to pursue professional opportunities at Silverlake Axis while learning and developing new skills in real-world situations. This collaboration reaffirms Silverlake Axis' commitment to cultivating the nation's next generation of digital talent.

Voice

We are excited to announce the launch of our latest portal - **Voice**.

Our aim is to improve customer experience while providing easy access to vital information to our customers efficiently in the most convenient way possible.

Silverlake Customer Collaboration Service Management portal.
This intuitive and streamlined portal is designed to provide you with a convenient, easy-to-use, and exceptional user experience.

With Voice - users can view the latest fix releases, suggested enhancements and reminders. In addition, a password reset self-service will be available at your fingertips. Watch out for updates on upcoming launch date - soon!





Fostering Partnerships

In an effort to expand our presence in the IndoChina region, Andrew Tan Teik Wei, our Group Managing Director, met with FPT is the largest software service company in Vietnam, headed by Mr. Nguyen Khai Hoan Senior Executive Vice President, Chief Finance Officer, Chief Operating Officer, FPT Software Chairman, FPT Software Hanoi.

The meeting provided an opportunity to discuss potential collaborations and partnerships between the two companies, whereby both parties explored opportunities for mutual benefit. With a huge wave of new digital users, the fintech industry in Vietnam is burgeoning with a wider range of customers and the need for a technology partner to support new business models is eminent. This collaboration presents exciting opportunities for our growth and presence in the Vietnam market.







Strengthening ties

Group Managing Director Andrew Tan, visited our customers in the region while sharing insights with Andi Nirwoto, Director of IT & Digital of Bank BTN in Indonesia, on how innovation can drive growth and create opportunities for businesses in the digital era. Also met with Yong Eun Moon from Bank KB Bukopin, Indonesia as well as Agra M. Nugraha discussed collaborative opportunities with PT Bank Rakyat Indonesia (Persero) Tbk in Indonesia. Our GMD had also had impactful meetings with Pak Daniel Subianto of Bank Mandiri and team OCBC NISP Indonesia.

