We recognise the challenges our clients may face in developing and executing business reopening strategies in a post-pandemic environment. We are focused on developing innovative offerings to help organisations adapt and thrive. Here, the broad scope of Deloitte’s global knowledge comes together as we leverage cloud, artificial intelligence and other digital transformation technologies to guide our clients on this journey.
Strengthening client relationships in a virtual world: Shell

As with all oil supermajors, the COVID-19 pandemic, as well as the historical oil price slump, hit Shell severely, prompting them to seek out further cost-savings options measures during this period.

Shell approached Deloitte to enhance its contract compliance for its entities in Southeast Asia and joint venture in Brunei. In addition to identifying opportunities to recover value leakages from supplier contracts, we reviewed and helped tighten controls to prevent future leakages, enabling Shell to reduce its costs in the long run.

Delivering the work remotely amid COVID-19 presented unique challenges for the engagement team. To overcome them, we leveraged various digital tools to ensure the quality of our deliverables. These included using secure file transfer platforms, and holding regular Skype meetings to engage with stakeholders on our progress. As a result, the team delivered against a tight timeline and was able to provide insights and solutions that addressed Shell’s situation, even in a remote setting.

Adapting to these new norms will require sustained effort and, as the leader in professional services, Deloitte continues to innovate and adapt to build stronger client relationships and experiences, even virtually.

“The Deloitte Southeast Asia team has generated a solid hub for support and delivery in our global assurance and commercial review programme. As contractual clauses and their operation become increasingly more complex, the Deloitte team is adding significant value in monitoring key compliance and value measures to ensure Shell gets what they should expect from a contractual relationship."

Pete Coulson
Shell International Limited (UK)
Commercial Compliance Review Manager
Addressing financial challenges during difficult times: PT Sumberdaya Sewatama

Faced with challenging market conditions, PT Sumberdaya Sewatama pursued the restructuring of its debt obligations, and involving multiple tranches of debt and creditors. The company is the leading provider of temporary power generation solutions in Indonesia. As a financial advisor, Deloitte advised and assisted the company on the restructuring, which was implemented on a proactive and consensual basis. The restructuring successfully preserved the company’s operational and financial stability and achieved a mutually beneficial solution for all parties.

The implementation of travel restrictions and social distancing measures due to the COVID-19 pandemic added to the challenges of the transaction. To overcome this, Deloitte provided the transaction leadership and support needed to successfully complete the restructuring.

“We appreciate the commitment and support provided by Deloitte on the successful restructuring of Sewatama. The restructuring was extremely challenging and complex due to the number of creditors involved and their diverse positions. Deloitte delivered the expertise and leadership needed to bridge the different positions and to bring all parties across the line.”

Adrian E Sjamsul
Director and COO, PT ABM Investama Tbk
Leveraging the power of alliances: Siam Commercial Bank

In today’s age of disruption, digitisation and global connectivity are blurring the traditional business lines.

To future-proof its business, Siam Commercial Bank appointed Deloitte to reassess its digital transformation strategy and modernise its financial management platform for its accounting, performance, risk, procurement and budget planning functions.

As part of the execution strategy, we collaborated with our alliance partner, Oracle, to implement a single platform using Oracle Fusion Cloud. It can reconcile the bank’s legacy data systems with a modern financial management system, and provide the flexibility to add other workloads in response to future needs.

With the successful implementation of the Oracle Fusion Cloud platform, Siam Commercial Bank was able to cement its innovative leadership position among banks in Thailand and across Southeast Asia.

Deloitte’s curated portfolio of alliance partners has enabled us to differentiate ourselves in the market by collaborating with some of the world’s leading companies to deliver world-class insights and market-leading solutions for our clients.

“As part of our organisation-wide digital transformation, we partnered with Deloitte to modernise our financial management platform to cater to our future needs. Deloitte has delivered a holistic transformation across our accounting, performance, risk, procurement, budget planning and financial analytics functions, leveraging the Oracle’s Fusion Cloud platform. The successful delivery of this business-critical programme is another step forward in our continued growth.”

Boonyasit Mahaboonpeng
SVP, Technology Strategy & Business Planning, Siam Commercial Bank
Harnessing the power of intelligent automation for transformation: Sunway Group

Established in 1974, Sunway Group is one of Malaysia’s largest conglomerates. Sunway’s vision is to be Asia’s model corporation in sustainable development and to enrich lives for a better tomorrow. One of the immediate challenges Sunway faced was optimising its business operations across 13 independent business divisions that relied on different enterprise resource planning platforms and multiple business applications.

Intelligent automation (IA) was identified to be a key enabler, and Deloitte was engaged to design and manage Sunway’s IA transformation. We adopted a holistic three-phase approach: Opportunity Assessment, Capability Development, and Delivery of Automation ‘Sprints’. We also transformed how Sunway’s Shared Service Center operates and supports its company-wide business operations.

From this engagement, Sunway established a Centre of Excellence (CoE) and an IA operating model, forming an in-house team of 16 experts who are trained and certified on UiPath Robotic Process Automation and other IA technologies. Through the IA-enabled transformation, Sunway optimised operations across business divisions, reducing processing times by 30% and freeing up the time of 25 full-time equivalent employees to focus on more value-adding activities. This has also significantly improved employee satisfaction.

Sunway’s journey to becoming an IA-fuelled organisation is not over. With its CoE and IA operating model in place, it continues to identify group-wide cost efficiencies using highly responsive, agile and IA-enabled processes, powered by Deloitte and UiPath.

“What we are most proud of with Sunway is the visible impact they have had on its people, creating new ‘super jobs’ for some employees and transitioning others to higher value tasks. Beyond reductions in processing times and consolidations of business divisions, it is the workforce satisfaction that trickles through to every corner of the business and delivers superior results for the group.”

Romain Dehaye
Director, Intelligent Automation – Deloitte Consulting, Southeast Asia
Building a resilient and secure 5G network to support Singapore’s drive for innovation

5G technology is widely touted to promote the development of new business models and advanced applications, foster business innovation and spur economic growth. It will also enable a new era of Internet of Everything and provide hundredfold increases in traffic capacity and network efficiency over 4G, benefitting communities, businesses and industries.

Drawing upon our deep industry expertise in 5G, Deloitte Southeast Asia’s Technology, Media and Telecommunications (TMT) team clinched Deloitte’s first global end to end 5G project with one of Singapore’s major telecommunications players for Deloitte globally.

Deloitte will support the development of the company’s bid to Singapore’s Infocomm Media Development Authority for a 5G licence.

The project comprises building a 5G business case – defining high-level network architecture and capital expenditure requirements; assessing the economics and strategic rationale of a potential network-sharing deal with a joint venture partner; and preparing a comprehensive proposal for a resilient and secure 5G network to support Singapore’s drive for innovation.

5G has the potential to drive digital transformation across every industry. Through this 5G project, Deloitte is committed to making an impact for our client by creating competitive advantage, and in turn bolstering Singapore’s efforts to leapfrog the regional competition, reinforcing its position as a global business and connectivity hub.
In the first quarter of 2020, our Southeast Asia Corporate Finance team successfully concluded its role as the exclusive buy-side financial advisor to Etika Group in its acquisition of Advend Systems, which operates under the name Atlas Vending. Etika is a prominent drinks distributor in Malaysia and is linked to Japanese beverage conglomerate Asahi Group. The acquisition of Advend Systems’ vending businesses in Malaysia and Singapore has transformed Etika into the largest vending machine operator in Malaysia.

At Deloitte, we leverage cooperation across teams and cities to bring innovative ideas and expertise that help our clients create and act on growth opportunities.
Singapore leads the charge in legislating relief from contractual non-performance due to COVID-19: Ministry of Law

The COVID-19 pandemic has brought unprecedented and unforeseen socio-economic challenges. Huge numbers of businesses face the risk of being unable to fulfil contractual obligations due to disruptions associated with the pandemic.

In many jurisdictions, there have been calls for government action to address the legal consequences of this disruption. In one of the boldest moves yet, the Singapore Government passed the COVID-19 (Temporary Measures) Act 2020 to provide temporary relief to certain businesses and individuals unable to fulfil their contractual obligations due to COVID-19.

The Ministry of Law appointed Deloitte Singapore to serve as assessors to resolve disputes arising from the application of the Act, which was passed on 7 April 2020. As assessors, Deloitte reviews applications and determines whether relief under the Act should apply. In doing so, we seek to achieve just and equitable outcomes.

Building leaders for a better tomorrow: San Beda University

San Beda University collaborated with Deloitte to chart a five-year roadmap to be a top digital university in the Philippines. The university’s college for information communication and technology uses new teaching methods to educate students in emerging technologies and innovations in the industry.

It envisions guiding its graduates to become the leaders of a better tomorrow through a world-class curriculum and faculty, backed by research and technology that furthers the social good.

Watch the video story here:
Achieving this transformation required new approaches and extensive coordination among private and public sector stakeholders in the supply chain. For this reason, the Japan International Cooperation Agency (JICA) launched a study to learn how to modernise flower production in the province.

JICA is a government agency that coordinates official development assistance for the Japanese Government, including assisting developing countries, such as Vietnam, with their economic and social growth plans. JICA appointed the Deloitte teams in Vietnam and Japan to undertake the study, advising on new approaches to partnership and collaboration among historically disconnected stakeholders.

Our teams will use their extensive global experience and knowledge in public–private partnership projects to ensure the financial viability of the Lam Dong flower collection centre. They will also propose policies and strategies to modernise Vietnam’s flower production and value chain to attract participation and investment from the private sector.

Under the right conditions, the modernisation of Vietnam’s flower production has vast potential to propel economic growth, creating a path beyond tomorrow that can transform the agriculture sector, domestic market and companies alike.

Committed to supporting responsible business practices

At Deloitte, we believe sustainability is essential for creating enduring success and responsible businesses. Underpinning this is our commitment to the United Nations Sustainable Development Goals (SDGs) by providing solutions to global challenges.

Lending our insights for SDG8 – which promotes sustainable, inclusive economic growth, and full and productive employment and decent work – we supported a webinar hosted by the Organisation for Economic Co-operation and Development’s pilot programme on responsible agricultural supply chains in Southeast Asia. Business leaders used Deloitte’s insights to understand how to enhance supply chain due diligence, strengthen risk management practices for human and labour rights, and meet expectations on responsible business practices.
Deloitte expands capabilities to help transform business strategies to drive growth and disrupt competition

As a recognised industry leader in human capital (HC) consulting, Deloitte provides clients with unrivalled depth and breadth of services and end-to-end solutions in talent experience. In October 2019, we boosted the capabilities of our HC team in Southeast Asia by joining forces with Presence of IT. The firm is a leader in HC consulting and technology implementation, and has been operating in the Asia Pacific and US for 20 years.

With the combined strengths of both organisations, clients across the Asia Pacific can use one professional services organisation to access both market-leading strategic advice on SAP, Oracle, PeopleSoft and Kronos transformation projects, and a suite of industry-leading HC management cloud technologies. This is the first large-scale transaction, a year after the formation of Deloitte’s Asia Pacific firm.

In another team lift, we enhanced our Analytics and Cognitive (A&C) practice in Southeast Asia by acquiring a group of professionals from AccelTeam in April 2020. The firm is a leading provider of intelligent solutions for digital transformation and business analytics in Malaysia.

AccelTeam’s deep expertise in data-driven analytics, machine learning, enterprise data warehouse automation, and big data solutions adds to Deloitte’s comprehensive suite of A&C solutions. AccelTeam also brought intellectual property in the form of a ‘location intelligence’ asset, which provides clients with location-based analysis and field-based workforce management.

Business leaders are making a fundamental shift from experience-based judgement to data-driven decision making. Whether it is for a small-scale programme or an enterprise-wide initiative, the importance of having smarter insights to maximise business opportunities is critical in helping organisations create new value and achieve transformational growth in and beyond the region they operate in.

Deloitte Center for the Edge expands Asia Pacific presence to help leaders navigate emerging opportunities

In 2019, the Deloitte Center for the Edge expanded its global presence from North America and Europe to Asia Pacific, opening a new office in Singapore. The Deloitte Center for the Edge complements our consulting and advisory business by supporting our most strategic clients, helping them understand the fundamental changes shaping the world, navigate short term challenges and identify long-term opportunities for exceptional performance. We do this by focusing on the disruptions that are emerging at the ‘edges’, from the boundaries of what is ‘core’ today.

The team created the ‘Edges of Southeast Asia’ series to shine a light on the bright spots of innovation and creativity in the region. Determined to go beyond the opportunities of digitalisation, to reveal untold stories of economic inclusion, urban renewal, sustainability and new consumer trends, the series showcases how a new generation of entrepreneurs is creating opportunities for businesses and communities to flourish.

Beyond Southeast Asia, the Deloitte Center for the Edge is looking towards China, Japan and Korea for new edges that will not only inspire clients to reimagine business and growth opportunities but help them explore new opportunities in this fascinating region.
TMT predictions – How has COVID-19 changed expectations?

We have never before modified our Technology, Media and Telecommunications (TMT) predictions in the middle of the year; that would feel like changing a wrong answer on an exam. But there is a first time for everything. The combination of the COVID-19 pandemic, lockdowns, work and learn from home, supply chain interruptions, and economic changes in consumer spending have affected the Predictions 2020 report published in December 2019.

The revised report, issued in April 2020, took into consideration the developments of the fast-evolving COVID-19 situation as businesses plan and prepare for recovery. With 5G going mainstream in 2020, this hot topic was widely discussed across all the client webinars held in recent months. The view is that although the 2020 deployment timeline of public 5G networks is inconsistent because of the pandemic (faster in some countries, but delayed in others), the predictions for private 5G trials and pilots looks like they will be surpassed. Testing a new technology while a factory is otherwise idle might make sense, and we have seen some private 5G trials in medical and logistics/distribution verticals, which could well have been accelerated by COVID-19 stresses.

Deloitte’s annual global TMT predictions serve as guideposts for future business strategy by providing a one-to-five-year outlook on key trends in the industry. The trends help identify key challenges and areas of focus for the world’s TMT brands as they navigate the impact of new technologies in the post-COVID-19 new normal.

For more information, please click here to read the latest Technology, Media and Telecommunications Predictions 2020 report and tune into the Technology, Media and Telecommunications Predictions 2021 report.

Enabling businesses to thrive in volatile times

How can businesses emerge stronger from the COVID-19 pandemic? Through our Thriving in Volatile Times podcast series, we lead the way with expert advice on how companies can navigate economic uncertainty while capturing market opportunities.

Explore the episodes to hear from industry experts on pertinent topics, including how leaders can respond and lead with resilience during critical times, supply chain strategies, the future of mobility, and how organisations can build consumer trust and loyalty during this volatile times to emerge on top.