




SOLAR PANEL PARTS INVENTORY
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SECURED CONNECTION.
DATA UPDATED TODAY 9.00 AM




CHARGE CONTROLLER
327 X
02357189
SHELF NUMBER
DETAILS
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**OUTPUT A
REACTOR**
592 X
998103
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FUSE BOX
120 X
1016753
SHELF NUMBER
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DP SWITCH
249 X
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SHELF NUMBER
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QUALITY CONTROL PASSED. ALL COMPONENTS ARE
IN THE BEST CONDITION. REFER TO DOC-23-A/54 FOR
FURTHER DETAILS.

OUR BUSINESS TODAY

With a comprehensive suite of tech-driven solutions, TM serves as an enabler for all consumers, enterprises and stakeholders, connecting them to opportunities that propel them closer to their goals. By providing innovative solutions and technologies, we empower the nation to achieve its full potential and thrive in today's digital landscape.

At TM, we believe in enriching long-term growth and are committed to making this vision a reality through accessible digital tools and resources.



KEEPING EVERYONE CONNECTED



We are pleased with the significant progress Unifi has made in enriching the lives of Malaysians. Throughout the year, we remained steadfast in our commitment to empowering businesses, particularly micro, small and medium enterprises. Our objective was to position Unifi as a one-stop centre for SMEs in Malaysia that serves their critical business needs. From ensuring affordable connectivity to delivering needs-based digital solutions and mobility, we continue to help our business customers save costs, scale and grow. On the home front, we reinforced our position as Malaysia's convergence leader by elevating our fixed broadband and mobile services, as well as delivering exciting entertainment content. At the same time, the team has started putting the necessary measures in place as we pivot towards becoming a human-centred TechCo, ensuring that we approach the needs of customers across all segments of society with empathy and understanding. By balancing our digital technologies and new solutions with the human perspective, we are living up to our brand purpose of making life easier for our customers.

WHAT WE DO

As a leader in FMC, Unifi delivers value for both home and business customers with a range of services: telephony, broadband connectivity, mobile and value-added services such as entertainment content via Unifi TV and digital solutions. Throughout the years, we have built a strong track record of delivering the best broadband services in Malaysia. We ensure that all Malaysians reap the benefits of broadband everywhere, aligning with TM Group's aspirations of enabling a digital and innovative economy. We are here to lead the vision for a Digital Malaysia by providing the most reliable, affordable and high-speed broadband services in the country.

CREATING STAKEHOLDER VALUE

Stakeholder Expectations



How We Deliver Value

Customers

High-quality services through enhanced product offerings

Attractive flexible bundled offerings with exclusive benefits that best suit customers as well as business needs and lifestyles for convergence

KEY FOCUS AREAS

Unifi for Home: Being a True Convergence Provider



What We Did in 2022



Achievements

Continue to offer super-fast unlimited Home Fibre Broadband with speeds up to 800Mbps

Launched the Unifi Home All-In-One convergence plan with lifestyle devices add-on, six (6) months' free upgrade and a 30-day free trial

Reached three (3) million Unifi subscribers

Unifi for Business: Enhancing Digital Solutions for SMEs



What We Did in 2022



Achievements

Launched SME Digitalisation Grant initiatives and SME Digital Solutions Package that offered SMEs bundled connectivity solutions, which include Digital Marketing Solutions, cari@unifi Premium Listing and matching grants

Enriched bundle for connectivity with digital solutions for our Unifi Business convergence

- SME customers easily acquired the SME Digitalisation Grant via subscription to Unifi Biz

- Delivered six (6) SME Digital Solutions to business customers

Unifi TV: Enriching Content for Exciting Entertainment



What We Did in 2022



Achievements

Enhanced our content offerings by providing the best entertainment pack in the market – available on all devices and with HD content

- Unifi TV customers enjoyed additional 11 new content offerings through Unifi TV

- Provided access to 17 streaming apps, including Disney+ Hotstar, Mango TV, SPOTV Now, SIAR and many more

PERFORMANCE HIGHLIGHTS

Financial

Revenue (RM million)

2022 5,610.8

2021 5,217.3

+7.5%
Growth

EBIT (RM million)

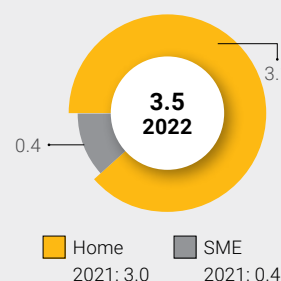
2022 1,382.3

2021 1,089.0

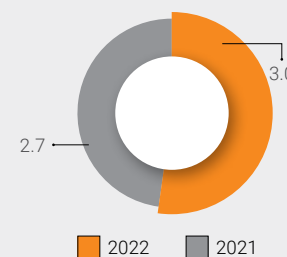
+26.9%
Growth

Non-Financial

Total Customers Served (million)



Broadband subscribers (million)



MITIGATING CHALLENGES

Challenges	Mitigation Strategies
Soft spending sentiment Consumers are more cautious with their spending, while business confidence has fluctuated due to economic uncertainties	<ul style="list-style-type: none"> • Extend focus beyond product features to include customer value and benefits • Launch more campaigns that provide value-for-money benefits to customers
Competition More players are competing to provide high-speed broadband and fixed-to-mobile substitution	<ul style="list-style-type: none"> • Deliver convergence through a complete suite of relevant offerings for customers • Ensure exceptional service and customer support
Regulatory and Policy Changes Evolving Government expectations have caused changes in pricing and other regulatory requirements	<ul style="list-style-type: none"> • Proactively engage with the Government and regulators to shape expectations, lead strategies and ensure compliance to regulations



AWARDS & RECOGNITION

Awards/Certification	Awarding Body
Brand of the Year – 2022-2023 Broadband/ISP Malaysia	World Branding Awards
Best in Consumer Satisfaction for Pay Television Award – MCMC Star Rating Awards 2021	MCMC
Best Wired Broadband Service Provider – MCMC Star Rating Awards 2021	MCMC
Converging the Best Content and Device Offering (Bronze) – d-awards 2022	Digital Association
Marketing in TV/Video Advertising – Marketing Excellence Awards (Bronze)	Advertising + Marketing

OUTLOOK

The year ahead is an exciting one for Unifi. Beyond our current services, we will be expanding the areas in which we serve our customers' business and lifestyle needs. With regards to Unifi's convergence, we will focus on content acceleration and monetisation. This means enriching our content packs by strengthening collaborations with new over-the-top (OTT) media partners. We will also explore growth opportunities for Smart Homes/Services and the cloud gaming space, elevating our converged lifestyle to a whole new level. At the same time, we will continue to develop our SME digital ecosystem through customised digital solutions that meet their growth needs. We look forward to maintaining our position as the best broadband service provider in Malaysia while enriching the lives of people and businesses for years to come.

YOUR
NEXT
IS NOW

 **unifi**
BUSINESS



BUSINESS SOLUTION BUNDLES **INCREDIBLE VALUE**

Complete solutions to grow your business

SETTING THE STAGE FOR SOCIAL PROGRESS



TM's transformation from a leading converged telco into a human-centred TechCo would not be possible without the mobile. Mobile devices act as a bridge between the physical and the digital world, allowing society to reap the benefits of the Internet at the touch of a button. Therefore, mobile technology underscores the human-centred approach to digitalisation.

For TM, the rise of smartphones and connected devices is key to enabling our Digital Malaysia aspirations, which will be powered by 5G. The benefits of 5G mobile technology go beyond just faster download speeds and improved connectivity. The advent of 5G technology is revolutionising the way people live, work and communicate, with Unifi Mobile placing opportunities in the hands of customers. At Unifi, our focus is to create a mobile ecosystem that leverages the potential of 5G and elevates Malaysia to a new level of progress.

HOW 5G MOBILE TECHNOLOGY WILL MAKE LIFE BETTER



SMART CITIES

5G mobile technology can enable the development of smart cities, where various devices and sensors are interconnected to optimise the use of resources and enhance the quality of life for residents. With 5G, cities can implement smart traffic management systems, smart energy grids and smart waste management solutions. This can reduce congestion, improve energy efficiency and enhance public safety.



GREENER ECONOMY

5G mobile technology can contribute to environmental sustainability by enabling a more efficient use of resources. For instance, with 5G, smart homes and buildings can optimise energy consumption and reduce carbon emissions. Additionally, 5G can support precision agriculture, where farmers can use sensors and drones to optimise crop yields and reduce the use of fertilisers and pesticides.



IMMERSIVE ENTERTAINMENT

5G mobile technology is expected to transform the entertainment industry, providing new opportunities in entertainment and gaming activities. The technology offers faster speeds, greater reliability and lower latency compared to previous generations of mobile technology, making it an ideal platform for immersive and interactive entertainment experiences. It will transform various areas of entertainment, including immersive gaming, live streaming, interactive experiences and personalised content.

YOUR
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 **unifi**
MOBILE

unifi 5G



UNSTOPPABLE
4G + 5G DATA

TAKING ENTERPRISE TRANSFORMATION FORWARD



2022 was a solid year for TM One, with encouraging performance improvements and positive trajectories across key segments despite a challenging market landscape. Improved customer offerings for robust and secure end-to-end next-gen connectivity and business and digital solutions fuelled the growth momentum for both recurring and one-off business needs. We enable and drive the transformation of organisations through the co-creation of fit-for-purpose solutions, fully managed services by our team of skilled professionals and certified practices. Coupled with our extensive ecosystem and collaboration with leading global and local partners, we are the trusted and strategic digital solution partner for enterprise and Government. Our advancement in technology is driven by our commitment to empower communities, businesses and Government, towards a Digital Malaysia and Smart Nation.

WHAT WE DO

TM One is the enterprise and Government business solutions arm of TM Group. We remain at the forefront of comprehensive, agile and reliable infrastructure; integrating innovative vertical solutions for today's dynamic market. We offer customers a comprehensive suite of integrated digital products and vertical-specific solutions to propel their digital adoption, enabling Malaysia's progress towards becoming a Digital Nation. TM One enables this transformation journey through the latest digital tools, human-centred technologies, bespoke solutions and managed services across cloud, fixed and mobile connectivity, 5G, cyber security, data centre, ICT solutions, contact centre and smart services.

Our complete building blocks of digital infrastructure, digital connectivity and digital solutions enable and empower businesses and organisations to harness the power of Industrial Revolution (IR) 4.0, AI, Big Data and IoT to take their transformation forward. With leading hyper-converged connectivity, scalability and capacity through our digital solutions and infrastructure, we deliver improved efficiency and flexibility to unlock the potential of all industries.

CREATING STAKEHOLDER VALUE

Stakeholder Expectations



How We Deliver Value

Customers

A comprehensive approach that blends reliable connectivity services with innovative business solutions

Accelerating customers' digital transformation by leveraging emerging technologies coupled with TM One's next-gen connectivity, data centres, cyber security and smart services solutions

Partners

Empowering businesses through leading global technology and service providers by establishing mutual benefits through strategic partnership and seamless collaboration

Forging true partnership by establishing business transparency for clearer expectations and deliverables, towards creating a meaningful business arrangement

Shareholders

Fostering a competitive environment for long-term gains and business growth by diminishing equity investment risk as part of shareholders' value creation

Generating revenue growth for improved profitability from enhanced productivity and customer service excellence

KEY FOCUS AREAS

Next-Gen Converged Connectivity Solution



What We Did in 2022



Achievements

First private 5G commercial deployment for the Oil & Gas industry in Malaysia and the region

- Deployed secure, automated remote operation control and monitoring using the latest 5G standalone architecture in one of the offshore platforms, which strengthened operational efficiencies and people, health and security management, while enriching the business ecosystem from platforms to tools and devices

Drove hybrid cloud-adoption for scale large enterprise's business transformation and digital needs

- Designed a hybrid cloud solution which improved data security and provided better operation flexibility, reliability and agility to support the growth of customers' large and geographically dispersed organisations

Future-proofed next-gen connectivity

- Implemented thousands of enhanced Software Defined Wide Area Network (SD-WAN) and Software Defined Internet Protocol Virtual Private Network (SD-IPVPN) solutions nationwide

Appointed by the Government as the only local Cloud Service Provider (CSP)

- Executed hybrid cloud adoption for multiple Government agencies to ensure their diverse workload runs on cloud
- Drove digital literacy to the Government's workforce through a series of seminars and workshops

Extended digital connectivity coverage for the Government's JENDELA project

- Continued the POP1 (Point-of-presence) plan of ensuring service continuity through the successful installment of 233 sites in Northern and Sabah and Sarawak regions
- Awarded POP2 for the Central region for 174 sites

Digital Solutions and Infrastructure



What We Did in 2022



Achievements

Boosted the state Government's and local councils' liveable and sustainable cities aspiration through Smart City solutions	<ul style="list-style-type: none"> Helped to streamline up to 51% of traffic flow during peak hours while reducing carbon dioxide production rate through traffic optimisation and analytical systems Implemented security and surveillance systems, supported by an Integrated Command Centre which aids close to 20 local authorities in ensuring population safety, reduce crime rates and enabling quick response during emergencies
Brought digital progress to large private healthcare institution via Smart Healthcare solutions	<ul style="list-style-type: none"> Enhanced patient experience by customising essential in-patient services with automation and surround control, harnessing the power of IoT
Delivered Smart Agriculture solutions for several farms and plantations of all sizes across Malaysia	<ul style="list-style-type: none"> Enabled farmers in several states to improve their crops yield by monitoring the humidity and soil moisture through IoT sensors, AI and surveillance systems Upgraded customers' existing fertigation system through smart water management, coupled with IoT platforms for automation, real-time monitoring and control mechanism
Performed Proof of Concept (POC) on Smart Manufacturing solutions for large enterprises	<ul style="list-style-type: none"> Incorporated Overall Equipment Effectiveness (OEE) system with comprehensive back-end infra from connectivity to cyber security, that allows remote access to machines thus optimising and safeguard critical plant assets
Rendered Data Centre and IT Outsourcing Managed Services to Banking, Financial Services & Insurance industries	<ul style="list-style-type: none"> Bridged customers' IT operation gap through data centre and disaster recovery management, while providing faster turnaround time via 24/7 local IT support
Launched the 2 nd city based data centre that is a Tier III/Rated 3 Data Centre in Kelana Jaya (KJDC)	<ul style="list-style-type: none"> KJDC green building is designed to improve energy efficiency through the use of modular cooling systems Obtained ANSI/TIA-942-B-Level 3 Constructed Facility certification from Telecommunications Industry Association (TIA)
Expanded cyber security offerings by introducing new elements	<ul style="list-style-type: none"> Became one of the leading advisory companies for cyber security related topics at thought leadership conferences Accorded the Frost & Sullivan 2022 Malaysia Cyber Security Services Company of the Year Award

STRATEGIC PARTNERSHIPS & COLLABORATIONS

NCT Group of Companies (NCT)

Integration of our secure digital infrastructure and comprehensive smart solutions with advanced analytics will position Selangor Smart Industrial Park (SSIP) as one of the leading industrial parks in the state – setting a new benchmark for modern smart, liveable and safer communities.

"It is a privilege to work alongside TM to ensure a full suite of connectivity to power our SSIP. The role of TM is crucial in providing the groundwork and framework to realise our vision of creating a fully integrated end-to-end digital solution for our clients."

- Dato' Sri Yap Ngan Choy, Group Managing Director of NCT

Cisco International Limited

This strategic partnership is aimed at fostering greater inclusion and growth in Malaysia's digital economy through several digital transformation initiatives – for SMEs, service providers (5G Innovation Platform) and the Education industry.

"Cisco's Country Digital Acceleration (CDA) programme in Malaysia is focused on turning the country's digital economy blueprint into reality by leading the development of core 5G technologies and infrastructure, accelerating the digital transformation of SMEs and nurturing a pipeline of next-generation IT talent that will continue to support its national ambitions. We are thrilled to embark on a new chapter of our collaboration with TM and the Malaysian Government through our CDA programme and are excited about the opportunities ahead."

- Dave West, President, Cisco Asia Pacific, Japan and Greater China

STRATEGIC PARTNERSHIPS & COLLABORATIONS

Ramsey Sime Darby Health Care (RSDH)

Leveraging our Smart Patient Suite, RSDH group of hospitals became the first in Malaysia to utilise this solution – elevating digital patient care to the next level.

"We are pleased to mark a milestone with this collaboration, as ParkCity Medical Centre will be the first hospital under the Group to pilot TM One's Smart Patient Suite solution. Given the evolving nature of the healthcare system, we strive to continuously offer solutions that will elevate our patients' experiences by accommodating their needs through digital technology. Backed by TM One's comprehensive digital support, we are confident that this will contribute to driving the evolution of Malaysia's healthcare ecosystem moving forward."

- Peter Hong, Group Chief Executive Officer, Ramsay Sime Darby Health Care

UMW

Spearheading UMW's transformation journey by taking their current data centre architecture to new digital heights with our hybrid cloud solution – improves efficiency in managing data, scalability and better cost management.

"We are confident that this collaboration with TM One will lead to the optimisation of our data centre and our efficiency in managing data, improve scalability as well as offer better cost management. Furthermore, hybrid cloud offers the UMW Group better flexibility, reliability, agility and improved data security to support the growth of our businesses."

- Dato' Ahmad Fuaad Kenali, President & Group Chief Executive Officer, UMW Holdings Berhad

Majlis Bandaraya Ipoh (MBI)

Accelerating the transformation of townships into smart cities through an array of smart services and professional and managed services – supporting business communities while achieving environmental sustainability.

"The Smart Traffic Analytics and Recognition System (STARS) was equipped with AI, high-definition cameras and video analytics to enable intelligent traffic analysis for optimal traffic management. It will help smooth traffic flow by up to 51%, especially during peak hours, which helps save time and cost for road users. The implementation is in line with MBI's intention to make Ipoh a low-carbon city by 2030."

- Dato' Rumaizi Baharin @ Md Daud, Mayor of Ipoh

To read more on these partnerships, scan the QR Code



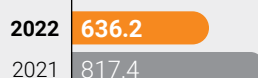
PERFORMANCE HIGHLIGHTS

Value Created for TM

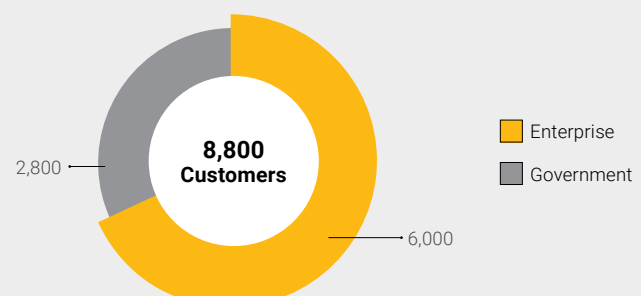
Revenue (RM million)



EBIT (RM million)



Value Created for Stakeholders



MITIGATING CHALLENGES

Challenges	Mitigation Strategies
Global supply chain delivery delays and price increase	<ul style="list-style-type: none"> Increased stock and managed inventories, while having close collaborations with local and global partners within the ecosystem
Project deferments arising from customer delays and postponements	<ul style="list-style-type: none"> Established project steering committees with customers to drive prioritisation and co-creation in alignment with business aspirations



AWARDS & RECOGNITION

Awards/Certification	Awarding Body
ISO 9001:2015 Quality Management System (QMS)	SIRIM
ISO 22301:2019 Business Continuity Management System (BCMS) for Brickfield Data Centre (BFDC)	SIRIM
Certified ANSI/TIA942 Rated 3 for KJDC	Telecommunications Industry Association (TIA)
Payment Card Industry Data Security Standard for Microsoft Azure Stack (MAS), Cloud Alpha Edge (CAE) and Virtual Private Cloud (VPC)	BBSec Thailand
Best Outsourced Inbound Contact Centre (Silver)	Contact Centre Association of Malaysia (CCAM)
2022 The Best Stellar Workplace Award for Small Employer for PT VADS Indonesia	KONTAN
2022 Stellar Workplace Recognition in Employee Commitment for PT VADS Indonesia	KONTAN
2022 Stellar Workplace Recognition in Employee Satisfaction for PT VADS Indonesia	KONTAN
2022 Malaysia Cyber Security Services Company of The Year Award	Frost & Sullivan
Fortinet Top Managed Security Services Provider (MSSP) Achiever 2022	Fortinet
HP 2022 Best Aruba Partner – Public Sector	Aruba
CISCO Marketing & Innovation Partner of the Year 2022	Cisco
CISCO Cloud & Managed Services Partner of the Year 2022	Cisco
CISCO Small Business Partner of the Year 2022	Cisco

OUTLOOK

In the near term, with Enterprise Agile@Scale, TM One will continue to deliver world-class customer experience excellence, innovative B2X and digital value propositions powered by the multiplicity of XaaS that adopts zero trust principles. We have aligned ourselves with the country's aspiration to be a technologically advanced nation by 2030, enabling significant improvements in Malaysia's Innovation Index and Smart City Index. We will continue to accelerate and aggregate the industrialisation of smart solutions and services for enterprises and Government in partnership with our 5G Sphere partners.

For the next three (3) years and beyond, we expect growth in the converged enterprise mobile solutions segment, to be pervasive in our smart solution portfolio and expand our cyber security services. We remain steadfast in our core services and customer service excellence, serving as the leading, trusted and preferred end-to-end business solutions and managed services provider to large organisations, enterprises and Government.



5G

REVOLUTIONISING THE OIL & GAS INDUSTRY WITH 5G

5G technology has amazing potential to power digital applications, data processing, remote operations and monitoring, network resilience and cyber security. TM One brings together comprehensive innovative solutions through 5G and next-gen technologies that enables the Oil & Gas sector to gain its next advantage, today and tomorrow.

YOUR
NEXT
IS NOW

TM
ONE



TRANSFORMATION DONE RIGHT

Digital transformation is critical in today's business landscape. Whether a company seeks to enhance its customer experience, improve operational efficiencies, or create innovative solutions, digital technology has become an essential enabler. The ability to capitalise on digital technologies is crucial to the future of businesses and the public sector. Organisations that successfully embrace digitalisation will find that the rewards can be significant, leading to new opportunities for sustainable growth and value creation.

With this in mind, we proudly launched Credence, a new cloud and digital services company focused on helping enterprises and the public sector embark on a meaningful, low-risk digital transformation journey. A born-in-the-cloud company, Credence will leverage both local and international global technologies through its ecosystem of strategic partnerships, backed by TM's trusted presence and strong infrastructure.

Our foray into the deep tech market was encouraged by the impact we have made in the nation's digital readiness and in laying a strong foundation for a future-ready digital economy. Through TM One, we have been serving the public sector and enterprises by building a robust infrastructure network to enable digital connectivity. Now, with Credence, we will be able to expand our cloud technology and solutions blueprint to offer our business customers end-to-end solutions, from infrastructure to insights.

For large enterprises, Credence will help organisations understand the deep technology landscape and support them in building strong, secure and resilient capabilities as they focus on their core business. Meanwhile, we will enable the Government and Public Services sector to achieve a transformed and more efficient digital Government. This will enable them to create citizen-centric policies and deliver public services in the digital age, serving citizens both quickly and securely.

While Credence brings in international capabilities, it will also nurture the Malaysian talent pool so we can enhance the nation's technology ecosystem with deeper skills, increasing our digital resiliency and reducing our dependencies on global talent in the long run. This will not only enable organisations in their transformation journey, but contribute towards our progress in creating a digital society and building a Digital Malaysia.

Credence will also accelerate TM Group's own transformation into a human-centred TechCo, encapsulating the idea that technology is not an end in itself, but rather a means to improve lives. Credence's brand promise is to guide our customers and deliver high-quality digital services, easing their concerns and simplifying the complexity of digital transformation. Along with the presence and strength of TM, Credence is positioned to offer our customers the best returns on their technology investment.



Clarity

In the Cloud

From migration to modernisation, from security to accessibility, accelerate your infrastructure transformation.



Symphony

Of Managed Services

Tailored, flexible, proactive, and predictive services to reduce costs and improve certainty.



Crafting

Stories with Data

From information to insights, get value and visibility at velocity.



Simplicity

Of Modernisation

From legacy to future-ready, from rigid to agile, transform and scale software solutions with ease.

ENABLING DIGITAL ECOSYSTEM



Amidst a vibrant market landscape, TM Global remains committed to driving growth by creating value-driven solutions for our stakeholders. We have been at the forefront of every technological evolution in Malaysia, continuously striving for digital inclusion in our home country. In 2022, we further enriched nationwide ecosystems with 4G and 5G fiberisation supported by the establishment of edge facilities. We also continued to transcend boundaries by embarking into the e-Sports scene and hit a new milestone through collaborations with global digital players in providing the ultimate gaming experience. TM Global remains the gateway for hyperscalers and OTT players via diversified wholesale digital infrastructure and bespoke connectivity solutions for both domestic and international segments; connecting Malaysia to the world whilst bridging the digital divide and positioning Malaysia as the trusted digital hub for the ASEAN region.

WHAT WE DO

TM Global is poised to support service providers across the globe through its customised range of wholesale data, connectivity and platform solutions. On the domestic front, TM Global aspires to be the trusted wholesale infrastructure provider to drive digital industry and 5G ecosystems through nationwide infrastructure deployment and services enhancement. Complementing Malaysia's 5G network pledge to achieve 40% targeted 5G population coverage in 2022, we have delivered almost 4,000 5G sites; ahead of schedule. Additionally, seven (7) edge facilities and 62 TMiX nodes were deployed to bring content closer to end users whilst advocating for infrastructure sharing with more than 690,000 km domestic fibre cable and over 3.4 million high-speed broadband access ports throughout Malaysia, delivering the most rapid and cost-effective network deployment nationwide.

In the international market, we remain focused on positioning Malaysia as the preferred digital hub for the ASEAN region. This is achieved by expanding our digital infrastructure solutions and establishing strategic collaborations with hyperscalers and global service providers. Our wide-ranging connectivity is supported by 32 submarine cable systems spanning over 340,000 km with over 80 Tbps capacity and 29 PoPs worldwide for a robust and reliable network. This substantial infrastructure is effectuated by our data centre solutions for end-to-end offerings comprising hosting and connectivity services at prime locations. We also have more than 90 deep in-country cache nodes presence, which boosts content delivery into ASEAN and the rest of the world via our cloud-based content delivery platform. Our collaborations with e-Sports and gaming providers further diversify our range of edge services in providing a superior gaming experience in this region.

CREATING STAKEHOLDER VALUE

Stakeholder Expectations



How We Deliver Value

Customers & Partners

<ul style="list-style-type: none"> Seamless connectivity locally and worldwide to meet dynamic and emerging requirements 	<ul style="list-style-type: none"> Catalysed nationwide digital ecosystems with 5G fiberisation and expanded regional reachability through international gateway PoPs
<ul style="list-style-type: none"> Surging consumption of latency-sensitive applications 	<ul style="list-style-type: none"> Established edge nodes nationwide to bring content closer to end users
<ul style="list-style-type: none"> Comprehensive solutions with efficient business manoeuvrability for improved customer experience 	<ul style="list-style-type: none"> Sustained customers' loyalty and satisfaction with a NPS rating of +47 for TM Global
<ul style="list-style-type: none"> Collaborative partnerships in creating innovative solutions to cater to business needs 	<ul style="list-style-type: none"> Delivered edge gaming services benefiting ASEAN populations through strategic partnerships with global digital players

Shareholders & Investors

<ul style="list-style-type: none"> Robust products and services offered in parallel to market evolution in ensuring business relevance and sustainability 	<ul style="list-style-type: none"> Improved financial performance with revenue growth from core data product offerings
<ul style="list-style-type: none"> Greater business opportunities in new growth areas for enhanced value propositions 	<ul style="list-style-type: none"> Expanded platform play portfolio towards edge gaming through collaborations with global digital players
<ul style="list-style-type: none"> Continuous business profitability advancement to spur future business expansion 	<ul style="list-style-type: none"> Delivered substantial EBIT growth through prioritisation of higher margin solutions

Government & Regulators

<ul style="list-style-type: none"> Developed digital infrastructure nationwide aligning to market evolution 	<ul style="list-style-type: none"> Established wide network coverage in Malaysia, with more than 690,000 km of fibre optic cable nationwide
<ul style="list-style-type: none"> Conducive access to telecommunication infrastructure within the industry, enabling the provision of digital services to populations 	<ul style="list-style-type: none"> Deployed in-country and regional wholesale digital infrastructure encompassing mobile backhaul solutions, high-speed broadband access ports, submarine cable capacity, data centre and other edge capabilities

KEY FOCUS AREAS

Catalyse Malaysia's Digital Ecosystem



What We Did in 2022



Achievements

Expanded network infrastructure to address greater demand for digital consumption by industry players	Greater network coverage with more than 7,000 4G and 5G backhaul sites deployed nationwide
Broadened coverage with improved quality of Internet experience for Malaysians	Provisioned over 3.4 million high speed broadband access ports, directly contributing to JENDELA aspiration
Establishment of comprehensive partnership arrangements to yield innovative solutions in addressing end users' needs	Robust domestic IP ecosystem with the deployment of 62 TMiX nodes and seven (7) edge facilities in targeted optimum areas for efficient content delivery

Position Malaysia as a Regional Digital Hub



What We Did in 2022



Achievements

Enriched submarine cable portfolio with extensive reachability and upgraded capacity, especially in popular routes	Deployed more than 80 Tbps international data capacity to cater to the demand from hyperscalers, carriers and digital players
Targeted peering partners to accommodate high traffic demand from other countries in improving network latency and uplifting customer experience	Enriched local and international peering ecosystems with over 17 Tbps capacity
Strengthened partnership ecosystem with hyperscalers, global carriers and digital players in addressing their edge requirements within the region	Delivered more than four (4) MW wholesale data centre solutions and upgraded CDN regional footprints with over 90 CDN nodes, contributing to a twofold increase in traffic against 2021

KEY FOCUS AREAS

Redefine the Customer Experience



What We Did in 2022



Achievements

Intensified efforts to improve service quality and assurance through various initiatives for an uninterrupted, reliable network

Delivered proactive and customised solutions through additional value creation as well as product bundling

Recorded 100% installation cycle time as per the agreed timeline with customers

Addition of 32 customers as a result of innovative wholesale solutions catered to domestic and international markets

PERFORMANCE HIGHLIGHTS

Value Created for TM

Revenue (RM million)

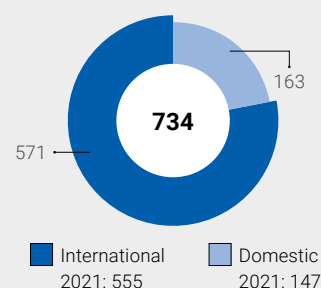


EBIT (RM million)



Value Created for Stakeholders

Total Customers Worldwide



MITIGATING CHALLENGES

Risks & Challenges

Mitigation Strategies

Changes in political, legal and regulatory guidelines across the globe

- Proactively monitored geopolitical movements and ensured compliance with revised frameworks in the countries we invest in
- Produced periodic risk assessment reports by identifying potential threats and mitigation plans

Revision of domestic pricing structure due to regulatory exercises

- Constantly engage with key stakeholders for the latest status updates and win-win moving forward plans for the industry
- Leveraged TM's internal strengths to serve superior and competitive commercial offerings

Customised and dynamic requirements amidst competitive market conditions as well as the evolving digital landscape

- Remained up-to-date with the latest cost-efficient technologies to accelerate the development of new digital solutions
- Fortified our market position by expanding partnership ecosystems and providing mutual benefits to parties involved

Exposure to inorganic possibilities

- Conducted comprehensive assessments, including due diligence exercises, for a holistic evaluation of targeted business opportunities
- Ramped up internal skillsets needed, particularly in new business ventures to further amplify in-house capabilities



GROWTH OPPORTUNITIES

Opportunities	Our Approach
<ul style="list-style-type: none"> Growing demand for edge solutions from hyperscalers and digital players in achieving greater end-user experience 	<ul style="list-style-type: none"> Diversify business portfolios through edge nodes, namely edge facilities, TMiX and CDN nodes, as well as the establishment of strategic collaborations with global digital players for edge gaming solutions
<ul style="list-style-type: none"> Increasing wholesale data centre requirements with mega power capacity as well as green energy capabilities and initiatives 	<ul style="list-style-type: none"> Expand existing wholesale data centre power capacity in serving hyperscale demand and expanding global providers residing in Malaysia to strengthen our position as the region's digital hub
<ul style="list-style-type: none"> Exponential bandwidth requirements driven by the shift in behaviour and technological advancements 	<ul style="list-style-type: none"> Proactively secure cost-effective submarine cable capacity with new commercial models to accommodate terabits bandwidth requirements from hyperscalers and carriers. Built a new submarine cable system to connect ASEAN to the Western European region



AWARDS & RECOGNITION

Awards	Awarding Body
T-Systems Zero outage approved partner	T-Systems International GmbH
Top 5 of Asia Regional Operator of the Year (Shortlisted)	Carrier Community Global Awards

OUTLOOK

In the near term, we will continue propelling business growth with value-driven customised solutions, leveraging internal strengths to propagate a conducive partnership ecosystem in domestic and international segments to drive future innovation. Domestically, we remain anchored to catalysing digital inclusivity in Malaysia through 4G and 5G sites deployment, high-speed broadband access coverage expansion, as well as nationwide edge capabilities enrichment to propel national digital initiatives. Comprehensive strategic collaborations with industry players, including our subsidiaries, will continue to be a priority as we strive to create an augmented domestic telecommunications ecosystem for global players.

On the international front, we will continue to position Malaysia as the regional digital hub through the diversification of edge and platform play services. This caters to the thriving demand for content and gaming needs, enabling reduced latency for a greater customer experience. As part of strengthening our core data business, participation in the upcoming SEA-ME-WE 6 (SMW6) includes Malaysia as a landing point, which is expected to further induce traffic flows across the globe.

In the longer term, we will embrace the ever-changing dynamic market landscape while maintaining our position as a dominant edge ecosystem provider in the region. A broader spectrum of edge services to serve the burgeoning content and gaming industry will be made available, capable of addressing much-needed high-power bandwidth usage and latency-optimised service requirements.

Our long-term objective is to elevate our position with innovative solutions, including capabilities to provide strategic applications parallel to market needs and excellent customer experience for our stakeholders. Aspiring to become a cutting-edge regional platform provider, we are perpetually on the lookout for next-generation applications in proliferating digital growth in-country as well as throughout the region.