

# press release

## **Standard Chartered opens a Global Collective Intelligence & Command Centre in Malaysia**

**Kuala Lumpur, 7 October 2015** – The country's first bank, Standard Chartered Bank, today officially opened its Global Collective Intelligence and Command Centre at Technology Park Malaysia – the nation's leading ICT hub.

This centre's main priority is to further enhance Standard Chartered's capability to provide its clients globally with more reliable and secure banking services using state-of-the-art digital technology. The centre is staffed with best-in-class software engineers, operations specialists and service partners, co-located in a 33,000 square feet fully-digitised and secured environment.

**Chief Executive Officer of Malaysia's Multimedia Development Corporation, YB Dato' Yasmin Mahmood**, officially opened the centre alongside **Standard Chartered's Group Chief Information Officer, Dr Michael Gorriz**.

Speaking at the ceremony, **Dato' Yasmin Mahmood**, said, the Malaysian Multimedia Development Corporation will continue its commitment in encouraging the development of the ICT industry and its efforts in offering economic and fiscal incentives for companies, both local and international, to grow their businesses in Malaysia.

**Dato' Yasmin**, said: "As the very first bank in Malaysia, Standard Chartered's investment in the global collective intelligence and command centre is a testament to the company's growing strength and penchant for innovation. With this facility, Standard Chartered will be at the forefront of data security, banking services, and talent development thus setting the benchmark for other banks in the region. This investment also demonstrates the confidence of multi-national companies investing in Malaysia as we move towards becoming a global IT hub and preferred location for Global Business Services".

**Dr Michael Gorriz**, said: "Defining and implementing our digital aspiration is a key strategic focus for Standard Chartered and the Bank's new global collective intelligence and command centre reflects our continued progress on this front. This facility will deploy the latest technologies and experts to provide the Bank and our clients with reliable and secure banking services. In this digital age, it is crucial that the Bank continues to be a pioneer in bringing in new capabilities to better serve our clients' needs. This year, we have invested USD10 million in this facility which will significantly increase the Bank's situational awareness and response capability. We have deployed the latest technologies for monitoring and analytics which will increase the efficiency and security of banking services."

"The newly opened centre is a tangible reflection of the strategic importance Standard Chartered places on this country and our commitment to growing the local talent pool in Malaysia. As a result of this investment, local talent will benefit from working and learning from a field of world-class experts," Dr Gorriz added.

Also present during the event was Mahendra Gursahani, CEO and Managing Director of Standard Chartered Bank (Malaysia) Berhad.

The new facility is a part of Standard Chartered Scope International - the Bank's purpose-built technology and operations hub providing dedicated software and systems development, IT support services, banking operations and customer care capabilities to businesses in Asia, Africa and the Middle East.

**For further information please contact:**

Ms Zaila Rosli  
Head of Corporate Affairs  
Standard Chartered Scope International (Malaysia)  
Office: 03 - 8602 8800 Mobile: +60 12 249 5829  
Email: Zaila.Rosli@sc.com

Mr. Fauzi Kamaludin  
Corporate Affairs  
Standard Chartered Scope International (Malaysia)  
Office: 03 - 8602 8800 Tel: +60 12 410 0701  
Email: Fauzi.Haja-Kamaludin@sc.com

**Standard Chartered Bank**

We are a leading international banking group, with more than 86,000 employees and a 150-year history in some of the world's most dynamic markets. We bank the people and companies driving investment, trade and the creation of wealth across Asia, Africa and the Middle East, where we earn around 90 per cent of our income and profits. Our heritage and values are expressed in our brand promise, Here for good.

Standard Chartered PLC is listed on the London and Hong Kong Stock Exchanges as well as the Bombay and National Stock Exchanges in India.

For more information please visit [www.sc.com](http://www.sc.com). Explore our insights and comment on our blog, BeyondBorders. Follow Standard Chartered on [Twitter](#), [LinkedIn](#) and [Facebook](#).

**Standard Chartered in Malaysia**

Standard Chartered Bank, a member of the Standard Chartered Group was established in Malaysia in 1875 and incorporated as Standard Chartered Bank Malaysia Berhad on 29 February 1984. As Malaysia's first bank, Standard Chartered leads the way through product innovation, consistent and strong growth performance and sustainability initiatives. The Bank provides a comprehensive range of financial products and services to corporates, institutions, small and medium-sized enterprises and individuals through its network of over 40 branches across Malaysia.

In 2001, Standard Chartered UK established its third global technology & operations centre, Scope International, in Malaysia – the first international bank to do so in the country. Scope International provides dedicated world-class technology, software and system development, information technology support services, banking operations and customer care capability to businesses in Asia, Africa and the Middle East.

Price Solutions Sdn Bhd, a wholly owned subsidiary of Standard Chartered Bank UK is also located in Malaysia. The company promotes and markets Standard Chartered's financial products in Malaysia through a network of direct sales agents.

Standard Chartered Saadiq Berhad (Saadiq), Standard Chartered Bank Malaysia's Islamic Banking subsidiary was established in November 2008. It offers a full suite of Syariah-compliant products and services to individuals and corporates through its dedicated branches. In 2012, Saadiq established Kuala Lumpur as its global hub for Islamic consumer banking.

Standard Chartered employs close to 7,000 employees in all its Malaysian operations.

For further information please visit [sc.com/my](http://sc.com/my). Follow our Digital Drive by Standard Chartered Malaysia Facebook on [facebook.com/DigitalStandardChartered](https://www.facebook.com/DigitalStandardChartered)

## **Standard Chartered Scope International**

Scope International (M) Sdn Bhd (Standard Chartered Scope International) is the Standard Chartered Group's Global Technology & Operations hub. A wholly owned subsidiary of Standard Chartered Bank, United Kingdom, Standard Chartered Scope International is the first Global Shared Services Centre (GSSC) of an international bank in Malaysia.

The GSSC forms a critical component, enabling superior customer service by leveraging on scale and efficiency. The GSSC has evolved from being a cost-effective venture for the Group to becoming an integral part of its operations.

Standard Chartered Scope International was established in 2001 and now provides a multitude of services to Standard Chartered Bank which has presence in more than 70 markets worldwide. The centre provides dedicated world-class technology, software and system development, information technology support services, banking operations and customer care capability to businesses in Asia, Africa and the Middle East.

It now houses one of the largest software development centres in Malaysia, International Software Centre Malaysia and has a total workforce of more than 4,900 people.

Standard Chartered Scope International was conferred the ICT Organisation of The Year Award in 2011 by The National ICT Association of Malaysia, making it the first GSSC of an international bank in Malaysia to win the prestigious award. In 2014 Standard Chartered Scope International was awarded the Silver Award for the Employer of Choice category in the Malaysia HR Awards organised by the Malaysian Institute of Human Resource Management.

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