

BITS & BYTES

TAKING ADVANTAGE OF
DIGITALISATION TO MAKE
US MORE EFFICIENT.







LEVERAGE ON TECHNOLOGY FOR PRODUCTIVITY

VEHICLE INSURANCE AT YOUR FINGERTIPS



ONLINE SUBMISSION OF NEW VENDORS



WE DID THE THE POWER OF



SE THROUGH DIGITALISATION

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At VICOM, we embrace technology and innovation not as a concept – but as a way of life. As a company that has its foundations steeped in technology, we have never been averse to change. From the machines that we use to conduct all our tests, to the systems and processes that we have introduced to improve on efficiency and productivity, we have always embraced technological innovations.

In a year marked by a global pandemic, we took the opportunity to step up our digital transformation. Here are some of our key initiatives:

VICOM

ONLINE BOOKING SERVICES

We launched a new booking service for pre-owned vehicle buyers looking for vehicle evaluation services so that they did not have to queue and wait at inspection centres.



A. DIGITAL PAYMENT OPTIONS



We introduced an online payment option with Diners to pay for inspection fee in advance. This was followed by PayNow to give them even more choices. These contactless payment options supported our safe management measures during Covid-19 pandemic.

B. DIGITAL ADVERTISING

We ventured into digital advertising through a well-positioned digital screen at Sin Ming Inspection Centre and together with advertising partners offered product promotions to our motorists.



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SETSCO

SETSCO has started to digitalise its operations with new report testing systems which have to accommodate the complexity and breadth of the testing services from Construction, Mechanical and Biochemical domains. These help to improve turnaround time and transparency for testing deliverables which promote good customer experience and raise customer satisfaction.

A. SMARTS

The newly launched SETSCO Microbiology Archival Report Testing System (SMARTS) enables customers to submit their orders and track order fulfilment online. It manages the collection of samples, testing results, report approval and delivery to customers.



B. MECHANICAL REPORT APPROVAL SYSTEM

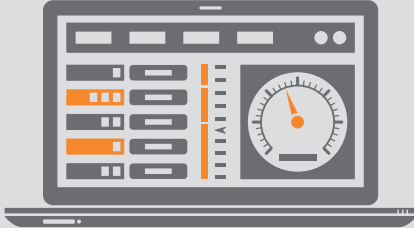
SETSCO has automated most of its mechanical testing using software programming to do computation and report generation. Products like reinforcement steel bars, and services like Non-Destructive Testing have dedicated software to generate test reports.

C. SELF-SERVICE CERTIFICATION SERVICE



SETSCO introduced a self-service certification service so customers can start a certification process and print the certification labels themselves.

CONSTRUCTION WATER ABSORPTION TESTING SYSTEM



SETSCO is integrating its testing equipment to enable digital straight-through processing. This digital solution captures test results from the weighing balance directly to generate test reports for approval and distribution.

The VICOM Group has also begun adopting an Automation First Strategy as part of our digitalisation effort. By enabling Robotic Process Automation (RPA) to handle routine processes, it is able to streamline existing workflow and improve productivity with better accuracy and faster turnaround speed. This frees up valuable manpower resources to focus on other higher value-added services.

Besides digitalisation for the operation processes within various BUs and departments, there are also parallel efforts to digitalise our supporting business functions. In addition, the Finance and HR teams are also looking into various digitalisation projects such as monthly reconciliation of accounts, posting of journals, payment processing, bank reconciliation, creation of management reports using RPA to further save on man-days for mundane compilations.



SETSCO is embarking on its Customer 360 journey and currently in the midst of implementing a Customer Relations Management (CRM) system across the Group.



VICOM is harnessing data analytics to provide actionable insights to increase operations excellence. It seeks to become more data-driven by propagating data analytics across the organisation.