

JABIL, POWERING UP DIGITAL TRANSFORMATION

Key Points:

- Jabil's Malaysian operations are spearheading digital transformation with an impressive setup of Centers of Excellence for Robotic Process Automation, API Management, B2B Services and Cloud Management.
- Jabil Global Business Centre (GBC) is supporting more than 180,000 employees worldwide and is one of the largest shared services centres in Penang, bolstered by Penang's success in the manufacturing sector.
- Jabil's Malaysian talent are now serving leadership roles in their GBC, and are in the functional, business partner and development manager roles within the IT division.
- GBC has ascended the value chain by moving from transactional roles to more strategic consulting and advisory roles that include Finance Global Business Services, Centralised Procurement and Risk Governance.
- Jabil have ventured into data analytics and Factory of the Future (FoF) initiatives, as well as investing in emerging technologies such as RPA, Hybrid Cloud Computing, IoT, Edge Computing, Next Generation network, Open-source software development, predictive analytics, RPA and Artificial Intelligence (AI) as key drivers of growth.



**Chin Kuang Kim, Vice President,
Finance Global Business Center (GBC) Penang.**

Jabil is a product solutions company providing comprehensive design, manufacturing, supply chain and product management services. The company's name was derived from the first names of James Golden and William (Bill) E. Morean, who together founded the company in 1966.

Headquartered in St. Petersburg, Florida, Jabil operates from over 100 facilities in 29 countries with a clientele consisting of some of the world's most innovative, competitive and diverse companies. The company currently delivers innovative, integrated and tailored solutions to customers across a broad range of industries.

Jabil GBC, Driving Exponential Growth

Fast forward 14 years later, the positive track record from their first branch, coupled with Malaysia's developing infrastructure, connectivity and accessibility, exhibits Malaysia's attractiveness as a location of choice to set up Jabil Global Business Centre (GBC) ahead of countries such as India, Philippines, Mexico and China.

The setup of Jabil GBC in 2009 came at a time where the company saw their Malaysian operations expanding to regional and global coverage. The company started off with 100 employees consisting of Information Technology (IT) and Supply Chain Management teams. Almost a decade later, the centre is now one of the largest shared services centres in Penang.

Since its incorporation, Jabil GBC has seen a steady growth throughout its operations in Penang, bolstered by 950 professionals to support up to 180,000 employees worldwide as of the fourth quarter of 2018, to facilitate and service various divisions across the globe, round-the-clock.

Beyond their day-to-day transactions, the roles within the company are also becoming increasingly strategic and technical in nature. As such, Jabil GBC continues to invest in more strategic hires such as architects, technical leads and program managers. Due to Penang's long history and success in the manufacturing sector, IT and supply chain talent is easier to hire in Penang.

Jabil GBC has also embarked on collaborations with local Subject Matter Experts on various projects, which in turn enhances and improves the skills and strength of their workforce. Training and upskilling is a priority at Jabil, and they have also set up Centers of Excellence to uphold higher standards and lay a framework to embed deep knowledge into the organisation.

Initially, the GBC began with fulfilling simple and transactional IT and Supply Chain Management requests, but has now expanded to value-added consulting and advisory services that include Finance Global Business Services, Centralised Procurement and Risk Governance.

Pertaining to their IT services, Jabil GBC started off with enterprise resource planning (ERP) implementation and support. Throughout the years, their role expanded to include a full range of services from infrastructure to software development and innovation. Jabil GBC is proud to be one of the few companies in Bayan Lepas Free Trade Zone that went as far as to host an incubation team.

Now, Jabil GBC is investing and leveraging new technologies – such as predictive analytics, Big Data, and Containerisation – to drive solutions for their internal and external customers. The company is also committed towards introducing and facilitating the transfer of new technologies into the local industry to further enhance the Malaysian ecosystem.

Furthermore, their extensive IT services portfolio also include threat management and cybersecurity which consists of three functional teams within the Penang GBS organisation that focus on IT Security Operation, IT Security Engineering and Architect, Threat and Intelligence. The team review the various threat modelling to protect company core systems and network, and provide IT Security Operational Support globally. In addition, the team engage in designing solutions on next-generation IT security tools to remediate malwares, Cloud computing and IIOT and ensure adaptive threat management, amongst others.

Putting their Malaysian operatives into perspective, Jabil GBC has certainly raised the bar when it comes to digital transformation with an impressive setup of Centers of Excellence for Robotic Process Automation, API Management, B2B Services and Cloud Management. They are also pioneering both a Data Science Group and a HR Systems Group.

Under their Finance arm, the company is looking to expand their support to Europe, specifically in General Accounting and Financial Planning and Analysis (FPNA), thus exposing their Malaysian workforce to international dealings and to capture a wider audience.

Advancing Innovation In The Fourth Industrial Revolution

As the age of the Fourth Industrial Revolution impacts all sectors of every industry, Jabil has positioned itself to remain at the forefront of innovation and harness the potential opportunities this change will bring. The company intends on staying agile and leveraging the art of supply chain management to ensure they bring digital business advantage to their customers.

One of Jabil's strong suits is venturing into data analytics in order to drive value across their supply chain and in the traditional manufacturing space. Besides that, they have also empowered experts within the organisation by collaborating with Universiti Sains Malaysia (USM) to

train employees to become citizen data scientists. Jabil has also created a capable software development team for their next generation Shop Floor system.

When it comes to staying agile and future-proof, Jabil's Factory of the Future (FoF) initiatives are making waves in ensuring all their operation sites remain connected and sensitive to digital transformation. In conjunction with the recently launched Industry4WRD Initiative in Malaysia, Jabil is also conceptualising and pioneering FoF initiatives in their upcoming Batu Kawan plant.

Jabil's Factory Control Center (FCC) development leadership and the majority of its corresponding team is based out of Penang, specifically from GBC. As part of the FoF, The FCC is a control tower that enables surveillance of machine-to-machine connectivity, utilising technology such as machine learning, as part of the IR4.0 initiative driven by GBC.

Riding on its growing momentum, Jabil has also invested heavily in emerging technologies. Within their IT sphere, they have brought on board technologies such as Robotic Process Automation (RPA), Hybrid Cloud Computing, Internet of Things (IoT), Open-source software development and predictive analytics. RPA is also widely used in their finance and centralised procurement functions as well, to improve productivity and efficiency.

Moving forward, Jabil believes that within their IT functions, the combined technologies of Cloud utilisation, API Management, IoT and Edge Computing, Next Generation network, RPA and Artificial Intelligence (AI) will be key growth drivers. Whereas, their finance functions would see an increase in IT solutions in the space of RPA, predictive modelling and AI.

Positioning People As The Greatest Asset

When it came to expanding their presence in Asia in 1995, Malaysia was chosen because of their abundance of multilingual talent in order to successfully work with their teams based all over the world.

The strength of Malaysian talent, being multilingual and multicultural, puts us ahead of other competitors particularly in a service-oriented culture.

At Jabil, a foundation of great people is not just a statement, but a testament to their core company culture. The company believes that every employee, regardless of role, makes a difference in what they do and it is this very same empowerment that has lifted Jabil's success.

The culture in which Jabil has integrated into its workforce is one that celebrates every employee, their diverse backgrounds and the unique perspectives they consistently bring to the table each day. In a multicultural and multiethnic country like Malaysia, Jabil strives to embody a sense of inclusiveness which has resonated well with their current employees – 95% of which are locals. Their Malaysian talent are now serving leadership roles in their GBC, and are also leaders in the functional, business partner and development manager roles within the IT division.

Beyond the sphere of work, Jabil's organisational culture supports numerous social and environmental responsibility initiatives and embraces lean thinking throughout the organisation, which is carried forth by the locals here as well. In terms of work ethics, Jabil asserts that the Malaysian talent are very professional in their dealings and are consistent performers with high productivity.

Their unique work culture and ethics also plays into their recruitment strategy whereby they are constantly on the lookout for experienced talent with diverse work experiences who are able to complement Jabil's complex business scenarios. Jabil also taps into the young and vibrant talent pool in local campuses whereby if successfully recruited, students would then be inducted into their fresh graduate programme.

Retention is just as important, hence Jabil constantly organises activities to recognise their efforts and contributions towards the company, whilst embarking on a yearly compensation benchmark to stay competitive.

To bring out the potential of their employees to the fullest, Jabil frequently conducts internal workshops and training sessions to upskill and reskill existing technologies to stay abreast with new technologies, processes and requirements.

The company also actively partners with local agencies such as the Malaysian Digital Economy Corporation (MDEC), Invest Penang, TalentCorp, Northern Corridor Implementation Authority (NCIA) on different programs to support employees in transitioning to a new economy and marketplace. In addition, for their small volume production build, Jabil also works with local SMEs for prototyping opportunities.

With a strong empowered foundation of local talents they have built up, and a strong track record, Jabil continues to push the envelope across their Malaysian operations. With digital disruption and convergence of technologies shaking up the business environment, Jabil is confident that their digital transformation journey and their ability to drive innovation will lead them ahead of the pack, and with the support of the Malaysian ecosystem.

