

CYBIANT - WIN IN THE DATA ECONOMY

CONSULTING SERVICES

MALAYSIA | SINGAPORE | NETHERLANDS | USA

WELCOME TO CYBIANT

WIN IN THE DATA ECONOMY

We will always remember the year 2020 as the year that brought about epic changes due to the COVID-19. The world was shake up in a way the we have not seen before in recent history. Despite the monumental challenges in terms of healthcare, business operations and our ability to physically meet with each other, we have also seen how technology can enable us to still function as a society. Now more than ever, businesses rely on technology to get through this crisis.

The reason we started Cybiant, from the very beginning, is to help governments, companies and individuals towards a more sustainable future through better decision-making. We are tremendously proud that our solutions and services help to provide better insights, better use of data and, ultimately, better decisions. Whilst we will keep continuing on this mission, we have outlined the ways in which we can assist organizations on their journey to become completely data-driven.

One of our primary goals at Cybiant is to be the forerunner in the development of expertise and thought leadership in innovative technologies. It is my strong believe that knowledge and innovation will be able to solve the world's most pressing problems.

Because technology keeps evolving so rapidly, innovation projects need to be prioritised. So what would be a good focus

point for 2021? From our conversations with customers, we have seen four major trends to consider for next year.

1. Automation keeps business running

One of the major lessons from last year is that business who have an automated service delivery model continue to thrive. I firmly belief that in 2021 we will see a major push towards the delivery of automated services.

2. Data Governance becomes important

In order to thrive in the data economy, organizations will need to have control over their data. Not just where enterprise data is stored, but how to effectively control it. In order to realize an effective Data Governance model, processes for access and control need to be established.

3. A push towards Service Intelligence

As we all know, machine learning and AI algorithms provide opportunities to almost every business. One of the most practical use cases to consider is the application of AI algorithms to the domain of IT Services, a development frequently coined as Service Intelligence. With Service Intelligence, you can start predicting service performance and increase the quality of your service delivery organization.

We sincerely hope we can keep assisting you to Win in the Data Economy.



Jan-Willem Middelburg

CEO Cybiant



ABOUT CYBIANT

COMPANY PROFILE

Cybiant excels at helping businesses use their data to win in the data economy. Using next-generation technology and established IT Best Practices, we assist companies to control their technology assets, automate their processes and transform data into a strategic asset. Founded and headquartered in Kuala Lumpur, Malaysia, Cybiant now operates across the world and has assisted organizations on all continents.

Cybiant is internationally recognised for its thought leadership, and has contributed to the establishment of Automation and Big Data best practices, many of whom are now used as standards by companies across the world. Our knowledge transfer methods are renowned, and have certified more than 10.000 industry professional in next generation IT standards and corresponding technology.

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DIGITAL STRATEGY & DIGITAL TRANSFORMATION

The new digital era has changed the rules of business – customers are in control and new players force major disruptions in the market. To serve today's customers, you need to rethink your IT strategy and start your digital transformation. Cybiant can assist your organisation in formulating a holistic strategy based upon people, partners and technology.

DIGITAL STRATEGY DESIGN

IT organisations are constantly told to deliver value better, faster and cheaper, and one way to do this is with an effective digital strategy. A Cybiant consultant will assess your organisation's needs and identify an approach and future opportunities for your team to continuously deliver business value. After the digital strategy design engagement, you will have a practical roadmap for the digital transformation of your organization.

DIGITAL CAPABILITY ASSESSMENT

Do you think your team is ready for a digital transformation but you're not sure where to start? That's where we come in. Bring us onsite to assess the readiness of your organisation, rate against an industry benchmark and the steps needed for a successful digital transformation. At the end of the assessment you will have a list of changes you can make immediately as well as longer-term opportunities to capitalise upon.

AUTOMATION STRATEGY

Cybiant is one of the world leaders in service automation consulting. We were the first global organisation to become accredited in the service automation framework and have implemented service automation solutions with industry leaders across the globe. Over the years, we have refined our service automation consulting model that assists organisations – large or small – in creating and implementing service automation solutions.



ROBOTIC PROCESS AUTOMATION

Robotic Process Automation is reshaping the way organizations deal with repetitive, process-oriented work. By automating back-office processes, shared service operations can become 40-50% more efficient, whilst significantly reducing errors.

RPA DISCOVERY WORKSHOP

One of the top reasons that companies have yet to adopt RPA solution even though they are fully aware of the benefits that it can bring, is due to a lack of understanding of RPA and not knowing where to start. In view of this, Cybiant has specifically designed the RPA Discovery Workshop to help organizations to have a better knowledge of RPA solution and to assist them to begin their RPA implementation journey without any consultation fees.

RPA VISION AND STRATEGY WORKSHOP

Ensuring that the Program Sponsor and Sr. Leadership team share a common understanding and shared set of expectations is a critical success factor for RPA program success. The RPA Vision and Strategy Workshop provides guidance to Sr. Leadership Teams on the People, Process, Tool and Partner elements of a typical RPA project. This workshop is a critical awareness session that will enable the Sr. Leadership team to understand their roles in supporting RPA program success.

RPA PROOF OF CONCEPT

Many businesses consider RPA proof of concept (PoC) as the catalyst that nudges them in the right direction. If you are looking for ways to convince your senior management about embracing automation, then RPA PoC can help. A PoC is an effective way to understand if automation will be successful in the confines of a customised business environment and the way it will impact the existing systems. It also allows a chance to validate the chosen software platform and the resources involved to ensure a successful roll-out of a larger program in the future.

ROBOT-AS-A-SERVICE (RAAS)

The Cybiant Robot-as-a-Service solution makes your business more agile and is focused on results. Our RaaS solution is the fastest most scalable way to benefit from RPA capabilities. Based on your organisation's requirement, our RPA Center of Excellence designs, builds, operates and maintains your robots for your you. During the onboarding process, we design the processes you wish to automate. The Cybiant RPA Center of Excellence subsequently keep the robots running.





SERVICE AUTOMATION

Cybiant was the first global organisation to become accredited in the Service Automation Framework and has implemented service automation solutions with industry leaders across the globe. Our service automation consulting approach provides a brief glimpse into how Cybiant can support your organisation in adopting, implementing and improving service automation.

SERVICE AUTOMATION SOLUTIONS

Save valuable time and resources while delivering stable and reliable IT services to your organisation's business customers. Benefit from a common and efficient methodology that can be applied to the various functions within your organisation's internal and external IT value chain. This four-step structured approach, together with an extensive tool kit of service automation best-practice guidance, will enable the optimisation of services to pave the way for automation.

1. Service Automation Gap Assessment

Determine the readiness of your organisation for the adoption of automated services. Identify which automated services, if any, that your organisation already uses and describe the state of the service catalogue, service portals, service level agreements, technology, and skills requirements – based on the theory and structure of the service automation framework. The service automation gap assessment will be led onsite by an experienced consultant with in-depth expertise, as well as through extensive data analysis.

2. SAF Gap Analysis Document

Leverage the findings of the service automation gap assessment to identify the best route for

achieving service automation. Discover the actions required to begin delivering automated services and identify opportunities for quick wins. In addition, your organisation will gain insight regarding cost savings and process design issues, as well as information necessary to build the financial business case for service automation.

3. Service Automation Blueprinting

Receive a service automation blueprint for every service in your organisation's service catalogue. Blueprinting is an essential technique used in service automation and provides key information necessary for both scripting and process automation. The blueprint will outline the workflows, communications, and scripts that need to be assembled in the self-service portal.

4. Self-Service Portal Design

Utilise the blueprints from the service automation blueprinting phase to create the self-service interface, which connects the users with the service provider and allows for the operation of the self-service portal. While meeting all the functional requirements of the organisation, the portal must be set up so it is easy to understand and easy to use.need to be assembled in the self-service portal.

MACHINE LEARNING & ARTIFICIAL INTELLIGENCE

Cybiant's Machine Learning and AI services assist organizations in the development of machine learning or deep learning algorithms. Our team of data scientist will analyse your business problem and use leading machine learning best practices to design, script and test algorithms to meet your organisation's goals. Because our services are vendor-independent, we can implement these algorithms in any platform, regardless of where the data is hosted.

Because of our strong expertise and experience in the design of Big Data solutions, Cybiant has developed proprietary Big Data algorithms, which we can adapt to your specific solutions. Our collection of algorithms – known as the CYBorithms® – provide organizations with fast and cost-efficient way to utilise some of the most powerful algorithms in the world.

CUSTOMISED ALGORITHM DESIGN

Our Cybiant Data Scientists can create a Machine Learning algorithm based on your business requirements. We can build and train models using supervised (classification or regression-based), unsupervised (clustering or association based) and reinforcement (reaction to an environment based) learning techniques.

We optimize the model for maximum accuracy, and ensure it meets your current and future business requirements. After the initial model development, our quality experts will assist in model testing and deployment to the live environment.

MARKET BASKET ANALYSIS

Using Market Basket Analysis algorithms, our Cybiant experts help you understand which product bundles are being purchased together by your customers, and in what sequence.

Understanding the product combinations and the strength of these relationships is valuable information that can be used for making recommendations, cross selling and up selling, and offering coupons and promotions. Using our advanced algorithmic techniques and CYBorithms®, we have the ability to build recommendation algorithms that can systematically help target the right products per customer group to maximise returns.

"Cybiant's expertise in Big Data and Data Science is unparalleled. From the development of the Enterprise Big Data Framework to their Cyborithms, we rely on Cybiant for all our data analysis and predictive analysis"



RECOMMENDATION ENGINES

Cybiant can build your product recommendation engine that understands the preferences and intent of each visitor and shows the most relevant recommendation type and products in real time. Using our Product Recommendation Engine services, your organization can determine the next best action for each of your customers at any point in time. Driven by models capturing life-event patterns, buying behaviour, social media interactions, and other aspects, your organization will learn which customers need to be approached and on which channel, so that you can create the right experience on all connected sales points.

FRAUD DETECTION

Cybiant consultants and data scientists have deep expertise in the design and implementation of fraudulent claim detection models that leverage the most innovative Big Data techniques in predictive modelling and machine learning. The basis of our approach has been developed in Cybiant ADA®, our proprietary flagship product for Advanced Detection Analysis (ADA). The objective of our fraudulent claim detection service is to minimise your fraudulent claim rate and increase your profit margins. Our Fraudulent Claim Detection services will help you identify your riskiest customers, and indicates which kinds of claims should be immediately flagged as suspicious.

IOT PREDICTIVE MAINTENANCE

With new sensor information, IoT can help manufacturers improve overall equipment effectiveness (OEE), save money by minimising equipment failure, allow the company to perform planned maintenance, and avoid issues before they happen. Cybiant's IoT Predictive Maintenance services will alert operators when a component needs attention or repair, reducing the need for ongoing inspections. Cybiant connects your machines, data, and people to streamline your operations and bring ground-breaking improvements to your overall manufacturing processes and productivity.

CYBORITHMS®

Both a product as well as a service, our proprietary CYBorithms® are quick and cost-efficient way in which your organization can get started with Machine Learning. Cybiant has developed a number of customised algorithms for common business problems that can quickly be tailored to your organisation's needs. Our CYBorithms® include algorithms for common classification, clustering and outlier detection problems. If you are looking for cost-efficient and proven solutions to obtain value from your data, our CYBorithms® service is one of the most effective ways to start benefiting from Machine Learning and AI.

IT GOVERNANCE

The pervasiveness of cloud technology and mobile devices has led to IT organisations desiring complete control of their assets, processes and services. IT Governance is not only about adequately responding to demand, supply, management, and organisational development challenges, but is also about leadership. Our experiences in designing and implementing IT Governance activities have proved that changing the leadership of all professionals involved is crucial to successful governance

COBIT 2019 IT GOVERNANCE ASSESSMENT

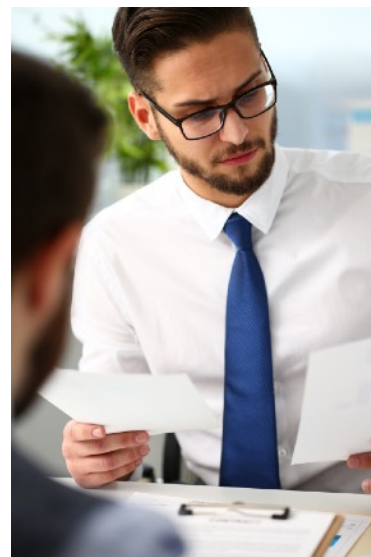
The COBIT 2019 IT governance assessment is a standardised maturity assessment based on ISACA's leading framework will assess the maturity of your IT processes, divided over five main domains for an effective governance of enterprise. Cybiant will benchmark your results to industry standards and provide you with a roadmap for quick and medium-term improvements. The COBIT 5 IT governance assessment is conducted within 20 working days.

IT GOVERNANCE PROCESS DESIGN

IT governance ensures that the IT organisation's strategy aligns with that of the business. This consulting service will put in place a framework that ensures your team is achieving their strategies and goals, while continuously delivering value to all stakeholders. Additionally, it will align your IT processes to the COBIT 2019 standard for IT Governance. The purpose of this service is to allow every organization to start from the COBIT core model and, from there, adapt the governance system to the enterprise's own priorities and specificities

BYOD AUDIT AND ASSURANCE PROGRAMME

Learn to provide management with an assessment of BYOD (Bring Your Own Device) policies and procedures and their operating effectiveness, identify internal control and regulatory deficiencies that could affect your organisation. A Cybiant consultant will identify information security control concerns that could affect the reliability, accuracy and security of your enterprise data due to weaknesses in mobile computing controls.



DEVOPS & CONTINUOUS DELIVERY

The capability to merge the world of development with the world of IT operations is ever more important to deliver services that are faster, more reliable, and fit-for-purpose. Is your organisation ready to be first-to-market?

Applying DevOps principles is not easy. It primarily focuses on involving your people and how to get them to collaborate as a high performing team. To unlock your organisation's potential, it is necessary to implement a cultural shift that demands commitment from management and strong leadership. Cybiant can guide your organisation to implement new behaviours and develop the leadership skills required for a successful transformation.

DEVOPS EXECUTIVE OVERVIEW

Our DevOps Executive Overview workshop demystifies DevOps and what it really means to create and maintain a collaborative and highly communicative culture and an integrated set of processes. The workshop will also cover how DevOps relates to other popular methodologies such as Agile, Lean and ITSM.

DEVOPS STRATEGY DESIGN

Too often, IT professionals are told to "do the DevOps," and focus on the technology, but there is so much more to DevOps than that. The goal of our DevOps Strategy Design workshop is to provide enterprises – of all sizes – with a solid strategy and working framework to unlock the methodologies' full potential. With DevOps Strategy Design, your organisation can be optimally positioned for long-term success.

DEVOPS MATURITY ASSESSMENT

Our DevOps maturity assessment serves as the basis for evaluating, benchmarking and developing an improvement roadmap. Our DevOps expert can show you where you are in your DevOps journey and the steps to take to get to where you want to be. The DevOps maturity assessment is a great start for any organisation looking to take their first steps with DevOps.

DEVSECOPS REVIEW

Embedding security practices into your delivery pipeline is crucial to deliver reliable and secure services at scale. Our DevSecOps Review service defines your organizations risk appetite, and recommends security improvement to your DevOps toolchain.

"Our organization continues to partner with Cybiant. With the Expertise of Cybiant, we are better prepared to compete in the data-driven economy."



IT ASSET MANAGEMENT

Cybiant has refined its consulting model for assisting organisations – large or small – in creating and implementing an IT Asset Management (ITAM) strategy based on the International Association of IT Asset Manager's (IAITAM) best practice framework.

The Cybiant consulting model provides a full transformation lifecycle approach, enabling organisations to translate their ITAM knowledge into tangible results. The following lifecycle stage descriptions provide a brief glimpse into how Cybiant can support your organisation in adopting, implementing and improving your ITAM strategy

ITAM STRATEGIC ROADMAP

Identify your key ITAM program drivers, develop your specific ITAM goals, and deliver a report on your organisation's vision – with a roadmap that will act as a foundational input into future planning activities. You will understand that ITAM is a people project supported by tools and processes, not a tool or process project supported by people.

ITAM PROCESS DESIGN

Unable to assign internal resources to the design and creation of process deliverables? Have our IT Asset Management experts design a leaner, more efficient and effective process with you! Within a workshop setting we will examine your customer requirements from the process in question and analyse each part of the process, looking for efficiencies and setting you on the path to continuous improvement.

ITAM MATURITY ASSESSMENT

Whether the driver is internal service improvement, achieving a quality standard, or meeting compliance regulations, having a benchmark of current state is essential for any improvement program. The standard CybiantSCAN™ assessment service provides a baseline of the maturity of ITAM processes, including focus to the IT culture, and, allows informed decisions to be made to drive continual service improvement.





IT SERVICE MANAGEMENT

In today's competitive business environment that's rapidly moving towards digitisation, now, more than ever, IT needs to deliver efficient and cost-effective services to the business. To achieve this success, the first step is realising that the true goal of an ITSM initiative: to deliver stable and reliable IT services to the business customer.

With world-leading expertise from the most recognised industry experts, Cybiant has been innovating the ITSM industry by introducing service automation and service intelligence concepts, which are now used by organizations across the globe. The Cybiant consulting model provides a full transformation lifecycle approach enabling our customers to translate their ITSM knowledge into tangible and lasting results.

ITSM STRATEGIC ROADMAP

Transform your organisation to ensure the most efficient and effective delivery of business value to your customers. Your organisation needs to move from a technology-centric culture to one that focuses around service and embraces tried and true service management principles and best practices.

Your organisation will acquire the strategic knowledge to navigate around common barriers to manage significant shifts in attitudes, behaviour and culture across multiple stakeholder groups. Key deliverables include: a program charter with the ITSM program outcomes; a governance plan that identifies guiding principles, key roles and the process governance organisation; a high-level multiple-stage process map; a stakeholder training plan; an organisational change plan with key activities to change behaviours and gain the adoption of new or modified processes and the applicable ITSM tools; and much more.

ITSM MATURITY ASSESSMENT

Gain insight into your organisation's IT process maturity levels as well as recommendations for improvements.

Under the guidance of an ITSM expert and experienced consultant, your organisation will employ an industry-wide recognised ITSM process assessment methodology from Cybiant. The completed ITSM maturity assessment, which supports the ITIL® service lifecycle approach, will provide your organisation with a reference point from which future improvements and progress can be measured. This will allow for informed decisions to be made to best drive continual IT service improvement within your organisation.



ITSM PROCESS DESIGN

Design, develop and implement successful IT process improvements for your organisation that are based on the ITIL best practice framework.

Your organisation can choose from two different models of ongoing consulting support, depending on the goals and constraints of your organisation's process improvement objectives. One option entails a greater involvement of your organisation's resources.

Regardless of which model is used, these are some of the deliverables your organisation will receive:

- High-level process workflow and activity descriptions
- Process policies
- Process roles and responsibilities, including a RACI matrix (responsibility chart)
- Process integration points

ITSM Process design can be based a selected number of processes or practices, or the entire ITSM process suite.

ISO/IEC 20.000 CONSULTING

ISO 20.000 Consulting Obtain a competitive advantage and validate the effectiveness of your organisation's IT service management system and processes to suppliers, customers, staff, and partners. Compliance with ISO 20.000 can help your organisation drive down costs, improve the quality of core IT service management processes and improve access to key government markets.

The implementation of a management structure and system under ISO provides accountability for every element of ITSM, including a strong reporting structure, clear personal responsibility and supporting documentation. Ultimately, ISO 20.000 helps your organisation achieve its goals of improving efficiency and effectiveness, customer satisfaction, and continual improvement.





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