

President



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Immediate Past President
Singapore Infocomm Technology Federation (SiTF), Singapore

Vice President



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Australian Information Industry Association (AIIA), Australia



Bunrak Saraggananda
The Association of Thai ICT Industry (ATCI), Thailand



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Bangladesh Computer Samity (BCS), Bangladesh



Richard Yin
Information Service Industry Association of Chinese Taipei (CISA), Republic of Taiwan



Dr. Y. T. Lee
Federation of Korean Information Industries (FKII), Republic of Korea



Atsushi Nishijo
Japan Information Technology Services Industry Association (JISA), Japan



Looi Kien Leong
Association of the Computer and Multimedia Industry of Malaysia (PIKOM), Malaysia



Pek Yew Chai
Singapore Infocomm Technology Federation (SiTF), Singapore

Secretary General: **Lucas Lim**

Design: Creative Inc. (011-41634469)

President's Message



Dear friends,

Welcome to the third edition of ASOCIO Connect, a special newsletter for the ICT industry in the Asian and Oceania region. The first edition of this rotating newsletter was done by NASSCOM, India, the second edition was done by AIIA, Australia and the third is now done by PIKOM, Malaysia.

PIKOM, the Association of the Computer and Multimedia Industry, Malaysia is the association representing the Information and Communications Technology (ICT) industry in Malaysia. Its membership currently stands at over 716, comprising companies involved in a whole spectrum of ICT products and services which commands 80 per cent of the total ICT trade in Malaysia. By facilitating Malaysia's business growth and competitiveness through application of information technology, PIKOM is positioned to be the voice of the Malaysian ICT industry. PIKOM works to improve the business climate in the interests of all its member companies and to promote industry growth in line with national aspirations.

In this edition, we take a look at the Malaysian ICT industry as it becomes indicative of swift growth and a significant contributor to economic escalation. The Malaysian Government has identified the development of the ICT industry as a strategic tool for country's growth and thus has initiated ICT policies like the National Vision Policy (NVP) or 'Vision 2020'.

We also look at some of the upcoming events and activities of ASOCIO, along with a peep into some past activities of ASOCIO.

I would like to take the opportunity to invite member associations to contribute news and events for the ASOCIO newsletter and the ASOCIO website and leverage the platform and reach of ASOCIO. I would also like to encourage interaction between the associations, information exchange and sharing of best practices, thus making Asia-Oceania a region to reckon with!

ASOCIO Connect is a platform and an opportunity for IT/ICT associations to exhibit their country's ICT market. ASOCIO has been instrumental in linking up IT companies in its member economies in the Asian-Oceania region. ASOCIO has 20 members and ASOCIO member associations, through their own members, representing more than 10,000 IT companies in the region. The member associations cooperate and coordinate with each other for achieving the common goal of strengthening business ties for the betterment of the ICT industry in their region.

Your feedback is vital for us. Please send in your suggestions and comments to lucas@asocio.org

Ashank Desai
President, ASOCIO

Malaysian ICT industry on the fast track to growth

The Malaysian Government has identified the development of ICT industry as a strategic tool for the country's growth. In this initiative, it is guided by the 'National Vision Policy' (NVP) or 'Vision 2020', which calls for appropriate economic policies and lays down a framework to build a knowledge-rich Malaysian society by 2020.

The Malaysian Information and Communications Technologies (ICT) industry is demonstrating high growth rates and emerging as a strong contributor to the country's employment and economic growth. While the telecommunications industry has been dominating in terms of volume, the IT industry is leading in terms of growth rates.

The Malaysian Government had also invested substantial funds in creating the Multimedia Super Corridor (MSC) in 1996 to attract domestic and foreign investors to its ICT industry. The MSC currently serves as the backbone of ICT infrastructure in the country and is supported by a high-speed link (10Gb/s network) that connects it to Japan, the ASEAN countries, the US and Europe.

While the MSC offers state-of-the-art infrastructure, the Malaysian Government is also offering various tax incentives to attract global technology companies to participate in this initiative. It has also launched

programmes aimed at building a highly educated workforce and is intensely focused on improving and expanding telecommunications infrastructure as well as telephone penetration rates.

IT hardware is currently the largest IT segment and is driven by falling prices and a growing trend towards mobility, which in turn is spurring demand for notebook PCs, smart phones and PDAs, and related content. Packaged software dominates, but creative multimedia has significant growth potential in the Malaysian IT software segment. Open source software is receiving major growth stimulus from the government sector.

In 2006, Malaysia was the 33rd largest economy in the world based on Purchasing Power Parity (PPP). The Malaysian economy, which is growing faster than anticipated, continues to remain resilient despite threats of inflation. The country's Gross Domestic Product (GDP) recorded a moderate growth rate of 5.8 per cent in 2006. Stable inflow of foreign direct investment and large current account surplus have aided the accumulation of significant foreign exchange reserves, strengthening Malaysia's economy. Increase in domestic demand, private sector investments, and rise in exports further cemented its position. The ICT industry is also emerging as a strong contributor to employment and economic growth, especially with the country becoming a top investment destination. The industry has achieved high growth rates on the back of robust economic growth, greater political stability, and expanding consumer base. The Malaysian ICT industry contributed to 5.7 per cent of the GDP in 2006.

IT services, particularly SSO business in the banking and transportation sectors, are growing at a rapid pace. There is a perceived shift from traditional IT Outsourcing (ITO) to discrete outsourcing services or IT provision. Although there is a steady decline in fixed-line telephony, this is offset by increasing broadband connectivity and mobile telephony due to the introduction of Universal Mobile Telecommunications system (UMTS) and 3G technologies.



A Gem in the Making

The Malaysian contact centre outsourcing industry and its position as a hub for outsourcing activities in Asia-Pacific

By Yen Yen Har, Industry Analyst, Frost & Sullivan

The Malaysian contact centre outsourcing industry saw incredible growth in 2006. It rose by 46.1 per cent to US\$ 114.7 million, while agents and seats registered an encouraging growth of 49.5 and 45.2 per cent respectively. In comparison with entrenched participants, India and the Philippines, the country yielded comparable or better growth performance in all three aspects. Being a potential market, the Malaysian contact centre outsourcing industry is an increasingly favourable alternative to offshore locations due to the strong government support and commitment to enhance visibility of the country's capabilities in the contact centre outsourcing space. Today, Malaysia is already an ideal launch pad for outsourcing companies to venture into the Asia-Pacific markets.

Table 1: Malaysian contact centre outsourcing 2006

| Measurement | 2006 |
|--------------------------------------|--------------------|
| Number of outsourced contact centres | Approximately 25 |
| Total agents | 5220 |
| Total seats | 6600 |
| Total revenue | US\$ 114.7 million |
| Contribution of offshore work | 41.9 per cent |

Source: Frost & Sullivan



Winning in the Asia-Pacific market

A significant number of companies such as Nokia, Jetstar Airways Pty Ltd, Network Appliance, Inc., Gateway, Inc. and Hewlett-Packard Development Company, L.P. have outsourced their regional contact centre services to outsourcers in Malaysia. From a competitive perspective, Malaysia possesses a winning position as it has numerous multilingual agents. With a unique multiracial population, the nation is competent to handle interactions in more than 10 native Asian languages besides English. This has provided Malaysia with an edge over its counterparts, India and the Philippines that focus mainly on English speaking countries.

Malaysia could potentially scale up its outsourcing contact centre businesses for countries such as Australia, Japan and Hong Kong besides playing a key role as the ASEAN hub. By the end of 2013, revenue contribution from offshore outsourcing is anticipated to reach 48.4 per cent of the total revenue of the Malaysian contact centre outsourcing industry.

Table 2: A comparative analysis of contact centre outsourcing markets

| | Malaysia | India | Philippines |
|---------------------------------|--|------------------------------|---|
| Major countries serviced | Asia Pacific, US, UK | US and UK | US |
| Outsourced seats CAGR (2006-13) | 25.8 per cent | 22.9 per cent | 20.0 per cent |
| Language capability | Over 10 native Asian languages/ dialects including Bahasa, Japanese, Mandarin, Cantonese, Tamil, and British English | American and British English | Predominantly American English, with small population for Asian languages |

| | | | |
|------------------------|--|---|---|
| Incentives/Attractions | <ul style="list-style-type: none"> • 10 years tax exemption for Multimedia Super Corridor status companies • Establishment of cyber cities and cyber centres | <ul style="list-style-type: none"> • Zero import duty on import of all capital goods • 10 years income tax rebate | <ul style="list-style-type: none"> • 4 years exemption from corporate income tax, extendable up to eight years, with the option to pay a special 5% tax on gross income. • Duty and tax exemptions on imported capital equipment. |
| Level of risk involved | Low (managed float for exchange rate, political stability) | Medium (terrorism and political & business environment, rising real estate costs and high attrition rates) | Medium (political instability, volatile exchange rates) |

Source: Frost & Sullivan

The competitive landscape

The marketplace is dominated by key players, notably VADS Berhad, TeleDirect International, Inc., SRG Asia Pacific Sdn Bhd, TeleTech Holdings, Inc., SCICOM Data Services and Vsource, Inc. While the first three participants are competing rigorously in the local outsourcing market, the latter are paying more attention to the offshoring market opportunity. The intensity of competition currently is less than India and the Philippines. However, it is important to note that close to 70 per cent of the outsourcing contact centres are small to mid-size and growing rapidly.

Another interesting progress is that Indian outsourcers are slowly creeping into the market, establishing their presence in Malaysia to address the overspill calls as well as to fulfill demand from customers with business in the ASEAN region. Other than HCL Technologies Ltd., which was established four years ago in Malaysia, Nipuna Services Limited has expressed strong interest in establishing their operation in Malaysia.

Table 3: Competitive structure

| | Description |
|-----------------------------------|---|
| Number of companies in the market | Approximately 25 |
| Major competitors | Scicom, Vsource, VADS, Teledirect, Teletech, SRG Asia Pacific |
| Types of competitors | Multinational contact centre outsourcers; Local companies; IT service providers |
| Tiers of competition | Pure play contact centre outsourcers; Business process outsourcers; IT service providers that bundle their core services with contact centre functions |
| Competitive factors | Quality service and service level compliance; Pricing; Cost efficiency; Ability to offer wide array of services; Provision of one stop contact centre management solution; Customised solutions and programmes; Proven track record in deploying solutions; Regional expansion capability |

Source: Frost & Sullivan

Conclusion

There is little doubt that outsourcing in the contact centre space is picking up in Malaysia after a long wait. While India and the Philippines strengthen their hold on the market as the outsourcing powerhouses, Malaysia continues to strive, aiming to distinguish itself as a premier destination for high-value outsourcing activities. As a relatively new contender in the contact centre outsourcing space, Malaysia should move fast to address several key issues concerning labour supply, incentives and scalability. At the same time, it should focus on leveraging its key strengths, notably good infrastructure, comparable cost advantage, large pool of skilled workers with technical knowledge, multilingual skills, geographical and cultural affinity, and a conducive business environment. The country does have the capability to rise from being a niche player currently to becoming a true global hub for contact centre outsourcing.

SMBs in Malaysia to invest US\$ 46 million on IT security

By Raju Chellam, Vice President (Asia-Pacific), Access Markets International (AMI) Partners, Inc

Small and Medium Businesses (SMBs) or commercial companies with up to 999 employees in Malaysia will invest US\$ 46 million on IT security this year, up 33% over last year, and just US\$ 1 million more than its neighbour Singapore, according to Access Markets International (AMI) Partners.

Spending on anti-virus solutions will account for close to 31% of overall IT security expenditure, and 9 out of 10 PC-enabled SMBs have installed anti-virus software. AMI defines SBs as companies with 1-99 employees, and MBs as companies with 100-999 employees. There are about 450,000 SMBs in Malaysia; up to 98% are SBs. Overall, SMBs in Malaysia are on track to spend US\$ 2.5 billion on IT this year.

The importance of other security applications such as anti-spyware and anti-spam are clearly recognised by MBs, as compared to SBs. About 80% of MBs in Malaysia have deployed anti-spyware and anti-spam solutions so far, compared to just 40% of SBs.

Malaysia transformed itself from 1971 through the late 1990s from a producer of raw materials into an emerging multi-sector economy. Growth was almost exclusively driven by exports – particularly of electronics. Malaysia unpegged its currency, called the ringgit, from the US dollar in 2005 and the ringgit appreciated 6% against the dollar in 2006.

The economy is dependent on continued growth in the US, China, and Japan – three top export destinations and key sources of foreign investment. The government presented its five-year national development agenda in April 2006 and the plan targets the development of value-added manufacturing and an expansion of the services sector.

Malaysia has a population of 24.8 million and is a constitutional monarchy of 13 states, including Johor, Kedah, Kelantan, Melaka, Negeri Sembilan, Pahang, Perak, Perlis, Pulau Pinang, Sabah, Sarawak, Selangor,

and Terengganu. Kuala Lumpur is a federal territory and is the capital city. The country was governed for 22 years (1981 – 2003) by Prime Minister Mahathir Mohamad. He was highly successful in diversifying its economy from dependence on exports of raw materials, to expansion in manufacturing, services and tourism.

In end October 2003 Abdullah Ahmad Badawi took over as Prime Minister. And since January 2004, Mohamed Najib has been Deputy Prime Minister. Currently, Malaysia's Gross Domestic Product is US\$ 133 billion and its GDP per capita is about US\$ 13,000.

According to interviews with SMB owners conducted by AMI, about 35% of SBs regarded enhancing enterprise IT security as important or very important, compared with 65% of MBs. While current IT security spending in Malaysia is being driven by medium to large businesses, in the next five years, more than 50% of IT security spending will come from SBs. This would represent a huge market opportunity for IT security vendors.

SBs in Malaysia will gradually come up to speed on security adoption, driven by increasing reliance on the Internet, growth in e-commerce and mounting awareness of the importance of business continuity measures. As the need to remain in operation 24/7 becomes acute, businesses of all sizes will count the cost of exposing their systems to security threats and the adverse effects of compromising the integrity of their core operations.

One worry: the adoption of VPNs (Virtual Private Networks) is still relatively low among SBs in Malaysia. This is particularly apparent among PC-enabled SBs where less than 5% are currently using VPNs. Indeed, more than 40% of LAN-enabled SBs revealed that they were not using VPNs and had no intention of using it, while over 25% were not aware of this technology at all. However, given time and awareness, and as SBs grow, the prevalence of VPNs will rise.

Kuala Lumpur, Malaysia to host 16th World Congress on Information Technology

Kuala Lumpur, the capital of Malaysia, is eager to welcome delegates and guests to the 16th World Congress on Information Technology in May 2008.

Reasons to attend WCIT 2008

WCIT 2008 has a strong and interesting agenda. Its Congress component will bring together leaders from business, government and academia to discuss important issues facing the ICT sector and the world in general. Under the overarching theme, *The Global Impact of Information and Communications Technology: Enable Businesses, Empower Societies and Enrich Economies*, WCIT 2008 will discuss social and economic issues like education, healthcare, environmental sustainability, global peace, poverty and digital divide. The Congress will also delve into business and technological aspects of ICT and highlight ICT opportunities in the fast-growing Asian region.

Key WCIT 2008 highlights include

- **The Great Debate:** This will be the first WCIT to incorporate a global-level debate to examine a controversial but important issue facing the ICT industry.
- **Three Marquee Speakers:** Invited speakers comprise world's most respected and influential personalities.
- **Six Keynote Speakers:** Speakers comprise global business leaders from ICT and non-ICT industries.
- **Asian Opportunity Segment:** Invaluable insights into new and emerging opportunities in Asia. Businesses will have the opportunity to interact with the high-powered Ministerial panel on challenges and concerns on doing business in Asia.
- **Global Impact Issue Sessions:** These sessions will explore the manner in which ICT holds the key to solving global issues and the ways ICT can be used to have a positive impact on human lives. Join these sessions and contribute your inputs to make the world a better place.

- **CIO-CEO Segment:** Features CIOs from major ICT users and CEOs from major ICT vendors with an aim to bridge the gap between technology and business. These are platforms for CIOs and CEOs to learn and understand each other's business expectations and challenges.
- **Ministerial Panel on Future of the World Wide Web:** Featuring ICT Ministers from the world's most influential ICT markets with an aim to discuss the Internet's future social, political and economic impact.
- **Telecommunications Panel:** A panel comprising CEOs of leading telecommunications companies will discuss key issues related to Digital Convergence.
- **B2B Meetings:** A structured programme designed to help you find and arrange meetings with potential business partners from among participants of WCIT 2008 and its satellite events.
- **Link Forum:** A platform providing the opportunity to address a global audience at the conference.
- **Malaysia Truly Asia Cultural Performances:** Refreshing performances depicting Malaysia's rich cultural heritage comprising the Malays, Chinese, Indians and other ethnic groups.

Malaysia: Cultural diversity and technologically progressive

Malaysia is an economically progressive and politically-stable nation with a history of being a vital East-West trade hub. Strategically located in the heart of South-East Asia, Malaysia's rich multi-ethnic, multi-language heritage and racial diversity makes it an exciting and ideal location for many global operations.

Blessed with an abundance of natural resources and equipped with a world-class physical infrastructure, the nation's forward thinking leadership has forged MSC Malaysia and encouraged the development of ICT as it targets to attain a developed nation status

by 2020. As the host country for WCIT 2008, Malaysia offers an enriching experience to exhibitors, delegates and visitors alike with its investment-friendly policies and atmosphere.

Founding Sponsor – 16th World Congress on Information and Technology

HT Consulting (Asia) Sdn Bhd: Banking on global presence

There's an air of excitement as HT Consulting (Asia) Sdn Bhd Group CEO Harres Tan Leong Huat muses about WCIT 2008. A well-laid plan, a string of market-driven activities, new technology development and foray into China, Europe and the Americas are part of his ingredients to captivate WCIT 2008 attendees.

"We're banking to raise our credibility in the eyes of this global audience," he said. It will be the first time HT Consulting will be engaging and reaching out to foreign government statesmen, influential industry leaders, bank and financial institution officials from 57 countries. As a founding WCIT 2008 sponsor, HT Consulting sets an uncommonly exciting pace and tying its initiatives is a common denominator, seeking to strengthen HT Consulting's reputation as a world-renowned and trusted provider of banking and financial automation technology.

"Participating in WCIT 2008 is exciting, chiefly for two reasons," he said. "Firstly, it allows HT Consulting to address decision makers and market leaders from across the globe. Secondly, it's exciting as we're able to position ourselves and win prominent mindshare for our brand, Panton and Rototype. In short, it reinforces our bankable reputation." Such efforts are crucial, he explained, as HT Consulting aims to become a world automation technology leader in the banking and financial industry where credibility and trustworthiness are highly desirable traits. "We intend to showcase our range of Rototype solutions and Panton Business Process Automation suite of applications. Both are specifically for use in the banking and financial industry. It delivers high convenience, lowers operational costs, increases responsiveness and reliability," he highlighted.

Platinum Partner – 16th World Congress on Information and Technology

REDtone International Bhd: Louder, stronger, clearer

REDtone International Bhd Group Managing Director Wei Chuan Beng has little time for idle banter. In 10 months, REDtone intends to showcase its capabilities at the 16th World Congress on Information Technology 2008 (WCIT 2008) in Kuala Lumpur. "Our participation as a platinum sponsor in WCIT 2008 drums a loud, strong and clear message. It says we've arrived as a full-fledged telecommunications provider with global capabilities," he says, adding REDtone will sponsor and take ownership of WCIT 2008's communication infrastructure and services.

His explanation foretells a tale of mammoth undertaking. The infrastructure must be able to cater to the diverse needs of WCIT 2008 attendees comprising international delegates, visitors, exhibitors, special guests, foreign government ministers, officials, regulatory bodies, foreign and local journalists. According to Science, Technology and Innovation Minister Datuk Seri Dr Jamaludin Jarjis, the number of attendees is expected to exceed 15,000.

More than 50 REDtone engineers have been tasked to design, setup, test and deploy this infrastructure. It will be housed at KL Convention Centre, WCIT 2008's venue next year. The infrastructure must provide sufficient coverage for the entire venue which has a build-up space of 120,000 sq metres, roughly the equivalent of about 15 large-sized international football fields. A battery of REDtone's services will complement this infrastructure. "We'll demonstrate fair and better alternatives to connect and enrich lives," he said, echoing REDtone's mission. Services like Wireless Fidelity (Wi-Fi) and Worldwide Interoperability for Microwave Access (WiMAX) network connections and high-speed fixed-line broadband Internet access of up to 155mbps will be available.

This combination, says Wei, will provide a diverse source of Internet connectivity, high-speed data and telecommunications services. "On top of that, video, images and data will ride on our infrastructure as we'll host live webcasts, streaming video and audio broadcasts of WCIT 2008 conferences and its proceedings."

ASOCIO Member Countries Listed in A.T. Kearney Global Services Location Index 2007

Top 11 ASOCIO countries were recognised by international consultants A.T. Kearney Inc in its recent survey of the world's most desirable Information and Communications Technology outsourcing destinations.

The list comprised 50 countries which A.T. Kearney ranked according to three factors. The first factor, Financial Attractiveness, is based on measures like compensation and infrastructure costs.

The second factor is called People Score and measures the country's people skills, availability of language and educational skills, and the size and quality of the ICT industry.

The last factor is called the Environment Score and rate the country's economic/political environment, infrastructure quality, cultural exposure and IP security.

Financial Score measures a country's financial attractiveness based on the costs of compensation, infrastructure, and taxes and regulations.

People Score measures a country's people skills and availability based on the IT/BPO industry size and quality, labour force availability, educational skills, language skills, and attrition risk.

Environment Score measures a country's business environment based on the economic/political environment, infrastructure quality, cultural exposure, and IP security.

| Country | Ranking | Overall Score | Financial Score | People Score | Environment Score |
|-------------|---------|---------------|-----------------|--------------|-------------------|
| India | 1 | 6.9 | 3.2 | 2.3 | 1.4 |
| Malaysia | 3 | 6.1 | 2.8 | 1.3 | 2.0 |
| Thailand | 4 | 6.0 | 3.2 | 1.2 | 1.6 |
| Indonesia | 6 | 5.9 | 3.3 | 1.5 | 1.1 |
| Philippines | 8 | 5.8 | 3.3 | 1.2 | 1.3 |
| Singapore | 11 | 5.7 | 1.7 | 1.5 | 2.5 |
| Vietnam | 18 | 5.5 | 3.3 | 1.0 | 1.2 |
| Sri Lanka | 27 | 5.4 | 3.2 | 1.0 | 1.2 |
| Pakistan | 30 | 5.3 | 3.2 | 1.0 | 1.1 |
| New Zealand | 44 | 4.9 | 1.5 | 1.1 | 2.3 |
| Australia | 45 | 4.9 | 0.9 | 1.7 | 2.3 |

Source: Extracted from A.T. Kearney Global Services Location Index 2007

Asia's 'mass affluent' drive tech spending

By Isabelle Chan, ZDNet Asia

Financial services companies in the region are beefing up their technology systems and removing information silos, in a bid to better serve the mass affluent market – wealthy individuals with US\$ 60,000 or more in onshore liquid assets.

According to the latest report by Datamonitor, wealth management technology spending is set to increase, as financial services companies strive to differentiate their offerings and stay competitive using the latest tools. Global wealth management technology spending across North America, Europe and Asia-Pacific is projected to reach US\$ 28.5 billion by 2012.

Jaroslav Knapik, financial services technology analyst with Datamonitor, said, "Wealth managers, private bankers and retail banks are no longer talking of standalone strategies for wealthy individuals."

"The trend is towards 'integrated financial solutions', revolving around cross-selling banking, savings and investment products wrapped with advice," he added.

Breaking down the Asia-Pacific market, Knapik told ZDNet Asia that spending in the developed and newly industrialised Asia-Pacific countries, which are Australia, Hong Kong, Japan, New Zealand, Singapore, South Korea and Taiwan, is projected to reach US\$ 2.78 billion by 2012, up from US\$ 2.15 billion this year.

Technology spending in the emerging countries – China, India, Indonesia, Malaysia, Pakistan, Philippines and Thailand – is expected to top US\$ 923 million by 2012, up from this year's US\$ 601 million.

Knapik said front and middle-office tools, such as portfolio management, financial planning and analytical Customer Relationship Management (CRM) systems, lie at the heart of wealth management operations. Financial advisors and front-office staff need to have "more agile, automated" analytical tools that enable client interactions to be more effective from "a cost and time perspective".

For technology vendors, market opportunities targeting the mass affluent are not restricted to the private banking industry but also extended to retail banks, insurance providers, independent financial advisors, retail asset managers and retail brokerage houses, noted the report.

Xiamen Excitement

MTV to China (from 7-10 September)

Bright multilateral trade opportunities exist in Xiamen, delighting ASOCIO's 26-member trade delegation, who visited the impressive city. The visit to Xiamen is a first for ASOCIO although in the past, ASOCIO has organised two other trade delegation visits to China.

During the Xiamen visit, delegation members were briefed on Xiamen's investment climate, its infrastructure and future plans. This was crucial and allowed delegates to have an intimate understanding of Xiamen's ICT potential.

The delegation comprised representatives from Asia-Oceania economies like Malaysia, Thailand and Taiwan. The group was led by ASOCIO Vice President Richard Yin and Information Service Industry Association of Chinese Taipei (CISA) Chairman Paul Wang and received a warm welcome.

During the four-day visit, spanning September 7-10, 2007, the delegation took the opportunity to have a first-hand experience and attended the 11th China International Fair of Investment & Trade (CIFIT). This event hosted a record number of 13,158 foreign visitors representing 119 economies and regions. The delegation met with representatives from China Association of Development Zones and Information Industry Department of Fujian Province.

In addition, members of the delegation also had networking and business matching opportunities with more than 150 Information and Communications Technology (ICT) companies located in Xiamen and nearby provinces. Members of the delegation were also introduced to key ICT personnel in southern China.

NASSCOM 2008 India Leadership Forum

Date: February 13-15, 2008

Venue: Grand Hyatt, Mumbai, India

More info: <http://www.nasscom.in/Nasscom/templates/ILFStartPage.aspx?id=52593>

ASOCIO will be organising a multilateral trade visit to NASSCOM 2008 India Leadership Forum, a respected ICT event across the world. This is NASSCOM's flagship event and has entered its 16th year which coincides with India's 60th year of independence. The forum highlights the positive impact Indian industries have made on a global economy and brings together global leaders, CEOs, CIOs, government officials and other luminaries, who would share their views on the globalisation of the ICT sector and areas where the world can work in partnership with India.

16th World Congress on Information Technology

Date: May 18-22, 2008

Venue: KL Convention Centre, Kuala Lumpur, Malaysia

More info: www.wcit2008.org

Held once every two years, the World Congress on Information Technology (WCIT) is a premier global ICT forum that brings together global leaders in business, government and academia. Malaysia will host WCIT 2008 which carries the theme, "The Global Impact of Information and Communications Technology: Enable Businesses, Empower Societies, Enrich Economies". This five-day event is expected to draw more than 2,500 delegates from over 80 countries. It incorporates a three-day congress to address global impact issues, a link programme for business matching that includes a series of structured Business-to-Business (B2B), Business-to-Government (B2G) and Business-to-Industry (B2I) meetings, an ICT exhibition, a debate on current ICT issues and ancillary activities like tours, golf tournament, F1 experience and a spouse programme. WCIT 2008 is jointly organised by the Multimedia Development Corporation (MDeC) and the Association of the Computer and Multimedia Industry of Malaysia (PIKOM), with the support of the Ministry of Science, Technology and Innovation Malaysia.

Mobility World Congress & Exhibition 2007

Date: December 4-6, 2007

Venue: HK Convention and Exhibition Centre, Wanchai, HK

Innovations 2008

Date: January 5-6, 2008

Venue: Dewang Mehta Auditorium, Pune, India

2008 Second IEEE International Conference on Digital Ecosystems and Technologies

Date: February 26-29, 2008

Venue: Naresuan University, Phitsanulok, Thailand

Saudi ICT 2008

Date: March 17-21, 2008

Venue: Dhahran International Exhibition Center, Dammam, Ash Sharqiyah, Saudi Arabia

16th Convergence India 2008

Date: March 19-21, 2008

Venue: Pragati Maidan, New Delhi, India

Hong Kong ICT Expo

Date: April 14-17, 2008

Venue: Hong Kong Convention and Exhibition Centre, Hong Kong

Mobile Content World Asia 2008

Date: April 25-27, 2008

Venue: Suntec International Exhibition and Convention Centre, Singapore

ASOCIO Plenary Meeting, ASOCIO Executive Meeting

Date: May 20-22, 2008

Venue: Kuala Lumpur, Malaysia

CeBIT Australia 2008

Date: May 20-22, 2008

Venue: Sydney Convention and Exhibition Centre, Darling Harbour, Sydney, Australia

Computex Taipei

Date: June 3-7, 2008

Venue: TWTC Nangang Exhibition Hall, Taipei, Taiwan

CommunicAsia 2008

Date: June 17-20, 2008

Venue: Singapore Expo Centre, Singapore

ITU Telecom Asia 2008

Date: September 2-5, 2008

Venue: IMPACT Challenger, Bangkok, Thailand

ASOCIO ICT Summit 2008

Date: December 9-11, 2008

Venue: Hong Kong

The Asia-Oceania geographical region encompasses developed and developing economies. Bridging this gap is the Asian-Oceanian Computing Industry Organisation (ASOCIO), which acts as a conduit for Information and Communications Technology (ICT) companies within this region to expand their business network, facilitate trade and further develop their capabilities.

Since its establishment in Tokyo, Japan more than 23 years ago (1984), ASOCIO is dedicated to help promote, encourage and foster relationships while promoting trade between its member organisations. As a federation of computing industry associations from the Asian-Oceanian region, ASOCIO's overall objective is to develop and help grow the region's computing associations and industry.

ASOCIO has been instrumental in linking up ICT companies in its member economies. The annual

ASOCIO ICT Summit is one of the region's high-powered ICT forums, providing platforms for governments and industry leaders to share information, foster closer ties and most importantly, identify new business opportunities.

ASOCIO currently has 20 members: Australia, Bangladesh, Hong Kong, India, Indonesia, Japan, Korea, Laos, Malaysia, Mongolia, Myanmar, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand and Vietnam. We also have seven guest members: Canada, France, Kenya, Russian Federation, Spain, United Kingdom and United States of America.

ASOCIO member associations, through their own roster, represent more than 10,000 ICT companies in the region.

Members

Australian Information Industry Association (AIIA)
www.aiaa.com.au/i-cms.isp

Australia

Bangladesh Computer Samity (BCS)
www.bcs-bd.org

Bangladesh

Information and Software Industry Association (ISIA)
www.isia.org.hk

Hong Kong

Information Service Industry Association of Chinese Taipei (CISA)
www.cisnet.org.tw

China

National Association of Software and Service Companies (NASSCOM)
www.nasscom.in

India

Indonesia Computer Software Association (ASPILUKI)
www.aspiluki.or.id

Indonesia

Japan Information Technology Services Industry Association (JISA)
www.jisa.or.jp/en

Japan

Federation of Korean Information Industries (FKII)
www.fkii.or.kr/new/main/main.asp

Korea

Myanmar Computer Federation (MCF)
www.mcf.org.mm

Myanmar

Lao ICT Commerce Association (LICA)

Laos

Association of the Computer and Multimedia Industry of Malaysia (PIKOM)
www.pikom.org.my

Malaysia

Mongolian Information Development/National Information Technology Association (MIDAS/MONITA)
www.ict.mn/midas

Mongolia

Computer Association of Nepal (CAN)
www.can.org.np

Nepal

ICT-New Zealand (ICT-NZ)
www.ict-nz.org.nz

New Zealand

Pakistan Software Houses Association (PASHA)
www.pasha.org.pk

Pakistan

Singapore Infocomm Technology Federation (SiTF)
www.sitf.org.sg

Singapore

Federation of Information Technology Industry Sri Lanka (FITIS)
www.itlanka.lk

Sri Lanka

The Association of Thai ICT Industry (ATCI)
www.atci.or.th

Thailand

Vietnam Software Association (VINASA)
www.vinasa.com

Vietnam