

Visit to TM Research & Development Sdn. Bhd.

ENGINEERING EDUCATION TECHNICAL DIVISION

reported by



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TM Research & Development Sdn. Bhd.

On 28 March, 2018, the Engineering Education Technical Division (E2TD) organised a technical visit to TM Research & Development (TMR&D) at the TM Innovation Centre in Cyberjaya, for 33 IEM members and non-members. The objective was to gain an insight into TMR&D and to obtain a clear understanding of its activities and its contributions to the local telecommunications landscape, especially in research and development.

The visitors were received by representatives from TMR&D's Top Management, led by Haji Zakaria Ahmad, its General Manager (Research Strategy and Business Management).

Haji Zakaria Ahmad said TMR&D is a Malaysian government approved R&D company and the innovation hub for Telekom Malaysia (TM) group. He added

that R&D has always had a strategic role in TM.

Starting as a division in the early 1980s, TMR&D was later incorporated as a company in 2001. Its main role is to support TM's vision to make life and business easier for a better Malaysia. Today, it is positioned as the key enabler to drive TM's digital aspiration as it moves beyond connectivity into new value-added digital and smart services, covering customer experience and resolving operational challenges through process optimisation and new business opportunities.

During the Q&A session, Haji Zakaria Ahmad and his team indicated that one of the first things TMR&D embarked on was to develop TM's own all-digital workforce management system (SWIFT) for field operations in 2013. TMR&D developed its own slotting algorithm to send work orders to

the field force on the fly. Today, this platform allows all interactions with the field operation teams for real-time nationwide tracking and monitoring of order fulfilment and restoration to Customer Premises Equipment (CPE) inventory.

The visitors also learnt that the company had developed a WiFi Optimiser mobile app for Unifi customers which would allow customers to be in control of the quality of their WiFi signal by allowing them to measure signal quality and to change their WiFi channel without having to log in to their equipment routers. In the past, this could only be done by the TM field force on site. The tool is now available on Google Play Store and Apple App Store.

In the IoT space, TMR&D has assisted in realising the establishment of an Integrated Smart Services Exchange Framework (ISSEF) for Telekom Malaysia. This platform enables smarter business experiences with smart security and



Group photo of the visitors and their hosts

parking surveillance and is currently in Beta implementation stage at many TM-owned corporate and business buildings.

Apart from doing research and development internally on its own, the company also collaborates with local universities, especially Multimedia University, on research works. Such

collaborations are necessary as TMR&D is serious about looking for solutions in 4 focused areas while embedding security in whatever they do. The four areas of interest are:

1. Connectivity: Wireless, optical wireless and vectoring copper technology.

2. E3 Infrastructure: Open-Container, Software-Defined network, Network Function Virtualisation.
3. Productivity Tools: Advanced analytics, network digitization, Network security & Fraud.
4. Digital Services: Open Innovation Platform, Smart Infra, Enterprise & Home Tech. ■