

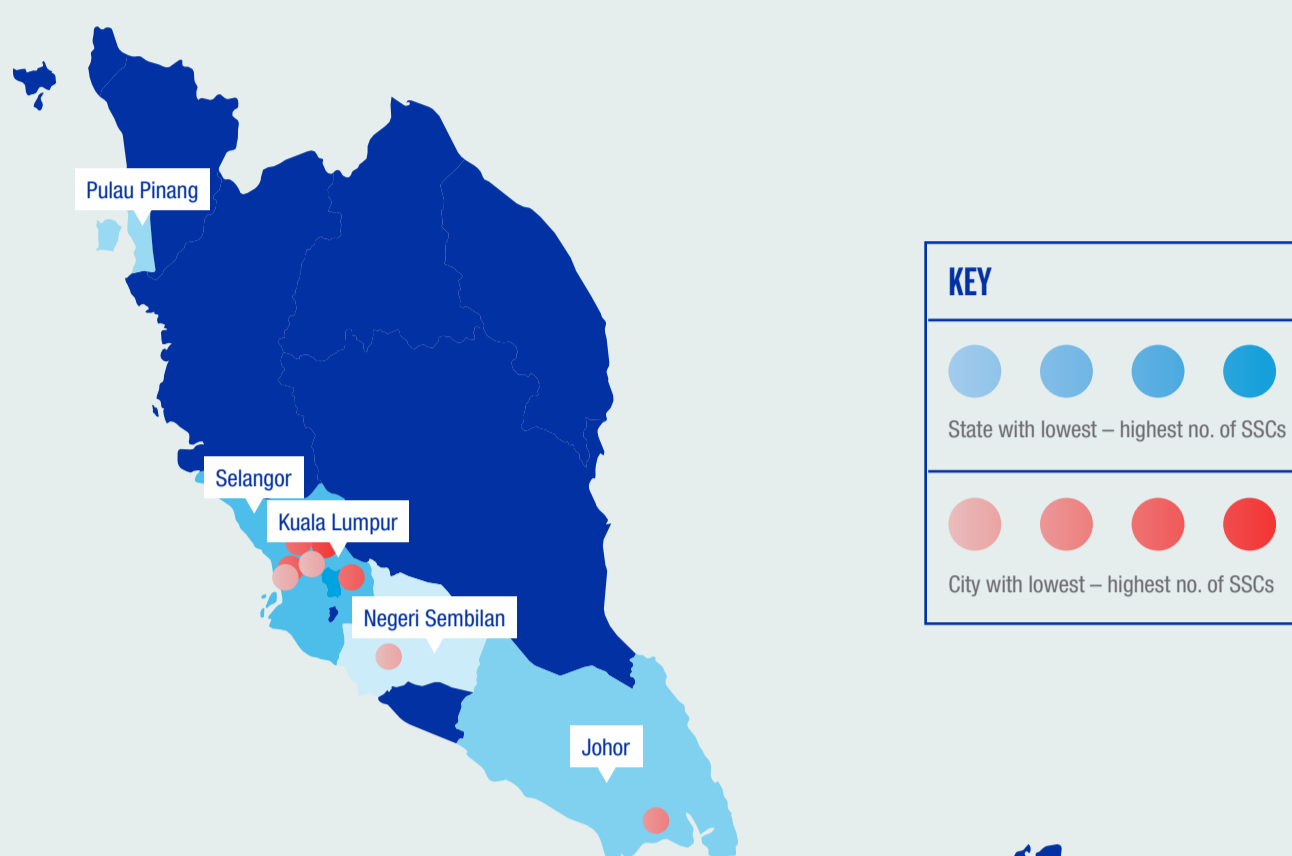
WHAT'S IN STORE FOR MALAYSIAN SHARED SERVICES IN 2018?



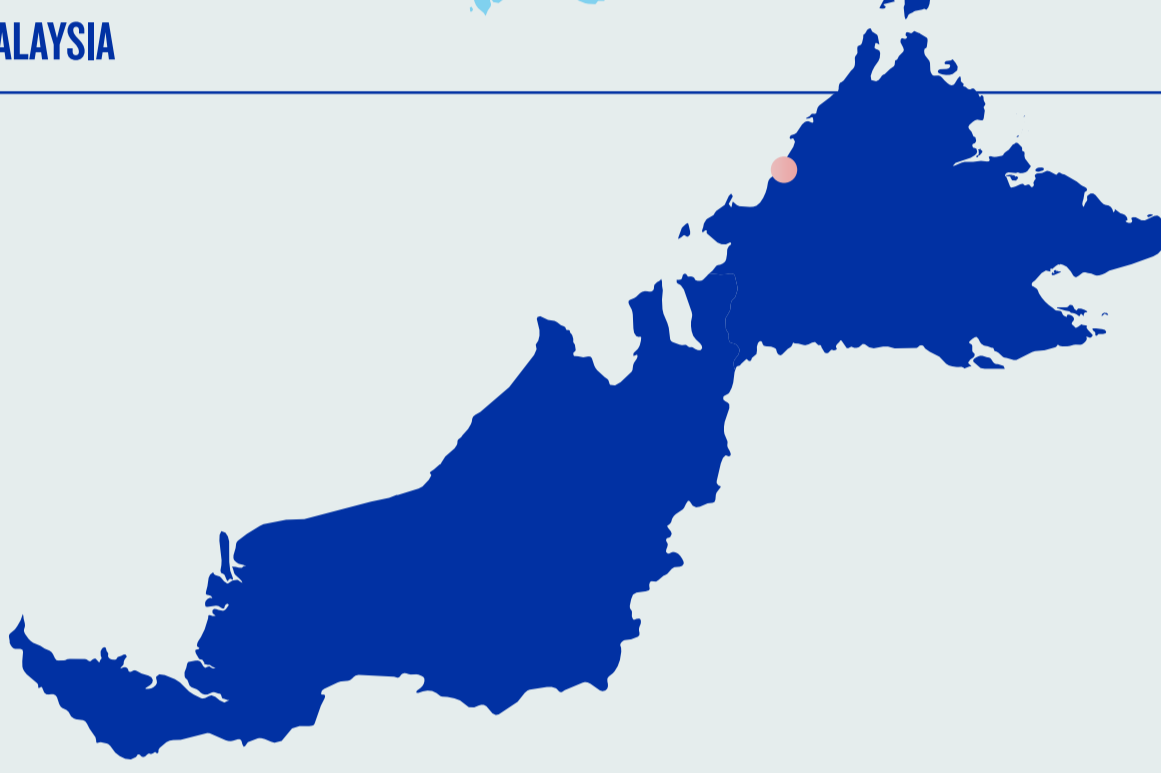
We share key findings from the SSON Analytics report on the Shared Services Malaysia landscape. Blending data from the SSON Analytics proprietary database and responses from SSON's Annual State of Shared Services & Outsourcing Industry Survey 2018, the research dives into key themes that include talent and knowledge.

WHAT DOES THE MALAYSIAN SHARED SERVICES LANDSCAPE LOOK LIKE IN 2018?

WEST MALAYSIA



EAST MALAYSIA



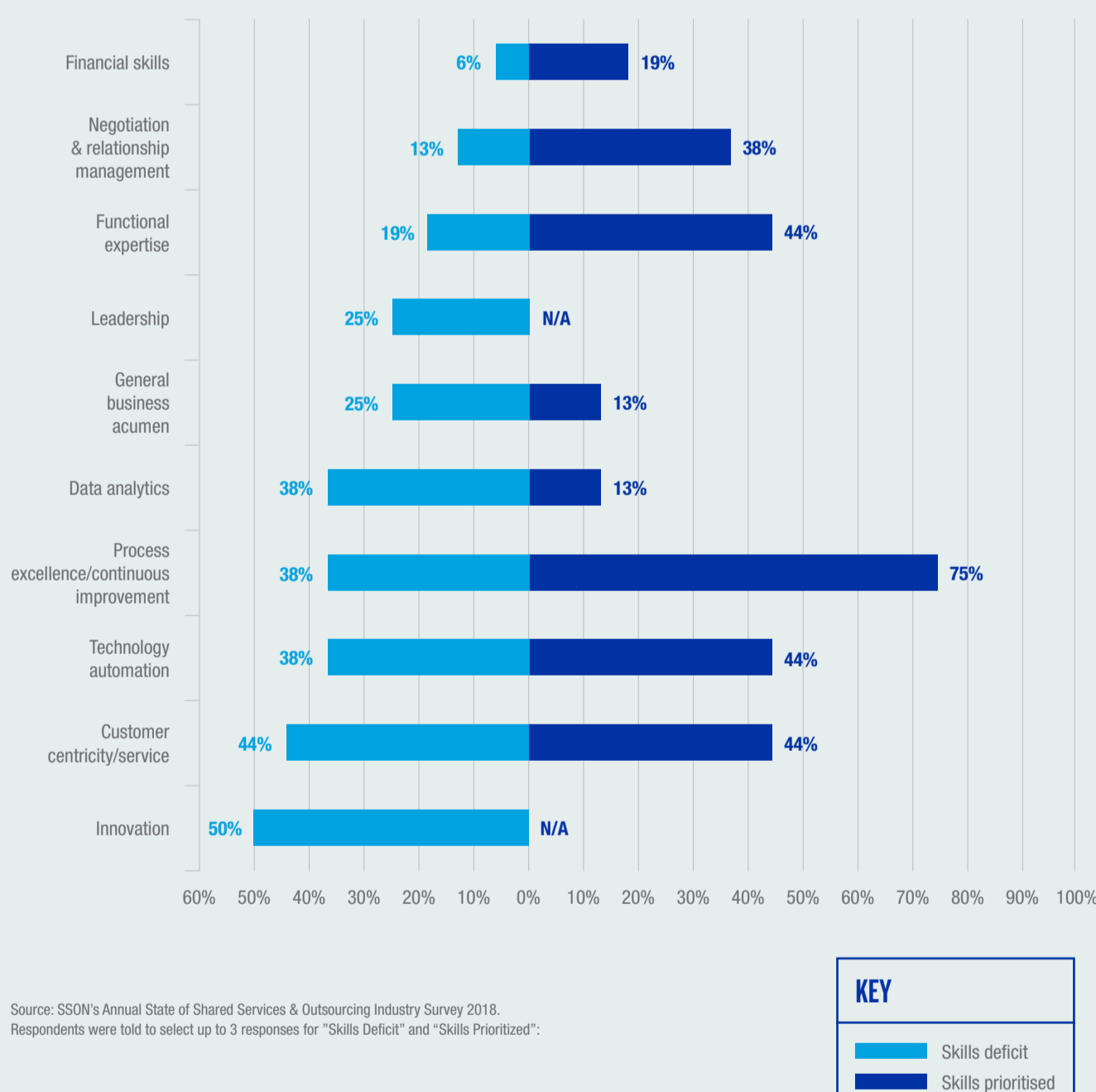
TOP 5 STATES (% OF SSCS)



TOP 5 CITIES (% OF SSCS)

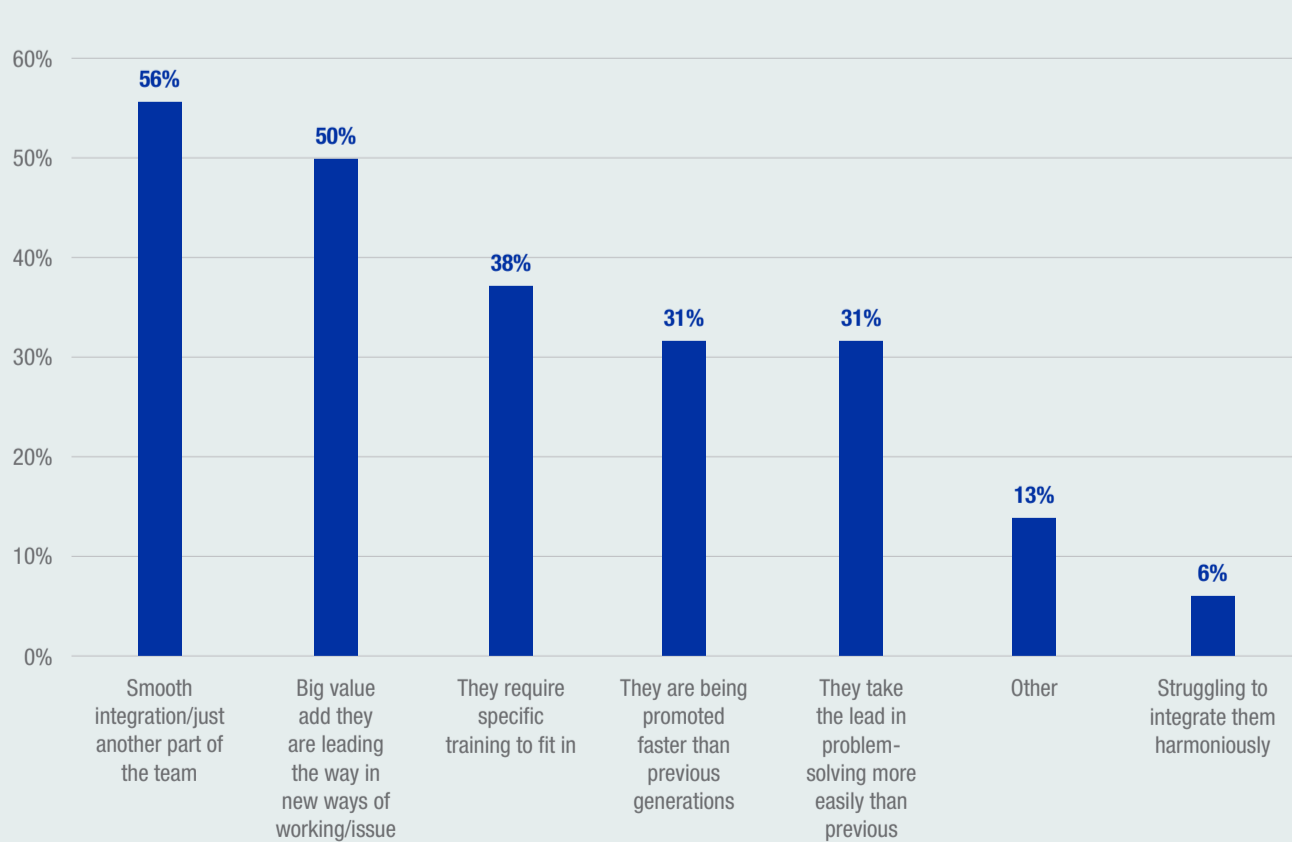


WHAT SKILLS ARE LACKING AND BEING PRIORITISED IN MALAYSIAN SSCS?



Source: SSON's Annual State of Shared Services & Outsourcing Industry Survey 2018. Respondents were told to select up to 3 responses for "Skills Deficit" and "Skills Prioritized".

WHAT IS YOUR EXPERIENCE WITH MILLENNIALS/YOUNGER GENERATIONS AT WORK?



Source: SSON's Annual State of Shared Services & Outsourcing Industry Survey 2018. Respondents were told to select up to 3 responses for both questions.