

THERE IS NO DAILY ROUTINE – I’LL BE PLANNING AND DEVELOPING ORGANIZATION WIDE DEPLOYMENTS OF IT APPLICATION SYSTEMS AND SOFTWARE.



MALAYSIA



KUALA LUMPUR

As manager in charge of all the applications at fiercely competitive Malaysian Industrial Development Finance Berhad (MIDF) situated in the heart of Kuala Lumpur’s business district, Vivian Ho’s day is far from predictable. As MIDF is a diversified financial institution with services in Investment Banking, Asset Management and Development Finance, the Group’s primary activities rely heavily on automated systems. When Vivian arrives at her desk at 08:30 a.m., the only thing she can be really sure of is that there will be a variety of tasks awaiting her attention.

“My job encompasses so many different aspects of our company that there is no real daily routine, but that’s what I most enjoy,” explains Vivian. “I head up a team of nine people, and we’re always busy attending to issues involving software and hardware – basically anything technical. I’ll be planning and developing organization-wide deployments of IT application systems and software.”

With 29 years of working experience under her belt, Vivian is the ideal person to oversee the company’s technology status (Application Unit) and to assist the institution to automate processes to enhance its already highly competitive place in the market. Vivian and her team support 47 application systems across the company.

Although MIDF is small in comparison with some global players, it regularly achieves record profits and has developed some innovative services as a way to attract new business.

ISLAMIC INSTRUMENTS

MIDF’s Amanah Investment Bank Berhad (MIDF Investment), one of MIDF’s core business subsidiary, most recent developments has been its Islamic banking services, which were set up in response to the increasing demand for Islamic financial instruments. MIDF Investment is one of the leaders in Islamic banking operations, with its Skim Perbankan Islam (SPI) unit.

MIDF Investment has enhanced its Islamic unit, alongside its conventional banking services, with the implementation of SunGard’s front-of-house system AvantGard. “AvantGard has helped improve the effectiveness and efficiency of SPI’s business processes”, Vivian says, “and the system’s

HOME LIFE

FAMILY: “I have three children: Michele Yeo Tsin Tse, 28 years old; Hazel Yeo Tsin Yin, 25; and Raymond Yeo Pei Wei, 19. Two are working full-time and the other is studying at university.

HOME: “I live in Bukit Damansara in Kuala Lumpur; it’s the perfect place for me. It takes only 10 minutes to get to work, but it’s still a quiet residential area with plenty of places to go walking. I grew up in Kuala Lumpur – it’s always been my home.”

PASTIMES: “I love reading, gardening and walking, but most of my time is spent at church. It’s an important part of my life.”

WEEKENDS: “I like to take advantage of my tranquil surroundings, so I’ll always go for a long walk in the hills. Church also plays a big role in my weekend activities.”



**SUNGARD
EXPERIENCE**
Vivian Ho
MIDF

Functional area
Treasury Solutions

Solution
AvantGard

Region
Asia

"I'VE BEEN HERE FOR A VERY LONG TIME AND I KNOW THE COMPANY SUPPORTS ME"



meant that MIDF's IT department could configure AvantGard to meet the specific needs of the company's domestic services".

MIDF has identified improving its technology and investing in computerization as a key strategy for growth, and recently went live with an updated version of AvantGard. The company also uses AvantGard Risk to assist with risk management and performance measurement across its physical derivative treasury instruments.

SUPPORTIVE CULTURE

MIDF's success is not only due to high levels of automation, but also to its policy of rewarding excellent results and recognizing the contribution of its employees. The corporate culture is supportive, with open communication between staff and managers. Vivian has already received a couple of long-service awards, and her performance for, and loyalty to, the company over the last 29 years was recently celebrated at a company dinner.

"I've been here for a very long time and I know the company supports me," says Vivian. "When I first started here I was in accounts and then moved to data entry. That was when I developed an interest in technology. The company encouraged me to go back and study and after completing that, I moved into IT".

But if you'd told Vivian when she was 20 years old that this was going to be her future, she wouldn't have believed you. Before she became a mother, Vivian thought she'd study nursing in London and certainly never dreamed that one day she'd be responsible for all the IT operations of a successful finance house.

But no matter how hectic her day gets, Vivian makes sure she creates a feeling of calm and peace around her office. "We work in such a busy area," she says. "Even when I look outside my office window there is noise and office buildings, so I make sure my area has some calm readings and inspirational messages pinned up. If I feel stressed or am getting too anxious, just reading one of these restores my inner calm."

WORK LIFE

BUSINESS HOURS: "I'm usually in the office around 8.30am at the latest and leave usually around 6.30pm."

LOCATION: "On the 6th floor."

DESK HYGIENE: "When I'm in the middle of an important project, things can get a little hectic, but usually I like everything to be in place."

PERSONAL ORGANIZATION: "I use an iPaq, which holds everything I need."

DRESS CODE: "Business Casual."