

# IBM Software for Smarter Planet.

The world is getting smaller, flatter and smarter. Today, people and systems are becoming more interconnected, instrumented and intelligent, offering businesses greater capabilities and opportunities than ever before.



## You need Smarter Software to build a Smarter Planet

In the era of “smart”, leaders are using the explosion of data to transform their enterprises and institutions through analytics, mobile technology, social business and the cloud. This new era is starting to reshape organizations who are changing how decisions are made, redesigning how their teams work, reassessing how to serve their customers, and changing the very nature of businesses, industries and governments - and the world.

At the heart of this transformation is software that powers today’s systems and processes. It is the key to making sense of a smarter planet and harnessing its potential.

## Come discover Software built to help build a Smarter Planet at the IBM TEC

The IBM TEC is simply the faster and easier way to immerse in Smarter Software that will help you conceive solutions to address your unique challenges as well as build capabilities to transform your organization. Facilitated by technology and domain experts & geared with the latest IBM Software, the TEC creates a dynamic and stimulating environment to:



**Expose** to emerging technology trends and how recent Smarter Software innovations relate to current business and organizational challenges

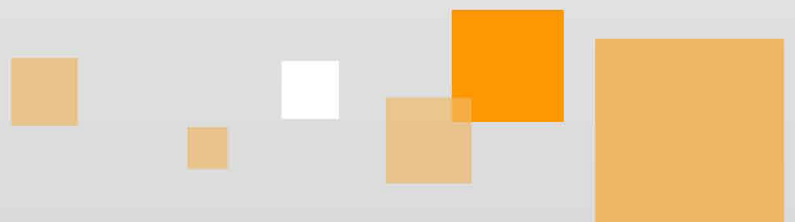
**Explore** Smarter Software solutions derived from real client engagements and learn how it is helping to build business and organizational capabilities

**Experience** through hands-on guided labs on how Smarter Software underlying technology helps build business and organizational capabilities



## Start the conversation and move your organization towards being smarter

IBM Software helps clients build the capabilities to transform their industries and the world. What’s your vision for your organization? Your industry? Your world?





# Attend the Technical Exploration Center

## TEC Content

### Categories of TEC events in ASEAN

#### Explore

E-ANL-01 Harness the Power of BigData

E-ANL-06 Accelerate Analytics Reporting with Dynamic In-Memory Database

E-ANL-12 Manage and Mobilize Content for Operational Efficiencies

E-ANL-17 Open Up the World of Analytics with IBM Watson Analytics

E-ANL-18 IBM Maximo for PAS55, Health Safety & Environment and Work Management

E-ANL-19 Fraud Detection and Threat Management for Big Data





## Attend the Technical Exploration Center

### TEC Content

#### Categories of TEC events in ASEAN

##### Experience

- E-ANL-02 Get An edge with Self Service Analytics Solutions
- E-ANL-03 Modernizing your Data Warehouse for Big Data Analytics
- E-ANL-04 Delivering Data Analytics and Internet of Things on Cloud
- E-ANL-05 Discover The Value of Cloudant - A NoSQL Database on Cloud
- E-ANL-07 Reduce Data Management Cost for Your Organisation
- E-ANL-08 Transforming Information Into Business Insights: A Banking Scenario
- E-ANL-09 Managing Data Explosion and Protecting Data Privacy In Your Enterprise
- E-ANL-10 Transform Information Into Business Insights (An Insurance Scenario)
- E-ANL-11 Managing Customer Experience with 360 Degree view of your customer
- E-ANL-13 Drive Cost, Operational and Service efficiencies with automated data capture solutions
- E-ANL-14 Drive successful Case outcomes with IBM Case Manager
- E-ANL-15 Shape the Outcomes with Informed Decisions at Every Level of the Enterprise
- E-ANL-16 Drive Better Business Outcomes with accurate and timely budgeting and forecasting



Highlights - Explore

**E-ANL-01 Harness the Power of BigData** 1 day

Target Audience: LOB, Division Heads, Business Analysts, Architects, Project Managers, IT Managers.

In today's competitive marketplace, executive leaders are racing to convert data-driven insights into meaningful results. Successful leaders are infusing analytics throughout their organizations to drive smarter decisions, enable faster actions and optimize outcomes.

Organizations that learn from the industry Leaders and follow recommendations stand to answer the question of how to extract value out of analytics investments. By embracing analytics to drive smarter decisions and positively influence business outcomes, these organizations are well positioned to join the Leaders in outperforming their industry and market peers.

IBM is uniquely positioned to help clients navigate this transformation!

Come and experience in this proof-of-technology session through presentation and demonstration using real banking and telecommunications case studies as examples. In this session, participants will learn:

- What industry leaders are doing to leverage both internal and external data and derive new actionable insights,
- What are the industry specific use cases that can be enabled with Big Data & Analytics
- What systematic approaches to take when preparing your business' big data and analytics journey and how to maximize positive outcomes,
- How to enable continuous analysis of massive volumes of streaming data with sub-millisecond response times,
- How to manage and analyze internet-scale volumes of structured and unstructured data.

**E-ANL-06 Accelerate Analytics Reporting with Dynamic In-Memory Database** 1 day

Target Audience: LOB, IT Manager, Data Warehouse Architect, IT Manager

IBM® DB2® BLU Acceleration speeds analytics and reporting using dynamic in-memory columnar technologies that provide an extremely efficient way to retrieve (scan and find) high volumes of relevant data. Coupled with other innovative technologies such as parallel vector processing and actionable compression, the DB2 10.5 BLU Acceleration allows you to extract information at breakthrough speed and volume and less complex. The BLU Acceleration is very efficient and also simple to use: It is fully integrated with DB2. It does not require SQL or schema changes to implement. It eliminates the need for complex design and tuning. Just create tables, load data, and go! For additional value, this session also demonstrates the analytic capabilities of the IBM Cognos® Business Intelligence software in conjunction with the DB2 10.5 BLU Acceleration.





Highlights - Explore

**E-ANL-12 Manage and Mobilize Content for Operational Efficiencies** **0.5 day**

Target Audience: LOB, Directors of Branch Operations, Shared Services, Claims, Accounts Payable, Business Process Owners, IT Directors/Managers

Business today needs to be able to get the right information to the right people at the right time. Yet despite the huge amount of content available in their organization, business leaders are still having difficulty deriving the critical business information locked within that content.....information that could drive faster and better decision making. With an effective Content Management system, unstructured content that exists in multiple formats in your organization can be moved (from hundreds or thousands of end user file systems) into a single repository where that content can be managed, stored, organized and leveraged - to its full potential.

Is your organization struggling with siloed information and the inevitable, paper based processes? With mobile and online interaction skyrocketing, how can you embrace digitization and automation to improve productivity? Mobile document capture using smart phone or tablets makes it easy to digitize the paperwork, significantly reducing labour and paper costs, enabling faster decision making and improved responsiveness

Join us at this TEC workshop to see how IBM ECM solutions can help to address the above challenges.

**E-ANL-17 Open Up the World of Analytics with IBM Watson Analytics** **2 hours**

Target Audience: Business Users, Business Analysts, IT, Data Scientist, IT

IBM Watson™ Analytics delivers a unified analytics experience on the cloud and helps you focus on the drivers that matter most in your business. By automating the steps of data access and refinement, predictive analysis and visual storytelling, Watson Analytics immediately identifies and explains hidden patterns and relationships to accelerate your understanding of why things happened and what's likely to happen. Because Watson Analytics features natural language dialogue, you can ask the right questions and get results in the familiar terms of your business. Just as the first spreadsheet made financial calculations easier for anyone with a PC, Watson Analytics opens up the world of advanced analytics to all business users on the cloud.





Highlights - Explore

**E-ANL-18 IBM Maximo for PAS55, Health Safety & Environment and Work Management** 1 day

Target Audience: Manager (Operation, Building, Asset)

This workshop has three topics, PAS55, HSE (Health Safety & Environment) and Work Management:

**PAS55 / ISO 55000**

As organizations face increased competition and the margins are strained we see a renewed interest in Asset Management best practices in order to squeeze maximum value from existing assets. PAS 55/ISO 55000 are becoming internationally accepted as the industry standards for quality asset management. These standards act as a valuable guideline for asset lifecycle management, quality control, and compliance.

In this workshop you will understand the basic framework and pre-requisite processes to achieve this standard approach with IBM Maximo. The participants will also be able to appreciate the progression of these standards and their importance in establishing Asset Management as a productivity improvement initiative.

**HSE**

The Workshop provides an overview of IBM Maximo HSE capabilities for audit management, incident reporting, risk assessment, corrective and preventative action (CAPA), calibration and maintenance, quality assurance, inspection, management of change, condition reporting, and training.

Also learn about the leverage achieved when HSE is coupled with Maximo's proven capabilities in work management, scheduling, preventive maintenance, job plan creation, monitoring, document control, reporting and collaboration, the solution provides a closed-loop management platform focused on execution excellence.

**Work Schedule Management**

The planning and scheduling of maintenance processes has always been a challenge for planners worldwide mainly due to the complex nature of dependencies on production schedules and minimization of downtime.

Maximo® Asset Management Scheduler is an end-to-end work management tool. It allows planners and schedulers to view all work orders and preventive maintenance schedules graphically on a Gantt chart. With inclusion of Optimization tools to enable constraint based scheduling, Maximo Scheduler offers much sought relief for planners who can now focus on value based activities like streamlining operational scheduling instead of manual resource assignments and capacity planning.

Dispatchers can locate and track their field resources on a public map and can manage emergency work – while staying in touch with field resources. Optimization models help gain significant efficiencies by automating work management tasks.



## Highlights - Explore

**E-ANL-19 Fraud Detection and Threat Management for Big Data**

0.5 day

Target Audience: Law Enforcement/Defence/Police

As the security and threat landscape continues to evolve and becomes more asymmetrical, with criminals and terrorists leveraging new techniques to hide in the ever growing amount of Big Data - Law Enforcement organizations and Security Agencies, now more than ever, need innovative solutions that will help them turn that Big Data into an intelligence rich resource. Learn about the new, fully integrated, IBM i2 Big Data and Advanced Analytics solution, that brings new meaning to investigation.

This game changing solution is designed to help Intelligence Agencies and cross segment organizations accelerate the sense-making process, and generate timely actionable insight for better decision making. This solution allows multi source fusion and analysis of vast volumes of information for deep analytics via multi dimensional correlation. Using a number of Intelligence Analysis driven queries, analysis and visualization, analysts can quickly turn information into actionable insight.

Come and join us for this session to see this solution in action!



## Highlights - Experience

**E-ANL-02 Get An edge with Self Service Analytics Solutions****1 day**

Target Audience: Business and Data Analyst, Data Scientists, Business Intelligence & Analytics Architects and IT Managers.

Gone are the days when Business would only analyzes the known data is well understood such as data in a data warehouse that is well clean with well defined ETL processes and database constraints and in line with the required business dictionary or metadata. With the competitive environment and renewed focus on customer satisfaction a more agile process and greater Insight is required.

With the new paradigm data is being collected from variety of sources, curated, correlated and analyzed in an agile manner. Self-service data curation, transformation, and visualization becomes key part of being agile. A data scientist represents an evolution from the business or data analyst role.

In this event with the help of scenarios and hands on labs would help business and data analyst to learn some powerful self-service statistical, visualization and data analyzing tools from IBM.

We will cover usage and Analysis of Social Data, R statistical tool, Ad-hoc analysis and data preparation using BigSheet. Discovering relevant facts, patterns and relationships with Watson Analytics. We will also show how they can use SQL on Hadoop for increasing the scope of their existing analysis. You will also see how visualization can help enrich your Insight.

**E-ANL-03 Modernizing your Data Warehouse for Big Data Analytics****2 days**

Target Audience: Data Warehouse Architect

An organisation today faces challenges in expanding their existing data warehouse for Big Data adoption. Two majors challenges i.e. cost of expanding the existing data warehouse infrastructure or unable to accommodate nor analysis various raw data format (structure, unstructured, semi structure) for initial and fast exploration. Hence the need for Data Warehouse Modernization (or formerly known as Data Warehouse Augmentation).

IBM is in the forefront of the Data Warehouse Modernizations technology that can help you with the following:

- (a) Pre-Processing - using big data capabilities as a “landing zone” before determining what data should be moved to the data warehouse
- (b) Offloading - moving infrequently accessed data from data warehouses into enterprise-grade Hadoop
- (c) Exploration - using big data capabilities to explore and discover new high value data from massive amounts of raw data and free up the data warehouse for more structured, deep analytics.

If you answered yes to any of the above questions, the Data Warehouse Modernization use case is the best starting point for your big data journey.



**Highlights - Experience**

With Data Warehouse Modernization, organisations can:

- Combine streaming and other unstructured data sources to existing data warehouse investments
- Optimize data warehouse storage and provide query-able archive
- Rationalize the data warehouse for greater simplicity and lower cost
- Provide better query performance to enable complex analytical applications
- Deliver improved business insights to operations for real-time decision-making

Come and experience how IBM BigData & Analytic Technology can help to modernise your Big Data project.

**E-ANL-04 Delivering Data Analytics and Internet of Things on Cloud**

**1 day**

Target Audience: LOB, Division Heads, Business Analysts, Architects, Project Managers, IT Managers, Mobile/ Application Developer

IoT (Internet Of Things) is the new buzz word of the software industry today. For telco who connects sensors/ devices to end users, it is a new revenue source; for sensors/device manufacturer in the vertical industries, it is mean to get to new market - end user retail market. However, IoT as technology is not a new. It is an existing technology with new characteristic. Before this, the sensors were isolated and works only with propriator system/software. The new characteristic of IoT technology are standardization, interconnected, and integrated with business system.

IBM is uniquely positioned to support your IoT initiative. In Bluemix we have a development platform that packed with services that helps standardize, connects and integrate sensors/devices to business system.

Come and experience in this proof-of-technology session through presentation and demonstration using real IoT case study as examples. In this session, participants will learn:-

- How does an end to end IoT system is like.
- Explore the choice of technologies in different operating environment - always connected & scarcely connected.
- How to leverage on Cloudant, mobile app services, middleware, analytic tools to help increase productivity, simplify the development of IoT system.





Highlights - Experience

**E-ANL-05 Discover The Value of Cloudant - A NoSQL Database on Cloud** 1 day

Target Audience : IT Manager, Database Developer, Cloud/Mobile Developer

IBM® Cloudant™ Data Layer delivers high availability, elastic scalability and innovative mobile device synchronization. Cloudant's JSON cloud-based data service allows mobile and web developers to quickly and easily store and access the rapidly increasing amount of mobile data using an application programming interface (API) that is significantly easier to use than alternatives.

Cloudant Local is a database management system (DBMS) platform that addresses the hybrid cloud demands of mobile application data management. It runs on premises to complement the IBM Cloudant Dedicated Cluster on-device and in the cloud. Increasingly, developers have embraced NoSQL databases because of their flexibility, and JSON has become the predominant NoSQL database technology for mobile and web app developers. This session consists of both presentations and hands-on lab exercises.

**E-ANL-07 Reduce Data Management Cost for Your Organisation** 2 days

Target Audience : LOB, Oracle Developer, Oracle DBA, Data Management Architect, IT Manager

Many organizations are looking for ways to break free from high database operation and maintenance costs which can be largely categorized into 3 main areas:

- All storage savings on production databases are doubled when you consider that backups and disaster recovery mirrors can also be compressed. Many have seen compression as a way to improve I/O performance and efficient in memory utilization.
- Server costs are directly linked to database performance. When database software outperform the competition, it means that you can typically enjoy performance, thus deferring or eliminating new server purchase altogether.
- Database software that can help deliver significant saving on administration cost by monitoring and optimizing itself for greater performance without human intervention

If you are over paying your database vendor or are restricted by their pricing and maintenance policies, it's time to break free.

If you're an Oracle database administrator or database developer, you know that expanded skills mean expanded professional opportunities.



### Highlights - Experience

Come and experience in this proof-of-technology session through presentation and hands-on lab. In this session, participants will learn :

- Comparison of features and functions with Oracle will be highlighted,
- The latest DB2 Blu Accelerator Technology e.g. Columnar, Relational and Hybrid Model
- \*PureScale Technology for High Availability
- How easy to manage IBM DB2,
- How to easily migrate oracle database to IBM DB2

In overall, learn and experience how IBM DB2 can help you lower cost of data, improve ROI and services level.

#### **E-ANL-08 Transforming Information Into Business Insights: A Banking Scenario**

**2 days**

Target Audience : LOB Users, Business Analyst, Data Modeler, Data warehouse Architect

In today's competitive world, making better decisions faster can make the difference between surviving and thriving. Most decisions currently are made based on information from internal systems, but are challenged with inaccurate and incomplete data, and also timeliness of data. On top of that, customers today are pressured with external factors such as new regulations, high customer expectation and risk management. Unreasonable demands from business users' for quick results force quick fixes to out-dated application adds additional pressure on IT.

All these demands are driving the need for an end-to-end capability to identify and understand trends that reduce risk by accessing and analyzing enterprise data. The ability to provide out of the box industry templates that accelerate the deployment of analytical applications and increase the success of the implementation is critical.

Come and experience this Proof-Of-Technology through presentations and hands-on lab exercises. Using the Banking Industry as an example, the participants will get to learn and experience the following:

- An integrated data warehouse solution which covers end to end information management tasks: business requirement gathering, logical data model design, physical model deployment and ETL processes design. All activities are performed with strong governance in place using metadata to manage and track automatically.
- Explore out of box industry data model through use of business analytics (using IBM Banking Industry data model as example) to help accelerate building of business focus key performance indicators (KPI) and insightful business reports. Examples of KPIs or Business Solution Templates (BSTs) are profitability, risk management, relationship marketing, asset liability management, regulatory compliance, investment management and wealth management.



Highlights - Experience

**E-ANL-09 Managing Data Explosion and Protecting Data Privacy In Your Enterprise** 2 days

Target Audience: LOB Executives, IT Managers, Database Administrators, Developers

When it comes to data, more isn't always better. In fact, overgrown databases can impair the performance of your mission-critical ERP, CRM and custom applications – jeopardizing the superior service that you have worked so hard to provide. Not to mention high cost incurred in storage backup and server required for disaster recovery. You also may know a need for archiving, managing, retaining and disposing data according to business and compliance policies but face with great challenge.

In addition to data growth, securing application testing for quality and reliability has never been more important. Yet testing can be time consuming and expensive. How can you speed iterative testing, control costs and ensure test environments are secure?

Come and experience solutions to these challenges through presentation and hands-on lab. In this session, participants will learn

- How to discover hidden sensitive and error data
- How online data is archived across applications, databases, and platforms
- How archived data is made online and easily accessible i.e. retain historical/old data to meet business and compliance policies
- How to mask cloned production data to ensure data is protected for testing environments

**E-ANL-10 Transform Information Into Business Insights (An Insurance Scenario)** 2 days

Target Audience: LOB Users, Business Analyst, Data Modeler, Data warehouse Architect

The insurance industry tends to have an intense focus and demand on information around policyholders, agents claims, marketing, finance, Solvency II, and so on. One example on the real scenario, marketing team would want to grow business by performing cross selling and up-selling through marketing campaigns. There are challenges as the organization today are lacking business insights due to improper way in managing and capturing the data within organization. As the result, an insurance company may missed many business opportunities. Insurance Information Warehouse would help organization to build proven business analysis through its data structures which was built based on IBM extensive experience in data warehousing and business intelligence. Organization will be assisted with various KPIs to perform better business analysis, and hence grow business in various ways, comply to regulatory requirements, better risk management and many more.



Highlights - Experience

**E-ANL-11 Managing Customer Experience with 360 Degree view of your customer** 1 day

Target Audience: LOB Users, Division Heads like CMO, Data Architect, Business/Data Analysts.

To address critical business challenges like high operational costs, undifferentiated customer service, high risk associated with regulatory compliance, the need to introduce new products quickly, and the inability to cross-sell and up-sell, MDM (Master Data Management) provides a trusted view of critical entities typically stored and potentially duplicated in siloed applications - customers, suppliers, partners, products, materials, accounts, etc. MDM is a discipline that provides a consistent understanding of master data entities, and their relationships and hierarchies.

MDM is a key component for addressing big data challenges. Half of the big data initiatives today have customer-centric objectives. To improve the customer experience, organizations need to do what master data management has been doing for years – start with the facts about customers by defining the golden record. Come and experience with uniquely IBM MDM Solutions that help to address the above key challenges through presentation, use cases and hands-on lab.

**E-ANL-13 Drive Cost, Operational and Service efficiencies with automated data capture solutions** 2 days

Target Audience: LOB, Directors of Branch Operations, Shared Services, Claims, Accounts Payable, Business Process Owners, IT Directors/Managers

IBM® Datacap extracts information from document images for use in enterprise content management (ECM) and line-of-business systems. Datacap operates as a universal capture portal that transforms various forms of documents entering your organization through multiple channels - mobile, multifunction peripherals (MFPs), e-mail and fax. IBM Datacap can help significantly reduce labor and paper costs, deliver meaningful information for better, faster decision making and improve the responsiveness of customer service.

Come and experience the capability of IBM Data Cap:

- Best-in-class capture with support for centralized and distributed capture models, including mobile devices, to meet your application requirements

- Adaptable, extendible rules-based capture offers configuration of capture workflows and applications with a simple point-and-click interface to speed deployment

- Capture and processing in proper context provides options for desktop, web or mobile clients to meet end user needs

- Enhanced document classification features multiple options for locating and processing data on unstructured documents, including content analytics from IBM Watson



Highlights - Experience

**E-ANL-14 Drive successful Case outcomes with IBM Case Manager** 1 day

Target Audience: Business analysts, project managers, management decision makers,

Organizations face case management challenges that require more insight, responsiveness and collaboration. Advanced case management with IBM® Case Manager unifies information, processes and people to provide a 360-degree view of the case and achieve optimized outcomes. With Case Manager, knowledge workers can extract critical case information through integrated business rules, collaboration, and analytics -- all of which enhance decision making ability and leads to more successful case outcomes.

**E-ANL-15 Shape the Outcomes with Informed Decisions at Every Level of the Enterprise** 1 day

Target Audience: Business Users, Business Analysts, IT, Data Warehouse Administrators/Developers

Knowing your business, market, customers, and competition is critical for any organization.

Business intelligence connects people with information in an easy-to-use way so they can make better decisions. It helps:

- Set targets, see results and understand what drives the numbers.
- Identify trends that may be benefits or threats.
- Take action with a common context for decision-making across every department.
- Identify and analyze opportunities, trends and trends.

Critical business decisions are made at all levels and yet very often business managers and others below the top executive ranks complain that they often lack access to all the information they need, when they need it, and how they need it. The answer lies in expanded and improved BI solutions that can deliver effective business intelligence not just to the board room, but to the front lines as well. By integrating information, technology, and people, decision-makers at all levels can become performance managers—dedicated to using the metrics, plans, and reports for their functional areas to make firm, fact-based decisions.

This session will show through hands-on experience to:

- Deliver trusted information for a single version of the truth.
- Let you work with information the way you want—reports, dashboards, scorecards.
- Put tools in your hands to author and share information as you require.



**Highlights - Experience****E-ANL-16 Drive Better Business Outcomes with accurate and timely budgeting and forecasting 1 day**

Target Audience: Finance Managers, Planning/budget Managers, LOB heads, Senior IT managers

Spreadsheets are useful tools in many aspects of business, but they cannot support today's complicated enterprise planning needs because they:

- Are prone to data errors
- Cannot handle the complex processes of business modeling and aligning operational tactics and financial targets
- Lack features such as workflow, metadata management and version control for inter-departmental collaboration
- Often cannot provide the immediate, real-time information necessary for rapid corporate decision making

Companies spend countless hours each year developing the business plans, forecasts, reports and analyses that they depend on to drive strategic decision making and manage performance. It is critical that this information be accurate and timely, but it must also be easy to modify, given today's tumultuous economy.

Come learn more about IBM planning, budgeting and analytic solutions that help you deliver timely, reliable forecasts and plans. Discover how you can rapidly analyze and model planning requirements for your entire organization and use them to anticipate the correct course of action for better business outcomes. Through presentations and hands-on exercise, this session will show how:

- To reduce planning cycles by 75% and reporting from days to minutes.
- Finance & LOBs can own and manage it.
- To provide exceptionally fast performance for large, sophisticated models and large data sets.
- To feature personalized planning and analytics—within a managed planning process—to explore performance gaps and validate corporate drivers.

**Contacts and Locations**

■ **The TEC event registration can be arranged through IBM Representative.**

Please note that Country TEC event schedule published in the TEC website are subjected to changes. As seats are limited, IBM will provide confirmation if the enrollment is successful and notification will be sent 3 days prior to the event.

For Singapore, email to	tecsg@sg.ibm.com	<a href="http://www.ibm.com/software/sg/tec">http://www.ibm.com/software/sg/tec</a>
For Malaysia, email to	tecmy@my.ibm.com	<a href="http://www.ibm.com/software/my/tec">http://www.ibm.com/software/my/tec</a>
For Thailand, email to	tecth@th.ibm.com	<a href="http://www.ibm.com/software/th/tec">http://www.ibm.com/software/th/tec</a>
For Philippines, email to	tecph@ph.ibm.com	<a href="http://www.ibm.com/software/ph/tec">http://www.ibm.com/software/ph/tec</a>
For Indonesia, email to	tecid@id.ibm.com	<a href="http://www.ibm.com/software/id/tec">http://www.ibm.com/software/id/tec</a>
For Vietnam, email to	tecvn@vn.ibm.com	<a href="http://www.ibm.com/software/vn/tec">http://www.ibm.com/software/vn/tec</a>

■ **IBM Singapore Pte Ltd**

9 Changi Business Park Central 1  
 The IBM Place  
 Singapore 486048

■ **IBM Malaysia Head Office**

IBM Malaysia Sdn Bhd  
 19th Floor, Plaza IBM  
 No. 8, First Avenue,  
 Persiaran Bandar Utama  
 47800 Petaling Jaya  
 Selangor Darul Ehsan

■ **Thailand Head Office**

IBM Thailand Co., Ltd.,  
 IBM Building,  
 388 Phaholyothin Road,  
 Bangkok 10400,  
 Thailand

■ **Philippines Head Office**

2nd-4th Floors IBM Plaza  
 8 Eastwood Avenue  
 Eastwood City Cyberpark  
 E. Rodriguez, Jr. Avenue  
 1110 Libis, Quezon City  
 Philippines

■ **Indonesia Head Office**

IBM Indonesia  
 The Plaza Office Tower 16th Floor  
 Jl. MH Thamrin Kav. 28-30,  
 Jakarta 10350, Indonesia

■ **IBM Vietnam**

Hanoi  
 IBM Vietnam Company  
 2nd Floor, Pacific Place  
 83B Ly Thuong Kiet  
 Hanoi, Vietnam

**Ho Chi Minh**

Saigon Trade Center,  
 3B Floor, 37 Ton Duc Thang,  
 District 1, Ho Chi Minh City,  
 7000, Vietnam

