INFORMATION TECHNOLOGY

Being an integral part of the business, Wilmar's Information Technology (IT) team focuses on delivering IT services that align with the Group's overall strategy to jointly create more value for the business.

We continue to strengthen our global IT team by establishing trusted partnerships with all business stakeholders across front, middle and back office functions. We embrace Agile methodology, DevOps processes and Application Programming Interface (API) platform to deliver new digital capabilities and continuously improve our business operations using digital technology and data.

DEEPENING BUSINESS PARTNERSHIPS TO ACCELERATE GROWTH IN CHINA

In China, we partner with business units to form product centric teams and leverage our combined expertise to develop new business capabilities. We have piloted Intelligent Manufacturing at several plants to improve efficiency and control of distributed operations through automation and real-time monitoring of our production facilities. We have been able to lower indirect material cost by adopting a centralised sourcing and procurement platform, as well as increase our market share through a digital B2B ordering system.

SCALING DIGITAL BUSINESS CAPABILITIES GLOBALLY

To support the growth of Wilmar's integrated business in our existing markets and expansion into new markets, we leverage our global delivery team to deliver fit-for-purpose solutions at scale. We continue to expand our cloud-first infrastructure and streamline our technology landscape through a robust enterprise architecture and framework to lower our cost to serve and reduce the time to deliver.

IMPROVING OPERATIONAL EFFICIENCY

We continue to drive digitalisation of our business functions to achieve better efficiency, control and compliance through rapid deployment of common Enterprise Resource Planning (ERP) and enterprise business solutions, Robotic Process Automation (RPA), and digital workplace technology. We have also developed key management dashboards to derive insights from various data sources to facilitate decision making. This has enabled our business to respond to the rapidly changing market needs in an agile and timely manner.

MAXIMISING DATA VALUE

In 2020, the Covid-19 pandemic and its impact on the global food supply chain shone a light on the importance of being able to effectively predict and meet unprecedented demand spikes. With integrated data sources and supply chain visibility, we have been able to respond quickly and adjust production across our global supply chain to meet customer demand. Besides data integration and dashboards, we are also developing data platforms across the value chain to discover use cases and insights that could generate additional value to the business.

CYBER RESILIENCY AND BUSINESS CONTINUITY

Wilmar places cybersecurity at the core of our digital transformation journey, using a robust and risk-based framework to manage the ever-changing cyber threats and protect our assets proactively.

We constantly review our IT policies to ensure that they stay relevant and in compliance with data privacy laws and regulations in countries that we operate in. We are continuously enhancing our cybersecurity capabilities globally to better monitor, detect and respond to cyber threats to ensure cyber resiliency and business continuity.