INFORMATION TECHNOLOGY

Wilmar's Information Technology (IT) team plays a critical role in supporting the Group's key business transformation initiatives amidst a rapidly evolving technological landscape. In tandem with our business expansion into more dynamic and competitive markets, we continue to usher in innovative digital solutions that enhance operational efficiencies globally. Beyond functioning as an instrument of growth, the IT team also stands as our bulwark against escalating cyber threats, fortifying the company's digital infrastructure, safeguarding sensitive data and preserving the integrity of our operations.

DIGITAL INTEGRATION FOR GREATER EFFICIENCY

As we continue to deepen collaborations between our businesses and external partners, the need for seamless integration of our enterprise systems with platforms used by our partners and customers have become crucial for business success. To this end, we have connected order processing systems to expedite approvals, provide delivery status visibility, and automate invoicing for our partners and customers. Internally, we also seek to optimise production, inventory management, and quality control processes by integrating IT and Operational Technology systems which run our industrial equipment. This synchronisation enables real-time information exchange between our enterprise and production control systems, facilitating quicker responses to changing situations and helping to enhance operational efficiency and ensure product safety.

LEVERAGING ARTIFICIAL INTELLIGENCE IN OPERATIONS

We use Artificial Intelligence (AI) computer vision and Internet of Things to monitor our Food Park facilities, equipment, and on-site security. Through AI predictive analytics and machine learning, we can proactively identify and mitigate potential risks. These systems can detect patterns, predict equipment failures, and optimise maintenance schedules, thereby ensuring a safer working environment. With the advent of Generative AI and Large Language Model technologies this year, we are adopting new solutions at our internal customer service centres to more accurately define customer issues and offer effective resolutions.

MAXIMISING AGILITY WITH CLOUD TECHNOLOGY

The continuous adoption of the latest cloud technology has greatly enhanced the scalability, performance and resiliency of our enterprise systems in a cost-efficient manner. Cloud computing enables automatic allocation and reallocation of our network resources to consistently ensure high-performance levels without incurring additional cost to maintain excess capacity. Our systems on the cloud gain resiliency as workloads are distributed across multiple servers to avoid a single point of failure. We also deploy cloud-based performance monitoring tools to provide first-hand insights on the potential risk areas across our applications, infrastructure and network. This empowers us to swiftly respond to and address potential risks, reducing the time required for us to launch, market and distribute our products.

FORTIFYING OUR CYBERSECURITY

As global reliance on technology rises, concerns of the ever-increasing sophistication of cyber threats have also heightened. Wilmar adopts a risk-based approach towards cybersecurity by referencing industry-leading security frameworks to systemically address potential risks according to their threat level. Recognising that prevention is better than cure, we embed a security-first mindset across all digital activities, introducing security controls, security awareness trainings and technical capabilities to safeguard our data and processes. While there is no silver bullet in cybersecurity, we believe in a unified holistic defence involving continuous monitoring, user education, and proactive threat detection to fortify our cyber resilience.