INFORMATION
TECHNOLOGY

In today's volatile and demanding business environment, technological adversity is no longer an exception—it is the norm. At Wilmar, we have chosen to see these challenges as opportunities to innovate, adapt, and redefine the way we work. Our strategic focus on Business Process Automation (BPA) has been central to this transformation - beyond process optimisation and continuous improvement, we continue to modernise software development with Artificial Intelligence (AI)-powered tools, build scalable digital platforms and safeguard our digital assets to create a future-ready foundation for growth. This reflects Wilmar's determination to overcome adversity, embrace innovation, and position us for sustainable success in an evolving business landscape.

REDEFINING WORK THROUGH BPA

We embarked on a strategic BPA programme across the Group to ensure we stay agile, productive, efficient and competitive. An iterative approach allowed us to continuously refine our business workflows and processes, identify opportunities to digitise and apply AI and automation to simplify operations and free up teams to focus on high-value priorities. The rapid pace of change in AI requires us to constantly prepare, engage and equip our workforce with the necessary knowledge, skills and tools to keep up with adoption – moving from AI-powered digital assistants or Copilots to customised AI solutions to bring innovations, improvements and business value to Wilmar.

TRANSFORMING OUR SOFTWARE DEVELOPMENT JOURNEY

The Software Development Lifecycle (SDLC) is a structured process of planning, building, testing, deploying and maintaining software. To address requirements for faster delivery, consistent quality, and cost optimisation across our SLDC, we are introducing AI-driven automation throughout our development cycles. This shift is intended to streamline processes, support smaller teams in working efficiently and enhance agility. By utilising generative AI for code creation, automated testing and intelligent documentation, we aim to improve delivery timelines and quality, manage costs, and support successful project outcomes. This approach helps our teams remain adaptable and responsive, supporting continued value delivery and innovation in today's dynamic landscape.

BUILDING A SCALABLE DIGITAL FOUNDATION THROUGH AUTOMATION

We continue to modernise our digital platforms to enhance agility, scalability, and resilience. By moving from traditional systems to flexible, modular designs and automated processes, we accelerate delivery, reduce costs, and improve reliability. These advancements strengthen integration with emerging technologies and support our broader digital transformation, positioning Wilmar with a secure, resilient and future-ready foundation to meet evolving market demands.

STRENGTHENING CYBER RESILIENCE WITH A SECURITY MODEL OF "ZERO TRUST" AND AI

We advanced our strategic transformation towards a Zero Trust security model to safeguard our digital assets in an increasingly complex landscape of threats. A Zero Trust security model is a framework that assumes no user or device is trusted by default and requires continuous verification for every access request. This journey is not just a technological shift but a cultural one, requiring collaboration across IT, business units and leadership to embed security into every process and decision. To complement our Zero Trust strategy, Wilmar has invested in a next-generation security event management platform powered by AI. The integration of AI into this platform positions us to defend against ever evolving sophisticated cyber threats. These initiatives strengthen our resilience, support agile business operations and ensure that our digital platforms are equipped to meet evolving market demands with confidence.