



INDUSTRIAL TRAINING REPORT

AT DAGANG NEXCHANGE BERHAD (DNeX)

12 AUGUST 2024 – 24 JANUARY 2025

Together Beyond Excellence.



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EXECUTIVE SUMMARY

My enriching six-month industrial training at Dagang Nexchange Berhad (DNeX) in the Risk & Business Process Management (RBPM) division has been a transformative chapter in my academic and professional development. DNeX, a prominent player in the technology and digital solutions sector, is renowned for its innovative approach to risk management and business process optimization, positioning itself as a leader in enhancing operational efficiencies across various industries. Throughout my training, I was immersed in diverse projects that allowed me to apply theoretical knowledge to real-world challenges, including conducting risk assessments, analyzing business processes, and developing risk mitigation strategies. My responsibilities included collaborating with cross-functional teams to evaluate existing processes, where I implemented process mapping techniques that resulted in actionable insights and recommendations for improvement. A comprehensive SWOT analysis highlighted DNeX's strengths, such as its robust technological infrastructure and skilled workforce, while identifying opportunities for growth in the rapidly evolving digital landscape and potential threats from increasing competition. Engaging discussions with mentors and colleagues enriched my understanding of strategic risk management and equipped me with the tools to critically assess business scenarios. I have formulated recommendations aimed at enhancing DNeX's risk management framework and leveraging emerging technologies to drive efficiency. In conclusion, this report not only captures the essence of my learning journey and contributions during my tenure at DNeX but also reflects my commitment to continuous improvement and innovation in risk and business process management. This experience has solidified my career aspirations and prepared me to contribute effectively to the dynamic field of digital transformation.

TABLE OF CONTENT

EXECUTIVE SUMMARY	1
TABLE OF CONTENTS	2
ACKNOWLEDGEMENT	3
STUDENT'S PROFILE	4
COMPANY'S PROFILE	5
1. Name, Location, Background	5
2. Vision, Mission, Objective, Goal	7
3. Organizational Structure.....	8
4. Products or Services	8
TRAINING'S REFLECTION	11
1. Duration: specific date, working day and time.....	11
2. Details: department, roles, responsibilities, assignments, tasks.....	11
3. Gains: intrinsic and extrinsic benefits such as allowance, compensation, experiences, knowledge, skills, etc.....	12
SWOT ANALYSIS	14
DISCUSSION OF SWOT ANALYSIS	15
RECOMMENDATION OF SWOT ANALYSIS	21
CONCLUSION	26
REFERENCES.....	27
APPENDICES	29

ACKNOWLEDGEMENT

First and foremost, praise and thanks to the God Almighty for the life and time given to us until today. Because of the blessings of His bounty, I am able to complete this internship report in peace and harmony.

Other than that, I also would like to say a thousand thanks to my lovely advisor *Madam Khaizie Sazimah Ahmad* from UiTM Campus Alor Gajah, Melaka because of her care, patience, and guidelines, I was able to complete my internship report. I would like to state here that, without her guidance and help, I may not have been able to complete this report and also my 6-month internship successfully. I really do appreciate the level of patience she has.

I also want to thank my university, which is Universiti Teknologi MARA Campus Bandaraya Melaka, for the memories, happiness, hard work, experiences, knowledge, opportunities, and love. Thank you for the support throughout my degree on campus. Degree journey is a very precious and interesting event in my life which I will always remember. Thank you also to the lecturers who taught and helped me all this time either directly or indirectly.

Not to forget, I am also extremely grateful to the family who gave me full support and love. The prayers, caring and guidance given by both of my parents are the biggest contribution in my life and make me even more enthusiastic to complete this report. At the same time, I would also like to thank my friends for being willing to listen and being a point of encouragement for me to complete my industrial training at the *Dagang Nexchange Berhad (DNeX)* and also my degree journey. Thank you.

Sincerely,

Nor Ain Natasha binti Mohd Zain

STUDENT'S PROFILE

NOR AIN NATASHA MOHD ZAIN



CONTACT



EDUCATION

Bachelor in International Business (Hons.)

UiTM Bandaraya Melaka, Melaka
CGPA: 3.56
2022 - Present

Diploma in Mathematical Science

UiTM Machang, Kelantan
CGPA: 3.52
2019 - 2022

Sijil Pelajaran Malaysia (SPM)

Sek Men Sains Machang, Kelantan
1A+ 2A 1A- 2B+ 1B 1C+ 1D
2014 - 2018

SKILLS

- Proefficient in Microsoft Office Suite
- Strong Organizational and Time Management Skills
- Excellence Communication and Interpersonal Abilities
- Strong Leadership

LANGUAGE

Bahasa Melayu - Native
English - Intermediate

REFERENCE

Khalilah binti Ibrahim

Senior Lecturer

ABOUT ME

I am a dedicated Bachelor's degree student in International Business with a keen interest in risk management and business process optimization. Currently, I am honing my skills through an internship in the Risk & Business Process Management Department at Dagang Nexchange Berhad. I am eager to apply my academic knowledge and internship experience to contribute effectively to innovative projects and support strategic decision-making.

EXPERIENCES

2024 <i>Dagang Nexchange Berhad</i>	Risk & Business Process Management (Internship) <ul style="list-style-type: none">• Assist in projects aimed at making business processes better.• Check and improve company rules and procedures related to risk management.
2022 <i>Eco-Shop Pasir Mas</i>	Storekeeper <ul style="list-style-type: none">• Part time job during semester break.• Attract customers, keep track of stock levels, served customers.
2018 - 2019 <i>Pasaraya Halal Ana</i>	Cashier <ul style="list-style-type: none">• Temporary job after school.• Processing payments, issuing receipts, served customers.

ACHIEVEMENTS AND AWARDS

- Graduated with First Class of Diploma in Mathematical Science
- Dean's List Award
- Gold Award in International Teaching Aid Competition 2023 (iTAC 2023)
- 3rd Place in Cultural Performance for International Business Fiesta
- 3rd Place in Booth Presentation for International Business Fiesta
- Head of Protocol Bureau for Seminar under subject Professional Etiquette for Hotelliers (HTH558)

EXTRA CURRICULAR

- Doing an Academic Trip to Hatyai, Thailand under subject Issues in International Business (IBM651)
- Doing an International Corporate Responsibility at Bumrungsuksa Islamic Boarding School, Thailand
- Doing an Inbound Academic Visit to PETCO Trading Labuan Company Ltd (PTLCL) under subject International Trade Framework (IBM554)
- Organizing a "Career Compass: Guiding Your Path to Professional Excellence" Seminar under subject Professional Etiquette for Hotelliers (HTH558)

COMPANY'S PROFILE

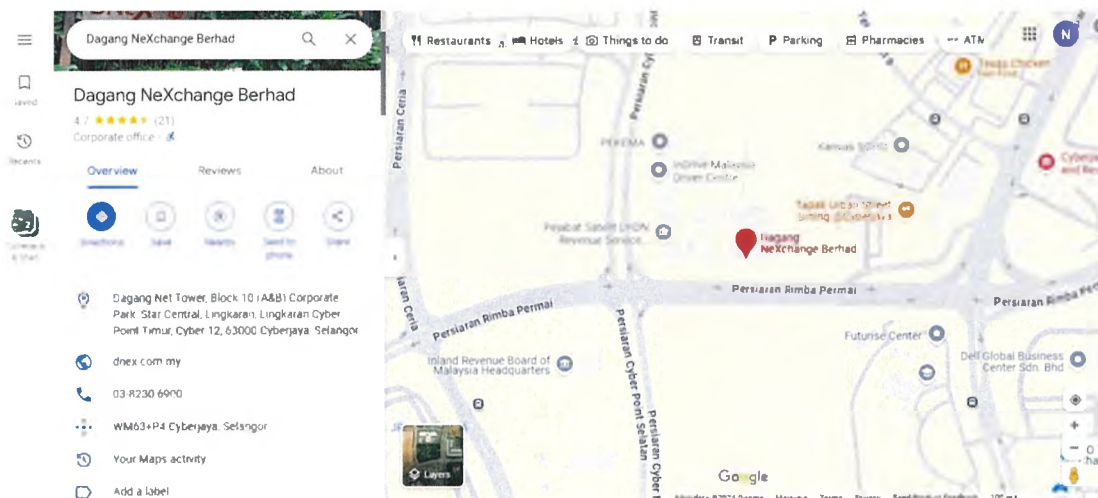
1. Name, Location, Background

Name



Dagang Nexchange Berhad, commonly referred to as DNeX, represents a synthesis of trade facilitation and digital transformation. The name "Dagang" translates to "trade" in Malay, which emphasizes the company's foundational goal of enhancing trade processes and efficiencies through innovative solutions. The term "Nexchange" suggests a networked exchange, encapsulating the essence of modern digital interactions among various stakeholders in the trade ecosystem. This naming reflects DNeX's commitment to integrating technology into trade, logistics, and various sectors, ultimately improving business operations and connectivity.

Location



DNeX is headquartered at Dagang Net Tower, Block 10 (A&B) Corporate Park, Star Central, Lingkaran, Lingkaran Cyber Point Timur, Cyber 12, 63000 Cyberjaya, Selangor, Malaysia.

Cyberjaya is a strategically planned city that serves as Malaysia's primary technology and innovation hub. Established as part of the government's initiative to create a vibrant digital economy, Cyberjaya is part of the Multimedia Super Corridor (MSC),

designed to attract and promote the growth of the information and communication technology (ICT) sector. The location provides a conducive environment for tech firms, housing state-of-the-art infrastructure, high-speed internet connectivity, and purpose-built office spaces, making it a perfect base for companies like DNeX that focus on technology-driven solutions.

The Dagang Net Tower itself is an important landmark within Cyberjaya's corporate landscape. It is home to several tech-oriented companies, facilitating collaboration and networking opportunities among businesses operating in similar fields. The strategic positioning within a corporate park enhances DNeX's visibility and accessibility, allowing for easy collaboration with partners, clients, and other stakeholders in the technology and trade sectors.

Background

Dagang Nexchange Berhad was founded in 1970, initially focusing on specialized services and solutions across various sectors. Over the decades, DNeX has evolved into a diverse investment holding company operating through three primary segments: Technology, Energy, and Information Technology (IT).

In Technology, DNeX has established itself as a leading semiconductor foundry. The company specializes in manufacturing semiconductor components and providing related services, which are crucial in today's technology-driven economy. DNeX's semiconductor operations are supported by a team of industry experts who ensure that the products meet global standards of quality and innovation.

Furthermore, DNeX is making significant strides in the energy sector, particularly in upstream exploration and production. This segment includes activities such as oil and gas exploration, extraction, and the supply and maintenance of equipment necessary for these processes. The company's focus on energy reflects a commitment to contributing to Malaysia's energy security and sustainability, positioning it as a key player in the regional energy landscape.

Besides, in Information Technology (IT), where DNeX truly shines as a provider of award-winning eServices for trade facilitation. The company has developed a comprehensive suite of eServices that streamline customs processes, trade logistics, and regulatory compliance. DNeX's expertise in technology consulting, systems integration, and subsea telecommunications positions it as a trusted partner for businesses looking to navigate the complexities of modern trade. Its solutions are designed to enhance operational efficiency, reduce costs, and improve overall trade performance.

DNeX has built a reputation for innovation and excellence, driven by a team of experts with extensive knowledge and operational know-how in their respective fields.

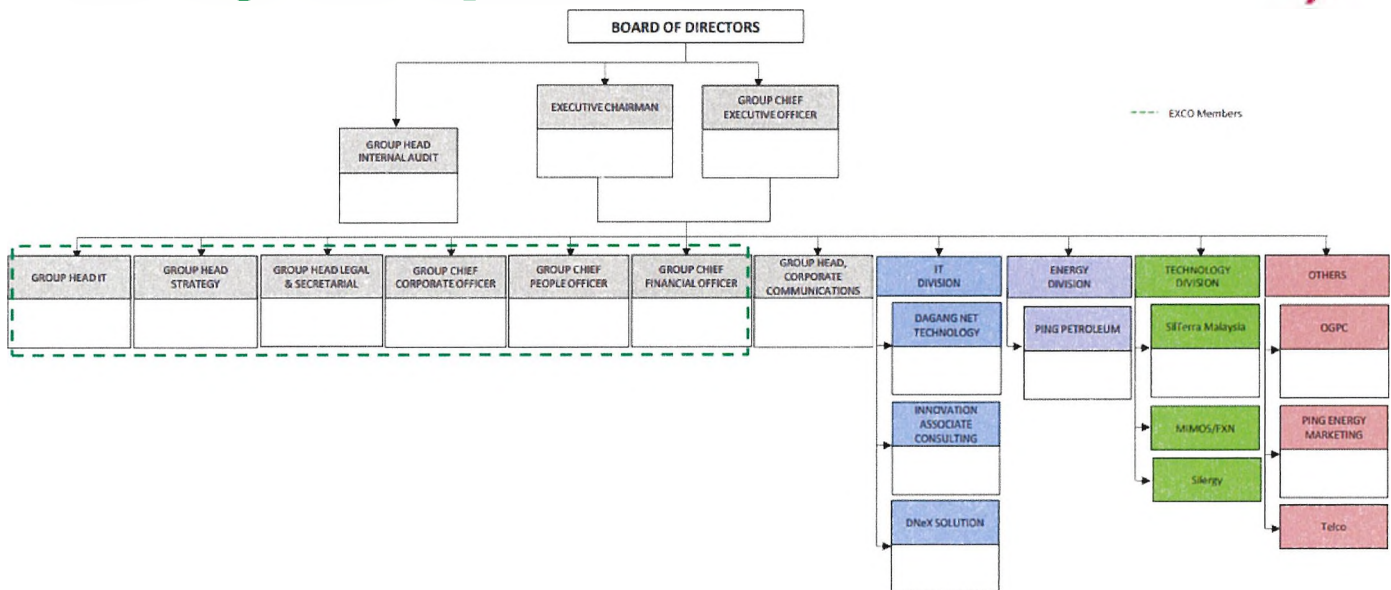
This commitment to quality and service has earned the company various awards and recognitions in the technology and trade facilitation sectors.

2. Vision, Mission, Objective, Goal

Vision	<ul style="list-style-type: none">•To be a leading multinational corporation that is trusted for its world-class services and expertise.
Mission	<ul style="list-style-type: none">•We are vibrant talents who are committed to deliver business innovation that creates value for stakeholders.
Objective	<ul style="list-style-type: none">•To continuously enhance the quality and innovation of our services, ensuring they meet the highest industry standards and create lasting value for our stakeholders.
Goal	<ul style="list-style-type: none">•To achieve a 15% increase in customer satisfaction scores over the next year through the implementation of innovative service solutions and enhanced customer engagement strategies.

3. Organizational Structure

DNeX High Level Organisation Chart



www.dnex.com.my

2

4. Products or Services

Dagang Nexchange Berhad (DNeX) operates within three primary business segments which are Technology, Energy, and Information Technology (IT). Each segment is strategically structured into specialized clusters, with dedicated subsidiaries that enable DNeX to deliver a comprehensive range of products and services. This multifaceted approach positions DNeX as a leader in various sectors, enhancing its capabilities and market reach.

Technology Segment

The Technology segment is anchored by Silterra Malaysia Sdn Bhd, the sole subsidiary in this cluster. DNeX holds a 60% stake in Silterra, a renowned global semiconductor foundry that plays a pivotal role in the manufacturing of semiconductor devices. Silterra specializes in Complementary Metal Oxide Semiconductor (CMOS) fabrication processes, which are crucial for producing integrated circuits (ICs) used in a multitude of electronic applications.

Silterra's offerings span several critical areas, including Advanced Logic, Mixed Signal & Radio Frequency, and High Voltage applications. Advanced Logic pertains to the development of chips that handle complex computational tasks, while Mixed Signal & Radio Frequency focuses on devices that integrate both analog and digital signals, essential for communication systems. High Voltage applications involve the production of semiconductor components that can operate under high voltage conditions, catering to industrial and power management sectors. Through Silterra, DNeX not only meets the increasing global demand for high-performance semiconductors but also contributes to the advancement of technology in various fields, including consumer electronics, automotive, and telecommunications.

Energy Segment

DNeX's Energy segment is divided into two main categories, which are Upstream Exploration & Production and Equipment Supply & Maintenance.

1) Upstream exploration & production

This category is represented by Ping Petroleum Limited, an independent company focused on offshore production and development opportunities, particularly in the North Sea and Malaysia. Ping specializes in the management of late-life oil and gas properties, emphasizing the brownfield redevelopment of existing fields. This approach aims to revitalize mature oil and gas sites, enhancing their productivity and operational lifespan. By concentrating on shallow water production, Ping Petroleum effectively taps into less explored yet potentially lucrative resources, aligning with global energy demands while ensuring environmental sustainability.

2) Equipment supply & maintenance

DNeX operates in this area through OGPC (Oil & Gas Production Company), which supplies equipment to a diverse international clientele. OGPC utilizes strategic partnerships with global Original Equipment Manufacturers (OEMs) to deliver a comprehensive suite of products and services. Their offerings include engineering design, supply, installation, commissioning, and maintenance of oil and gas equipment. Additionally, OGPC provides extensive after-market services that encompass critical operations such as pipeline cleaning, compact manifold system fabrication/testing, safety relief valve servicing/testing, and pipeline insulation and heat tracking. These services ensure that equipment operates efficiently and safely, thus minimizing downtime and optimizing production in the energy sector.

Information Technology (IT) Segment

The IT segment is further categorized into three key areas which are Trade Facilitation, Subsea Telco Services, and Tech Consulting & System Integration.

1) Trade facilitation

This category is represented by Dagang Net Technologies (DNT) and Sealnet (SNET). DNT operates as Malaysia's National Single Window (NSW), providing Business-to-Government (B2G) eServices that facilitate electronic customs transactions and duty payments. DNT has expanded its services to include Business-to-Business (B2B) operations, streamlining electronic document transfers among members of the trading community. SNET, on the other hand, focuses on providing similar services specifically for the private sector. It offers a digital trade and logistics platform that serves as a one-stop, cloud-based solution for logistics and cross-border services. This platform simplifies trade processes, enabling businesses to navigate customs and logistics with greater ease and efficiency.

2) Subsea telco services

This segment is represented by DNeX Telco, which specializes in providing comprehensive solutions for the design, engineering, supply, installation, and maintenance of marine fibre optic and power cables. DNeX Telco offers end-to-end solutions that cater to a variety of industries, including telecommunications, oil and gas, renewable energy, and scientific research. Their services include marine cable installation and maintenance, ensuring that clients have the necessary infrastructure to support their operations effectively. The ability to provide these solutions underscores DNeX's commitment to supporting critical sectors with reliable and advanced technology.

3) Tech consulting & system integration

This area includes subsidiaries like IAC and DNeX Solutions, which provide essential IT advisory services, system integration, application development, and enterprise system implementation. These services are crucial for businesses looking to enhance their operational efficiency and adopt the latest technological innovations. Additionally, Genaxis offers business consulting, training, and smart city blueprint services, alongside solutions in artificial intelligence and analytics. This diverse portfolio of IT services allows DNeX to help organizations leverage technology for strategic growth and operational excellence.

TRAINING'S REFLECTION

1. Duration

The internship at Dagang Nexchange Berhad (DNeX), spanning from 12 August 2024 to 24 January 2025, was an extraordinary experience that provided both depth and breadth in terms of professional exposure. With a meticulously structured schedule of Monday to Friday, 8:30 AM to 5:30 PM, and a lunch break from 1:00 PM to 2:00 PM, I quickly adapted to the rhythm and pace of the corporate world. The duration of the internship, stretching over several months, allowed me to fully immerse myself in the company's processes and make meaningful contributions. The predictability of the work schedule enabled me to develop a keen understanding of the consistent demands of a professional environment, while also offering the flexibility needed to tackle a wide range of tasks. The extended period provided ample time to become well-versed in the company culture, gain insights into corporate governance, and build connections with colleagues from diverse backgrounds.

Furthermore, the considerable length of the internship allowed for personal growth and development. It was long enough to not only learn from the team but also contribute in a way that was tangible and impactful. The structured time frame afforded me opportunities to take ownership of multiple projects, witness their progression, and evaluate the outcomes of my efforts. This exposure to the entire lifecycle of a project ranging from planning and coordination to execution and follow-up, provided me with an unparalleled learning curve. By the conclusion of my internship, I had transitioned from being an observer to becoming a proactive participant who could manage responsibilities with a sense of autonomy, all while remaining aligned with the company's strategic goals.

2. Details

During my internship, I was placed in the Risk & Business Process Management department, a pivotal unit in ensuring that DNeX operates in a smooth and efficient manner while managing potential risks effectively. This department is crucial in formulating and executing business strategies that align with the company's long-term goals, while also addressing risks that could hinder operational performance. My responsibilities were diverse and impactful, allowing me to contribute to both strategic and operational aspects of the company. I participated in the department's weekly meetings, where I played an integral role in updating the minutes of meetings, distributing slides, and ensuring that all logistical arrangements, such as booking meeting rooms and sending invitation emails to other departments, were taken care of. This task, though administrative, was essential in maintaining smooth communication and workflow

between teams.

One of the most significant undertakings during my internship was managing the Anti-Bribery & Anti-Corruption (ABAC) Awareness Training for DNeX staff. This event was pivotal in ensuring that the company adhered to ethical standards and legal requirements. I coordinated the event by liaising with external stakeholders, including the Malaysian Anti- Corruption Commission (MACC), and drafted the tentative agenda for the session. My role also extended to preparing the emcee script, ensuring that the flow of the event was engaging and informative. This responsibility not only sharpened my event management and communication skills but also exposed me to the complexities of corporate training and regulatory compliance. Additionally, I was entrusted with managing the Discretionary Authority Limits (DAL) meeting discussions, where I updated slides, recorded meeting discussions, and ensured that all departments adhered to the company's guidelines on decision-making authority. My involvement in these discussions gave me insight into the importance of internal controls and governance.

Furthermore, I was responsible for updating the master list of policies at DNeX, ensuring that all internal documents were up-to-date and aligned with the latest corporate governance requirements. This task deepened my understanding of corporate compliance, risk management, and policy development. The diversity of tasks I was assigned gave me exposure to multiple facets of business operations, from administrative functions to strategic decision-making, and allowed me to develop a multifaceted skill set that I will continue to build upon in the future.

3. Gains

The intrinsic and extrinsic benefits I gained during my internship at DNeX have been both transformative and invaluable in shaping my professional development. On the extrinsic side, I was provided with a monthly allowance of RM1,000, which not only alleviated financial concerns but also motivated me to approach each task with enthusiasm and dedication. This allowance served as a recognition of the value I brought to the team and empowered me to remain fully committed to my responsibilities. It provided the financial security needed to focus on my personal growth and ensured I had the resources to enjoy my internship experience to the fullest.

Beyond the financial benefits, my internship was an incredibly enriching learning experience. I had the opportunity to learn new software that is integral to the business process management industry, such as project management tools and data analysis platforms. This hands-on experience with real-world industry software sharpened my technical abilities and prepared me for the demands of future roles. I also gained a deeper

understanding of the working world by immersing myself in DNeX's corporate structure, observing how industry best practices are applied, and learning how different teams collaborate to achieve common objectives. This exposure to the real-life application of business strategies gave me an invaluable perspective on the inner workings of a successful corporation.

Moreover, my internship significantly bolstered my personal development. The experience taught me how to effectively multitask, handling a variety of responsibilities simultaneously without compromising quality. I was required to stay flexible, often adapting to changing priorities and taking on new tasks as the situation demanded. These experiences sharpened my adaptability and problem-solving skills, which are indispensable in today's fast-paced and ever-evolving work environment. Working alongside colleagues from different departments taught me the importance of collaboration and teamwork, while my regular exposure to decision-makers helped me develop a more strategic and analytical approach to problem-solving.

Additionally, I gained valuable interpersonal skills, learning how to communicate effectively with diverse teams, internal stakeholders, and external clients. Whether drafting emails, conducting meetings, or negotiating with external partners for events, I became more confident in my ability to articulate my thoughts clearly and persuasively. My experience also honed my punctuality, professionalism, and organizational skills, which are fundamental to being an effective and respected team member in any corporate setting. This internship has not only enhanced my technical expertise but has also instilled in me a strong sense of confidence, accountability, and responsibility, which will be invaluable in my future career.

Ultimately, my time at DNeX has equipped me with a robust toolkit of skills and knowledge, from technical proficiencies to personal attributes such as leadership and resilience. The exposure to corporate governance, risk management, and business processes has provided me with a clear understanding of what it takes to succeed in the corporate world, while also helping me develop the critical thinking and decision-making abilities required to navigate complex challenges in the future.

SWOT ANALYSIS



DISCUSSION OF SWOT ANALYSIS

STRENGTHS

1) Depth of technology

One of Dagang Nexchange Berhad's (DNeX) most significant strengths lies in its depth of technological expertise and its ability to innovate within the rapidly evolving digital landscape. As the world continues to lean heavily into digital transformation, DNeX is positioned at the forefront by providing cutting-edge solutions across various sectors. The company specializes in advanced technology fields such as cloud computing, data analytics, artificial intelligence (AI), and cybersecurity, which are essential for businesses striving to stay competitive in an increasingly tech-driven world. DNeX's focus on these areas ensures that it remains relevant and in demand, catering to both private and public sector clients who are seeking to modernize their operations.

Furthermore, DNeX's technological strength is amplified by its ability to integrate these solutions into a wide range of industries, including energy, finance, logistics, and government. This integration of technology not only enhances the efficiency and performance of organizations but also enables them to make data-driven decisions, automate processes, and protect against cyber threats. The company's continued investment in research and development helps it stay ahead of technological trends, allowing it to offer forward-thinking solutions that meet the evolving needs of businesses. With the global shift towards more interconnected and digital ecosystems, DNeX's expertise in advanced technology positions it as a key player in the digital transformation space, ensuring it remains a trusted partner for companies looking to modernize their infrastructure and operations.

2) Domestic & regional expertise

In addition to its technological prowess, DNeX's domestic and regional expertise is another key strength that sets it apart in the competitive landscape. As a Malaysian-based company, DNeX has developed a deep understanding of the local business environment, regulatory frameworks, and market dynamics. This intimate knowledge allows DNeX to craft tailored solutions that align with the specific needs of the Malaysian market, including compliance with local laws and regulations, particularly in industries such as energy, finance, and government services. DNeX's strong ties with local stakeholders, including government agencies and businesses, give it a competitive advantage in securing contracts and building lasting partnerships. The company's familiarity with the nuances of the Malaysian market provides a level of trust and credibility that is invaluable in a market that values relationships and local insight.

Beyond its domestic strength, DNeX has also successfully expanded its reach across Southeast Asia, leveraging its regional expertise to tap into the growing demand for technology and energy solutions in countries like Indonesia, Thailand, and Vietnam. The company's ability to adapt its offerings to suit the regional economic, cultural, and regulatory differences is a testament to its versatility and strategic foresight. As Southeast Asia continues to experience rapid growth in digital infrastructure, the demand for innovative technology solutions is increasing, and DNeX is well-positioned to capitalize on these opportunities. By maintaining a regional perspective and understanding the business dynamics of neighboring countries, DNeX can offer tailored solutions that resonate with local markets while expanding its presence and enhancing its brand recognition across the region. This combination of domestic expertise and regional reach gives DNeX a unique advantage, positioning it for continued growth and success in the evolving Southeast Asian market.

WEAKNESSES

1) Dependence on the Malaysian market

One of the primary weaknesses for Dagang Nexchange Berhad (DNeX) lies in its significant dependence on the Malaysian market. Despite its growth, the company remains heavily reliant on local operations and revenue from within Malaysia. While this has allowed DNeX to build a strong presence and establish itself as a leader in various sectors, this geographical concentration can also limit its ability to diversify risk. In times of economic downturns, political instability, or regulatory changes in Malaysia, DNeX could be vulnerable to reduced demand or operational disruptions in its home market. For example, if there were any sudden changes in government policies related to technology, digital services, or energy regulation, DNeX could experience difficulties in adapting quickly, leading to potential financial setbacks.

Furthermore, focusing primarily on Malaysia might result in missed opportunities in other growing markets. While DNeX has ventured into regional markets in Southeast Asia, its core strength still lies in Malaysia, meaning that the company may not be fully capitalizing on the vast potential of international markets. In comparison to global players with more widespread operations, DNeX may find itself at a disadvantage, especially if larger, international firms begin to dominate the Southeast Asian or broader APAC region. To truly sustain long-term growth, DNeX will need to reduce its reliance on its domestic market by expanding its presence in other regions, increasing diversification, and building a more globalized operational framework.

2) Complex regulatory environment and compliance challenges

Dagang Nexchange Berhad (DNeX) operates in industries that are highly regulated, particularly in the fields of energy, technology, and digital services. The regulatory environment can be one of the company's most significant challenges. As government policies evolve and the demand for stricter regulations increases globally, DNeX may face difficulties in keeping up with the constant changes. This is especially true as DNeX operates in multiple sectors that are closely monitored by regulatory bodies, including data privacy laws, environmental regulations in the energy sector, and cybersecurity standards. The complexity of complying with these regulations, especially across different countries, can result in higher operational costs and delays in project timelines, as DNeX works to ensure full compliance.

Moreover, navigating these regulations can divert resources and attention away from other core business objectives, such as innovation and customer service. Any missteps in compliance can lead to legal repercussions, financial penalties, and reputational damage, all of which would hinder DNeX's long-term growth and stability. For instance, if the company fails to adhere to specific environmental standards in its energy business or cybersecurity regulations in its IT services, it could face costly fines or even the loss of business partnerships. As DNeX continues to expand its regional and international footprint, it will need to strengthen its compliance framework to manage the complexity of operating across different regulatory environments. This could involve additional investments in legal and compliance teams, which could put a strain on resources and impact profitability if not managed effectively. Therefore, while regulatory challenges are inevitable in these industries, DNeX must continuously adapt to the changing landscape to mitigate risks and maintain operational efficiency.

OPPORTUNITIES

1) Expansion into international markets

One of the most exciting opportunities for Dagang Nexchange Berhad (DNeX) lies in its potential to expand beyond its core market in Malaysia into broader international markets, particularly within Southeast Asia and other emerging economies. While DNeX has already made strides regionally, there are still vast untapped opportunities for growth in countries like Indonesia, the Philippines, and Vietnam, where digital infrastructure and technology services are experiencing rapid growth. Many of these markets are undergoing a digital transformation, with governments and private businesses seeking advanced technological solutions to modernize their operations. DNeX, with its expertise in cloud computing, data analytics, and digital services, is well-positioned to capture this

demand by offering tailored solutions that align with the unique needs and challenges of these growing economies.

Furthermore, the shift towards regional economic integration and initiatives like the ASEAN Economic Community (AEC) presents DNeX with an opportunity to expand its regional presence. As the region moves towards greater trade and economic cooperation, DNeX can leverage its experience and regional insights to offer its services to businesses looking to enhance their digital and operational capabilities across borders. By establishing a stronger presence in these high-growth markets, DNeX can diversify its revenue streams, mitigate the risks associated with being overly reliant on the Malaysian market, and gain access to a larger customer base. This international expansion would not only help DNeX achieve greater economies of scale but also strengthen its brand recognition as a regional leader in technology and digital solutions.

2) Capitalizing on the growing demand for digital transformation and smart solutions

As industries worldwide continue to embrace digital transformation, DNeX stands at the forefront of an exciting opportunity to capitalize on the growing demand for smart solutions across various sectors. Companies are increasingly turning to digital technologies like big data, AI, machine learning, and automation to enhance operational efficiency, improve decision-making, and create more innovative products and services. DNeX's expertise in providing these technologies positions it as a valuable partner for businesses looking to modernize their infrastructure and adopt more efficient, data-driven practices. Whether it's helping companies automate their operations, enhancing data security, or enabling them to make smarter business decisions through advanced analytics, DNeX can tap into the global shift toward digitalization to expand its service offerings and customer base.

In addition to helping businesses transform their operations, DNeX also has the opportunity to contribute to the development of smart cities and digital government services. As urbanization continues to rise, particularly in Southeast Asia, governments are increasingly investing in smart city initiatives that require sophisticated technology solutions. DNeX can provide the necessary infrastructure and platforms to support these projects, offering services like cloud-based data storage, smart traffic systems, and digital public services. The growing emphasis on sustainability and efficient urban management also aligns with DNeX's potential to contribute to green technologies and smart energy solutions. By positioning itself as a leader in the digital transformation space, DNeX can gain a significant market share in these rapidly evolving sectors, driving long-term growth and enhancing its reputation as a trusted provider of future-ready solutions.

THREATS

1) Intense competition in the technology and digital services sector

One of the most significant threats facing Dagang Nexchange Berhad (DNeX) is the intense competition in the technology and digital services sector. As digital transformation accelerates globally, more companies are offering innovative technology solutions, making the landscape highly competitive. DNeX faces pressure not only from local players but also from well-established international tech giants that possess vast resources, advanced technologies, and extensive experience. These larger companies can often offer a broader range of services, superior economies of scale, and competitive pricing that smaller firms like DNeX may struggle to match.

Additionally, the rise of nimble startups and disruptors in the technology space poses a threat to DNeX's market share. These startups often bring highly specialized and innovative solutions that appeal to companies seeking cutting-edge technology. The ability of these smaller players to adapt quickly and provide niche solutions can present a challenge for DNeX, which may have a more traditional approach to technology implementation. As the technology sector becomes more crowded, DNeX will need to differentiate itself by continually investing in research and development, strengthening its customer relationships, and staying ahead of emerging trends to maintain its competitive edge. Failure to do so could result in losing clients to competitors that can offer more advanced or cost-effective solutions, affecting both revenue and market positioning.

2) Economic and geopolitical uncertainty

Another significant threat to Dagang Nexchange Berhad (DNeX) is the broader economic and geopolitical uncertainty that can affect its operations, particularly given its presence in the technology, energy, and public sectors. Economic downturns, fluctuations in currency values, and shifts in global trade dynamics can severely impact the profitability of companies like DNeX. For instance, in the face of a recession or economic slowdown, businesses may cut back on IT and technology-related investments, leading to reduced demand for DNeX's services. Similarly, geopolitical tensions such as trade wars, political instability, or regulatory changes can create an unpredictable business environment, potentially leading to delays in projects, increased costs, or even the loss of business in certain markets.

The ongoing challenges related to global supply chains also pose risks for DNeX, especially if it relies on specific suppliers for technology or energy products. Any disruption in the global supply chain due to geopolitical events, such as sanctions or trade restrictions, can hinder DNeX's ability to deliver services on time or at the expected

quality. Additionally, regulatory changes across different countries can create further uncertainties in terms of compliance, operational costs, and market access. This exposure to both global economic fluctuations and political instability makes it crucial for DNeX to develop risk management strategies that help it mitigate the impact of external factors. Diversifying its revenue streams, expanding into more stable markets, and building resilient business operations will be key to navigating these unpredictable threats effectively.

RECOMMENDATION OF SWOT ANALYSIS

STRENGTHS

1) Depth of technology

Given Dagang Nexchange Berhad (DNeX)'s strength in technology, it is crucial for the company to continue leveraging and expanding its technological capabilities to drive innovation and penetrate new markets. DNeX's expertise in cloud computing, data analytics, artificial intelligence (AI), and cybersecurity places it in an advantageous position to become a leading technology solutions provider. To further enhance its market presence, DNeX should invest in research and development (R&D) to create even more cutting-edge solutions that align with the latest technological trends. By staying ahead of emerging technologies such as blockchain, quantum computing, and IoT (Internet of Things), DNeX can strengthen its competitive edge and attract new customers across various industries.

In addition to R&D, DNeX should also explore strategic partnerships with global technology firms or startups to accelerate innovation. Collaborating with other tech leaders can help DNeX incorporate new technologies into its offerings, enhancing its product and service portfolio. This approach would not only improve its ability to meet the rapidly changing demands of the market but also enable DNeX to scale more quickly.

Furthermore, DNeX should position itself as an advocate for digital transformation in industries like healthcare, government services, and energy, where there is increasing demand for smart, data-driven solutions. By establishing itself as a thought leader in these sectors, DNeX can build stronger relationships with clients, expand its influence, and drive revenue growth.

2) Domestic & regional expertise

While Dagang Nexchange Berhad (DNeX) has built a solid foundation in Malaysia and Southeast Asia, there is a significant opportunity for the company to further capitalize on its regional expertise and expand its market reach. To achieve this, DNeX should focus on strengthening its presence in neighboring countries with fast-growing digital economies, such as Indonesia, Thailand, and Vietnam, which offer substantial potential for growth in the technology and energy sectors. By tailoring its solutions to meet the specific needs of each country while remaining mindful of the diverse regulatory environments and business practices DNeX can offer customized services that resonate with local businesses and government entities.

Additionally, DNeX should explore opportunities for joint ventures, partnerships, or acquisitions in key Southeast Asian markets to accelerate its regional expansion.

Collaborating with local players can help the company navigate new markets more effectively, gain access to valuable resources, and reduce the risks associated with entering unfamiliar territories. These partnerships could also open doors to new revenue streams, such as expanding its energy solutions or offering smart city technologies in rapidly urbanizing regions. As DNeX continues to deepen its regional footprint, it should also consider investing in local talent and infrastructure to ensure that it can scale efficiently and provide consistent service quality across markets. This regional growth strategy, paired with the company's strong technological expertise, will enable DNeX to solidify its position as a leader in Southeast Asia and beyond.

WEAKNESSES

1) Dependence on the Malaysian market

To address its dependence on the Malaysian market, DNeX should actively diversify its operations and revenue streams by expanding into international markets. The company can leverage its expertise in digital transformation and technology solutions to enter emerging markets in Southeast Asia, such as Indonesia, Vietnam, and the Philippines. These countries are experiencing rapid digitalization and infrastructure development, creating opportunities for DNeX to offer its solutions in e-commerce logistics, digital government services, and cloud technologies. For example, DNeX could replicate its Malaysian success in digital trade facilitation by introducing similar platforms in Indonesia, which is heavily investing in trade digitalization. By doing so, DNeX can reduce its reliance on a single market and enhance its resilience against domestic economic uncertainties.

Moreover, strategic collaborations with global players in the technology and oil and gas industries can bolster DNeX's international presence. Partnerships with multinational companies or participation in joint ventures would not only provide the financial backing for overseas expansion but also help in understanding local market dynamics. For instance, DNeX could collaborate with international oilfield service providers to tap into growing energy markets in the Middle East and Africa. These partnerships can help mitigate risks associated with market entry, such as regulatory hurdles or cultural differences, while also creating new revenue streams. Over time, a balanced portfolio of domestic and international operations would strengthen DNeX's position as a globally competitive organization.

2) Complex regulatory environment and compliance challenges

To overcome challenges posed by the complex regulatory environment, DNeX should invest in advanced compliance management technologies and develop an in-house

regulatory affairs team. Automation tools powered by artificial intelligence (AI) can streamline compliance processes by monitoring regulatory updates, identifying potential risks, and ensuring timely adherence to changes. For example, deploying AI-driven compliance platforms for its data protection services can help DNeX manage regional variations in data privacy laws such as Malaysia's Personal Data Protection Act (PDPA) and the EU's General Data Protection Regulation (GDPR). Such tools reduce the reliance on manual processes, enhance accuracy, and free up resources for strategic initiatives.

Furthermore, DNeX should establish proactive engagement channels with policymakers and regulatory bodies. By participating in industry forums, submitting feedback during public consultations, and building relationships with regulators, the company can anticipate regulatory trends and prepare in advance. For instance, DNeX could contribute to shaping Malaysia's digital economy policies by sharing its expertise in digital trade facilitation. This not only minimizes compliance risks but also positions the company as a thought leader and trusted partner in regulatory development. Complementing these efforts with employee training programs on compliance standards would create an organizational culture that prioritizes regulatory excellence, transforming a potential weakness into a competitive advantage.

OPPORTUNITIES

1) Expansion into international markets

DNeX has a tremendous opportunity to expand its footprint into international markets, especially in regions experiencing rapid digital and industrial growth. Southeast Asia, the Middle East, and Africa present high-growth opportunities for DNeX's technology solutions, particularly in digital trade facilitation, oil and gas services, and IT infrastructure. For example, Indonesia's ongoing initiatives to digitize its trade systems align closely with DNeX's expertise in digital trade platforms. By replicating its success with Malaysia's National Single Window (NSW) project, DNeX could introduce similar systems in these emerging markets, providing seamless solutions for customs clearance, logistics tracking, and e-commerce facilitation.

To successfully penetrate these markets, DNeX should adopt a strategic approach by forming joint ventures or partnerships with local players. Collaborations with regional technology firms, government agencies, or industry-specific consultants can provide valuable insights into market dynamics and regulatory frameworks. For instance, establishing a partnership with a logistics technology provider in Vietnam could help DNeX enter the country's booming e-commerce sector. Additionally, offering localized solutions tailored to the unique needs of each market will enhance adoption rates and foster

customer loyalty. By diversifying its market base, DNeX can not only mitigate risks associated with domestic market dependence but also create new revenue streams that drive long-term growth.

2) Capitalizing on the growing demand for digital transformation and smart solutions

The global surge in demand for digital transformation and smart solutions presents a significant opportunity for DNeX to establish itself as a leader in these domains. Organizations across industries are increasingly adopting technologies such as cloud computing, artificial intelligence (AI), and the Internet of Things (IoT) to improve efficiency, reduce costs, and enhance customer experiences. DNeX can leverage this trend by expanding its portfolio of smart solutions tailored to critical sectors like logistics, oil and gas, and government services. For instance, DNeX's expertise in developing e-services for trade facilitation could be extended to smart port management solutions, enabling more efficient cargo handling and real-time tracking systems for global shipping hubs.

Moreover, the company should explore creating bundled digital transformation packages for small and medium-sized enterprises (SMEs) in emerging markets, where digital adoption is growing rapidly. For example, offering cloud-based software and IoT-enabled solutions to optimize supply chains can appeal to businesses in industries like agriculture and manufacturing. By proactively addressing the unique challenges faced by these sectors, DNeX can tap into an expanding customer base. Additionally, strategic investments in R&D to enhance its smart solutions portfolio will position the company at the forefront of innovation, enabling it to capture larger market shares in a highly competitive global landscape.

THREATS

1) Intense competition in the technology and digital services sector

DNeX operates in a highly competitive technology and digital services market, where local and global players continuously vie for market dominance. To counter this threat, DNeX must focus on differentiating itself through innovation, superior customer service, and niche expertise. For instance, the company could develop specialized solutions in digital trade facilitation and government services that address gaps often overlooked by competitors. Enhancing its portfolio with cutting-edge technologies like artificial intelligence (AI), blockchain, and cybersecurity solutions can position DNeX as a pioneer in providing secure, scalable, and efficient digital services. By leveraging its experience with projects like Malaysia's National Single Window (NSW), DNeX can further build a reputation for reliability and expertise, especially in highly regulated environments.

Additionally, strategic partnerships and collaborations could be instrumental in countering competition. For example, forming alliances with global tech giants for joint development initiatives or distribution agreements could amplify DNeX's market reach. Offering integrated solutions, such as combining its digital trade services with advanced analytics and IoT platforms, can create value propositions that distinguish it from competitors. Investing in customer engagement and feedback mechanisms is another vital strategy, enabling DNeX to refine its offerings continually. Such proactive measures can not only help mitigate competitive pressures but also strengthen its foothold in the digital services market.

2) Economic and geopolitical uncertainty

Economic volatility and geopolitical instability pose significant risks to DNeX's operations, especially given its dependence on global markets and industries like oil and gas. To navigate these uncertainties, DNeX should adopt a risk management framework that emphasizes diversification and adaptability. For example, diversifying its revenue streams by expanding into stable, less politically volatile markets can reduce exposure to regional crises. In addition, DNeX could explore counter-cyclical business opportunities, such as offering digital transformation solutions to industries that thrive during economic downturns, like logistics and e-commerce. These measures would provide a buffer against fluctuations in global oil prices, currency exchange rates, or trade disruptions caused by geopolitical tensions.

Scenario planning and investments in supply chain resilience can also help DNeX prepare for unforeseen disruptions. For instance, by adopting a dual-sourcing strategy or working with multiple suppliers for critical projects, the company can mitigate risks associated with trade wars or political conflicts. Moreover, DNeX should leverage its expertise in technology to offer remote and scalable solutions that remain unaffected by physical disruptions, such as cloud-based platforms and digital payment systems. By proactively addressing these external threats, DNeX can build resilience into its business model, ensuring sustained growth even in turbulent economic and political climates.

CONCLUSION

The six-month internship at Dagang Nexchange Berhad (DNeX), spanning from 12 August 2024 to 24 January 2025, has been nothing short of transformative, marking a pivotal chapter in my professional journey. It has been a dynamic period of learning, growth, and practical exposure, where I transitioned from an academic setting to a real-world corporate environment. This invaluable opportunity allowed me to immerse myself in the intricate workings of the Risk & Business Process Management (RBPM) department, where I honed my technical skills, sharpened my interpersonal abilities, and developed a deeper understanding of organizational structures. The diverse responsibilities, ranging from coordinating significant events like the Anti-Bribery & Anti-Corruption Training to streamlining critical processes such as the Discretionary Authority Limits (DAL), provided me with profound insights into the demands and expectations of the corporate world.

This industrial training has equipped me with a wealth of knowledge and practical skills, far surpassing my initial expectations. It underscored the importance of adaptability, attention to detail, and effective time management in a fast-paced professional setting. Beyond the technical expertise I gained such as using industry-specific tools and updating master policies, I also cultivated essential soft skills like teamwork, communication, and the ability to navigate complex challenges with poise. The structured guidance and mentorship I received at DNeX played a vital role in shaping my professional ethos, reinforcing the significance of integrity, diligence, and innovation in achieving organizational success. These experiences have not only enriched my professional profile but also instilled a sense of confidence and readiness to tackle future challenges with resilience and determination.

Looking ahead, this internship has solidified my aspirations to excel in the realms of risk management and business strategy, with a long-term vision of becoming a transformative leader in the industry. In the next five years, I see myself progressing steadily, leveraging the foundational skills and experiences gained during this internship to advance into roles that demand strategic decision-making and innovative problem-solving. I aim to pursue advanced certifications and continuous learning opportunities to deepen my expertise and remain agile in the ever-evolving business landscape. My ultimate goal is to contribute meaningfully to an organization by driving impactful initiatives, fostering sustainable growth, and championing a culture of excellence and accountability. This internship at DNeX has been a cornerstone in my professional development, providing me with the clarity, ambition, and drive to achieve these aspirations.

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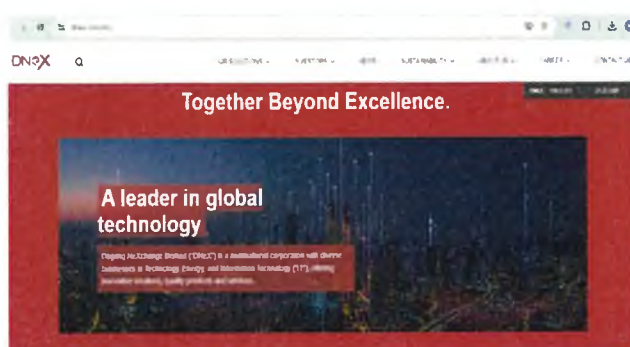
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APPENDICES

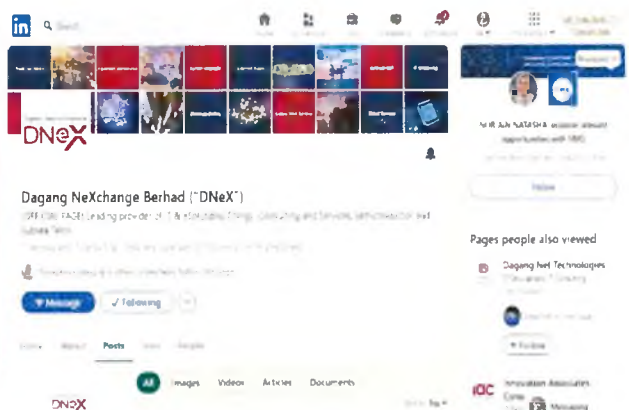
Dagang Nexchange Berhad building



Dagang Nexchange Berhad's website and LinkedIn



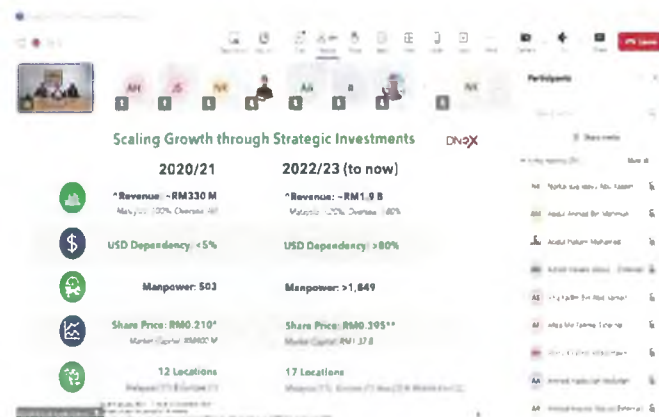
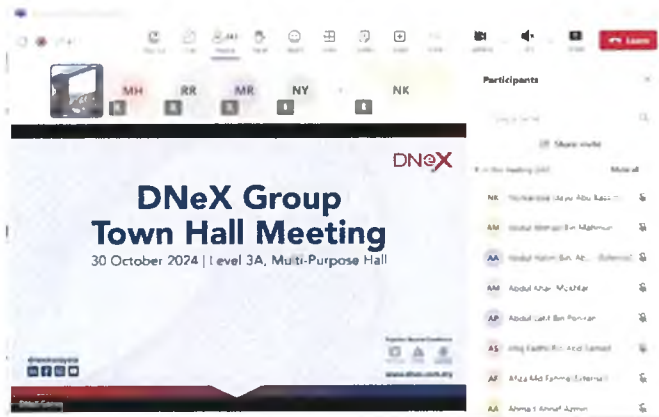
Our Solutions



Subsidiary Product Sharing session



DNeX Group Town Hall Meeting



Meeting with Cyberview for Wellness Day 2024



Wellness Day 2024



Anti-Bribery & Anti-Corruption Training Day



Update Masterlist Policies

NO.	DEPARTMENT	DIVISION	DOCUMENT NAME	DOCUMENT REF. NO.	EFFECTIVE DATE
1	Accounting	Accounting & Finance	Accounting Policy	AP-001	01/01/2014
2	Accounting	Accounting & Finance	Accounting Procedure	AP-002	01/01/2014
3	Accounting	Accounting & Finance	Accounting Standard	AP-003	01/01/2014
4	Accounting	Accounting & Finance	Accounting Manual	AP-004	01/01/2014
5	Accounting	Accounting & Finance	Accounting Checklist	AP-005	01/01/2014
6	Accounting	Accounting & Finance	Accounting Form	AP-006	01/01/2014
7	Accounting	Accounting & Finance	Accounting Template	AP-007	01/01/2014
8	Accounting	Accounting & Finance	Accounting Report	AP-008	01/01/2014
9	Accounting	Accounting & Finance	Accounting Summary	AP-009	01/01/2014
10	Accounting	Accounting & Finance	Accounting Analysis	AP-010	01/01/2014
11	Accounting	Accounting & Finance	Accounting Review	AP-011	01/01/2014
12	Accounting	Accounting & Finance	Accounting Audit	AP-012	01/01/2014
13	Accounting	Accounting & Finance	Accounting Compliance	AP-013	01/01/2014
14	Accounting	Accounting & Finance	Accounting Control	AP-014	01/01/2014
15	Accounting	Accounting & Finance	Accounting Monitoring	AP-015	01/01/2014
16	Accounting	Accounting & Finance	Accounting Evaluation	AP-016	01/01/2014
17	Accounting	Accounting & Finance	Accounting Improvement	AP-017	01/01/2014
18	Accounting	Accounting & Finance	Accounting Innovation	AP-018	01/01/2014
19	Accounting	Accounting & Finance	Accounting Research	AP-019	01/01/2014
20	Accounting	Accounting & Finance	Accounting Development	AP-020	01/01/2014