

INDUSTRIAL TRAINING REPORT

HEITECH PADU BERHAD (HTP)



اَوَّلُ سُنِّيَةٍ تَبْلُغُ لَوْنِي مَنَارًا
UNIVERSITI
TEKNOLOGI
MARA

SYARIFAH SOFEA BINTI SYED SHEHAN

2021123905

BBA (HONS) FINANCE

ACADEMIC ADVISOR: EN. ABDUL HAFIZ YUSOF



EXECUTIVE SUMMARY

This report provides a summary of my experience interning at HeiTech Padu Berhad, Subang Jaya, Selangor in the Finance Department. The report includes information on the company's recommendations, and a conclusion. My internship lasted for 6 months from 1st March to 15 August 2023. This report was written by me, **Syarifah Sofea binti Syed Shehan**, a student of Bachelor in Business Administration (Hons) Finance from UiTM Arau, Perlis. I would like to thank my supervisor **Puan Zaihasra binti Abu Hassan**, the Account Executive under Tax Corporate, **Puan Jasina binti Jaafar Sidek**, Senior Finance Manager and my advisor **Abdul Hafiz bin Yusof**, a senior lecturer from UiTM Arau Perlis for their help and support throughout my internship.

In this report contains of my profile as sum up in updated resume form and it is also summarize my background in previous education, personal information and also my skills and past experience job. This report also include the company profile such as Board Of Director, Mission & Vision and also their services that they do in their industry.

As to explain the outcomes of this industrial training journey, SWOT Analysis was created. A discussion and recommendations has been set up and elaborate in this report and also a conclusion that has been made. Finally, by evaluating positive and negative forces within and outside the company, the conclusion of the SWOT Analysis component helps the reader understand why the analysis should matter after reading this report.



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COMPANY'S PROFILE

Company's Name: HeiTech Padu Berhad

Address: Menara HeiTech Village, Persiaran Kewajipan, USJ 1, 47600 Subang Jaya, Selangor

Operation Hours:

- Monday to Friday (9 a.m. to 6 p.m.)

Contact: 03-86013000 / 03-80268888

Email: ccc@heitech.com.my

Website: <https://www.heitech.com.my/>

Company's Logo:





BACKGROUND OF COMPANY

A Malaysian information technology ("IT") firm called HeiTech Padu Berhad ("HeiTech") provides a variety of services, such as system integration, application development, managed infrastructure services, and creative solutions for various industries.

HeiTech has impacted the lives of people all over the world as a provider of ICT systems and technology services. HeiTech has contributed to the digitization and digitalization of their customers' business processes by adopting cutting-edge technology. HeiTech's strong emphasis on innovation and partnership with its stakeholders contributed to the establishment of the Malaysian Electronic Government (e-government) programme as well as the successful execution of a number of large-scale IT projects.

HeiTech gives users a priority and builds user-centric design ideas into all of their solutions and products to humanise IT systems. This is in keeping with their mission to empower their clients' visions through trusted technological partnerships.



MISSION & VISION












OBJECTIVES

"CONDUCT BUSINESS IN AN HONEST AND ETHICAL MANNER AND IN ACCORDANCE WITH LAWS AND REGULATIONS."



ORGANIZATIONAL STRUCTURE





BOARD OF DIRECTORS





 <p>Tan Sri Dato' Sri Abi Musa Asa'ari bin Mohamed Nor Chairman</p>	 <p>Dato' Sri Mohd Hilmei bin Mohd Taib President / Executive Deputy Chairman</p>	 <p>Sulaiman Hew bin Abdullah Independent Non-Executive Director</p>
 <p>Wan Ainol Zilan binti Abdul Rahim Independent Non-Executive Director</p>	 <p>Datuk Mohd Radzif bin Mohd Yunus Independent Non-Executive Director</p>	 <p>Hamzah bin Mahmood Independent Non-Executive Director</p>
 <p>Razalee bin Amin Independent Non-Executive Director</p>	 <p>Nik Mustapha bin Nik Mohamed Independent Non-Executive Director</p>	 <p>Chong Seep Hon Independent Non-Executive Director</p>





ORGANIZATIONAL STRUCTURE

EXECUTIVE COUNCIL COMMITTEE

			
Dato' Sri Mohd Hilmeiy bin Mohd Taib President / Executive Deputy Chairman	Salmi Nadia binti Mohd Hilmeiy Group Chief Operating Officer Executive Vice President	Ahmad Nasrul Hakim bin Mohd Zaini Group Chief Financial Officer Executive Vice President	Abdul Halim bin Md Lassim Chief Executive Officer of Core 1 Executive Vice President

			
Ahmad Jefri bin Abdul Rashid Head of Core 2 Senior Vice President	Abdullah bin Ahmad Head of Core 3 Senior Vice President	Ts. Wan Zailani bin Wan Ismail Senior Vice President Technology & Product Managed Infrastructure Services (HMS)	Ts. Dr. Nor Hazilawati binti Awang Chief Information Officer Vice President

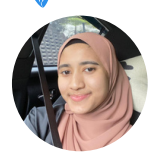
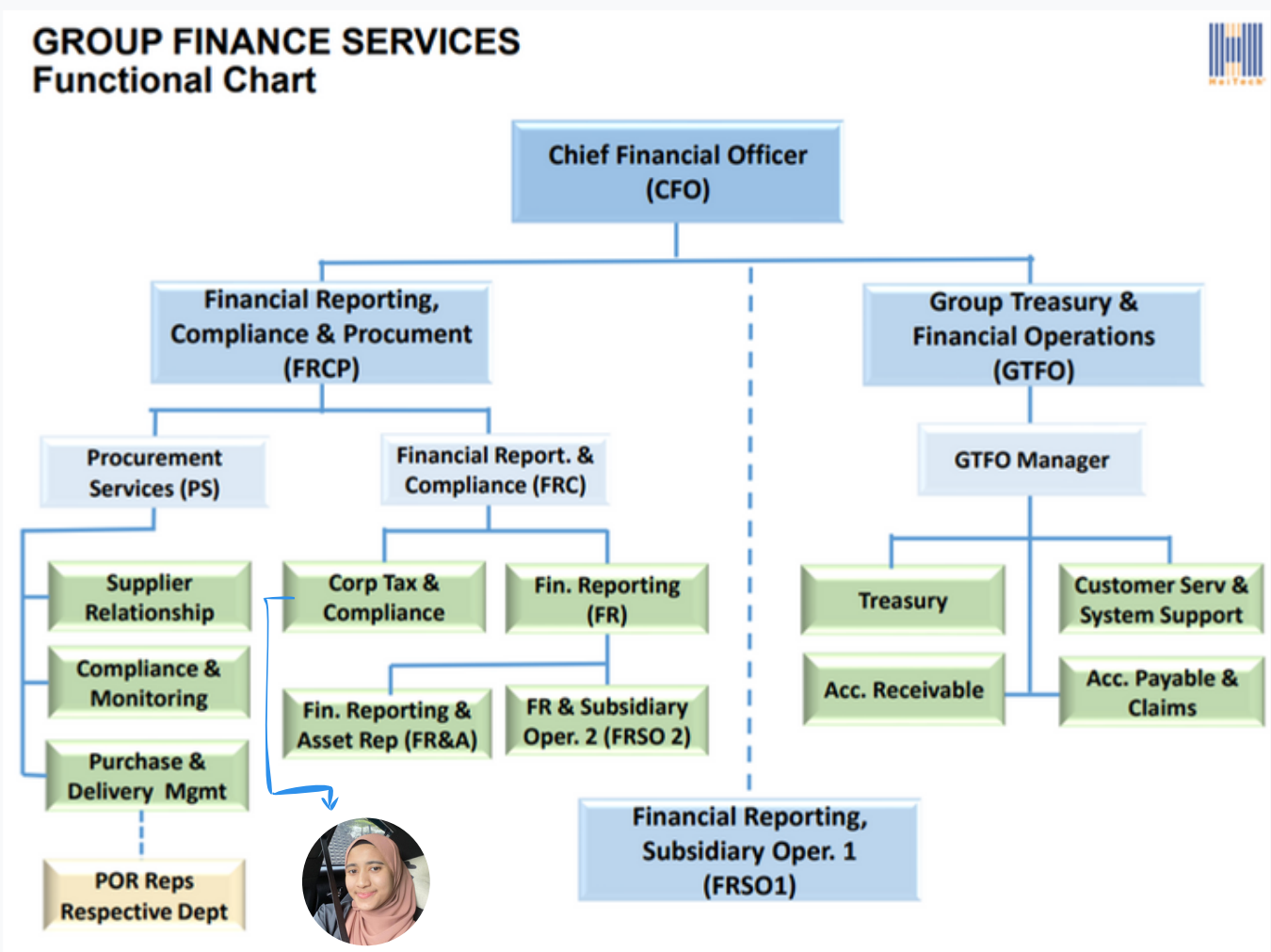
COMPANY SECRETARIES

	
Siti Shahwana binti Abdul Hamid	Amir Zahini bin Sahrim



ORGANIZATIONAL STRUCTURE

FINANCE DEPARTMENT CHART





PRODUCTS AND SERVICES



- In order to meet the demands of consumers in many industries, HeiTech has created a number of goods and services that they have successfully marketed.
- HeiTech provides an extensive selection of managed infrastructure services, which are horizontal services that support and enhance the group's goods and services. The offerings include network administration, cloud hosting, security services, and data centres.



PRODUCTS AND SERVICES



Secure-X Managed Security Services

As managed security services provider, we combine key elements of people, processes and technology, offering 24 x 7 security operations and support. The combined experience of our technical expertise allows for deployment of multi-technology, either 'on premise' or hosted solution, handling of different security threat landscape, in accordance to the necessary compliance, regulatory or standards such as Information Security Management System (ISO/IEC 27001:2013) and Malaysian Personal Data Protection (PDPA). We are committed to ensure the safety and security of customer critical business data, providing security insight on their system.

Secure-X is a product suite that provides leading-edge managed cyber security services solutions with the aim of helping clients achieve their digital transformation goals by unlocking value from the latest cyber security technologies. Secure-X product suite consist of the followings: -

- **precribePod** - Tailored organization's cybersecurity design landscape and deploy according to the best practice and proven technology.
- **practisePod** - Manage policies, controls, risks, assessments, and deficiencies across your entire business.
- **curePod** - Intelligence-driven and people-enhanced SOC with Risk-Based Vulnerability Management (RBVM) to increase the protection from cyber security threats.
- **cyberKnowledgePod** - Bridge your organization's cyber security skills gap with exclusive training courses, certifications and real-world exercises led by top experts in the field.



AwanHeiTech Cloud Computing Services

We offer flexible cloud computing services, tailored to our client's specific business requirement—from building a private cloud, hosting cloud infrastructure to managing shared cloud services. Our cloud computing services help streamline clients' budgets as they are economically- friendly on capital expenditure, hardware refresh cycles, hardware-software operations and maintenance expenses. Our suite of cloud services consists of:

- Infrastructure as a Service
- Storage as Service
- Disaster Recovery as a Service
- Data Protection as a Service
- Desktop as a Service
- Platform as a Service

AwanHeiTech received 2020 Frost & Sullivan Asia – Pacific Best Practice Award for Competitive Strategy Innovation and Leadership in the Malaysia Cloud Infrastructure Services Industry.



Padu*Net Managed Network Services

As Malaysia's largest non-telecommunications service provider, our network services support multi-protocol applications into one secured private network. Our network infrastructure also consists of multiple telecommunications and trunk carriers. This network diversity enables us to offer excellent connectivity and availability to our clients.

We are committed in providing up to 99.9% network service availability to our clients, at all times. This commitment is realised through our centralised monitoring and around-the-clock customer service. We also assist our customers to develop, build and managed network infrastructure and services. Our network services consists of the following technologies:

- Software Defined Wide Area Network ("SD-WAN")
- Managed Multi-Protocol Label Switching ("MPLS")
- Managed Internet Protocol Virtual Private Network ("IPVPN")
- Managed Metro Ethernet ("Metro-E")
- Managed Leased Line
- IP Broadband ("DSL")
- LTE 4G / 5G (future)
- Very Small Aperture Terminal ("VSAT")
- Wireless Leased Line
- Branch in a Bag
- Performance Monitoring
- High Speed Broadband



PRODUCTS AND SERVICES



i-Sentrix Managed Data Centre Services

We own and manage a Tier-IV ready Data Centre providing world class services of developing, building and managing data centre facilities for our clients. The combination of experience and technical certification such as Information Security Management System (ISO/IEC 27001:2013), Quality Management System (ISO/IEC 9001:2015) and Information Technology Service Management System (ISO/IEC 20000-1:2011) has enabled us to provide the high standard of qualities that meets the demand of many organisations in terms of service level, availability, data integrity and security.

Our suite of Data Centre Services consists of:

- Data Centre Management Services
- Infrastructure Development & Management Services
- Business Recovery Management Services
- Mainframe Technical Services



Pro*Services ICT Maintenance & Deployment

We offer ICT Maintenance and Deployment services nationwide, particularly to organisations that have multiple branches. Our dedicated on-site engineers provide 24x7x365 support to customers in attending to problems and rectifications. With the establishment of 19 Universal Service Centre (USC) nationwide, we have extended our services to data recovery services, telco value-added services and ICT hardware repair services.

Our suite of services consist of:

- ICT Maintenance Services
- ICT Deployment Services
- Co-Location & ICT Infrastructure
- Telco Value-Added Services
- Universal Service Centre (USC)



Customer Care Center Your One-Stop Support Center

HeiTech, through our 24-Hour Helpdesk Services helps our customers to deliver precise, timely and efficient customer resolution and back-end support via a range of comprehensive solutions. Our service offering comprise of:

Incident Management

- Incident Receiving, Logging and Prioritisation
- Incident Assignment, Diagnosis and Escalation
- Incident Resolution
- Incident Reporting and Reviewing

Service Level Management and Reporting

- Benchmarking Analysis
- Providing service level reporting and analysis at agreed intervals

Network Monitoring of branch connectivity

- Monitoring services for customer's branch online connectivity using Network Management system

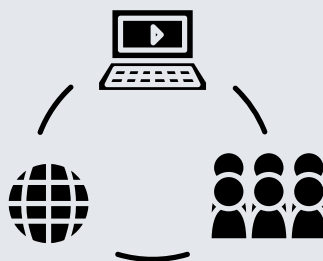
Onsite Support services

- Placement of dedicated personnel at customers' premises to focus on customers' IT operations



TRAINING REFLECTION

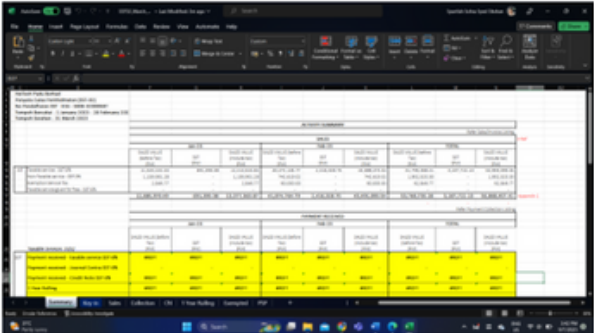
- Provide an opportunity to not only gain real-world work experience, but also to sharpen my skills and expand my knowledge.
- It has required me to adapt to new work attitudes.
- To develop and apply my professional ethics in the workplace, which is crucial for effectively fulfilling responsibilities.
- Being able to improve my technical skills during my internship.
- I had the opportunity to work with various system which has helped me to improve my IT skills
- Learned how to do report in excel for the company. It helps me a lot to improve my Microsoft Excel skills.
- Furthermore, I learned how to do a letter for USP Fund Contribution and the process. I also learned how to key in invoices into the tracking system to monitor the invoices.
- Besides that, I also had the opportunity to attend ASSET event, I had to take care of the registration of employees present. From the event that I had attend, it gave me a deeper understanding about the flow on how to apply purchase order and the process in the new system that will launch in July 2023.
- One of the most significant improvements I gained from this internship was my communication skills.
- One week before my internship end, I had to handle an event of sharing knowledge presentation of practical student in GFS. So, in order to complete this internship, we had to do a presentation, marks will be given by sharing the knowledge in the event.





TRAINING REFLECTION

Task & Responsibility

TASKS	RESPONSIBILITIES
<p>CORPORATE OFFICE CHARGES (COC) REPORT</p>	<p>Every month, after finance team finish closing, I need to prepare a COC report in the excel template. The data that I need before I do this report are in the AutoCount system. I need to generate the data in the system and start preparing the report and make sure it is balance. Then, I need to key in into the journal entry AutoCount system. After that, I need to print out the report for filing purpose.</p>
<p>SALES AND SERVICE TAX (SST) REPORT</p>	<p>I need to prepare the SST report which is in the excel template. The data consist of sale, collection, credit note, exempted, 1 year rulling and PSP. Below is the example of the report:</p> 



TRAINING REFLECTION

PROPERTY MANAGEMENT & ADMINISTRATION (PMA) REPORT

This report also I need to prepare every month. It is the same as COC report. PMA will email their data through email, then I need to put the data into the template and make sure it is balance. When it is balance, I need to key in into the journal entry AutoCount system.

DATABASE PAYMENT VENDOR, CUSTOMER AND DIRECTOR'S REMUNERATION

I need to sort out the data in the template given. The data need to get from the AutoCount system. So basically, I just put the data into the template and sort it. It is for LHDN purpose, once a year they will ask for this database. Below is the example database for payment vendor that I have done:

NO	NAME	NO	NO BUKU	NO BUKU	NO BUKU
1
2
3
4
5
6
7
8
9
10

RESOLUTION LETTER FOR TRANSFER TAX CREDIT

This letter I need to do in the Microsoft Words, but as a draft because my supervisor will check it first. This letter must have sign from all the directors involved in each of the company. Below is one of letter that I have done:



TRAINING REFLECTION

<p>TAX COMP 2022</p>	<p>I need to pull out data P&L for year 2022 from system purposely for tax comp 2022.</p>
<p>INVOICE AND CLAIM TRACKING & AUTOCOUNT SYSTEM</p>	<p>So basically, this tracking is to monitor incoming invoices. Every day started on May, there will be invoices that people will send to me directly or by email. Then I will chop received and key in into the tracking system. I also need to know who send the invoice because in the tracking system I need to put their name and they are from what department. At first, it is very difficult for me to memorized because there are so many people that will send the invoices. From there, I met and recognize many people in that company.</p> <p>Same goes to AutoCount system. The Malaysian software company Auto Count Sdn Bhd created the complete business and accounting software system known as AutoCount. Businesses may manage their accounting, inventory, sales, purchasing, and other associated procedures with the help of a variety of integrated modules and capabilities offered by AutoCount. I need to key in invoices into the purchase invoice for payment will be made by AP.</p>



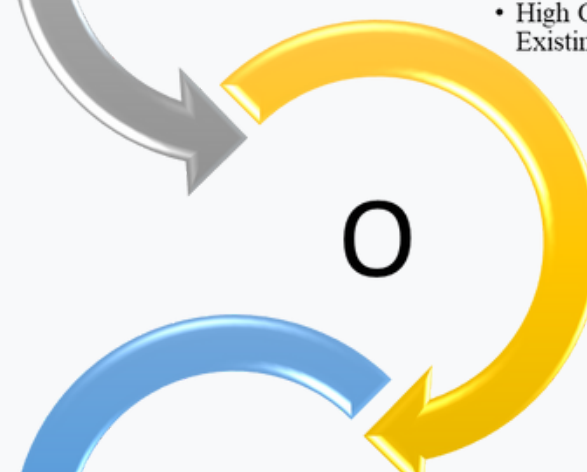
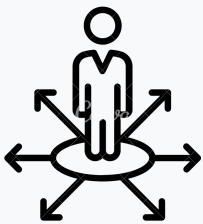
SWOT ANALYSIS



- Strong Market Position
- Diversified Service Portfolio
- Experienced Workforce
- Brands Catering to Different Customers Segments Within Software & Programming Segment



- Declining Market Share
- Low Investment into HeiTech Padu's Customer Oriented Services
- Business Model
- High Cost of Replacing Existing Experts



- Increasing Customer Base in Lower Segment
- Local Collaboration
- Opportunities in Online Space
- Customer Preferences are Fast Charging



- Changing Political Environment
- Competitors Catching Up With The Product Development
- Competitive Pressures
- Saturation in Urban Market and Stagnation in the Rural Markets





SWOT ANALYSIS

STRENGTHS

1. Strong Market Position

- HeiTech Padu Berhad is well-known for providing high-quality solutions and has had a significant impact on Malaysia's IT services market. Customers of HeiTech Padu have access to a wide range of product mix possibilities. It aids the business in providing services to different consumer segments in the software & programming sector.

2. Diversified Service Portfolio

- The business can meet the demands of varied clients due to the broad range of IT services it provides, including systems integration, software development, data centre services, and managed services.

3. Experienced Workforce

- Due to its staff's expertise and experience, HeiTech Padu Berhad has an advantage over other businesses when it comes to completing challenging IT projects. Development of personnel skills and talent management at HeiTech Padu to be successful in the software and programming sector, human resources are essential.

4. Brands Catering to Different Customers Segments Within Software & Programming Segment

- With its wide range of products, HeiTech Padu has been able to reach out to a variety of customers in the Software & Programming market. The organization's ability to diversify its sources of income has also benefited.



SWOT ANALYSIS

WEAKNESSES

1. Declining Market Share

- HeiTech Padu's market share is declining while its sales are rising, since the Software & Programming sector is expanding faster than the business. In order to determine what it has to do to spur future growth, HeiTech Padu must thoroughly examine the numerous trends occurring in the technology industry.

2. Low Investments into HeiTech Padu's Customer Oriented Services

- This may provide rivals an edge in the near future. HeiTech Padu has to spend more money on R&D, particularly for apps focused on customer service.

3. Business Model

- The rivals in the software & programming sector can readily copy the business model of HeiTech Padu. Building a platform model that can combine suppliers, vendors, and end users is necessary for company name to provide a solution for these problems

4. High Cost of Replacing Existing Experts

- Replacement of current expertise at HeiTech Padu is expensive. The knowledge base of HeiTech Padu is held by a small number of personnel, and it will be very challenging to replace them under the current circumstances.



SWOT ANALYSIS

OPPORTUNITIES

1. Increasing Customer Base in Lower Segments

- Customers must move from shady firms in the technology sector to licenced competitors. It will provide HeiTech Padu the chance to enter the entry level market with an uncomplicated product.

2. Local Collaboration

- HeiTech Padu may have chances to expand into international markets through partnerships with regional firms. The regional players are skilled in their own regions, but HeiTech Padu may contribute knowledge of international procedures and execution.

3. Opportunities in Online Space

- HeiTech Padu will be able to offer new services to clients in the software & programming business as online service acceptance among consumers grows.

4. Customer Preferences are Fast Changing

- Customers are more open to experimenting with and trying new items on the market nowadays due to increased disposable incomes, simple information access, and rapid acceptance of technology products. HeiTech Padu must pay close attention to both broader developments in the Software & Programming business and in the broader Technology sector.



SWOT ANALYSIS

THREATS

1. Changing Political Environment

- HeiTech Padu company may be impacted by the shifting political landscape brought on by the US and China trade war, Brexit's effects on the European Union, and general instability in the middle east.

2. Competitors Catching Up with the Product Development

- Despite this, HeiTech Padu continues to top the Software & Programming market in terms of product innovation. Both domestic and foreign competition provide it with significant obstacles.

3. Competitive Pressures

- As new product launch cycles are getting shorter in the technology sector. Players like HeiTech Padu have seen increased competitive pressure as a result. HeiTech Padu's enormous client base prevents it from being able to react rapidly to the demands of the specific areas that disruptors are concentrating on.

4. Saturation in Urban Market and Stagnation in the Rural Markets

- This tendency presents a constant challenge for HeiTech Padu in the software and programming market. One of the causes is the sluggish rate of product acceptance in rural markets. Due to the great distances and poor infrastructure, it is more expensive for HeiTech Padu to service rural consumers than metropolitan ones.



SWOT ANALYSIS

HEITECH PADU BERHAD SWOT MATRIC

	OPPORTUNITIES	THREATS
STRENGTHS	Strength Opportunities (SO) Strategies - Using brand familiarity to gain ground in new markets.	Strength Threats (ST) Strategies - Making R&D investments to fend off competitors in the technology sector.
WEAKNESSES	Weakness Opportunities (WO) Strategies - Putting money into supply chain improvements and customer-centered offerings.	Weakness Threats (WT) Strategies - Quit the company and concentrate on opportunities for development.





DISCUSSION AND RECOMMENDATION

DISCUSSION

- Heitech Padu Berhad has been active in the IT sector for many years and is well-known in Malaysia. The business provides many different types of IT services, such as system integration, administration of the IT infrastructure, software development, and data centre services. They cater to clients from a range of industries, including telecommunications firms, financial organisations, and government organisations. Heitech Padu Berhad might encounter a few difficulties, though. Given how very competitive the IT sector is, it may be difficult for the business to hold onto market share and secure new business. To remain competitive in the face of technological breakthroughs and changing customer needs, you must continually innovate and invest in R&D. In order to provide its clients cutting-edge solutions, Heitech Padu Berhad must adapt to new technologies and trends. The business activities of the corporation may also be impacted by economic variables, regulatory changes, and Malaysia's political stability. Investors must examine possible hazards and the general state of the economy.



DISCUSSION AND RECOMMENDATION

RECOMMENDATIONS

- Analyse the target market for Heitech Padu Berhad in detail, paying particular attention to its development potential and competitive environment. Determine the new trends and technology that may offer prospects for the company's growth. Analyse the competitive advantage and unique selling points of the business.
- Next, in order to keep Heitech Padu Berhad in the forefront of technological breakthroughs, it is important to place an emphasis on investments in research and development. The business will be able to provide creative solutions and keep a competitive advantage in the industry thanks to this.
- Collaborations and strategic partnerships, look for regionally and globally relevant strategic alliances and partnerships with other technological firms. Access to new markets, technology, and knowledge may be gained in this way, promoting growth and broadening the company's service portfolio.
- Monitoring Heitech Padu Berhad's financial performance, including revenue expansion, profitability, and cash flow management. Review financial filings and reports on a regular basis to gauge the company's financial stability and determine its investment possibilities.



CONCLUSION

During the six months of industrial training at HeiTech Padu Berhad, I have learned a lot of various experiences, practical skills, communication skills, ethics and professionalism. In technical skills, I have learned how to use Auto Count and invoice tracking system, mySST website, use Micsrosoft Excel to do report of SST and COC internal charging, and more. This industry training also taught me how to organize work more effectively. Furthermore, this industry training educated me to follow all the instructions of each task given to me. Working with the staff with different fields and skills give me a lot of experience and knowledge. Sometimes, I had a problem with the task given but it gives me an opportunity to deal with as well as solve the problems. Finally, after undergoing 24 weeks of industrial training, I realized that I had received a lot of improvement compared to the first day working in this company. I really recommend to all students to take this opportunity to undergo industrial training in their own field as it will give us a great experience, a lot of knowledge and skills, a good relationship with people and so on.

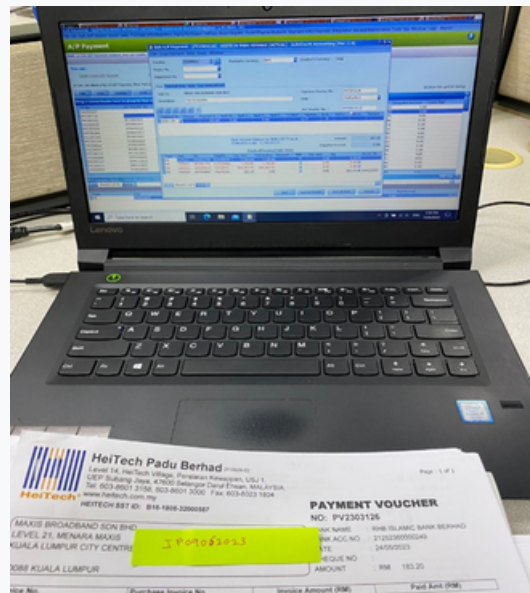
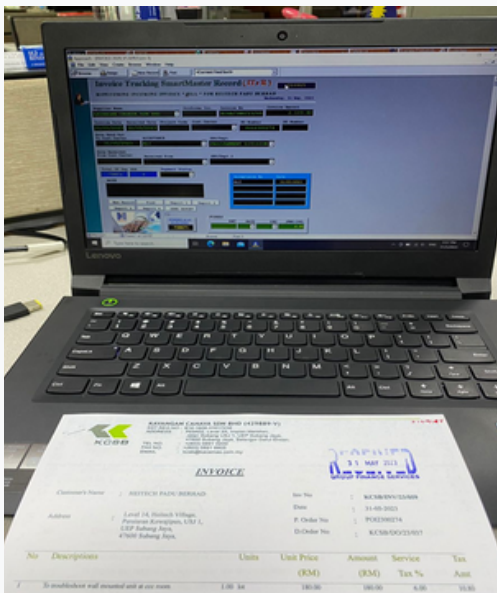
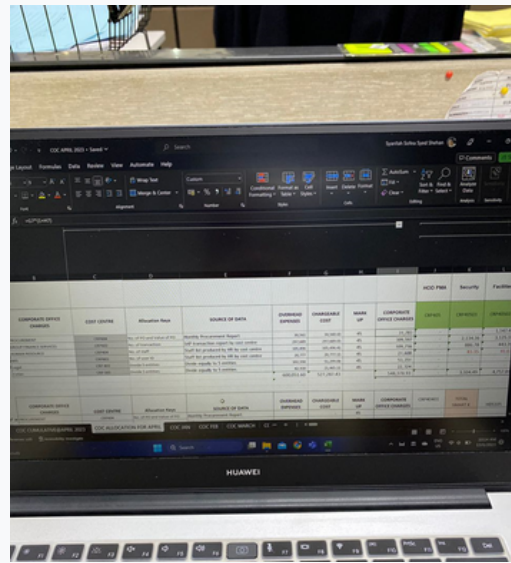


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APPENDICES





APPENDICES





APPENDICES





OUR ORIGINAL



Document Information

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Sources included in the report

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INDUSTRIAL TRAINING REPORT HEITECH PADU BERHAD (HTP) SYARIFAH SOFEA BINTI SYED SHEHAN 2021123905 BBA (HONS) FINANCE ACADEMIC ADVISOR: EN. ABDUL HAFIZ YUSOF HEITECH PADU BERHAD 01st March - 18th Aug 2023 EXECUTIVE SUMMARY EXECUTIVE SUMMARY EXECUTIVE SUMMARY This report provides a summary of my experience interning at HeiTech Padu Berhad, Subang Jaya, Selangor in the Finance Department. The report includes information on the company's recommendations, and a conclusion. My internship lasted for 6 months from 1st March to 15 August