![Infocomm Media Development Authority logo]

Pre-Approved Digital Solutions for SMEs to Seize New Growth Opportunities

What does it take for SME businesses to automate and streamline operations? How can they gain deep insights into in store behavior and improve sales? How do SMEs ease their entry into new markets?

These opportunities and more are within reach of Singapore's SMEs through the use of digital technologies. Today, fifty digital solutions for SMEs were recognized in IMDA's SMEs Go Digital Programme, increasing SMEs' access to new technology. Announced at IMDA's inaugural SMEs Go Digital Industry Briefing, these solutions are now pre-approved for SMEs to choose from, providing reliable and proven tech and services. SMEs Go Digital programme, launched in April 2017, sets to provide an all-rounded support to help SMEs.

The pre-approval process for the proven digital tech solutions aims to raise SMEs' digital readiness. The criteria centres on functionalities meeting SMEs' requirements, solutions' ease of use, pricing affordability and ICM suppliers' capability and capacity. Moving forward, beyond typical requirements to enhance productivity and drive transformation, digital capabilities such as cybersecurity, data protection, data analytics and inter-operability will be considered in pre-approved solutions, which would better enable SMEs to thrive in the digital economy.

One such solution that helps local food suppliers to move into the China market is veriHUB, a cloud-based application developed by veriTAG. This one-stop solution offers services from supplier/product registration to shipment and custom clearance. The pre-approved digital solution has enabled SME food supplier, Cheng Yew Heng, to readily export its sugar products to China, by using cloud-based tagging and authentication technology to comply with the country's food import regulation. Together with the inventory tracking feature and links to the country's major e-commerce hubs, the company was able to achieve 200% more exports to China due to a faster turnaround in the exporting process.

Gaining a good insight to a customer's buying journey and in-store behavior has never been easier with PRISM SkyLab. The pre-approved cloud-based video analytics system gives local retailer, Funded Pte Ltd company, a real-time view into the store's traffic flow and customers' interactions with the storefront's layout and product placement. The new insights have allowed the company to better schedule its staff to reduce labour costs and optimise product placement to maximise sales.

Achieving operations efficiency and retaining sustainable sales are the collective pain-points that many Food and Beverage (F&B) SMEs face. Getz, the pre-approved mobile ordering and payment solution, empowers F&B merchants, such as Seafood Park, to automate and seamlessly control new sales channels, customers and costs through an integrated online and onsite approach. Their sales and payment reconciliation reports can be retrieved anytime and anywhere, and the digital payment operations in the store is secure and convenient for any staff to handle. The digital solution has enabled the SeafoodPark to realise 50% operation and financial cost savings and sales increment of 20%.

"We believe every business needs to be a digital business to remain relevant and thrive in the future economy. As part of SMEs Go Digital programme, IMDA partners the infocomm industry to offer SMEs a list of pre-approved digital solutions that can be readily adopted to meet their business needs. These pre-approved solutions were identified with the help of relevant government agencies, and have been tried and tested by pilot SME users. We encourage SMEs to make full use of these digital solutions in their digitalization efforts." said Mr Tan Kiat How, Chief Executive, IMDA.

"We are pleased to partner IMDA to support SMEs' adoption of digital tech solutions that will help them capture new business opportunities and improve their productivity. These 50 digital tech solutions will be made available on the Tech Depot at the SME Portal. We encourage SMEs to contact the pre-approved vendors for their expertise in the areas of customer management, data analytics, machine effectiveness and more," said Mr Poon Hong Yuen, Chief Executive, SPRING Singapore.

"The awarded ICM suppliers have displayed clear business appreciation and acumen in their respective industries. Their digital solutions have the potential to scale and are proven to be of value as tested by pilot users in various industry verticals from cleaning & security, food services, retail, wholesale trade to logistics sectors," said Philip Heah, Senior Director (Infrastructure and SMEs).

Jason Lim, Chief Executive Officer of veriTAG, said, "This Industry Briefing is useful to ICM suppliers like us as it allows us to network with other ICM suppliers and perhaps even explore opportunities to collaborate and complement each other to deliver a more holistic digital solution for SMEs".

As part of SMEs Go Digital programme, the Industry Briefing serves as a platform for ICM suppliers to keep abreast of business-sector developments, key technological trends and challenges faced by SMEs.

In addition to the announcement of the pre-approved digital solutions, the event also featured panel speakers from Government Agencies, such as IRAS and SPRING, as well as research and consulting firm, Frost & Sullivan. The industry briefing was attended by more than 400 ICM vendors and industry players.

ICM suppliers who are keen to have their digital solutions pre-approved under the SMEs Go Programme can visit: www.imda.gov.sg/smesgodigital for more details.

For SMEs who are keen to adopt digital solutions, please contact the nearest SME Centres.

For SMEs that require solutions beyond these pre-approved solutions, a SME Digital Tech Hub will be set up towards the later part of the year to provide them with more tailored advice.

Related Resources

Annex A: SMEs Go Digital Factsheet
Annex B: List of Pre-Approved Digital Tech Solutions

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About Infocomm Media Development Authority

The Infocomm Media Development Authority (IMDA) will develop a vibrant, world-class infocomm media sector that drives the economy, connects people, bonds communities and powers Singapore's Smart Nation vision. IMDA does this by developing talent, strengthening business capabilities, and enhancing Singapore's ICT and media infrastructure. IMDA also regulates the telecommunications and media sectors to safeguard consumer interests while fostering a pro-business environment. IMDA also enhances Singapore's data protection regime through the Personal Data Protection Commission. For more news and information, visit www.imda.gov.sg or follow IMDA on Facebook IMDAsg and Twitter @IMDAsg.

About Smart Nation

Singapore strives to be a Smart Nation, in which our people are empowered by technology to lead meaningful and fulfilled lives. By harnessing the power of networks, data and info-comm technologies, we endeavour to improve living, create economic opportunity and build a closer community. We have the conducive environment to experiment, prototype and deploy innovative solutions that can be shared with other global cities. It is an exciting journey, and we want your ideas to help us realise our vision. For more information, please visit www.smartnation.sg.

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Helping SMEs in their Digital Journey through IMDA's SMEs Go Digital

About SMEs Go Digital

The evolving digital landscape is redefining the way we live, work and play. While rapid digitisation has ushered in disruptions to traditional businesses and value chains, it also brings forth much opportunities to SMEs. With the increasing sophistication of technology solutions, and rapid pace of change, it is timely for a bigger push to help SMEs transform digitally.

The SMEs Go Digital programme not only supports SMEs in the use of technology to boost their productivity, but also provide them advice on the use of digital tech at each stage of their growth. Building on IMDA's Enhanced iSPRINT programme, the SMEs Go Digital enables SMEs with digital capabilities to achieve internal efficiencies, cost reductions, and better service offerings for sustained growth in the digital economy.

For SMEs requiring productivity tools such as digital ordering and payment, and fleet management, they will continue to receive support through pre-approved proven solutions just like in the Enhanced iSPRINT programme. This is in fact simplified as they have a one-stop contact point now through the SME Centres, which advise on what solutions are available. For SMEs with more advanced digital needs such as data analytics and cybersecurity, a **SME Digital Tech Hub** will be set up by end of the year to provide them with more tailored advice.

IMDA will also place greater emphasis on supporting pilot projects that are new to SME sectors with significant potential to scale and uplift whole sectors to help more SMEs at once. This will be achieved largely by partnering **influential intermediaries or large companies** who can play leadership roles in their sectors to help digitalise the SMEs they work with and deploy impactful ICT solutions. Under this effort, SMEs that are open to apply and innovate with digital solutions new to their sectors, which will benefit them and their peers, will be supported.

In helping SMEs build stronger digital capabilities, IMDA will develop sector-specific **Industry Digital Plans** that are aligned to the respective sectors' Industry Transformation Maps (ITMs). These plans will be used to guide SMEs technology deployment at different stages of their growth and help them to progressively acquire advanced capabilities in cyber security, data protection and data analytics. For a start, IMDA will focus on SMEs in sectors where digital technology can significantly improve productivity, such as retail, food services, wholesale trade, logistics, cleaning and security.

For more information on SMEs Go Digital, please visit, www.imda.gov.sg/smesgodigital.

- **Guide SMEs on Tech Deployment through Industry Digital Plans**

The Industry Digital Plans for SMEs form the core of the SMEs Go Digital programme. The Plans will help SMEs understand which digital technologies are relevant to their sectors, as well as guide ICT vendors to meet sector-specific digital technology needs.

The Plans will be aligned with the Industry Transformation Maps (ITMs) and identify synergies across different sectors, such as cross-cutting technologies that can be deployed across multiple sectors.

IMDA and the sector-lead agencies will jointly develop the plans for the identified sectors. The first plan is targeted to be completed by end 2017.

- **Provide Specialist Advice via a New SME Digital Tech Hub**

IMDA will establish the SME Digital Tech Hub in the third quarter of 2017 to provide specialist tech advisory to SMEs with more advanced digital needs, such as data analytics and cybersecurity. The SME Digital Tech Hub complements the business advisors in SME Centres, which provides basic advice on off-the-shelf digital solutions that are pre-approved for funding support. Besides providing advisory, the SME Digital Tech Hub will also help to connect SMEs to ICT vendors and consultants, as well as conduct workshops and seminars to help SMEs to build their digital capabilities.

- **Uplift Whole Sectors by Working with Influential Partners to deploy pilot solutions with Potential to Scale**

To catalyse the use of digital technology solutions that can potentially benefit the entire sectors, IMDA will collaborate with ICT vendors and progressive SMEs to architect solutions with the potential to scale. To help more SMEs at one time, IMDA will also work through influential partners, such as large companies with leadership roles within sectors or that have influence over a considerable number of SMEs due to business relations.

In addition, IMDA will partner large corporations such as telecommunications companies, banks and professional firms to put together comprehensive digital solution packages for SMEs. This makes it more convenient for SMEs to adopt more complex digital solutions, and reduce the hassle of having to manage multiple ICT vendors at the same time.

Note: SMEs can access the full list of pre-approved solutions by 31st May 2017, on the Tech Depot (techdepot.com.sg)

SN	ICT Solution Provider	Pre-approved Solution	Sector
1	Acsolv Consult Pte Ltd	SAGE 300 ERP 2016	Manufacturing & Construction
2	Advanced Technology Enterprise Pte Ltd	Solidworks 2017	Manufacturing
3	AG Polytronics Pte Ltd	Academic Information Management System (AIMS) Version 3.0	Private Schools
4	Amplify Me Pte Ltd	ServedByAlfred Version 1.1	F&B
5	Applied Mesh Pte Ltd	sPOC (Version 2.0)	F&B
6	Aptiv8 Pte Ltd	FCWDS (Foreign Construction Worker's Directory System) Version 1.0.0	Construction
7	Aptsys Technology Solutions Pte Ltd	Aptsys Gems (Version 1.6)	F&B
8	Assurance Technology Pte Ltd	Clinic Assist (Windows Version D2)	Healthcare
9	Assurance Technology Pte Ltd	Clinic Assist (Version S4)	Healthcare
10	Assurance Technology Pte Ltd	Clinic Assist (Windows Version G4)	Healthcare

11	Astoria Solutions Pte Ltd	AstorTime (Version 3.5)	Marine
12	Capps Solutions Pte Ltd	Mobile Workforce Management @ PayAdvisor Mobile Version 3	Construction
13	Cartrack Technologies South East Asia Pte Ltd	Cartrack Fleet 4	Logistics & Transportation
14	CCH Asia Pte Limited	ProSystem FX Engagement Version 7	Accounting and Auditing Services
15	CCH Asia Pte Limited	CCH IFIRM (Version 2016) CCH iFIRM (Version 2017)	Accounting Practice
16	Chuan Fa Auto Pte Ltd	iWeb Version 2	Logistics & Transportation
17	CMS Data Technology Pte Ltd	CMS V1.3	Construction
18	Coolasia Technology Pte. Ltd.	Fleet Manager Version 5	Logistics & Transportation, Construction, Food & Beverage
19	CrossTrack Pte Ltd	CrossTrack for SME Version 1.1	Logistics
20	Cutech Solutions	CuteTrac Version 2.0	Logistics & Transportation
21	Dodoca Information Technology (S) Pte Ltd	Dodoca Integrated Mobile Marketing & Productivity Solution DIMMPS Version 3	Retail/Food & Beverage
22	Excess Inventory Guru Pte Ltd	EIG88.com (Version 1.0.0)	Manufacturing, Transportation, Construction and Engineering

23	GabkoTech Innovations Pte Ltd (Security)	IREP Security Version 1	Security
24	Getz Group Pte Ltd	GetzPass F&B Version 1	F&B
25	Graffiti Garage	NEUTO Office Hub Version 4	Repair & Maintenance
26	Hitachi Sunway Information Systems (Singapore) Pte Ltd	Simcenter Version 11 (Stimulation)	Manufacturing
27	Hubble Pte Ltd	Hubble Version 1.0	Construction
28	IDD SolutionNet Pte Ltd	i.Safe Version 2	Construction
29	iDEE Infocom Pte Ltd	vTRrak Version 1.3	Logistics & Transportation, Food & Beverage
30	Info-Tech Systems Integrators Pte Ltd	BAS EPSS (Version 2.0)	Construction
31	Integrated Software Engineering Pte Ltd	InfoMaster ERP Software Version 9	Construction
32	Intercorp Solutions Pte Ltd	BAS (Biometric Authentication System) Essential V8.0.0 BAS (Biometric Authentication System) Professional V8.0.0 BAS (Biometric Authentication System) Enterprise V8.0.0	Construction
33	Ishikawa Consultancy Pte Ltd	Prism Skylabs Version 2.5	Retail Trade

34	IT Infinity Pte Ltd	SAGE 300 ERP 2016	Construction
35	Medisys Innovation Pte Ltd	Specialty Electronic Medical Record Version 2	Healthcare
36	MEVO Pte Ltd	Mevo DMS Version 8.3	Logistics/Wholesale & Retail, Food & Beverage
37	MyHealth Technology Solutions Pte Ltd	TCM Professional Cloud Suite Version 3.0	Healthcare
38	Pivotal Pte Ltd	Vehicle Fleet Tracking Version 2.1.8	Construction
39	Pracbiz Pte Ltd	Supply Chain Integration System Version 2.1	Wholesale/ Retail
40	Quantum Inventions Pte Ltd	TRACKSYNQ (V2)	Logistics & Transportation
41	Revel Systems Holdings Pte Ltd	Revel Systems Version 2	F&B
42	Seacad Technologies Pte Ltd	Solidworks 2016	Manufacturing
43	Sequoia Pte Ltd	Beautesoft Version 6	Beauty & Wellness
44	Smartcomm Electronics Pte Ltd	Intelligent Vehicle Monitoring System (Version 7)	Transportation
45	Success IT Consultancy & Services Pte Ltd	Success Auto Suites System Version 13	Automotive Industry

46	Tabsquare Pte Ltd	eMenu Version 2 eWaiter Version 2	F&B
47	Techmetics Solutions Pte Ltd	Techmatics iMenu Version 2.7	F&B
48	V3 Teletech Pte Ltd	V3 Fleet Management System Version 3	Transportation, Logistic, Construction, Cleaning, Retail and Healthcare
49	V3 Teletech Pte Ltd	V3nity Workforce Assignment & Mobility Version 3	Construction, Cleaning, Landscaping, Waste Management, Healthcare & Security
50	veriTAG Pte Ltd	veriHUB	Logistics