

Talent in Malaysia



Finance Shared Services (FSS) Thought Leadership
program

OCTOBER 2014

A GLOBAL INDUSTRY



\$25
BILLION

500,000



90%+

The SSO industry for Finance and Accounting is growing at more the 7% per year

MALAYSIA A SIGNIFICANT PLAYER

AT Kearney ranks Malaysia as the 3rd most attractive location globally, behind only India and China.

#3

AT Kearney 2014



44% F&A



10% growth



42,000

Despite comprising only 15% of SSO organisations in MSC Malaysia, finance & accounting companies contribute nearly half of all revenue and over 50% of all jobs.

Finance and accounting punching above it's weight in Malaysia

Complexity and technology increasing



Multi-functional



Cloud



Compliance

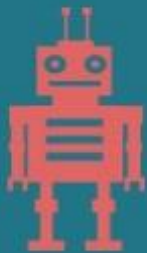


Big Data

Current trends in SSO



Value



Robotics



Social

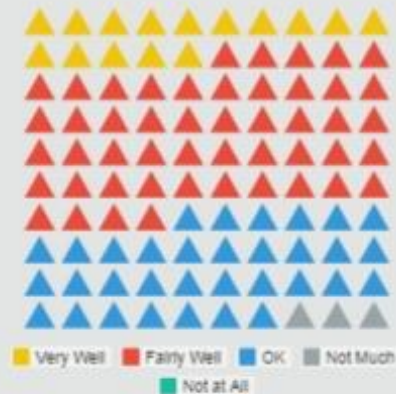


People

Organisations need to adapt to new ways of working to leverage real benefits

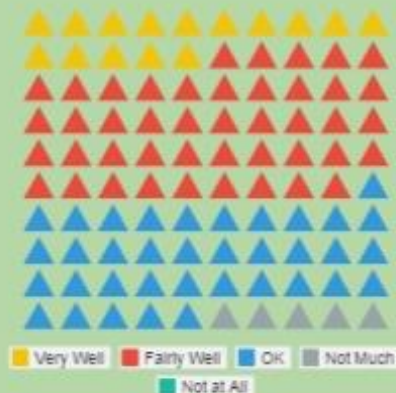
EMPLOYEES POSITIVE ABOUT THEIR CAREER IN SHARED SERVICES

How well has your career in the SSO industry been able to meet your expectations so far?



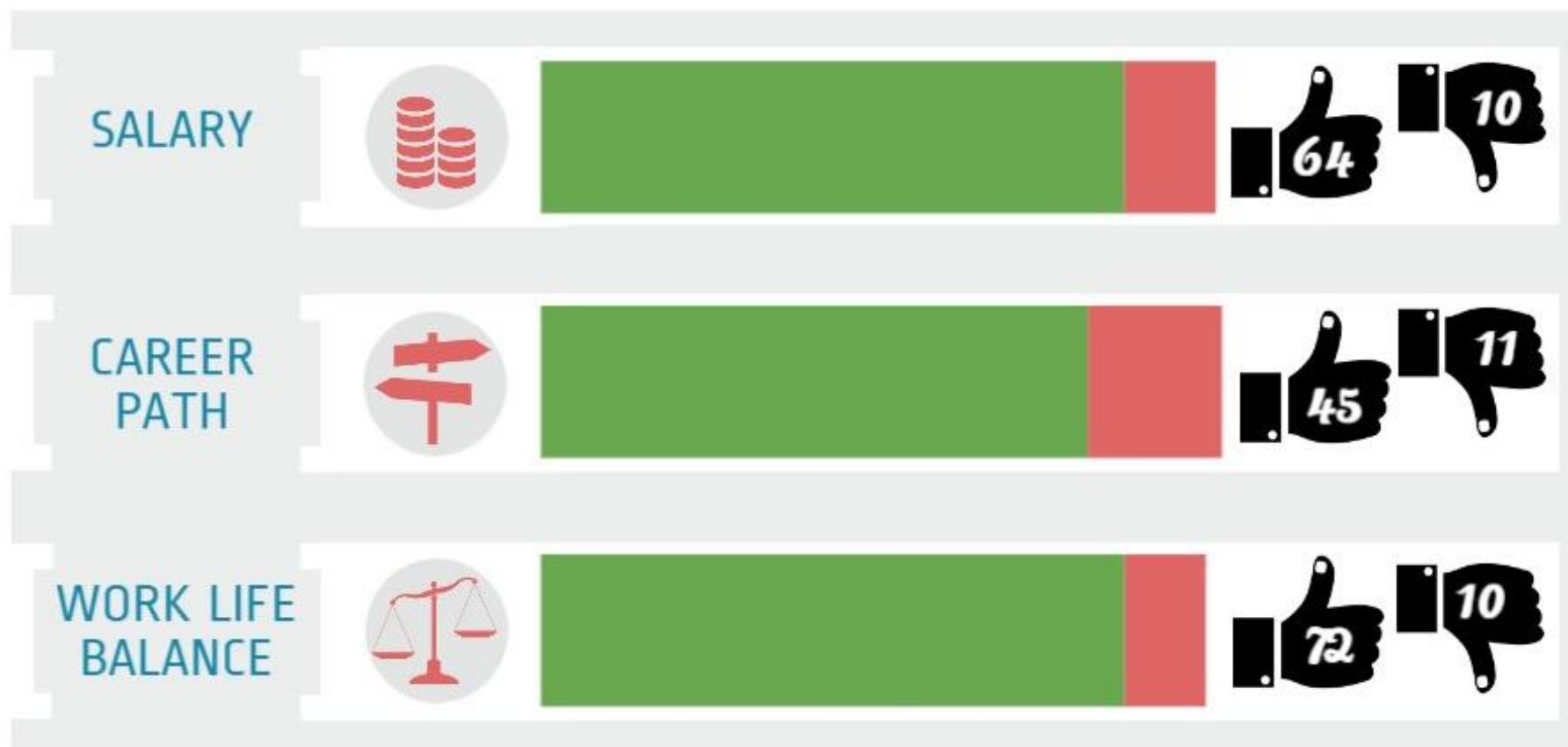
64% of employees believe the SSO industry has met their expectations well or very well. Only 3% believe it has not met them very much

How well do you believe the SSO industry will be able to meet your expectations in the future?



59% of employees believe the SSO industry will continue to meet their expectations in the future

HOW DOES A CAREER IN SHARED SERVICES COMPARE TO OTHER INDUSTRIES?



Taking all factors into account, 63% of employees believe a career in the SSO industry is better than a career in other sectors, while only 10% believe it is worse

An attractive industry to work in

WHAT DO EMPLOYERS THINK?

"Talent pool, access to English speakers, established infrastructure, and political stability are important"

"Malaysia has a good balance between cost, ease of operations, labour and infrastructure"

"here in Malaysia we do everything - legal, taxation, corporate assignments"

38,000

2009



72,000

2013

"Malaysia plays a unique role in finance shared services given language capabilities within ASEAN"

"we see very good quality pushing us to go ahead in analysis and up the value chain"



"technical skills are excellent. We have to find people with the right mindsets and build the right culture"

"our focus is transactional but we are looking to change that into more value-added models"



"we are looking to grow our shared services in Malaysia by 20-25%"

INCREASING THE PARTNERSHIP BETWEEN EDUCATION AND EMPLOYMENT

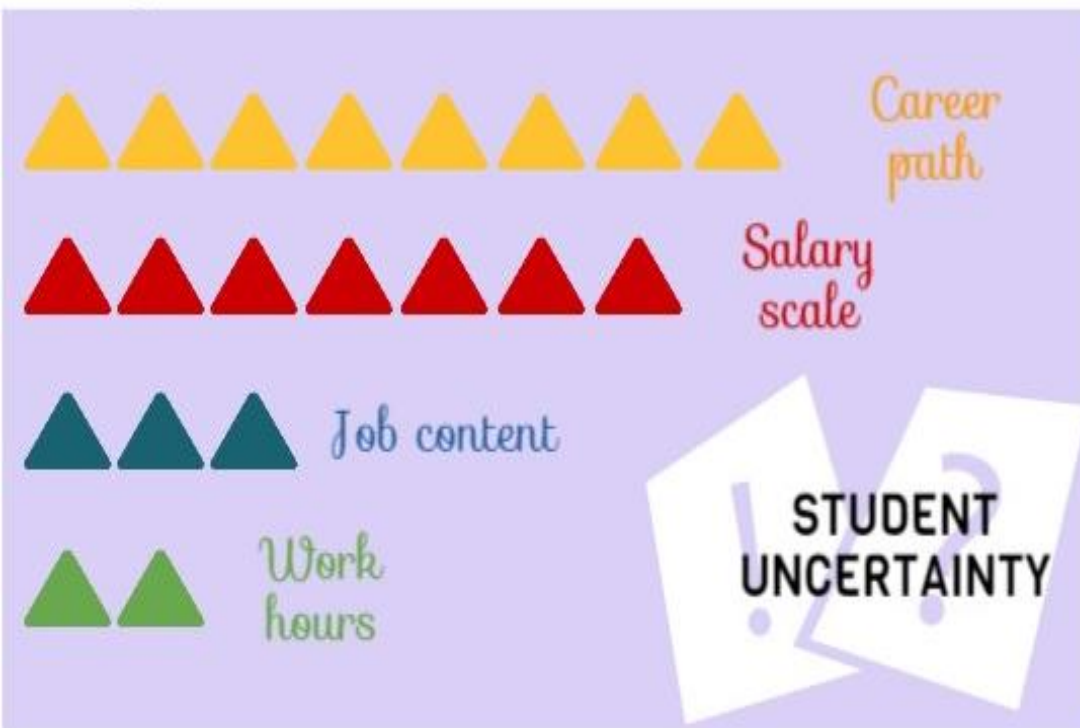
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Greater awareness

"Students are not aware of the opportunities. Companies approach students in their final year, but decisions are made long before."

Make some noise

"There are a lot of success stories in finance shared services and it is incumbent upon shared services companies to shout about these."



Needs to be a partnership

"Better collaboration is needed between employers and universities. Internships can play a vital role"