WHAT'S IN STORE FOR MALAYSIAN **SHARED SERVICES** IN 2018?

report on the Shared Services Malaysia landscape. Blending data from the SSON Analytics proprietary database and responses from SSON's Annual State of Shared Services & Outsourcing Industry Survey 2018, the research dives into key themes that include talent and knowledge.

We share key findings from the SSON Analytics

WHAT DOES THE MALAYSIAN SHARED **SERVICES LANDSCAPE LOOK LIKE IN 2018?**

WEST MALAYSIA



TOP 5 STATES (% OF SSCS)

KUALA LUMPUR Malaysia **TOP 5 CITIES (% OF SSCS)**

12%

NEGERI SEMBILAN

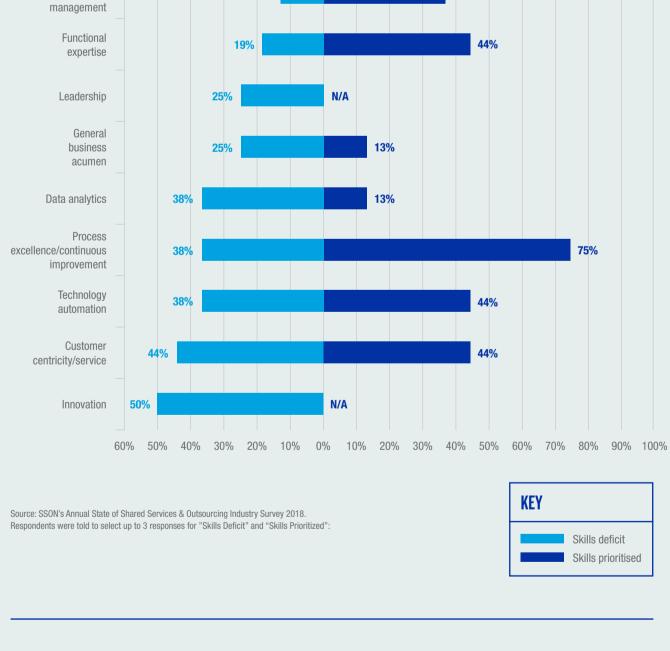
PRIORITISED IN MALAYSIAN SSCS?

WHAT SKILLS ARE LACKING AND BEING

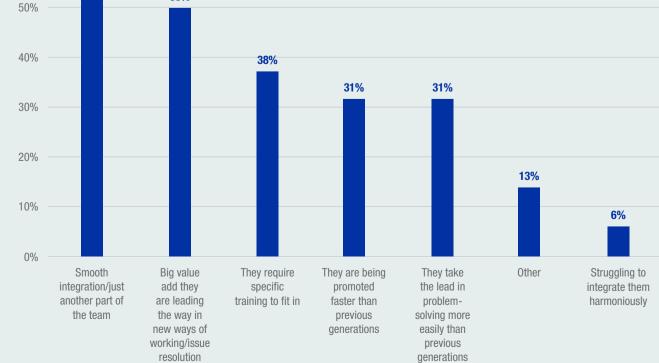
38%

SUNGAI CHUA

19% Financial skills Negotiation & relationship 13%



WHAT IS YOUR EXPERIENCE WITH MILLENNIALS/YOUNGER **GENERATIONS AT WORK?**



resolution Source: SSON's Annual State of Shared Services & Outsourcing Industry Survey 2018.

Respondents were told to select up to 3 responses for both questions

6th Malaysian

60%

56%

50%



SHARED SERVICES & OUTSOURCING WEEK SSOMALAYSIA.IQPC.SG

PRE-CONFERENCE WORKSHOPS: 7 MAY 2018 MAIN CONFERENCE: 8 - 9 MAY 2018 SITE TOURS: 10 MAY 2018 KUALA LUMPUR, MALAYSIA