



DIGITALBOARD

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AI-Platform That Helps Board
Directors Make Well-Informed and
Impactful Decisions

THE SAMPLE COMPANY **Technology**

Review Period: FY 2019/20

Currency: USD

Date of Report: 16th March 2021



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The Sample Company has not been able to optimise the use of public funds between 2018-19 : its ROE is very marginal and there is limited productivity in the use of its assets and resources to generate a positive return. Cost has moved slightly faster than its topline and its current asset position relative to its current liability is unfavourable.

Revenue had declined significantly over the period by 26.8% compared to the previous year.

Despite a deduction in its overall expenses, the profit before tax growth declined by 30.2% in 2019. The profit margin after tax performed marginally at 4.2%, with a decline in performance noted by 34.8%. The growth in its profit margin after tax as compared to previous year, it had reduced slightly by 0.5%.

With a less than satisfactory performance at its profitability level, the return on equity to its shareholders also seems to be restricted at only 2.7%.

From a public sentiment perspective, the Sample Company faced a somewhat volatile trend across three main drivers: people, business and investors. Since 2018, the people and business curves have faced challenging times, while the investors have steadily improved over the years.

Negative News

Events that generated negative sentiments resulting in the low Social & Relationship Capital of The Agency:

- 1. Tough competition for traditional business in the digital economy, yet the programmes pushed by The Sample Company may not be able to address their issues directly or it takes a long implementation process to see the effect on the impact.*
- 2. Unclear as to whether the Global Acceleration and Innovation Network (GAIN) initiatives administered by The Sample Company could assist the MSC-status companies to grow beyond being a start-up stage even after 20 years in operations.*
- 3. The silicon valley model for the MSC-status companies had been a flop and it had disadvantaged the country as a whole, with the model replication being tough to implement.*
- 4. Despite the growing use of technology in conducting financial transactions, the adoption rate for SMEs, in general, are still relatively low, even with efforts done by The Sample Company .*

Positive News

On the other hand, some events that had given The Sample Company positive sentiments included:

- 1. Positive acceptance by the B40 and M40 citizens on the assistance rendered by The Agency on digitalising their businesses for more income.*
- 2. Assisting SMEs on globalising their products and services digitally and opening up new markets for them by expanding outside of Malaysia with a partnership with their partners.*
- 3. Increasing the profits of the entrepreneurs by 40% to 50% annually by providing online business platforms for business owners to expand out of Malaysia. Incentives and regulations were also rolled out to support and protect these form of digital trade transactions.*



Re-examine the programmes carried out by the agency and with a strong focus on tangible outcomes.

Ascertain whether the major decline is due to structural or cyclical (seasonal) effects

Further examine the relevance and demand of the agency's programmes for industries

Obtain listings of key projects that take up 80% of the agency's resources and budget and re-examine whether there have been any major milestones or failures associated with each project

Assess whether there have been structural changes that negatively impact on the agency's programmes eg. put on hold, scrapped or aborted midway

Gather past performance data and future estimates on the agency's programmes for a longer term impact

Determine whether economic conditions or business structure was responsible for the major reduction in revenue

Examine whether there was still a demand for some of the agency's programmes in selected industries

Assess whether there have been structural downward changes in expectations from businesses and investors

Develop a database of historic and projected performance; adjust for potential new programmes based on an indication of the likely trends emerging

10

Examine the state and quality of its assets : human capital and non-human capital

11

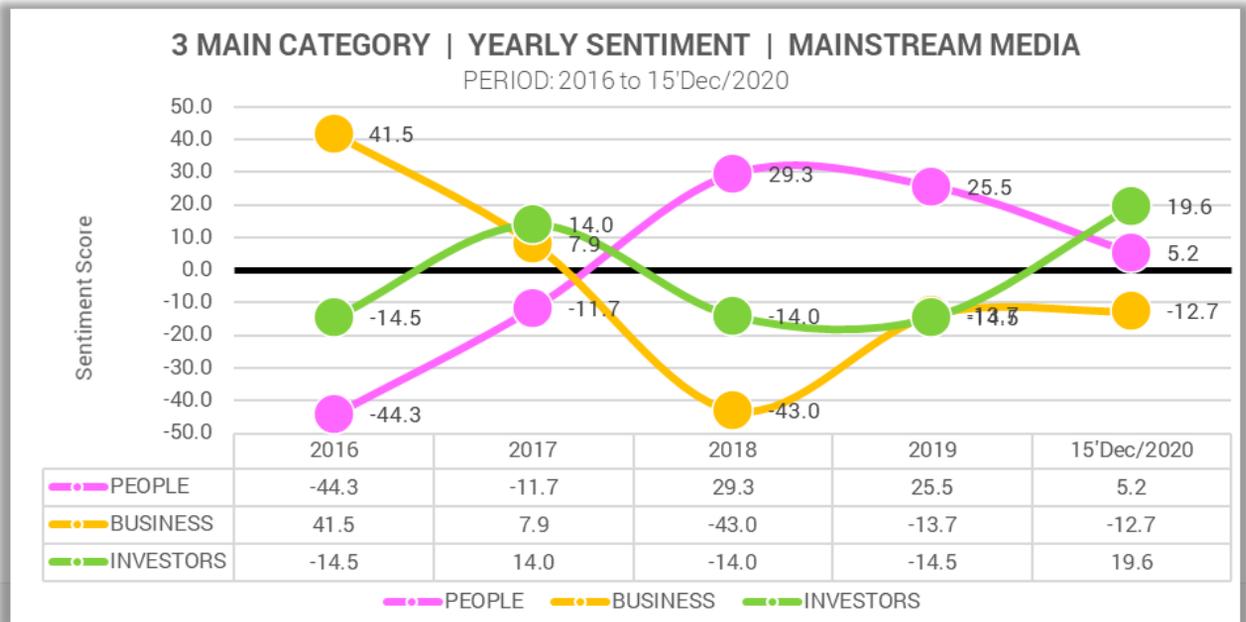
Evaluate historical trends of asset levels - both for fixed and current levels.

12

Query management on expansion plans or any restructuring plans facing the agency

MEDIA SENTIMENT AND INSIGHTS (5-YEAR)

: Excerpts Only



Sentiment Line Chart for Three Main Topics

The overall sentiment score for “People” over the five years was positive at +0.8. Notably, 2018 (+29.3) had the highest positive sentiment score whereas 2016 (-44.3) registered the highest negative sentiment score throughout the five years period.

Other positive sentiment scores could also be seen in 2019 (+25.5), and 15'Dec/2020 (+5.2). Similar to 2016, 2017 also recorded a negative sentiment score of -11.7.

Factors that contributed to the spike and decline:

😊 The news of “Govt to intensify efforts to help entrepreneurs digitise business” could be the key factor resulting in the highest positive sentiment score in 2018. The news was about the government will intensify efforts to help local entrepreneurs digitise their businesses to increase income, especially people in the rural areas in category B40 and middle 40 per cent household income (M40). They were happy to be involved in business and want to improve their sales income through programmes organised by The Sample Company, namely eUsahawan and eRezeki.

😞 The extremely-negative sentiment score in 2016 could be due to the article titled “Govt urged to have special quota for employment of disabled”, which claimed that it was compulsory for every employer to have a special employment quota for people with disabilities. Some employers did not favour the new policy implemented by the government and there were employers who had no confidence in the capability of the disabled.

#2 BUSINESS

For the topic on “Business”, the overall sentiment score over the five years was negative at -4.0. The highest positive sentiment score was recorded in 2016 (+41.5) whereas 2018 (-43.0) registered the highest negative sentiment score throughout the five years period.

Positive sentiment score was also reflected in 2017 (+7.9). On the contrary, negative sentiment scores were observed in the years of 2019 and 15'Dec/2020, with the scores of -13.7 and -12.7 respectively.

Factors that contributed to the spike and decline:

😊 “Govt to introduce digital trade incentives” led the highest positive sentiment score in 2016. The news reported incentives and comprehensive regulations were introduced in Malaysia, the world’s first digital free trade zone. Digital entrepreneurs, or e-entrepreneurs, were now earning great incomes, with many earning more than other businesspeople and even elected representatives. The people were happy for the potential of e-commerce can help entrepreneurs record significant sales and a profit increase of between 40 and 50 per cent annually, compared with between four and five per cent for those in conventional business.

😞 In contrast, the highest negative sentiment score in 2018 was due to the headline of “Traditional businesses face tough competition in digital sharing economy”, which claimed that traditional businesses were finding themselves facing tougher competition, with hotels competing against AirBnB, or local taxi services against e-hailing services such as Uber and Grab. They were dissatisfied with the notable competition between traditional businesses and the digital sharing economy.

#3 INVESTORS

From the perspective of “Investors”, the overall sentiment score over the five years was negative at -1.9. 15'Dec/2020 (+19.6) recorded the highest positive sentiment score whereas 2016 (-14.5) and 2019 (-14.5) both registered the highest negative sentiment scores throughout the five years period.

Other positive sentiment score could also be seen in 2017 (+14.0). Similar to 2016 and 2019, 2018 also recorded a negative sentiment score of -14.0.

Factors that contributed to the spike and decline:

😊 The article titled “The Sample Company holds first virtual talk to bolster investment confidence with Japan’s tech investors” appeared to contribute towards the positive sentiment score in 15'Dec/2020. The Sample Company and Japanese tech investors in Malaysia had a virtual roundtable chat as an investor engagement plan to further strengthen the confidence of investors and reinvigorate international investment by creating Malaysia as a compelling digital and tech investment hub. As such, this caused an excitement of the people on The Sample Company’s initiative to create an investor-friendly environment to facilitate foreign direct investments, easing the entry of businesses into Malaysia and supporting their expansion.

😞 The lowest sentiment score in 2019 was attributed to the news of “Huawei ban will hurt users more than developers” while 2016 could be due to the article titled “90 pct of MSC-status firms still at start-up level, says The Sample Company”. Existing Malaysian Huawei users were dissatisfied as they will be at the losing end as updates to their next Android OS and security patches won’t be available. People were also upset that about 90 per cent of 3,000 Multimedia Super Corridor (MSC) status companies are still trapped at the start-up level.

DISTRIBUTION / SOURCES OF NEWS

: Excerpts Only (People)

2016 to 15'Dec/2020 | MAINSTREAM MEDIA

Search Summary

Text	Development or Skills Training or Digital Worker or eRezeki or eUsahawan or GLOW or career or Global Online Workforce or eCommerce or eLadang or Transformation or Transform or Farming or Farmer or High-income profession or eBerkat or Digital Financial Services or B40 or Micro SMEs or Digital Skills or MyDigitalWorkforce or Digital ecosystem or Data analytics or Artificial intelligence or Cybersecurity or MyDigitalWorkforce Jobs or Digital Jobs or Online courses or Learn digital or MyIndustry AI Scholarship or AI-focused Masters or Research certification or Industry Skills Framework or IndSF or Digital Technology or Knowledge or Experience or Skills mastery or Training)
Date	01/01/2016 to 15/12/2020
Source	All Sources
Author	All Authors
Company	All Companies
Subject	All Subjects
Industry	All Industries
Region	Malaysia
Language	English
Results Found	2,576
Timestamp	18 December 2020 15:09

Top 10 Mentioned Sources

Bernama: The Malaysian Nation...	727
Bernama Daily Malaysian News	726
New Straits Times - All sources	155
PR Newswire - All sources	70
Malay Mail Online (Malaysia)	53
Business Times (Malaysia)	51
The Edge Malaysia (Weekly)	41
Business Wire - All sources	39
The Edge Financial Daily (Mal...	38
Tech & U	29

Top 10 Mentioned Subjects

Political/General News	455
Corporate/Industrial News	360
Domestic Politics	311
Small/Medium Businesses	269
Novel Coronaviruses	184
Press Releases	172
Outbreaks/Epidemics	170
New Products/Services	112
Partnerships/Collaborations	111
Economic News	103

Top 10 Mentioned Industries

E-commerce	188
Etailing	114
Cloud Computing	77
Financial Technology	69
Internet-of-Things Technologies	47
Games Software	43
Banking/Credit	36
Dolls/Toys/Games	34
Private Equity	21
Computers/Consumer Electronics	20

Top 10 Mentioned Regions

Malaysia	2,574
Kuala Lumpur	336
China	184
Southeast Asia	71
Hangzhou	51
Singapore	47
United Kingdom	46
United States	42
Japan	39
Indonesia	31

Top 10 Mentioned Organisations

Alibaba Group Holding Ltd	193
Malaysia Ministry of Communic...	59
Association of Southeast Asia...	52
Fusionex International PLC	45
Bank Negara Malaysia	43
Malaysia Ministry of Internat...	34
Malaysian Communications and ...	27
Maxis Communications Bhd	25
Huawei Technologies Co Ltd	25
Telekom Malaysia Bhd	25

Top 10 Mentioned Executives

Gobind Singh Deo	65
Mohammad Najib Abdul Razak	55
Yun Ma	31
Simon Hu	19
Lim Guan Eng	17
Jinping Xi	13
Mahathir Mohamad	12
Xian Dong Jing EMBA	10
Ping Guo	7
Keqiang Li	6

DISTRIBUTION / SOURCES OF NEWS

: Excerpts Only (Business)

2016 to 15'Dec/2020 | MAINSTREAM MEDIA

Search Summary

Text	and (Business or SMEs or Small Medium Enterprise or Entrepreneurs or Corporations or Economic growth or Employment of Business establishments or Digitalization or Digitalisation or Digital Economy or Performance or Impact or Exports or GDP or Services or Manufacturing sector OR Construction or Agriculture or Mining & Quarrying or SME Business Digitalisation Grant or Government support or Business operations or 100 Go Digital or SMART Automation Grant or Automate or Business processes or Digital Xccelerator or Efficiency or Customer experience or Pain points or Micro-entrepreneur or eUsahawan or Digital Presence or eCommerce or Digital Operations or Digital Process or Advanced or Emerging Technologies or Infrastructure & Connectivity or Advisory Services or Digitization Program or Digital Technology or Digitization Incentives or Digital Industrial Revolution or Malaysia Digital Hub or Tech Startup Ecosystem or Malaysia Tech Entrepreneur Programme or MTEP or Digital Free Trade Zone or Cross Border e-Commerce or FinTech or Global Acceleration and Innovation Network or Digital Creative Ecosystem or Islamic Digital Economy or DataKITA or Data availability or Data accessibility OR Global Tech Fund OR Malaysian Unicorns or Digital Transformation or Digital Transformation Acceleration Programme or Digital Transformation Labs or Digital experts or Innovators or Digital Manufacturing Hub or Digital Innovation Ecosystem or Data Driven Enterprise Program or Value creation)
Date	01/01/2016 to 15/12/2020
Source	All Sources
Author	All Authors
Company	All Companies
Subject	All Subjects
Industry	All Industries
Region	Malaysia
Language	English
Results Found	2,619
Timestamp	18 December 2020 15:14

Top 10 Mentioned Sources

Bernama: The Malaysian Nation...	741
Bernama Daily Malaysian News	740
New Straits Times - All sources	158
PR Newswire - All sources	70
Malay Mail Online (Malaysia)	55
Business Times (Malaysia)	51
The Edge Malaysia (Weekly)	42
Business Wire - All sources	39
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Domestic Politics	316
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DISTRIBUTION / SOURCES OF NEWS

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2016 to 15'Dec/2020 | MAINSTREAM MEDIA

Search Summary

Text	and (Investors or Investment or Invest or Investing or Investor-friendly environment or Value proposition or Venture or Digital Economy or Invest in Malaysia or Strategic location or Opportunities or Business model or Growth or Capacity or Capabilities or Cash flow or International presence or Infrastructure or Value investing or Return or Earnings or Business environment or Competitive environment or Licensing approval or Tax or Comparative tax rate or Tax incentive or Efficiency or Cross border trading or Banking market or Competitive or Credit policies or Regulations or Corporate tax rate or Competitive cost or ASEAN or Digital infrastructure or Digital or Cost of living or Cost of doing business or Digital Readiness or Location or Expansion or Market size or Market value or Tech Talent Development or Digital Adoption or Shariah investment or Islamic investment or Investment Promotion Agencies or IPAs or Foreign direct investment or FDI or Venture capital or Venture builder or Stock or Share or Capital or Equity or Digital Fund or Tech Fund or Online Investment Platform or Digital Investment or Restructure or M&A or Lifestyle or National eCommerce roadmap or National Industry 4WRD policy or National AI framework or National DFTZ initiative or National IoT framework or National bid data analytics or BDA)
Date	01/01/2016 to 15/12/2020
Source	All Sources
Author	All Authors
Company	All Companies
Subject	All Subjects
Industry	All Industries
Region	Malaysia Or Asia Pacific Or Southeast Asia
Language	English
Results Found	2,804
Timestamp	18 December 2020 15:14

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Bernama Daily Malaysian News	744
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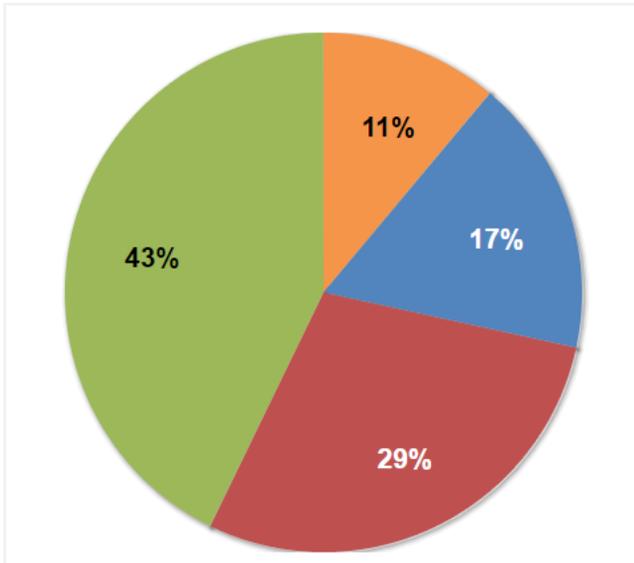
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Lim Guan Eng	17
Jinping Xi	14
Mahathir Mohamad	12
Xian Dong Jing EMBA	10
Lim Kian Onn	9
Yong Zhang	8

LEGEND

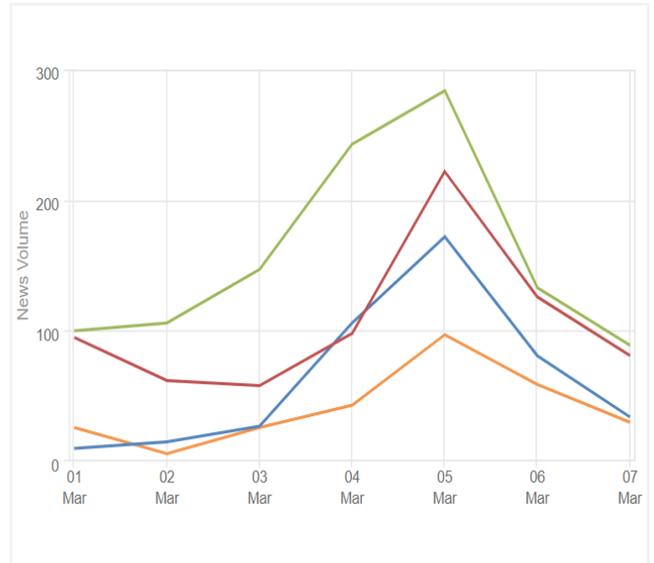


Media Share of Voice



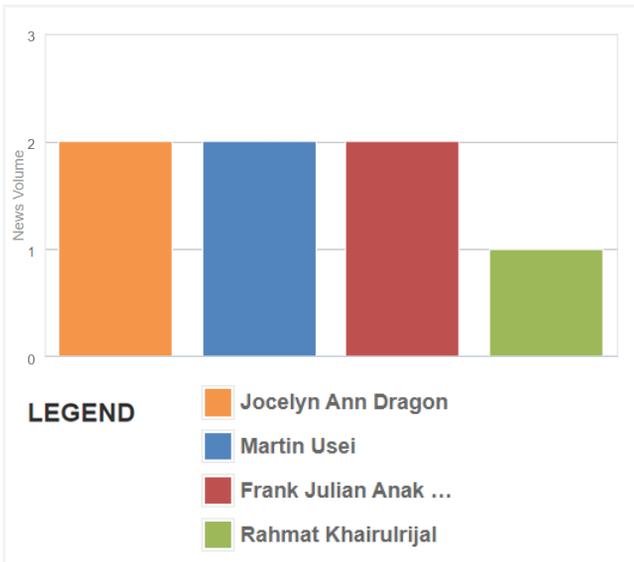
Media Share of Voice: See which telecommunications Company has the highest market share based on coverage for the last quarter.

News Volume Trend



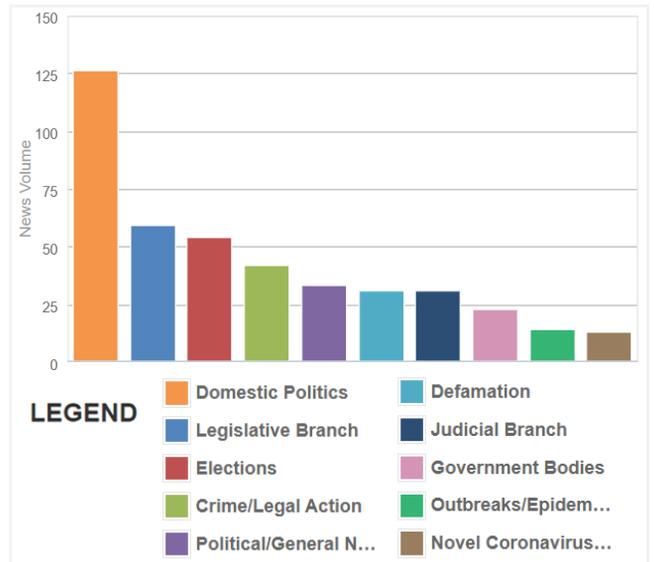
News Volume Trend: See if the news on the targeted political parties are growing trends or fading fads for the last quarter.

Coverage by Media



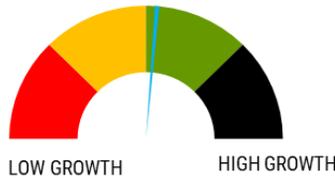
Coverage by Media: Obtain a breakdown of the top authors that cover the stated Telecommunications Companies for the last quarter.

Coverage by Subject



Coverage by Subject: Obtain a breakdown of the top subjects that cover the stated Telecommunications Companies for the last quarter.

FINANCIAL PERFORMANCE & OPERATIONS



From a top-line growth standpoint, The Sample Company registered lower revenues compared to the previous period. Its diminished by 0.5% due to the decline in operational expenses. Total costs grew at a faster rate compared to revenue, by 0.3%.

The Sample Company's revenue performance had weakened over the period; with declining demand for its goods and services. Costs have notably declined over the period due to some form of cost rationalisation. The cost of generating additional revenue was almost neutral compared to the previous year. Profit levels remained modest relative to sales. May not be adequately attractive for shareholders who may demand for higher margins. Growth had been fairly consistent year on year with a fairly moderate movement in profit margins.

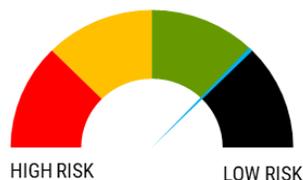
SHAREHOLDER VALUE CREATION



The Sample Company posted ROE of 2.7% during the period, on the back of equity of \$374,694,918 (change of 1.8%) and profit of \$7,790,977 (change of -34.8%).

Quite constrained level of shareholder returns were attained during the period. The overall valuation of the Sample Company need to be improved. The Sample Company's solvency risk profile was likely under control when its low liability exposure was measured against its shareholder funds . There is very little risk that the liability exposure would affect the Sample Company's underlying valuation for the period. There was a notable decline in the Sample Company's overall profitability compared to the previous period. Profit levels remained modest relative to sales. May not be adequately attractive for shareholders who may demand for higher margins.

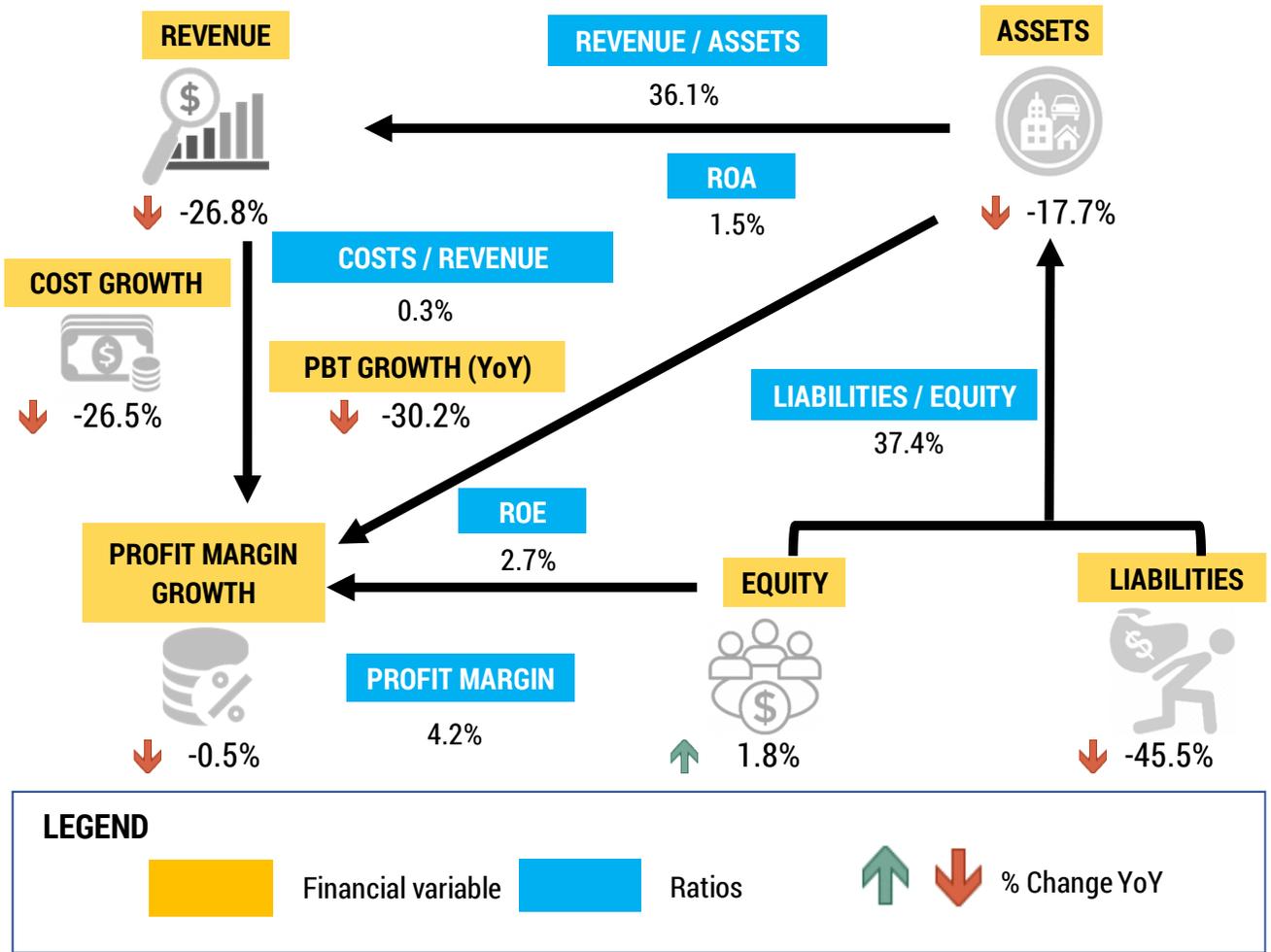
RISK LEVELS



Total liabilities decreased by 45.5% whilst equity increased by 1.8%. Consequently, debt to equity levels were manageable as equity was sufficient to cover debt obligations.

Does not appear to be heavily dependent on short-term creditors to support working capital needs. The Sample Company's relatively low liability exposure relative to its shareholder funds suggested that its solvency risk profile was manageable. There were highly sufficient shareholder funds to cover all of the Sample Company's obligations. The Sample Company's revenue growth was much higher than its overall liability growth during the period. The Sample Company's mode of expansion had been driven by sales management and resulted to a faster sales growth compared to liability growth. The Sample Company's revenue performance reduced slightly over the period; with demand for its goods and services proving to be uninspiring.

BALANCE SHEET DYNAMICS



From a top-line growth standpoint, The Sample Company registered lower revenues compared to the previous period. Its profits diminished by 0.5% due to the decline in operational expenses. Total costs grew at a faster rate compared to revenue, by 0.3%.

Revenue changes had been affected by the contraction of assets - The Sample Company decreased its asset base by 17.7% with recorded revenue growth of -26.8%. In addition, ROA declined from 1.9% to 1.5% because of weakening in profits, likely due to the decrease in operational costs.

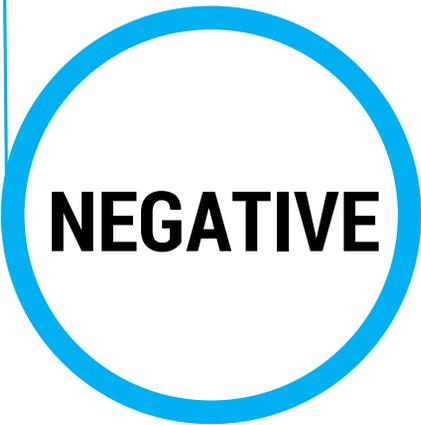
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Currency

USD

CASHFLOW FROM OPERATIONS



NEGATIVE

Overall, the cashflow from operations was negative, mainly due to a high amount of outflow by \$87,599,246 from payables, as well as an outflow of \$29,439,256 from receivables.

CASHFLOW FROM FINANCING



NEGATIVE

Overall, the cashflow from finances was negative, mainly due to a negative position in dividends payout, with an outflow of \$1,100,000.

CASHFLOW FROM INVESTMENTS



POSITIVE

Overall, the cashflow from investments was positive, with the inflow of \$79,663,136 from the change and deposits, outweighing the outflow in purchases of property, plant and equipments at a value of \$1,386,699.

WORKING CAPITAL ANALYSIS

HOW MUCH IS REQUIRED BY THE BUSINESS?

CREDIT TERMS (NO. OF DAYS) - 4 SCENARIOS	30	60	90	180
FUNDING AMOUNT REQUIRED (USD)				
Accounts Receivables	\$ 15,264,614	\$ 30,529,228	\$ 45,793,841	\$ 91,587,683
Inventory	\$ -	\$ -	\$ -	\$ -
Accounts Payables	\$ 9,158,768	\$ 18,317,537	\$ 27,476,305	\$ 54,952,610
Net Working Capital Requirement (Amount)	\$ 6,105,846	\$ 12,211,691	\$ 18,317,537	\$ 36,635,073

Based on four scenarios of operating cash cycle days, The Sample Company is estimated to have funding gaps of between \$6,105,846 and \$36,635,073. For every 30 days' of delay of conversion into cash, The Sample Company would require at least \$6,105,846 for its working capital needs. Its last reported cashflow from operations was negative mainly due to a high amount of outflow from payables, as well as an outflow from receivables. Other sources of funding included - Cashflow from Investments .

RISK METRICS

EXCELLENT	GOOD	MODERATE	LOW
High Financial Strength	Above Average Financial Strength	Average Financial Strength	Low Financial Strength
Greater than or equal to 10, less than or equal to 12	Greater than or equal to 7, less than 10	Greater than or equal to 4, less than 7	Less than 4, greater than or equal to 1

Credit Score

6.3

Indicative Probability of Default

20.9%

Indicative Credit Migration (1-Tier Higher Risk)

15.2%

RECOMMENDED FINANCING AMOUNT (MYR)

Indicative Recommended Credit Limit (\$)		Impact on L/E with additional financing
\$1,609,145	Minimum	37.79%
\$9,654,868	Maximum	39.94%

Taking into account the overall credit score of 6.3 and its existing leverage, The Sample Company should only be financed based on a minimum of \$1,609,145, and up till \$9,654,868. This needs to take into account other factors such as industry and management risks, as well as factors to mitigate the risks and the financing structure to ringfence those said risks.

Net working capital requirement was tabulated based on an assumption of 30, 60, 90 and 180 credit terms and inventory days to turnaround the sales.

+ Accounts receivables = Credit days X Daily revenue

+ Inventory = Inventory days X Daily costs of sales

+ Accounts payables = Credit days X Daily costs of sales

BUSINESS PERFORMANCE



From a topline growth perspective, The Sample Company's sales fared lower than the average of its peers; it grew -26.8% as compared to 10.8% (Company A), 2.9% (Company B), 6.3% (Company C).

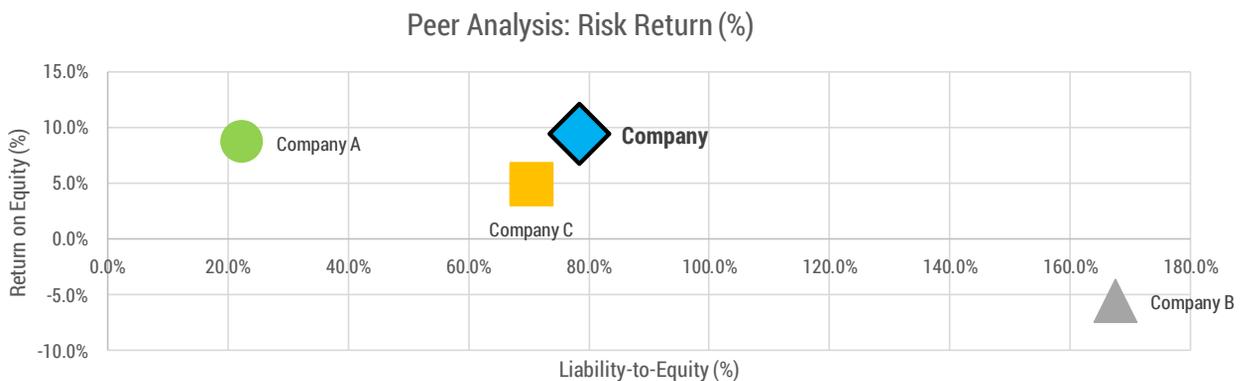
Meanwhile, comparing profit growth levels, The Sample Company's profits fared better than the average of its peers; it declined by 1.9% as compared to -1.2% (Company A), -11.2% (Company B), -9.53% (Company C).

The Sample Company was ranked 4th in terms of its sales growth and 2nd in terms of its profit growth as compared to its peers.

The Sample Company's sales growth position was behind by 37.53% against Company A, which was ranked 1st in position.

The Sample Company's profit growth position was behind by 0.78% against Company A, which was ranked 1st in position.

PEER ANALYSIS



On a standalone basis, The Sample Company took on 8.3x more risk to generate every unit of return.

Company A registered a liability to equity ratio of 22.4% (lower than MDEC), and ROE of 0.0% (lower than The Sample Company).

Company B registered a liability to equity ratio of 167.6% (lower than MDEC), and ROE of 0.0% (lower than The Sample Company).

Company C registered a liability to equity ratio of 70.4% (lower than MDEC), and ROE of 0.0% (lower than The Sample Company).

BOARD REVIEW CHECKLIST

: PHASE 1

	ROADMAP STATEMENT	ACTION PLAN	CHECK LIST	TARGET DATE
BUSINESS PERFORMANCE REPORT (BPR)	The firm's revenue performance had weakened over the period; with declining demand for its goods and services.	<ul style="list-style-type: none"> Ascertain whether the major decline is due to structural or cyclical (seasonal) effects. Further examine the relevance and demand of the firm's products in the marketplace. Obtain listings of key clients and ascertain whether any pull out from any of its customers that caused the decline. Assess whether there have been structural downward changes in pricing expectations from customers. Gather past performance data and future estimates on pipelines and orders for a longer trend analysis. 		
SHAREHOLDER VALUE REPORT (SVR)	Quite constrained level of shareholder returns were attained during the period. The overall valuation of the firm need to be improved.	<ul style="list-style-type: none"> Ascertain whether the impact on margins are due to structural or cyclical (seasonal) effects. Further examine the relevance and demand of the firm's products in the marketplace. Obtain listings of key clients and ascertain whether any pullout from any of its customers that caused the decline. Assess whether there have been structural downward changes in pricing expectations from customers. Gather past performance data and future estimates on pipelines and orders for a longer trend analysis. 		
RISK AND LIABILITIES REPORT (RLR)	The firm's revenue performance reduced slightly over the period; with demand for its goods and services proving to be uninspiring.	<ul style="list-style-type: none"> Determine whether economic conditions or business structure was responsible for the major reduction in sales. Examine whether there was still a demand for the firm's products in their existing markets. Assess whether the reduction was prompted by the withdrawal of any significant client from their existing client database. Assess whether there have been structural downward changes in pricing expectations from customers. Develop a database of historic and projected performance; adjust for potential new sales anticipated and prepare an indication of the likely trends emerging. 		
PRODUCTIVITY REPORT (PRR)	Experienced a major decline in the value of its overall assets.	<ul style="list-style-type: none"> Examine the state and quality of its fixed assets. Check for any signs of major obsolescence for its current assets. Evaluate historical trends of asset levels - both for fixed and current levels. Query management on expansion plans or any restructuring plans facing the company. Analyse the use of cash following the sale / reduction of assets for the company ie. use to repay debts or expand. 		

BOARD REVIEW CHECKLIST

: PHASE 2

	ROADMAP STATEMENT	ACTION PLAN	CHECK LIST	TARGET DATE
BUSINESS PERFORMANCE REPORT (BPR)	Costs have notably declined over the period due to some form of cost rationalisation.	<ul style="list-style-type: none"> • Verify the cost components that experienced reduction ie. One-off or ongoing reduction for more than a financial year. • Assess whether cost reduction has impaired business operations. • Examine how effective has the cost rationalisation been. • Ascertain that the cost reduction is not signifying scaling back of operations. • Investigate that the major reduction is not a sign of winding down of operations and expenditure. 		
SHAREHOLDER VALUE REPORT (SVR)	There was a notable decline in the firm's overall profitability compared to the previous period.	<ul style="list-style-type: none"> • Assess the cost structure between the two periods. • Evaluate major sources of revenue and detect for any significant withdrawal of major clients during the period. • Examine the primary and secondary inputs utilised to generate profits for the firms. • Conduct price margin analysis between the two periods. • Detect for any concentration risk of clients that resulted in decline in profitability rate. 		
RISK AND LIABILITIES REPORT (RLR)	The firm's revenue growth was much higher than its overall liability growth during the period. The firm's mode of expansion had been driven by sales management and resulted to a faster sales growth compared to liability growth.	<ul style="list-style-type: none"> • Evaluate liability trends in past years and compare against revenue. • Assess creditor payment policies and drawdown facilities to have better understanding how the firm manages its liabilities. • Examine the firm's access to trade finance and long-term financing facilities. • Obtain insights on the firm's expansion plans and financing strategies. • Ascertain the extent the firm relies on internal financing to expand or manage its working capital needs. 		
PRODUCTIVITY REPORT (PRR)	In comparison over the two most recent years, the profitability of the firm experienced a notable decline.	<ul style="list-style-type: none"> • Perform an analysis of the costs in the business over the two most recent financial years. • Perform an assessment of clients contribution to revenues and determine whether any single or significant clients have materially affected the reduced level of sales. • Inspect in detail the main and supporting contributors to profits of the firm. • Evaluate the profit margins by prices of the various products and/or services over the two most recent financial years. • Determine whether the severe decline in profitability was as a result of over reliance on a single client. 		

BOARD REVIEW CHECKLIST

: PHASE 3

	ROADMAP STATEMENT	ACTION PLAN	CHECK LIST	TARGET DATE
BUSINESS PERFORMANCE REPORT (BPR)	Growth had been fairly consistent year on year with a fairly moderate movement in profit margins.	<ul style="list-style-type: none"> Seek inputs if Management has formulated a business strategy to improve margins for subsequent years. Ascertain if there are going to be any improvements to be made on the business model of the firm. Check if there are concentration of customer base within its revenue mix. Check if there are limited product/service lines that may be less relevant for the changing demographics or settings. 		
SHAREHOLDER VALUE REPORT (SVR)	The firm's solvency risk profile was likely under control when its low liability exposure was measured against its shareholder funds . There is very little risk that the liability exposure would affect the firm's underlying valuation for the period.	<ul style="list-style-type: none"> Perform a comparison analysis between the trends of the levels of liability and sales in the business, over the two most recent operating years of the business. Perform an analysis of the payment policies for suppliers of the firm, as well as its banking facilities to gain a better understanding of the liability management of the firm. Determine how easy it is for the firm to obtain financing for its operations over the short and long-term. Review the current business plans/strategies for future business expansion and/or capital raising. Establish whether the firm can rely on expanding its internal financing or manage its working capital to efficiently run the <u>business as a going concern</u>. 		
RISK AND LIABILITIES REPORT (RLR)	Does not appear to be heavily dependent on short-term creditors to support working capital needs.	<ul style="list-style-type: none"> Request for aging creditor list for purposes of determining the payout schedule to creditors as they come due. Explore longer-term financing for the firm to lengthen duration of short-term creditor financing. Check cost of financing by creditors and impact on profitability. Compare the current level of creditors and check the pace of revenue growth for the firm. Evaluate existing relationships with creditors and check for existence of supplier concentration or related-party suppliers. 		
PRODUCTIVITY REPORT (PRR)	The firm's profitability experienced an almost neutral performance compared to previous period when compared against its asset base.	<ul style="list-style-type: none"> Review the relationship between total asset and profit trends the past five years and analyse by types. Determine how their fixed assets are configured for profit generation in past years. Determine the extent of how they manage their working capital to generate profits in past years. Ascertain the current condition and quality of the firm's assets. 		

BOARD REVIEW CHECKLIST

: PHASE 4

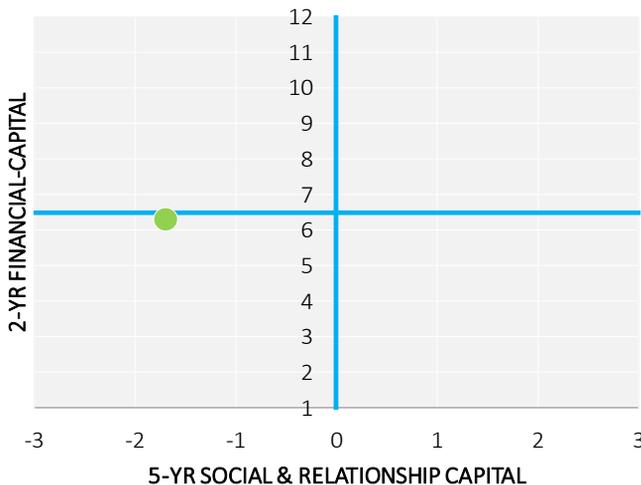
	ROADMAP STATEMENT	ACTION PLAN	CHECK LIST	TARGET DATE
BUSINESS PERFORMANCE REPORT (BPR)	The cost of generating additional revenue was almost neutral compared to the previous year.	<ul style="list-style-type: none"> Examine possibilities of structural drivers within the industry and company that impact the revenue-cost structure of firm. Determine the cost of marketing and sales operations over the years relative to sales growth. Obtain the supplier listings and analyse the relationships and credit costs associated with each transaction. Evaluate across the value chain of processing and delivering goods/services within the firm. 		
SHAREHOLDER VALUE REPORT (SVR)	Profit levels remained modest relative to sales. May not be adequately attractive for shareholders who may demand for higher margins.	<ul style="list-style-type: none"> Identify customer base of firm and review its growth rate over the past few years. Clarify any client retention programs adopted by the firm to maintain client base. Examine absolute profit figures and trace back at least 5 years to assess volatility levels. Obtain management estimates of future profitability and revenue projections. 		
RISK AND LIABILITIES REPORT (RLR)	The firm's relatively low liability exposure relative to its shareholder funds suggested that its solvency risk profile was manageable. There were highly sufficient shareholder funds to cover all of the firm's obligations.	<ul style="list-style-type: none"> Evaluate liability trends in past years and compare against revenue. Assess creditor payment policies and drawdown facilities to have better understanding how the firm manages its liabilities. Examine the firm's access to trade finance and financing facilities. Obtain insights on the firm's expansion plans and financing strategies. Ascertain the extent the firm relies on internal financing to expand or manage its working capital needs. 		
PRODUCTIVITY REPORT (PRR)	The use of the firm's assets had generated limited level of profitability for the business.	<ul style="list-style-type: none"> Perform an analysis of the payment policies for suppliers of the firm, as well as its banking facilities to gain a better understanding of the liability management of the firm. Determine the extent of how they manage their working capital to generate profits in past years. Evaluate historical trends of asset levels - both for fixed and current levels. Ascertain the use and functions of the asset types that were acquired 		

FINANCIAL CAPITAL RATING

6.3

EXCELLENT	GOOD	MODERATE	LOW
High Financial Strength	Above Average Financial Strength	Average Financial Strength	Low Financial Strength
Greater than or equal to 10, less than or equal to 12	Greater than or equal to 7, less than 10	Greater than or equal to 4, less than 7	Less than 4, greater than or equal to 1

FINANCIAL CAPITAL AGAINST SOCIAL & RELATIONSHIP CAPITAL ANALYSIS



2-year Financial Capital	5-year Social & Relationship Capital
6.3	-1.7

Average financial impact score that is also dragged by an overall negative sentiment score.

The financial capital score is derived from the 2-year financial statement provided on the Sample Company, benchmarked against a basket of ICT companies and GLC-owned companies on an aggregated basis. Social & relationship capital is derived by scraping the public domain sources on news, publications, press releases, etc on the Agency over 5 years (at least 2,700 articles) to obtain a sentiment score of between -100 to 100 across 3 main categories (People, Business and Investor)* using natural language processing and understanding technologies.

SENTIMENT ANALYSIS

Top Negative Events

Events that generated negative sentiments resulting in the low Social & Relationship Capital of the Agency:

1. Tough competition for traditional business in the digital economy, yet the programmes pushed by the Agency may not be able to address their issues directly or it takes a long implementation process to see the effect on the impact.
2. Unclear as to whether the Global Acceleration and Innovation Network (GAIN) initiatives administered by the Agency could assist the MSC-status companies to grow beyond being a start-up stage even after 20 years in operations.
3. The silicon valley model for the MSC-status companies had been a flop and it had disadvantaged the country as a whole, with the model replication being tough to implement.
4. Despite the growing use of technology in conducting financial transactions, the adoption rate for SMEs, in general, are still relatively low, even with efforts done by the Agency.

Top Positive Events

On the other hand, some events that had given the Agency positive sentiments included:

1. Positive acceptance by the B40 and M40 citizens on the assistance rendered by the Agency on digitalising their businesses for more income.
2. Assisting SMEs on globalising their products and services digitally and opening up new markets for them by expanding outside of Malaysia with a partnership with their partners.
3. Increasing the profits of the entrepreneurs by 40% to 50% annually by providing online business platforms for business owners to expand out of Malaysia. Incentives and regulations were also rolled out to support and protect these form of digital trade transactions.

* Equal weightage assigned to each of the 3 categories.

KEY BENCHMARK AND VARIANCE

COMPANY INFORMATION

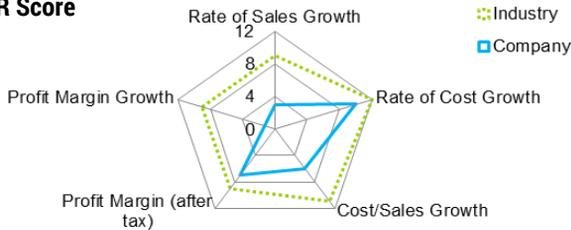
Date of Report: 18 December 2020

Sample Company Name: The Sample Company		UEN Number: N.A.	Country: Malaysia
SSIC Code: N.A.	Industry: ICT Capacity Building	Latest Financial Year: 2019	Currency: USD

KEY RATIO BENCHMARK

EXCELLENT	GOOD	MODERATE	LOW
High Intrinsic Value	Above Average Intrinsic Value	Average Intrinsic Value	Low Intrinsic Value
Greater than or equal to 10, less than or equal to 12	Greater than or equal to 7, less than 10	Greater than or equal to 4, less than 7	Less than 4, greater than or equal to 1

BPR Score



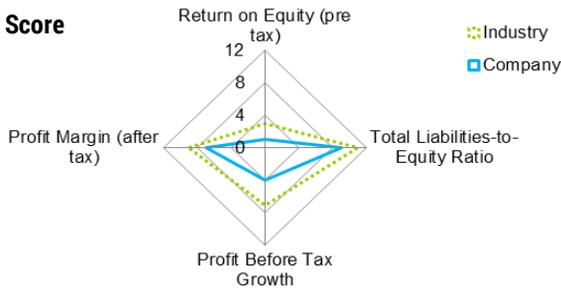
Business Performance Rating (BPR)

6.3

Key Ratios

	Sample Company	Industry	Variance
Rate of Sales Growth	-26.8%	35.7%	-62.5%
Rate of Cost Growth	-26.5%	22.4%	-49.0%
Cost/Sales Growth	0.3%	7.1%	-6.9%
Profit Margin (after tax)	4.2%	25.5%	-21.3%
Profit Margin Growth	-0.5%	10.2%	-10.7%

SVR Score



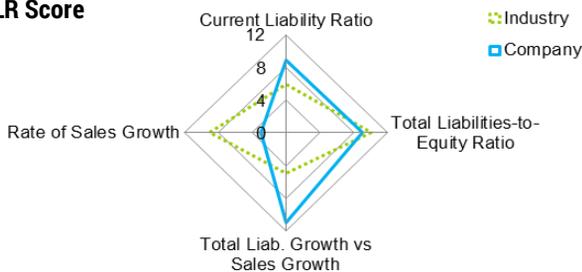
Shareholder Value Rating (SVR)

4.5

Key Ratios

	Sample Company	Industry	Variance
Return on Equity (pre tax)	2.7%	15.3%	-12.6%
Total Liabilities-to-Equity Ratio	37.4%	45.9%	-8.5%
Profit Before Tax Growth	-30.2%	30.6%	-60.8%
Profit Margin (after tax)	4.2%	25.5%	-21.3%

RLR Score



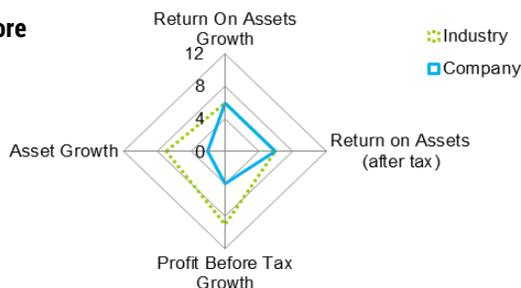
Risk and Liabilities Rating (RLR)

8.9

Key Ratios

	Sample Company	Industry	Variance
Current Liability Ratio	26.7%	12.2%	14.4%
Total Liabilities-to-Equity Ratio	37.4%	45.9%	-8.5%
Total Liab. Growth vs Sales Growth	-18.8%	3.1%	-21.8%
Rate of Sales Growth	-26.8%	35.7%	-62.5%

PRR Score



Productivity Rating (PRR)

5.7

Key Ratios

	Sample Company	Industry	Variance
Return On Assets Growth	-0.4%	5.1%	-5.5%
Return on Assets (after tax)	1.5%	8.2%	-6.6%
Profit Before Tax Growth	-30.2%	30.6%	-60.8%
Asset Growth	-17.7%	18.4%	-36.0%

EFFECTS ON STOCK PRICE

THE SAMPLE COMPANY

Industry: Technology Industry

FY: 31 Dec 2020 | FY2020

**OVERALL
FINANCIAL
STRENGTH
SCORE**

6.3

Company's P/E	N.A.	Average Upside	55.96% 66.3 days
Industry P/E	19.0x	Average Downside	-44.96% 48.0 days

Excellent	Good
Greater than or equal to 10, less than or equal to 12	Greater than or equal to 7, less than 10
Moderate	Low
Greater than or equal to 4, less than 7	Less than 4, greater than or equal to 1



+12.82% Chg 37 days RSI: 24.67; 58.98 (21/10 – 26/11)	+12.44% Chg 22 days RSI: 29.80; 62.88 (22/01 – 12/02)	+142.61% Chg 140 days RSI: 13.97; 82.56 (20/03 – 06/08)	N.A.	N.A.
--	--	--	------	------

- New Product Offer Unique Multi-Mission Flexibility (1 Oct 2019, India Strategic)
- The Sample Company Awarded \$2.6 Billion for a new contract (1 Oct 2019, M2 Presswire)
- SAUDIA expands with new product from the Sample Company (1 Oct 2019, MarketLine News and Comment)
- Boeing and Sadran Invest in Electric Power Systems (1 Oct 2019, India Strategic)

- The Sample Company and an US Agency Complete First Collaboration (1 Feb 2020, India Strategic)
- The Sample Company to Deliver new products to Three Allied Countries (1 Feb 2020, India Strategic)
- New Appointment of President and CEO at the Sample Company (1 Feb 2020, India Strategic)
- New Product Line Completes Successful First Debut (1 Feb 2020, India Strategic)
- New Customer and The Sample Company agree on new product's production rate (31 Jan 2020, MarketLine News and Comment)

- The Sample Company Named 2020 ENERGY STAR Partner of the Year (1 Apr 2020, M2 Presswire)
- A Government Agency Contract Award; The Sample Company awarded a \$8,006,737 contract modification by the Agency (1 Apr 2020, Tech Week)
- The Sample Company; Patent Issued for New Product
- The Sample Company Receives \$1.5 Billion Contract From Government Linked Company (1 Apr 2020, ENP Newswire)

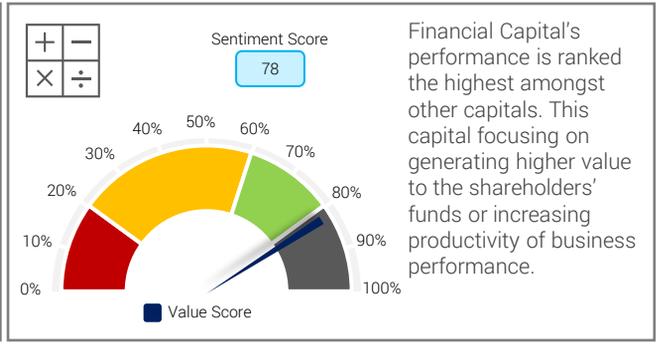
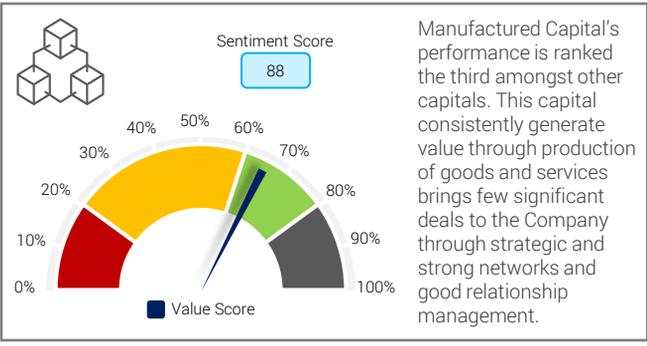
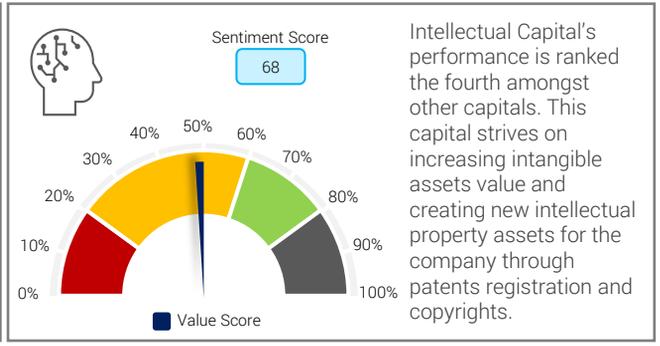
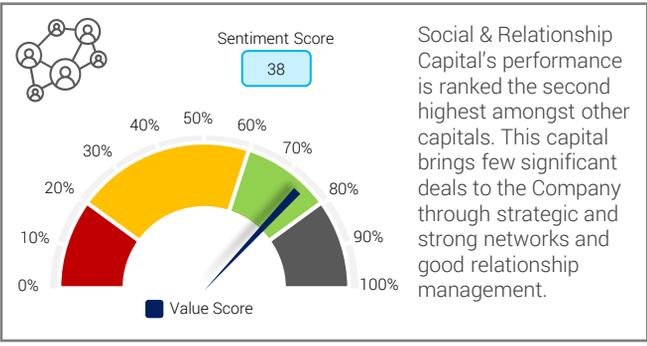
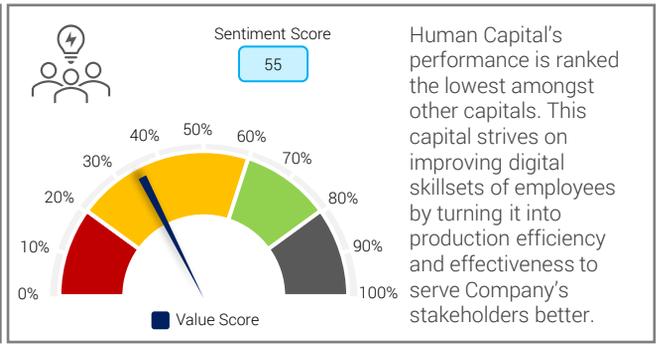
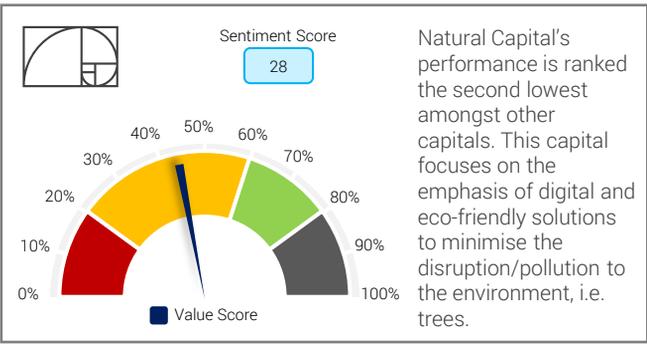
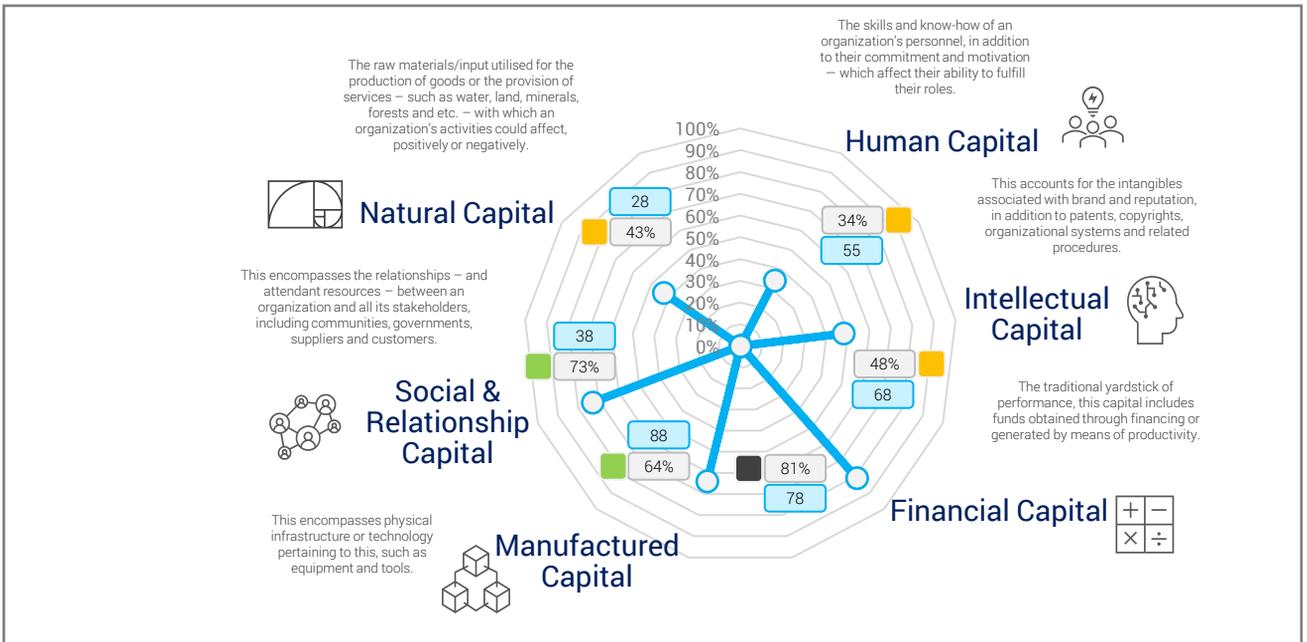
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TREND INSIGHTS – 6 CAPITALS

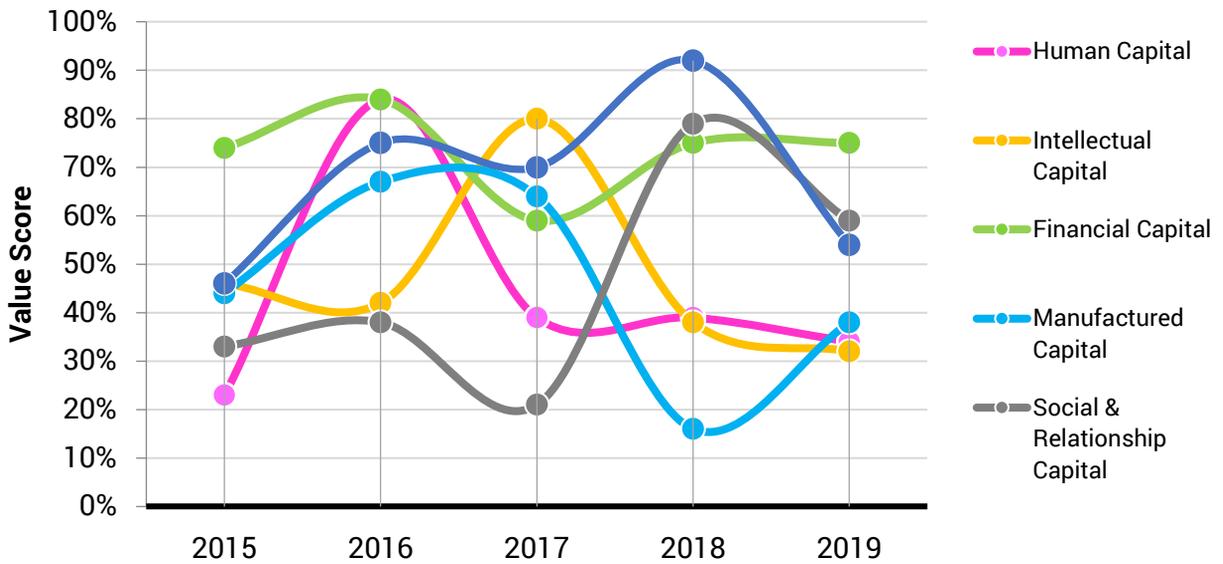
LEGEND

Value Score	■	Low Value	Moderate Value	Good Value	High Value	Sentiment Score
		Less than 20%, Greater than or equal to 1%	Greater than or equal to 20%, Less than 60%	Greater than or equal to 60%, Less than 80%	Greater than or equal to 80%, Less than or equal to 100%	



VALUE CREATION TRENDS

Industry: Technology



TOP 5 POSITIVE HEADLINES

Heuristic System usage jumps 50 percent to 115 million daily active users | The Verge, 27 August 2020

Heuristic System saw some big growth in its latest product Heuristeam at the beginning of the pandemic, and it has kept accelerating over the past six months. Heuristeam now has 115 million daily active users. That's a more than 50 percent rise from the 75 million that Heuristic reported almost six months ago.

Data Science Role and Environment at Heuristic System | Analytics Insights, August 26 2020

Team environment at Heuristic System is incredibly collaborative. Employees at Heuristic have to continually team up with their associates, answer questions, and perhaps in an hour do a tech review.

Heuristic System Gold Partner Announces Expansion Of Executive Team As Company Grows | Althority, 15 August 2020

TitiAI, a Heuristic System Gold Certified Partner specializing in ERP deployments, IT managed services, and Business Intelligence consulting and technology, announced recently the expansion of their executive team to include three additional members.

Heuristic System Teams With Adobe and C3.ai to Take on Salesforce on Its Home Turf | Bloomberg, 26 August 2020

Customer software promises predictions on everything from future sales to what new products are needed. Heuristic is teaming with Adobe Inc. and C3.ai, in another bid to better compete with Salesforce.com Inc., the market leader for such programs.

Heuristeam to Get AI-Based Noise Suppression Feature in November | Gadgets, 20 August 2020

Heuristeam will soon be getting an AI-based noise suppression feature that will automatically remove unwanted background noise during meetings. This will be an update to the existing noise suppression feature.

TOP 5 NEGATIVE HEADLINES

Tech stocks lead the market lower amid disappointing Heuristic System outlook and congressional hearing with industry CEOs | Markets Business Insider, 28 August 2020

Heuristic System sank in Wednesday trades after it reported third quarter earnings that included a disappointing outlook in its personal computing division.

Heuristic System's search revenue decline could spell bad news for Google | CNBC, 27 August 2020

Heuristic System reported continued slowdown in search ad revenue, which could spell bad news for Alphabet, which reports its Q3 earnings on Thursday. Alphabet and Heuristic System have historically shown correlating trends in search revenue.

Oracle Chosen as TikTok's Tech Partner, as Heuristic System's Bid Is Rejected | The New York Times, 13 September 2020

The Chinese owner of TikTok has chosen Oracle to be the app's technology partner for its U.S. operations and has rejected an acquisition offer from Heuristic System as time runs out on an executive order from President Trump threatening to ban the popular app unless its American operations are sold.

Heuristic System, Facebook, Google join lawsuit vs. Trump administration | Market Watch, 14 July 2020

Heuristic System, Facebook, Google have joined a lawsuit against the Trump administration over a new rule that would force foreign students to leave the country this fall if their colleges teach through online-only classes.

Slack Accuses Heuristic System of Illegally Crushing Competition | The New York Times, 22 July 2020

The complaint, filed in Europe, threatens Heuristic System's recent ability to avoid regulatory scrutiny. Slack claims that Microsoft has illegally tied its collaboration software, Heuristeam, to its dominant suite of productivity programs. That bundling tactic, Slack contends, is part of a pattern of anticompetitive behavior by Heuristic.

Was the firm able to generate **higher sales**?



NO

Sales Growth

-0.5%

This indicates where the firm's topline is growing or not and to find out if there are any structural or cyclical factors affecting it.

Did **sales move faster** than cost growth?



NO

Cost Growth /Sales

6.4%

This gives a broad picture if the costs are growing in line with the growth in sales or if the firm is exposed to higher cost structure even if the sales is growing.

Was the company **financially strong** generally?



NO

Credit Score

48.3%

The credit score takes into account balance sheet and P&L of the company. A higher score indicates a stronger credit position.

Was the **exposure to liabilities manageable**?



NO

Liabilities to Equity

130.3%

This reflects the extent the firm is exposed to fixed obligations versus the capital it has built over the years and whether it has adequate buffer.

Was the company **relying heavily on short-term obligations**?



YES

Current Liability Ratio

0.65

Assesses the proportion of total liabilities that are due in the near term. A secondary measure of liquidity as it does not measure the firm's ability to pay for the liabilities.

Were the **shareholders well rewarded** by the firm's performance?



NO

Return on Equity

6.14%

This measure relates to how much profits the firm is generating for the company's shareholders; a higher ROE needs to be measured against the risks it is taking.

Were the **profit levels growing**?



NO

Pre-Tax Profit

-53.7%

A company that is showing consistent earnings growth indicates a positive outlook. A company that shows negative growth may indicate tougher times ahead.

Were the **assets generating profits**?



YES

Return on Asset

1.8%

This is a measure of how well the firm is utilising its assets to generate profits for the firm. A productive asset backed by a cost-efficient operation is a good indicator of a well-run firm.

For more trends and news analysis, please order Premium report.

Alibaba revenue up 30% as virus drives demand for e-commerce | The Canadian Press, 8:52, 6 November 2020, 400 words, (English)

China's biggest e-commerce firm Alibaba Group Holding on Thursday reported a 30% jump in quarterly revenue, as China recovers from the virus and online shopping demand remains high. Alibaba reported revenues of 155.1 billion yuan (\$23.4 billion) for the three months ended September. Its profit was down 60% to 28.8 billion yuan (\$4.4 billion) compared to the same time last year, when it reported a one-time gain after it took a 33% stake in its financial affiliate Ant Group. The company saw its stock plunge nearly 10% in Hong Kong on Wednesday, following a 8.1% fall in New York on Tuesday, after Chinese regulators on Tuesday suspended the initial public offering of Ant Group on the Shanghai stock market just days before its trading debut. Regulators halted the IPO, stating that the regulatory environment had changed significantly and that Ant Group may thus not meet listing qualifications or disclosure requirements.

Avalara Acquires Business Licenses' Operational Assets | Dow Jones Institutional News, 7:54, 6 November 2020, 215 words, (English)

Avalara Inc. on Thursday said it has acquired the operational assets of Business Licenses LLC, in a cash-and-stock deal valued at about \$97 million. Avalara said Business Licenses "provides software and services for the research, acquisition and management of business licenses, registrations and permits for businesses of all sizes." Avalara said the acquisition will allow it to expand its platform "to include a complementary compliance solution beyond tax." The company also said all of its customers "are required to obtain and maintain sales tax registrations in the jurisdictions where they have tax nexus, and building upon the existing partnership with Business Licenses, Avalara will now be able to support additional licensing requirements. Avalara's shares were trading higher in Thursday's after-hours market following the news. At 5:28 p.m. EST, the company's shares had gained 4.15% to trade at \$169 per share. Volume topped 14,000 shares.

Square third-quarter profit tops estimates, shares up 7% | Reuters News, 7:30, 6 November 2020, 442 words, (English)

Square Inc shares rose 7% in extended trading on Thursday after the company's third-quarter profit beat estimates, helped by growth in online payments and its consumer business Cash App. Excluding one-time items, Square earned 34 cents per share, compared with analysts' average estimate of a profit of 16 cents per share, according to IBES data from Refinitiv. The company, which is best known for its signature credit card readers that enable small businesses to turn smartphones into payment terminals, saw payment volumes rebound in the third quarter. Square had seen gross payment volumes decline earlier in the year, as small businesses were forced to close their doors because of coronavirus restrictions. The company, led by Twitter Inc Chief Executive Jack Dorsey, processed a total of \$31.7 billion in payments in the third quarter, up 12% from a year ago.

Husband of former Amazon.com finance manager pleads guilty to insider trading | Reuters News, 7:25, 6 November 2020, 250 words, (English)

The husband of a former Amazon.com Inc finance manager who leaked confidential information about the online retailer's financial performance pleaded guilty on Thursday to an insider trading charge, the U.S. Department of Justice said. Prosecutors said Viky Bohra, 36, of Bothell, Washington, pleaded guilty to securities fraud, admitting that from 2015 to 2018 he used tips provided by his wife Laksha to make \$1.43 million of illegal profit trading Amazon stock. Authorities said Laksha Bohra had taken advantage of her job as a senior manager in Amazon's tax department to provide the tips, despite repeated warnings against leaking confidential information. Viky Bohra then used the tips to make successful trades ahead of Amazon earnings announcements, through accounts tied to him and his father Gotham Bohra, authorities said.

ANT IPO SHOCK; Ant IPO debacle prompts rethink on China fintechs | Business Times Singapore, 5 November 2020, 1233 words, (English)

The suspension of Ant Financial's US\$34 billion initial public offering (IPO) less than 48 hours before its trading debut is expected to dampen the valuation of Alibaba's fintech arm, as well as that of other Chinese fintech companies looking to list in Greater China or even in the US, industry watchers say. No one is expecting this to be the end of Ant's listing aspiration. Most believe the deal will return as soon as just months, albeit at a smaller size, once the regulatory issues are straightened out. On Tuesday evening, Ant said it had been informed by Chinese regulators that its proposed A-share listing on the STAR Board will be suspended, as the group may not be able to meet listing qualifications or disclosure requirements in light of "material matters" that were not specified, following a rare regulatory interview with Ant's lead founder Jack Ma and senior management, as well as recent changes in fintech regulations.

Uber sees slowest recovery of ride business in home U.S. market, deliveries more than double | Reuters News, 8:03, 6 November 2020, 779 words, (English)

Uber Technologies Inc said on Thursday demand for its food-delivery service exploded in the latest quarter, but recovery in its global rides business is being held back by its most important market, the United States. Uber's recovery will depend much on the course of the pandemic, with a resurgence in virus infections threatening to keep customers wary about returning outside or planning frequent trips far into 2021. Ride bookings were dragged down by a slow recovery particularly on the U.S. West Coast, while Europe and the Middle East recovered more steadily, down only 36% from last year. Ride-hailing customers who have returned are proving to be price-sensitive, pressuring margins in what was once Uber's largest and most important segment.

Profit drops nearly 50% for NAB and tech transformation program winds up | ZDNet, 7:54, 6 November 2020, 666 words, (English)

The National Australia Bank (NAB) has ended the 2020 financial year with a near-50% drop in net profit but with a focus on digital, it looks to reap the rewards from its tech transformation project. The red and black bank reported AU\$2.56 billion in statutory net profit, down 47% from the AU\$4.8 billion posted a year prior. Cash earnings were also down 37% to AU\$3.7 billion, with business and private banking accounting for AU\$2.5 billion of the total. Revenue was also down 1.4%, mainly due to COVID-19-related fee waivers, NAB said. Expenses rose 10.7% for the 12-month period, with NAB telling shareholders on Thursday this reflected costs associated with the implementation of its strategy refresh along with higher technology-related costs, including spend to strengthen the compliance and control framework, salary increases, and COVID-19 related costs.

Cloudflare Stock Spikes on Beat-and-Raise Quarter – Barrons.com | Dow Jones Institutional News, 7:25, 6 November 2020, 244 words, (English)

Cloudflare shares are trading sharply higher after the internet infrastructure provider posted better-than-expected third-quarter results. For the quarter, Cloudflare (ticker: NET) reported revenue of \$114.2 million, up 54%, and ahead of the Wall Street analyst consensus forecast of \$103.2 million. The company had a non-GAAP loss in the quarter of 2 cents a share, a few pennies better than the Street consensus forecast for a loss of 5 cents a share. For the fourth quarter, the company sees revenue of \$117.5 million to \$118.5 million, with a non-GAAP loss of 3 to 4 cents a share, ahead of the former Street consensus of \$112.2 million and a loss of 5 cents a share. The company said net cash flow from operations was \$2 million, compared with negative \$17.8 million a year earlier. Free cash flow was -\$17.9 million, compared with negative \$33.6 million a year earlier.

Portland entrepreneurs tap into a new small business bond market for capital | Portland Business Journal, 5 November 2020, 756 words, (English)

The Covid-19 pandemic nearly wiped out Akiva Resnikoff's business. His company, The Cookie Department, makes a line of cookies that are within a keto-based diet. His business was mostly wholesale accounts with his products featured at gyms and smoothie bars nationwide plus corporate offices like Columbia Sportswear, Nike and Intel Corp. With many of those customers still dark, completely shuttered, or employees working from home his business was set back 50 percent earlier this year. "We had to pivot heavily," he said. "We're) leaning more to direct-to-consumer." To fund that shift, Resnikoff is using a source of capital long used by public businesses but out of reach for small companies like his. He is selling bonds to investors. The Cookie Department is one of the first companies to use an emerging financial system created by a San Francisco based fintech startup. Resnikoff sold small business bonds on the platform SMBX.

Moody's affirms Allegro MicroSystems' B1 CFR following equity offering and planned debt repayment | Moody's Investors Service Press Release, 5 November 2020, 3375 words, (English)

Moody's affirmed the ratings of Allegro MicroSystems, Inc. ("Allegro"), including the B1 Corporate Family Rating ("CFR") and Senior Secured Term Loan Facility ("Term Loan") rating and assigned a Speculative Grade Liquidity ("SGL") rating of SGL-1. The rating outlook is stable. On November 2, Allegro closed on the issuance of 28.75 million newly issued shares, anticipating net proceeds of about \$320.8 million. Allegro intends to use the net proceeds to repay approximately \$244 million of the \$325 million outstanding under its Term Loan over the near term, with the remainder used for general corporate purposes. The planned repayment, which will reduce Moody's adjusted debt by about 70% and reducing financial leverage to about 1x from about 3x debt to EBITDA (Moody's estimated twelve months ended June 26, 2020, Moody's adjusted), is credit positive.

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VMware Class A Chief Operating Officer, Products and Cloud Services Rajiv Ramaswami's value of investment decreases by \$1.3 million in the past quarter | People in Business, 13 November 2020, 1798 words, (English)

VMware Class A (NYSE:VMW) Chief Operating Officer, Products and Cloud Services Rajiv Ramaswami holds 77,562 shares worth \$10.9 million at the last price of \$139.95, a fall in value by \$1.3 million (11%). Three months ago Rajiv Ramaswami held the same number of shares and the price was \$141.46. Rajiv Ramaswami joined VMware in April 2016 and has joint responsibility with Raghu Raghuram for all VMware's product and service offerings and centralized services, support and operational functions. In this role, Ramaswami's primary focus is on VMware's product offerings. Prior to this role, Ramaswami led VMware's Networking and Security business as executive vice president and general manager.

Square to Raise USD500 Million in Private Placement of Convertible Senior Notes Due 2027 | Financial Deals Tracker, 10 November 2020, 254 words, (English)

Square Inc, a US-based provider of mobile payment solutions that develops point-of-sale software that helps in digital receipts, inventory and sales reports, as well as offers analytics and feedback, has agreed to raise USD500 million in private placement of convertible senior notes. The notes will mature on November 1, 2027. Concurrently, Square has agreed to raise USD500 million in private placement of convertible senior notes due 2026. The notes will be senior, unsecured obligations of Square and interest will be payable semi-annually in arrears. Square also expects to grant the initial purchasers of the notes a 30-day option to purchase up to an additional USD75 million aggregate principal amount of 2026 Notes and up to an additional USD75 million aggregate principal amount of 2027 notes, in each case, solely to cover over-allotments, if any.

eGain Reports SaaS Revenue Growth of 29% Year over Year and an Operating Cash Flow Margin of 30% in Q1 2021 | GlobeNewswire, 5:05, 11 November 2020, 2328 words, (English)

eGain (NASDAQ: EGAN), a leading provider of omnichannel customer engagement solutions, today announced financial results for its fiscal 2021 first quarter ended September 30, 2020. "We are excited about our SaaS logo growth this quarter," said Ashu Roy, eGain's CEO. "In an uncertain economy, enterprises are automating engagement to support contactless commerce and remote work models. With our digital-first platform, unique offers and expanding sales coverage, we look forward to growing our market share." eGain's management uses non-GAAP measures to compare the Company's performance to that of prior periods for trend analysis and for budgeting and planning purposes. eGain believes that the use of these non-GAAP financial measures provides an additional tool for investors to use in evaluating ongoing operating results and trends and in comparing the Company's financial measures with other software companies.

Xactly Announces New Agile Sales Performance Management Offering to Accelerate Digital Transformation | GlobeNewswire, 1:00, 11 November 2020, 904 words, (English)

Xactly, the leading innovator of cloud-based Sales Performance Management (SPM) software, today announced a new offering called Operational Sales Management (OSM). Advancing Xactly's expanded industry mission, OSM unifies enterprise sales organizations with agility, by delivering pathways to revenue that connect data, increase ROI, and drive growth. By unlocking agility in sales, Xactly is powering digital transformation for its customers. With these new streamlined processes, customers are able to quickly change and take new approaches to quotas, territories, roles and targets with their sales organizations based on shifting market dynamics. If anything is certain over these past months, it is that change is inevitable and that in order to adapt to change, organizations must be agile.

Local stocks up with US election still undecided | The Korea Herald, 6 November 2020, 404 words, (English)

The US stock market rally with the presidential election being still up in the air, gave a boost to the South Korean stock market on Thursday, particularly tech shares. Extending gains that began earlier this week, South Korea's main bourse Kospi rose 1.88 percent, or 44.22 points, as of 2:32 p.m. while the tech-heavy Kosdaq added 2.01 percent, or 16.63 points. "While there could be some volatility in the market due to the result of the presidential race, uncertainties about policy changes have been largely resolved in the long run," said Seo Jung-hoon, an analyst at Samsung Securities. The boost came from the Dow Jones Industrial Average growing 1.34 percent to 27,847.66 and the S&P 500 up 2.2 percent to 3,443.44. The tech-heavy Nasdaq soared 3.85 percent to 11,590.78. Among top gainers were the FAANG tech stocks including Facebook, up 8.32 percent, Amazon, up 6.32 percent, and Alphabet, up 6.09 percent.

Take-Two Interactive Software to Acquire Codemasters Group Holdings (The Codemasters Software company) | Financial Deals Tracker, 11 November 2020, 207 words, (English)

Take-Two Interactive Software Inc, a US-based company that develops, markets, distributes, and publishes interactive entertainment software games and accessories, has made a proposal to acquire the entire issued share capital of Codemasters Group Holdings PLC (The Codemasters Software Company Limited), a UK-based game publisher and developer, at a price of 485 pence (approximately USD6.40) per share, comprising 120 pence (approximately USD1.58) per share in cash and 365 pence (approximately USD4.82) per share payable in Take-Two stock. Based on Codemasters Group's share price of GBP4.85 per share and outstanding shares of 152.41 million, the transaction is estimated to be valued at approximately GBP739.1885 million (USD964.67 million).

Model N Announces Fourth Quarter and Fiscal Year 2020 Financial Results | Business Wire, 5:15, 11 November 2020, 4730 words, (English)

Model N, Inc. (NYSE: MODN), the leading provider of cloud revenue management solutions for life sciences and high tech companies, today announced financial results for the fourth quarter and fiscal year 2020 ended September 30, 2020. "As we announced in October, our fourth quarter results exceeded our guidance across all key metrics which resulted in another quarter of profitable growth and a strong finish to the year. I am proud of how our team performed in fiscal year 2020, particularly in this challenging macroenvironment," said Jason Blessing, president and chief executive officer of Model N. "In the fourth quarter, we continued to see our go-to-market strategy work as designed as we added new customers, expanded within our existing customer base and signed additional SaaS transition deals, resulting in the highest quarterly deal volume in our company's history.

Blockchain Bites: Billionaire Bullish on Bitcoin, Updates on Fowler's Crypto Capital Case and More | CoinDesk.com, 10 November 2020, 1199 words, (English)

Billionaire's bitcoin: Billionaire U.S. investor Stanley Druckenmiller, who just weeks ago was said to be shorting the dollar, is long on bitcoin. In a Monday CNBC appearance, Druckenmiller disclosed a bitcoin position significantly smaller than his gold horde. However, he predicts bitcoin will outperform gold in the long run – largely due to millennial and Silicon Valley attraction to the crypto scene. "Frankly, if the gold bet works the bitcoin bet will probably work better because it's thinner, more illiquid and has a lot more beta to it," he said. Druckenmiller made headlines last week for his bearish views on the U.S. dollar, which he suspects will decline for the next three to four years.

Uber Reports a Loss As Crisis Hurts Rides | The Wall Street Journal, 6 November 2020, 705 words, (English)

Uber Technologies Inc. posted another big loss as the coronavirus pandemic continued to batter its core ride-hailing business, though its shares rose for a second straight day on the back of a regulatory win in California. Gross bookings for Uber's rides declined 53% year-over-year in the three months that ended Sept. 30, the San Francisco-based company said after markets closed on Thursday. That was better than the previous quarter, when rides were down 75%. Food delivery has been Uber's lifeline during the pandemic. Bookings at the delivery arm, Uber Eats, more than doubled year-over-year and advanced 23% from the previous quarter. But the uptick wasn't enough to offset decreases elsewhere, resulting in a 10% decline in overall bookings. Revenue dropped 18% to \$3.13 billion. Net losses for the period narrowed to \$1.09 billion compared with \$1.16 billion a year ago, in part because of aggressive cost cuts this year.

LBA Ware Recruits Kim Schnieders to Propel Sales Strategy, Accelerate Rapid Business Growth Among Mortgage Bankers | California Newswire, 5 November 2020, 568 words, (English)

LBA Ware(TM), a leading provider of incentive compensation management (ICM) and business intelligence (BI) software solutions for the mortgage industry, announced today it has hired sales executive Kim Schnieders as senior sales consultant. Schnieders will support the expansion of LBA Ware's business development strategy during its rapid growth, driving revenue and supporting the influx of mortgage lenders implementing its award-winning technology. With more than 20 years in C-Suite sales and account management, Schnieders brings to LBA Ware acute insight from her experience in the mortgage and technology sectors. Previously a sales and business development executive with mortgage risk management and compliance services provider MQMR, Schnieders has a proven track record of success managing sales cycles from lead generation to contract execution to help companies increase market share and revenue growth.

Revenue per employee increased compared to previous period?

YES

Measures how much money each employee generates for the firm. Higher ratio of revenue per employee indicates greater productivity and suggests whether it had made wise investment in their human capital by developing workers who are very productive.

Profits per employee improved?

NO

Measures how much money each employee generates for the firm, taking into account the revenue and costs of the company. Higher net profits per employee indicates better efficiency in utilising its employees to generate profit.

Did the company encourage its workforce to be involved in CSR activities?

YES

Measures the impact and value of employee training and development against the net profits being generated for the company.

Did the company invest in employee skills upgrading?

NO

Training can potentially improve employees' performance, addresses skills gaps that hinder company productivity, reduces turnover, fosters consistency, increases innovation and enhances the company's reputation.

Did the company have any published human capital policy?

YES

Company with a diverse workforce benefit from a 'diversity dividend'. They enjoy greater market share, have competitive edge in accessing new markets and it promotes enhanced performance.

Was there a good workplace safety measurement in place?

NO

The severity impact of the occupational health and safety is dependent on the industry of the company. Reporting of such matters should still be material even if the magnitude of effect is low.

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Cloudflare says in 10 years cybersecurity will be more like a 'water filtration system' | ETMAG.com, 4 November 2020, 417 words, (English)

The coronavirus pandemic has changed the landscape when it comes to the workplace. More people are working from home, some permanently, which creates a precarious cybersecurity situation. As more employees are moved out of the corporate office, more attack vectors have opened up to cybercriminals. A new way of protecting these networks is needed. At a recent roundtable discussion with industry executives, Cloudflare COO Michelle Zatlyn told Business Insider that 10 years from now, cybersecurity will look nothing like it does now. Instead, it will work more like a "water filtration system."

Bigger green shoots in white-collar job market | The Economic Times, 4 November 2020, 538 words, (English)

White collar hiring is sharply up, both in established companies and startups, company data and a survey show. Capgemini, Whirlpool, Tata Steel, Vedanta, Philips, Nestle, Deloitte, Livspace, PepsiCo and Myntra were among the companies that told ET that in past one month or so, the hiring level has either touched or is close to touching the pre-covid levels. The jobs being offered are across all levels, from top to entry-level. And the news may be even better for startups, which have been particularly hit by the lockdown. The July-October period saw a sharp rise in hiring by internet companies, especially the bigger ones, unicorns and soonicorns, according to a survey of 80 startups by XPheno. In fact, startups are emerging as major employers, with an annual headcount growth of more than 20%.

Despite massive Boeing layoffs, other aerospace companies are still hiring | Puget Sound Business Journal, 3 November 2020, 645 words, (English)

If you're one of the thousands of engineers or machinists who've lost their job at Boeing or at one of its suppliers in the Puget Sound region this summer or fall, don't despair. Many other aerospace manufacturers and suppliers, including here in the region and some others in other parts of the country, are hiring right now. Despite the pandemic. Despite the aviation sector's swoon. Two big employers doing much of the hiring are Amazon Prime Air and space company Blue Origin of Kent, which are both owned by billionaire Jeff Bezos and have major Puget Sound region operations and facilities.

Federal judge throws out Amazon workplace safety lawsuit | Portland Business Journal, 3 November 2020, 360 words, (English)

In June, four Amazon employees sued the Seattle-based company saying it was creating unsafe conditions that put workers at risk of catching Covid-19. On Sunday, a federal judge dismissed the case, saying it's best decided by the Occupational Safety and Health Administration. The four employees worked at Amazon.com Inc.'s Staten Island, New York, fulfillment center. The suit claimed Amazon ran afoul of public nuisance and workplace safety laws by, among other things, working employees at a frenzied pace that made it impossible to stick to social distancing.

FinTech, AI training courses for Zain Bahrain employees | TradeArabia, 3 November 2020, 552 words, (English)

Zain Bahrain, a leading telecom services operator in the kingdom, organised a specialised cognitive technologies training series for its employees to learn more about the financial technology (FinTech) and digital ecosystem in Bahrain. The first developmental training session titled 'FinTech: Analyzing and Understanding its Impact on the Telco Industry' provided employees with an in-depth understanding of how to differentiate themselves and leverage the value lurking in the growing FinTech market in addition to improving their skills within the field of cognitive technologies, Zain. The developmental training is strongly aligned with the company's strategic direction and is a step to improve the customer experience, increase efficiency, and support revenue generation.

Taiwan TSMC begins hiring campaign in preparation for US fab | Intelliasia, 7:02, 5 November 2020, 347 words, (English)

Taiwan Semiconductor Manufacturing Co. (TSMC), the world's largest contract chipmaker, has begun a recruitment campaign in preparation for building a wafer fab planned in the United States. TSMC said Tuesday (November 3) it has posted information on LinkedIn on new openings, mostly engineers, such as R&D engineers, process integration engineers, module process engineers, module equipment engineers, facility mechanical engineers, and equipment automation software engineers. The chipmaker said new hires will initially work in Taipei, and some of them will be dispatched in the future to the wafer fab the company plans to build in Arizona.

Woori Financial to hold digital training for employees | The Korea Herald, 4 November 2020, 182 words, (English)

Woori Financial Group said Tuesday it would implement an employee training program starting this month, to enhance its digital capabilities. For the program, the group will publish storyboards online about how to create digital financial services, make a good use of e-marketing methods and study consumer trends, officials said. Employees from digital finance units across the banking group's affiliates – Woori Bank, Woori Card, Woori Finance Research Institute and Woori FIS, a financial information technology solutions unit – will take part in the publication of educational materials, they added. "We can't take the lead in the ongoing digital transformation across the finance industry by simply setting up digital finance departments at each affiliate," the group official said.

Wells Fargo hires new executive to lead diversity initiatives | Silicon Valley/San Jose Business Journal, 3 November 2020, 443 words, (English)

Wells Fargo & Co. has hired the person who will lead its diversity and inclusion strategy. The San Francisco bank (NYSE: WFC) announced that Kleber Santos – previously of Capital One Financial Corp. – will join the company as head the newly created Diverse Segments, Representation and Inclusion group and serve on the company's operating committee. Santos, who will be based in Washington, D.C., will start Nov. 9, reporting directly to Wells Fargo CEO Charlie Scharf. "This new group will play a critical role in delivering products and services to help our diverse customers and in advancing diversity and inclusion at all levels of the company," Santos said in a statement.

Factbox: California gig worker fight mirrored in other states, countries | Reuters News, 6:15, 4 November 2020, 583 words, (English)

All eyes are on California as the state's voters decide the future of the gig economy in a Nov. 3 ballot initiative that will determine whether Uber Technologies Inc, Lyft Inc, Doordash and others can classify drivers as independent contractors rather than employees. France's top court in March recognized the right of an Uber driver to be considered an employee, since he could not build his own clientele or set prices, a ruling that could require Uber to pay more taxes and benefits such as paid holidays. Other drivers could follow. Britain's Supreme Court is considering whether two Uber drivers are entitled to employment protections.

Trump H-1B visa crackdown hit with legal double whammy: Tech giants, Chamber of Commerce challenge rules | The Register, 5:05, 4 November 2020, 596 words, (English)

The battle between the tech industry and the Trump administration over work visas continues apace, with no less than 46 tech companies challenging new rules in court, while the US Chamber of Commerce has accused the government of ignoring an injunction against an earlier set of changes. Apple, Amazon, Facebook, Google, Microsoft, and dozens of other leading tech companies have submitted a joint amicus brief [PDF] against new rules that would increase the minimum wage requirement for H-1B visas to above market levels, effectively blocking immigrant talent from working in America.

HUMAN CAPITAL LOCAL TRENDS (TOP 10)



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Implementing a data-driven approach to guarantee fair, equitable and transparent employee pay | TechCrunch, 3:42, 6 November 2020, 740 words, (English)

Your pay is important. It's usually something most people don't understand – why are we paid what we're paid? Ultimately, this lack of clarity can lead to confusion and negative feelings that affect our productivity and relationships with our employers. You may have encountered situations when you felt your pay was unfairly biased by your manager, recruiter, HR or company policies. You may know or suspect instances in which your pay has been determined based on someone else's preferences for background, or stereotypes about your gender, race, ethnicity, identity or abilities. It can even feel unfair based on your own confidence in your ability to negotiate.

Human Experience Management (HXM) Builds Momentum As More Organizations Select SAP® SuccessFactors® Solutions | HR Hub, 13:00, 5 November 2020, 987 words, (English)

SAP SE (NYSE: SAP) today announced that Kmart Australia Limited and Celeros Flow Technology LLC are among the latest organizations to select SAP® SuccessFactors® Human Experience Management (HXM) Suite. Modernizing human resources (HR) often requires organizations to streamline processes and unify data across multiple systems and countries to deliver more intuitive, engaging experiences that boost productivity and support employee development. HXM brings experience to the core of these technological processes by incorporating experience data and creating individualized interactions. With localization in 99 countries, SAP SuccessFactors HXM Suite provides flexible, scalable solutions while supporting employees along their career journeys.

Association of Fundraising Professionals Selects YM Careers to power AFP Global Job Board | PR Newswire, 21:01, 5 November 2020, 986 words, (English)

Community Brands, the leading provider of software and payment solutions for associations and nonprofits, announced today that it has been selected to power the Global Job Board of the Association of Fundraising Professionals (AFP), the largest community of fundraising professionals in the world. In moving to the YM Careers platform and service, AFP ensures job seekers can more quickly and easily find and apply for fundraising jobs that help them advance their careers. Likewise, employers who use the AFP Career Center to source and attract talent will now benefit from more relevant and targeted job exposure, helping them find and hire the world's most qualified fundraising professionals.

US govt ups minimum H-1B tech salaries to \$208,000 a year, more than startups can hope to afford, say VCs | The Register, 9:30, 3 November 2020, 915 words, (English)

The decision by the Trump administration to raise the minimum wage that H-1B visa holders must earn in America before they are eligible to work stateside is going to destroy startup culture, business leaders have warned. Last week, in the latest of a series of immigration crackdowns, the H-1B visa program's lottery process was abandoned in favor of a high-wage cut-off, meaning applicants will have to earn above market rates in many cases before being allowed into the country. To guarantee an H-1B visa, you'll need to be paid at least \$208,000 for some professions, and considerably more than the current rate for less skilled workers.

Workato Launches Automation Institute - a Training and Certification Program to Build and Manage Automations Across your Enterprise | Business Wire, 2:00, 3 November 2020, 675 words, (English)

More than 3/4ths of enterprises will focus on automation in 2021 and Workato offers new training and certification for everyone to learn the skill of automating business processes to meet the increased priority. Though there are many training programs that teach RPA-based automation, Automation Institute is one of the only training programs aimed at teaching a diverse range of roles – from professionals in IT and Business Technology to RevOps and Analysts – skills around building integrations, automations, bots, and doing that at scale across the enterprise. These are relevant skills to learn not only for job-seekers, but also for companies that want to upskill their employees. In 2021, digital transformation initiatives in more than three-quarters of enterprises will focus on automation, and upskilling your employees is a fraction of the cost of hiring & onboarding.

US software company Diligent to hire 200 at new Galway hub | Silicon Republic, 2:34, 6 November 2020, 350 words, (English)

Diligent Corporation, a US business that specialises in corporate governance software, is establishing a new European hub in Galway. The company plans to create more than 200 jobs in Galway across areas including customer support, customer success, finance, product, HR and marketing. "With our new international office in Galway, Diligent is making a critical investment to accelerate our growth strategy and attract exceptional talent to our team," said Brian Stafford, CEO of Diligent Corporation. "The excellent talent available in the Galway community will support the nearly 50pc of our client base located outside of the US, enabling us to enhance the customer experience and achieve our long-term goals."

Modern Health Recognized as a Great Place to Work with a Supportive Workplace Culture Amidst Global Pandemic, Economic Recession, and Election-Related Stress | PR Newswire, 1:00, 6 November 2020, 1057 words, (English)

Modern Health, the global preventative mental wellness platform, today announced it was awarded 16th place on LinkedIn's official list of the 50 top startups to work for in 2020. Additionally, Great Place to Work(R) - the global authority on workplace culture - recently certified the company for its thriving and collaborative environment, with 96% of Modern Health employees reporting it's a great place to work. LinkedIn's Top Startups 2020 list is a reflection of how businesses are evolving through the pandemic, what industries are emerging and growing, and where people want to work in the face of an uncertain economy. LinkedIn's selection criteria also took into account each startup's ability to attract talent from other top employers previously recognized.

Infosys InStep Ranked as the 'Best Internship Program' Three Years in a Row | PR Newswire Asia, 17:31, 3 November 2020, 1296 words, (English)

Infosys (NYSE: INFY), a global leader in next-generation digital services and consulting, today announced that its flagship global internship program, InStep, was ranked number one in the 'Best Overall Internship Program' category in the 2021 Vault Internship Rankings published by Vault.com—a career intelligence organization. Infosys is the only global organization to have received this ranking three times in a row. According to Vault's survey, interns who completed the InStep program mentioned that their top three reasons for choosing the program were career advancement in their chosen industry, networking opportunities, and availing international opportunities.

Tech Workers, Free to Roam, Put Down Roots in Mountains | The Wall Street Journal, 2 November 2020, 756 words, (English)

Tech staffers from the Bay Area are relocating across the country, bringing to their new locales the woes and upsides that go with some of America's highest-paying jobs. Employers including Facebook Inc., Twitter Inc. and Stripe Inc. have liberated their staffers, allowing them to work from wherever they want. As a result, some are leaving the Bay Area to live in Western mountain communities that they had already been drawn to, like Boise, Idaho, and Park City, Utah. The transplants are adding more wealth and business to their new hometowns but also widening wage gaps and raising real-estate prices. "You do see some California hostility here," said Lauren Williams-Elstein, 32 years old, who works for the fintech firm Mosaic and moved from the East Bay to Boise last month.

4 things HR should remember about the new world of work | Recruiting Trends, 2:01, 1 November 2020, 959 words, (English)

While HR and talent acquisition leaders were essential to the business before the global crisis, companies are increasingly recognizing their value. HR and TA leaders should maximize that value by guiding their organizations in the direction of smart HR tech investments, the speakers said. A major disruption like COVID-19 is an opportunity, Tincup said, for organizations to reexamine the three Ps: products, processes and people. When it comes to products, HR can provide insights into which parts of the HR tech stack the organization has been more heavily leaning on throughout the pandemic and which have become redundant. This is also a good time, he added, to have deeper-dive conversations with your vendors. Ask them where else your organization can innovate with their products.

Did the company actively pursue R&D activities?

YES

R&D activities produce Intellectual capital. Intellectual capital is the enabler for creating greater value from R&D. The more R&D activities being carried out, the more shareholder value is likely to be created combining material, financial and human resources.

Did the R&D activities result in higher sales growth?

NO

Measures the ROI of R&D activities. Intellectual capital is a key element in an organization's future earning potential. If sales is performing better, the R&D is deemed to be effective, resulting in organisation with high competitive advantage.

Did the company have a ready team and infrastructure?

YES

Employees are a key contributor to intellectual capital. A ready team and infrastructure will most likely lead to a productive R&D unit and more intellectual capital can be generated.

Did the company successfully commercialise its R&D activities during the year?

NO

Measuring the effectiveness, productiveness and innovativeness of the organisation. If new products were commercialised and brought revenue to organisation within the year, the intellectual capital properties should registered higher value.

Did the innovation activities lead to major impact to the society during the year?

YES

There is a significant positive correlation between corporate R&D investment and social responsibility performance. Regarding this positive impact is more obvious for companies with low ownership concentration than companies with high concentration.

Did the company have in place future R&D and innovation activities?

NO

The technology roadmap revolves around the setting of R&D priorities, setting out visions for the growth of the organisation and its future incomes. Besides, the better systematic processes for R&D activities, organisational risks would be better managed.

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Converting inventions into innovations in large firms: How inventors at Xerox navigated the innovation process to commercialize their ideas | Strategic Management Journal, 1 December 2020, 280 words, (English)

How can inventors in large firms navigate their organizations' innovation processes to commercialize breakthrough inventions? Using historical case studies of three breakthrough inventions at Xerox—office workstations, personal computers, and laser printers, we illustrate how inventors navigated multiple evaluation criteria across different organizational units to attract resources toward inventions. These criteria stemmed from Xerox's first successful breakthrough invention, the 914 copier and the specific objectives of the organizational units.

Shadow of the great firewall: The impact of Google blockade on innovation in China | Strategic Management Journal, 1 December 2020, 271 words, (English)

Building on the search-based view of innovation, we develop a framework regarding how Google guides innovative search behavior. We exploit an exogenous shock, China's unexpected blockade of Google in 2014, and adopt a difference-in-differences approach with a matched sample of patents from China and nearby regions to test our predictions. Our analyses show that the blockade negatively affected inventors in China to search distantly in technological and cognitive spaces compared to those in the control group who were presumably unaffected by the event.

iTriangle Lauded by Frost & Sullivan for its End-to-end Automotive Telematics Solutions for a Diverse Range of Customers | PR Newswire Asia, 13:30, 4 November 2020, 839 words, (English)

Based on its recent analysis of the MEASA telematics and Internet of Things (IoT) solutions market, Frost & Sullivan recognizes iTriangle Infotech Private Limited with the 2020 Indian Enabling Technology Leadership Award. Its end-to-end telematics platform and best-in-class innovative industry practices have made iTriangle the largest Indian vehicle telematics device manufacturer. To specifically address the demands of the Indian market, iTriangle developed modular solutions that free customers to purchase hardware and software separately. By managing entire projects, including hardware and software installation and maintenance, iTriangle has plugged the gap in the Indian market ecosystem with a turnkey solution.

Amazon creates system to separate 'toxic' gamers into video game servers | CE NoticiasFinancieras, 4 November 2020, 245 words, (English)

The latest innovation in the world of video games comes from Amazon, as the company developed a gamer matching system based on an in-game behavior analysis of each person. This is very functional, because if it detects someone with toxic attitudes, it places them on servers with others with bad behavior. The patent called 'behavioural selection for multiplayer e-games' was registered by the courier and technology company at the U.S. Patent Office in December 2017, but its approval came through this October. Traditionally, players are grouped into online games according to their level, but the system created by Amazon proposes to organize gamers online based on their in-game behavior.

TikTok pursues 'user personality' with SME partnership | China Economic Review - Daily Briefings, 4 November 2020, 198 words, (English)

TikTok has signed a new licensing deal with Sony Music Entertainment (SME) which will allow the ByteDance-owned app's video creators to use songs from the record label's artists, despite a threat of being blocked in the US, reported Caixin. The agreement will give content creators access to sound clips from SME's catalog of current hits, new releases, emerging favorites, iconic classics and deep cuts from every genre of music for use in their videos shared on the TikTok platform, reported Caixin. TikTok set a higher target for the partnership saying it will work with SME to support "greater levels of TikTok user personalization and creativity" and "drive new and forward-looking opportunities for fan engagement with SME's artists and music", the statement said.

Jury orders Apple to pay VirnetX over \$500 million for patent violation | ETMAG.com, 4 November 2020, 385 words, (English)

Apple is no stranger to lengthy legal disputes, but even by the company's standards, its decade-long patent infringement battle with VirnetX is starting to drag on. However, and end to one chapter of this saga finally at hand: Apple has been ordered to pay VirnetX a whopping \$502.8 million in royalties for allegedly infringing upon VirnetX's technology patents through iOS' VPN on Demand feature. As we said, this case -- or, more specifically, this legal battle -- goes back more than 10 years, to August 11, 2010. There's been quite a bit of back-and-forth between the two companies over the years, but an appeals court has finally ruled in VirnetX's favor, much to Apple's disappointment.

Kim Dotcom Suffers Setback in Bid to Avoid Extradition to U.S. | Dow Jones Institutional News, 8:20, 4 November 2020, 359 words, (English)

Internet entrepreneur Kim Dotcom has suffered a setback in his bid to avoid extradition to the U.S. for alleged criminal copyright infringement, after New Zealand's top court upheld earlier rulings in favor of the U.S. government. The latest rulings Wednesday in the years-long legal battle are an incremental victory for U.S. prosecutors and the entertainment industry, which allege Mr. Dotcom's once highly popular file-sharing site, Megaupload, facilitated industrial-scale theft of movies, songs and other intellectual property. Mr. Dotcom, who denies any wrongdoing, described the New Zealand Supreme Court decisions as a "mixed bag" on his Twitter account.

Onix expands agreement with Google Cloud to grow customer adoption of its products and solutions | HelpNetSecurity, 8:00, 4 November 2020, 332 words, (English)

Onix announced it has signed an expanded agreement with Google Cloud to accelerate its growth and grow customer adoption of Google Cloud products and solutions. Under this agreement, Onix will leverage its world-class services team to drive the adoption of Google Cloud with its current and future customers. This includes delivering infrastructure and application modernization, data and analytics services, and managed services as a certified MSP provider on Google Cloud. "Onix has demonstrated its strong capabilities as a Google Cloud MSP and its ability to help customers execute digital transformations.

Puma India ropes in Salesforce to ramp up online consumer experience | The Economic Times, 4 November 2020, 208 words, (English)

Puma India has partnered with Salesforce - a customer relationship management firm, to ramp up its online consumer experience, the company said in a statement. "E-commerce has always been a big priority for us at Puma and we embarked on this journey many years ago. In the current situation, online is of course a more convenient option for consumers to shop. The new normal has also catapulted the number of first-time online shoppers," Jackson Fernandez, Associate Director & Head, B2C E-commerce, Puma India. Puma entered India in 2006, and over the last 13 years, the company has grown to operate over 375 owned stores. As the no.1 sports brand in India, Puma has raced past their competitors in the Indian sports and active wear market.

Flipkart steps up e-gaming play; acqui-hires startup Mech Mocha to boost user engagement | Financial Express Online, 3 November 2020, 385 words, (English)

Walmart-owned Flipkart, which had invested in social gaming startup Mech Mocha in its early-stage round back in 2015, on Tuesday, announced the acquisition of its gaming team and intellectual property (IP). The startup, which operates real-time multiplayer gaming app Hello Play including ludo, carrom, cricket, and other games, would allow Flipkart to enhance its gaming strategy as it looks to develop new formats to boost user engagement on its gaming platform. Founded in 2014 by Arpita Kapoor and Mohit Rangaraju, Mech Mocha had raised \$9.9 million so far, according to Crunchbase. Accel Partners, Blume Ventures, and Shunwei Capital were other investors in Mech Mocha.

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Legal Tech Artificial Intelligence Cannot Outsmart Copyright—but Might Not Need to | Fulton County Daily Report, 5 November 2020, 1249 words, (English)

The U.S. Patent and Trademark Office released a cautionary report last month after having issued requests for comments on patenting AI inventions from stakeholders. "Many comments expressed that the use of copyrighted material to 'train' AI may violate the reproduction right of a copyright owner under 17 U.S.C. §106(1), and that this use may or may not be a non-infringing fair use," read the report. So far, courts appear inclined to cut AI developers some leeway on copyright. In 2015, the U.S. Court of Appeals for the Second Circuit affirmed a lower court's ruling that Google's Book Project had not run afoul of the Copyright Act by digitizing copyrighted books into its searchable database.

Apple dealt \$500M blow in VirnetX patent row | Mobile World Live, 21:01, 2 November 2020, 201 words, (English)

A US district court ordered Apple to pay \$502.8 million to VirnetX for infringing intellectual property relating to a VPN, as a patent row with the licensing company rumbled on, Bloomberg reported. The media outlet reported the ruling was associated with newer versions of the VPN feature and covered access technology. Apple paid VirnetX \$454 million earlier this year after a previous ruling in the licensing company's favour. Bloomberg cited an Apple representative as saying the company intended to appeal the latest decision, claiming the case was focused on patents which were not core to the operation of its products and were found to be "invalid by the patent office". The company also stated the move suppressed innovation and harmed consumers.

Experts Read Mixed SCOTUS Signals on Google v. Oracle | Warren's Washington Internet Daily, 30 October 2020, 811 words, (English)

Based on the justices' questions, Oracle should win on the copyrightability of application programming interfaces (APIs), said Dorsey & Whitney's Michael Keyes. Some justices seemed skeptical of Google's position that the APIs in question differ from other pieces of copyrightable software. Justice Samuel Alito expressed concerns that adopting Google's position might mean the end of protections for certain computer programming codes, said Keyes. Justice Neil Gorsuch suggested Google failed to acknowledge Congress "clearly wanted protection for computer programming," despite Copyright Act Section 102 not protecting processes and systems, said Keyes. He noted it's "treacherous to forecast" what the court will decide based on questioning, but a 4-4 split is possible.

GTT Group's Patent Equity Fund Ideaship Invests in SMV Data, Inc. to Provide Businesses with Cloud-Based Network Visibility Solutions | PRWeb, 21:00, 13 October 2020, 465 words, (English)

Ideaship, a patent leveraged venture capital firm that provides patent development support for early-age startups, has announced their investment in SMV Data, Inc. The investment will assist SMVData's mission to provide businesses with cloud-based network visibility software solutions. "With data throughput volume outpacing the capacities of traditional network monitoring solutions, a new methodology and associated technologies must be adopted to grow our information technology ecosystems. SMVData is leading this effort with their cutting edge network monitoring products that provide scale, flexibility, and efficiency at a fraction of the cost. We at Ideaship are honored to be a part of their journey to an increasingly urgent problem that is soon to reach critical mass with the impending widespread rollout of 5G," said Robert Bell.

One-stop-shopping with segmented offerings is most appealing for SEP licensing in IoT including 5G | IP finance, 6:40, 3 October 2020, 2666 words, (English)

In various industries including pharmaceuticals, where a product is typically protected by only a few patents, if intellectual property is licensed at all, licensing tends to be atomized: company-by company for individual patents or small portfolios, and nation-by-nation rather than globally in many cases. In marked contrast, patent pooling is increasingly attractive for licensing cellular technologies with emerging IoT including 5G because it can provide greater transparency, predictability, and various efficiencies such as lower transaction costs at scale in standard-essential patent (SEP) licensing with multiple dimensions and complexities. No more than a dozen or so patent owners have significantly or profitably operated their own licensing programs to monetize SEPs in cellular.

Ocutrx Vision Technologies Awarded Two Patents for Visual Field Testing, Dynamic Opacity Innovation | Medical Product Outsourcing, 1:37, 3 November 2020, 995 words, (English)

Ocutrx Vision Technologies LLC, an augmented/extended reality manufacturing company, has been issued its third and fourth awarded patents by the U.S. Patent and Trademark Office. The third patent, titled "System and Method for Correction of Vision Defects Using Augmented Reality Glasses," covers the company's visual field perimetry testing technology. This eye examination takes place in the augmented reality (AR) head mounted unit (HMU) to detect damaged retinal tissue called "scotomas" existing in central and peripheral vision which may be caused by various medical conditions such as advanced macular degeneration (AMD).

How the U.S. patent office is keeping up with AI | Venturebeat, 1:58, 30 October 2020, 1951 words, (English)

Technology keeps creating challenges for intellectual property law. The infamous case of the "monkey selfie" challenged the notion of not just who owns a piece of intellectual property, but what constitutes a "who" in the first place. Last decade's semi-sentient monkey is giving way to a new "who": artificial intelligence. The rapid rise of AI has forced the legal field to ask difficult questions about whether an AI can hold a patent at all, how existing IP and patent laws can address the unique challenges that AI presents, and what challenges remain. The answers to these questions are not trivial; stakeholders have poured billions upon billions of dollars into researching and developing AI technologies and AI-powered products and services across academia, government, and industry. Patent ownership stands as a proxy for who holds the money and the power in AI.

Cannabis, Amazon hot topics in IP law | Columbus C.E.O., 27 October 2020, 1124 words, (English)

Tyler Dunham, founder of Dunham IP Law, has seen an uptick in clients who need representation now that Amazon.com has taken its utility patent infringement process in-house. The ecommerce giant uses third-party patent attorneys to review complaints and make initial determinations of infringement. Amazon then can remove abusers from the platform without going to court. The change, which Amazon made last year, is beneficial to smaller businesses that rely on the platform to sell their wares. Federal patent litigation could cost into the six figures and take years to resolve. This new process may cost \$10,000 or less and can be settled in a few months, Dunham says. Children's toys, exercise equipment, tools and home improvement products are the most commonly disputed.

It's Time For Startups To Use AI To Battle Tech Giants In Patent Wars | International Business Times, 13:00, 13 October 2020, 970 words, (English)

Technology giants such as Alibaba and IBM are eating startup innovators' lunch. These behemoths are seeking to devour even more market share by publishing patents at unprecedented speed in emerging technologies such as blockchain. As some of the richest companies on the planet, the corporations have the resources to manage the laborious search of existing patents and to overcome the outdated administrative hurdles so that they can file for intellectual property rights. Patents are definitely old school. Patent laws started with the rise of the nation-state, so they began in the 18th century and were then fully developed in the 19th century. Some changes may have been made to reflect new technologies, but the basic patent laws haven't evolved to meet the needs of the 21st century.

United States of America: Licensing and intellectual property | Economist Intelligence Unit - ViewsWire, 31 July 2020, 6096 words, (English)

Foreign companies may find that licensing is an attractive way to market their products in the US, particularly in industries where technology can quickly become obsolete. Licensing may be more effective and less costly than either exporting goods or establishing a branch or subsidiary. The US government plays no part in promoting licensing in particular sectors. The US is a signatory of the World Trade Organisation's Trade-Related Aspects of Intellectual Property Rights framework. The US has a well-developed system of legislation for traditional patents, trademarks and copyrights, and each has its own set of procedures and rules. The Patent and Trademark Office (USPTO) of the Department of Commerce issues patents and trademark registrations. Copyrights can be filed with the Copyright Office of the Library of Congress. The USPTO operates regional offices in Dallas, Denver, Detroit and Silicon Valley, California.

Did the company's spending in operations lead to higher sales growth?

YES

If there is a significant increase in the sales revenue of the company caused by a unit change in operating expenses, the company should make aware the customers through advertising and general publicity on the uses and benefits of their multi-products produced.

Did profits grow faster than the costs of its manufacturing operations?

NO

If profits grow faster than costs, it could indicate that the unit is already operating near maximum efficiency in terms of reducing costs, having negotiated the best possible prices for materials, personnel, and facilities.

Is the company pursuing RPA to improve its manufacturing operations?

YES

RPA offers improved services to processes that have a high probability of human error, thereby leading to a more efficient organization, overall. Slow in adopting RPA could mean there are significant numbers of barriers against digitalisation in the organisation.

Did the company undertake any new method or processes to improve its productivity?

NO

An organisation that is open to implement new method and processes is creating a work environment that drives productivity and addresses the needs of knowledge workers. Organisations with the longer experience with RPA in operations have larger effects from cost reductions, innovation, quality and reduction of mundane tasks.

Did the company struggle with rising manufacturing costs during the year?

YES

Whether it is better to cut costs or increase revenue often depends on the company and the industry in which it operates. If the company struggle with the rising costs, focusing on branding and quality might help sustain higher prices on sales and ensure higher profit margins over the long term.

Are there any plans for the company to expand its operations moving forward?

NO

The purpose of planning is to develop a blueprint for growing a business - the management team creates a vision for a larger, more profitable company. The more detailed the plan is, the better resources might be deployed to maximizes revenues.

MANUFACTURED CAPITAL GLOBAL TRENDS (TOP 10)



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Health Products Xchange; Healthcare Supply Safety Net Set To Launch In November | Medical Letter on the CDC & FDA, 22 November 2020, 437 words, (English)

Health Products Xchange (HPX) announces the launch of hpxconnect.com. HPXconnect.com enables a digital marketplace, allowing hospitals, distributors, manufacturers, and brokers to share real-time visibility and access to critical medical supplies. Through the platform, a national network of trading partners share medical product supply and demand data to easily trade (buy, sell, share, and donate) through a secure platform designed exclusively for healthcare's unique safety requirements. HPXconnect.com is a gamechanger for the healthcare supply chain. For providers simply looking to mitigate supply chain risk participating in the HPX safety net is an obvious strategy. However, many providers point to normalizing inventory as a vital need. HPX CEO, E.V. Clarke, commented, "The crisis shifted the industry from just in time to just in case inventory tying up millions in working capital, that with no credible outlet, will create massive write-offs of salable inventory, never getting to those with critical demand."

McCoy Holdings; McCoy Holdings has delved into a new business of On-Demand Enterprise Solution ODES | Investment Weekly News, 21 November 2020, 469 words, (English)

Founded in 2004, the 16-year-old McCoy Holdings has an unprecedented track record of aiding their customers with their valuable assistance in supply chain management and IoT apps solutions. They help businesses in component manufacturing and distribution, along with business consultancy and advisory services. McCoy has made some major waves in R&D and business transformation through Go-To-Market (GTM) strategy and branding. They have a mission to help their customers maximize their business value with new technology, and digital media. With their new services launching in On-Demand Enterprise Solution (ODES), McCoy Holdings aim to provide the customers with the highest form of virtual aid in managing their business models. ODES helps businesses to have an easier time managing essentially all of their departments. Its solution is built to keep logs and provide the right statistics at the right time when needed, with the help of a few clicks.

BEST Inc. Announces Wind Down of BEST Store+ and Management Change to Increase Focus on Core Businesses | Intelliasia, 10:00, 16 November 2020, 804 words, (English)

BEST Inc. (NYSE: BEST) ("BEST" or the "Company"), a leading integrated smart supply chain solutions and logistics services provider in China, today announced that it will begin to wind down its BEST Store+ ("Store+") business. The Company believes that by phasing out Store+, it can eliminate the significant cashflow requirements associated with this early stage business, allowing the Company to further prioritize capital allocation towards its core businesses. The Company expects to cease all operations of Store+ by the end of the year except for the self-operated WoWo convenience stores, which the Company plans to continue running while evaluating various strategic options. The online merchandise sourcing and store management platform will be handed over to independent third parties for continued operations. "Store+ provided a creative solution for last-mile delivery and empowered many small merchants to participate in online-to-offline commerce," said Johnny Chou, Chairman and Chief Executive Officer of BEST Inc.

New manufacturing transformation | Global Times, 16 November 2020, 1005 words, (English)

From the outside, this simple three-story white building in Hangzhou, East China's Zhejiang Province, does not stand out in any way. But once you walk inside, the excitement starts. From the cloth to tailor-made clothes, the entire production process can be finished rapidly with the help of artificial intelligence (AI), robotic arms and other technologies. Designers can view analog renderings of so-called digital fabrics on a computer screen, without the need for a time-consuming dyeing process. Garment workers have high-tech assistants, such as AI-enabled cutting machines and networked sewing equipment, which help them to fine-tune their work. Managers can track progress remotely on a computer or via a mobile phone, without the need to stay on site. This is the Xunxi digital factory, a new manufacturing model under Alibaba Group Holding. Powered by Alibaba's cloud computing infrastructure and internet of things (IoT), the Hangzhou-based factory, which was unveiled in September after three years' preparation, offers small- and medium-sized enterprises (SMEs) a digitalized end-to-end manufacturing system that allows for fully-customized, demand-driven production.

Wistron to expand production, sell handset business | Taipei Times, 16 November 2020, 456 words, (English)

Wistron Corp's board of directors has agreed to expand the company's server production capacity at home and abroad, as well as sell its mobile phone business in Chinas Kunshan in January, the company said last week. The contract electronics maker whose products include handsets, servers, laptops, PCs, tablets, video game consoles and LCD modules has been expanding its non-Chinese production capacity over the past year, including in Taiwan, India, Malaysia, Vietnam and even in Texas, amid US-China trade tensions and geopolitical uncertainties. The company's board on Thursday approved a proposal to invest US\$28 million in Wistron InfoComm Technology (Texas) Corp to add server production capacity at its Mexican plant to support exports to the US, according to company regulatory filings. The board also agreed to lease a plant owned by solar module supplier United Renewable Energy Co in Hsinchu County's Hukou Township for NT\$13.02 million (US\$451,347) per month as Wistron aims to expand its server assembly capacity in Taiwan, regulatory filings showed.

WPG Americas Inc. WPG Americas Inc. Offering New Online Shopping Experience to Customers | Investment Weekly News, 21 November 2020, 308 words, (English)

WPG Americas Inc. (WPGA) a subsidiary of WPG Holdings, the largest global electronic components distributor, announces the launch of its new e-commerce store eshop.wpgam.com. The new website has been designed to offer the ultimate user-friendly experience with improved navigation and functionality while allowing customers to see the full product portfolio WPGA can offer. The improved site also enhances customers shopping experience with easier search capability, additional product offerings with faster load times. In the past several months due to the pandemic, more and more people are working remotely, staying at home practicing social distancing to keep safe and prevent infection. This has not only changed the way we live but has created a rise in the convenience of online research, parametric search and online buy for electronic engineers and buyers alike.

Research and Markets; Worldwide In Memory Data Grid Industry to 2025 - Featuring Hazelcast, Oracle & IBM Among Others | Insurance Weekly News, 20 November 2020, 886 words, (English)

TIBCO Software Inc. Key Market Trends Growing Need for Real Time Data Processing in BFSI Driving the Industry Growth Growing digitalization are compelling financial companies to build a lean, flexible, and efficient approach to cater to their customers. Financial institutions deal with critical information, which, if not properly processed, can have severe financial and ethical implications. Hence, financial organizations worldwide are looking for in-memory data grid solutions, which can process data in real-time and improve their business-critical applications. A company such as Grid Gain is one of the prominent providers of In-memory data grid. Leading banks depend on GridGain to help them offer an integrated omnichannel banking experience. By using GridGain, organizations have not only added speed and scale to digital channels. They have opened up previously siloed data for seamless sharing across channels and implemented in-process HTAP using real-time streaming analytics, machine, and deep learning to monitor and enhance the end-to-end banking experience proactively.

Taiwan to head for smart digital economy, says science minister | ETMAG.com, 16 November 2020, 682 words, (English)

Taiwan will focus its next wave of technology development on materializing smart healthcare, precision medicine, smart city and digital data governance by leveraging its robust semiconductor prowess to incorporate AI, IoT and blockchain technologies into diverse vertical applications, eventually embracing a smart new future featuring high-security Internet of Everything and thriving digital economy, according to Tsung-Tsong Wu, the country's minister of science and technology. Wu told Digitimes in a recent interview that the 5G traits of high bandwidth, low latency and wide connectivity, as well as 4k and 8k display screens and camera lenses with increasingly high resolution can be combined to support versatile applications in the near future, particularly allowing cost-effective remote surgery and high-performance security surveillance systems with clear facial images and multi-screen displays.

Yageo breaks ground on new plant COMING HOME:In addition to the NT\$5 billion Kaohsiung facility, the company said it was creating a research and development center with National Cheng Kung University | Taipei Times, 16 November 2020, 451 words, (English)

Yageo Corp, the nations largest passive components supplier, on Saturday broke ground for a new plant in Kaohsiung that is expected to begin commercial production in 2022. Yageo chairman and chief executive officer Pierre Chen told the groundbreaking ceremony that it would be the company's first new plant in the city in 15 years as it embarks on a plan to move its high-end technology production back home from overseas. The plant, which is expected to be completed in August 2022, would produce passive components, such as chip resistors, inductors and multi-layer ceramic capacitors (MLCCs), starting in October that year, Yageo said. When the plant starts operation, 60 percent of Yageo's total MLCC production would be in Taiwan, Chen said. The production lines in Taiwan are to manufacture specialty and high-end MLCCs for use in the fields of automotive electronics, medical care, aviation, 5G and the Internet of Things, among others, he said.

Amazon sets up dedicated store for small businesses selling Indian toys; sees demand spike with launch | Financial Express Online, 15 November 2020, 461 words, (English)

Amazon India has launched a dedicated online store for made in India toys to enable better discovery and sale of locally manufactured and designed toys. The e-store named Made in India toys and games would have "over thousands" of products listed by small and medium sellers, artisans, and craftsmen from 15 states showcasing traditional, handmade, and educational toys "inspired by Indian culture, folk tales as well as toys that encourage scientific thinking and innovation," Amazon India said in its blog. Some of these sellers such as Skillmatics and Shifu export have already been exporting through Amazon's Global Selling programme. "Skilled artisans & homegrown entrepreneurs can power India to be the global hub of toy manufacturing. In response to Hon'ble PM @narendramodi's vision of an #AtmaNirbharBharat, we're launching a 'Made in India' toy store featuring sellers from 15 states," tweeted Amazon India Head Amit Agarwal.

MANUFACTURED CAPITAL LOCAL TRENDS (TOP 10)



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The Switch Deploys 100-Gig Network in Northeast U.S. | Broadcast Engineering, 21:21, 15 November 2020, 346 words, (English)

In what it is calling an effort to support live content services and assist with the growing need for remote production, The Switch has announced a network expansion strategy that will begin with the deployment of a 100Gbit network in the northeast U.S. This initial expansion is Phase One of The Switch's strategy, which will extend The Switch's current connectivity for live production and delivery services with the installation of higher-capacity connections into media and sports hubs in Boston, New York, Stamford, Conn., and Bristol, Conn., as well as other parts of the New England region. Further phases will rollout to the West Coast and other parts of the country. Part of The Switch's network upgrade is Net Insight's Nimbra solutions. The 100Gbit fiber ring network uses the Nimbra 1060 next-generation media transport platform that is designed for all-IP networks and services. It also includes Nimbra 680 carrier-class multiservice media routers and edge compute devices. This setup enables The Switch to use a single platform for all media and network functions and flexibly deploy network resources, the company says.

How Snowflake plans to change a flawed data warehouse model | Silicon Angle, 13:00, 15 November 2020, 1695 words, (English)

Snowflake Inc. will not grow into its heady valuation by simply stealing share from the on-premises data warehouse providers. Even if it got 100% of the data warehouse business, it wouldn't come close to justifying its market cap. Instead, Snowflake must create an entirely new market based on completely changing the way organizations think about monetizing data. Every organization we talk to says it wants to be – or already is – data-driven. Why wouldn't you aspire to that goal? There's probably nothing more strategic than leveraging data to power your digital business and creating competitive advantage. But many businesses are failing – or will fail – to create a true data-driven culture, because they're relying on a flawed architectural model hardened by decades of building centralized data platforms. In this week's Wikibon CUBE Insights, powered by Enterprise Technology Research, we make the case that the centralized warehouse/big data platform model is structurally ill-suited to support multifaceted digital transformations.

Amazon Key smart-entry delivery adds grocery option | Drug Store News, 14:00, 14 November 2020, 405 words, (English)

Amazon Prime members in more than 4,000 cities across the U.S. can now receive deliveries directly inside their garages, with some eligible for grocery deliveries. Initially launched for Prime members in 50 U.S. cities in January 2019 as part of the Amazon Key "smart entry" program, Key In-Garage Delivery provides eligible Prime members access to contactless package delivery securely inside their garage. Customers can obtain delivery confirmation using the Key by Amazon app. To utilize the service, Prime members with a myQ smart garage door opener link their myQ app with Key, and then can select "free in-garage delivery" at checkout on Amazon.com. Packages are securely delivered by a delivery service professional, and customers can view videos of their delivery via a compatible Ring smart home camera with their Ring protect plan, or LiftMaster smart garage camera powered by myQ with a myQ video storage subscription. Amazon is also launching Key In-Garage Grocery Delivery. Beginning Nov. 12 in five cities, this new service enables eligible Prime members to have their grocery orders from Whole Foods Market or Amazon Fresh delivered securely into their garage.

Traditional Supply Chain Challenges During COVID-19 Spur Innovation in Blockchain Applications | JDSUPRA Business Advisor, 8:39, 14 November 2020, 1259 words, (English)

Before the onset of the COVID-19 pandemic, companies were already exploring the promise of blockchain to modernize certain aspects of their supply chains. Traditional supply chains can be inefficient, data intensive and costly, often characterized by burdensome paperwork, conflicting records and delays resulting from manual reconciliation processes involving a series of transactions and document exchanges among multiple parties. Blockchain offers potentially substantial benefits in this context, including the secure and auditable validation of transactions, automated documentation to support legal and customs compliance, improved quality control, enhanced end-to-end transparency (e.g., for verifying sustainability or ethical sourcing standards), and overall improvements in efficiency and cost-control. Indeed, ever since news reports in 2018-19 that Walmart had successfully tested a blockchain platform for food traceability and accountability to track mangoes and other products through the supply chain, entities have been looking in earnest at, and investing in, blockchain solutions targeting the supply chain.

Cisco's Chuck Robbins: 'Great Opportunities' Ahead As Businesses Race Toward Digital Transformation | ChannelWeb, 3:15, 14 November 2020, 762 words, (English)

Cisco Systems is seeing its customers around the globe compress years' worth of IT evolution into just a few months as companies rethink their businesses and have more distributed workforces than ever before as a result of the COVID-19 pandemic, according to Cisco Chairman and CEO Chuck Robbins. Cisco's security segment continued to be a bright spot in the tech giant's financials, rising 6 percent during the first quarter of 2021 to \$861 million, driven by the strong Cisco Umbrella and Duo offerings, said Kramer, who has been with Cisco for more than eight years. The company's applications business segment, which includes AppDynamics and Cisco's videoconferencing and collaboration portfolio, fell 8 percent to \$1.38 billion in revenue in the first quarter, which Kramer attributed to revenue declines in UC and telepresence endpoints. However, Robbins said that Cisco Webex in October had 600 million meeting participants; "almost double the number we had in March," he added. "As many [businesses] look to adopt hybrid work models, we're focused on helping them deliver consistent experiences, whether working remotely, or in the office, from connectivity, to collaboration, to security," Robbins said.

Cloud computing storms a bastion of the enterprise: the data warehouse | Silicon Angle, 13:00, 15 November 2020, 4159 words, (English)

In the course of managing 12 million requests for roadside an accident assistance across the U.S. each year, Agero Inc. crunches a lot of data. The contact center operation, including dispatch specialists, employs a team of data scientists to optimize the way service providers are deployed to deliver aid as quickly as possible to stranded motorists. For years, the company used an on-premises data warehouse, which is a structured repository of data drawn from multiple sources and used for business intelligence analysis. When Agero launched a modernization initiative two years ago, "we realized our data warehouse infrastructure wasn't going to keep up," said Michael Bell, director of data science and analytics. "We were straining to ingest data into the legacy warehouse and performance was suffering." Onsite storage was costly and complex to manage and performance was suffering from query loads. "If we needed to ingest a new source of data and we didn't have the drives provisioned we'd have to spin down everything to provision the new storage," Bell said. "It took hours and hours and sometimes the computation couldn't even handle it."

Schneider Electric To Modernize its U.S.-Based Facilities, Introduces Automation System | Digital Journal, 3:45, 15 November 2020, 325 words, (English)

Schneider Electric plans to modernize its U.S.-based facilities and bring new production lines to the United States through a US\$40 million investment. The investment also includes digital training and upskilling opportunities for its workforce while also adding 130 jobs. Additionally, Schneider Electric has released EcoStruxure Automation Expert, a software-centric automation system. Automation Expert enables automation applications to be built using asset-centric, portable, software components, independent of the underlying hardware infrastructure. It allows users to distribute applications to any system hardware architecture of choice with minimal to no additional programming effort. The first release of EcoStruxure Automation Expert supports traditional automation platforms, such as Modicon PLCs, and Altivar variable speed drives and industrial PCs. Through the automation system, complex multi-drive control algorithms can be programmed and distributed to the drive controller without the need for a central PLC, the company said. "EcoStruxure Automation Expert is the first step in the journey toward universal automation," said Fabrice Jadot, senior vice president, Schneider Electric.

Amazon to open third Mississippi supply chain facility | Chain Store Age, 14:00, 14 November 2020, 234 words, (English)

Amazon plans to launch a new, state-of-the-art fulfillment center in Madison County, Miss. In the 700,000-sq-ft. robotics fulfillment center, Amazon associates will pick, pack and ship small items to customers such as books, electronics and toys. The e-tailer says it will create more than 1,000 new, full-time jobs. The project is being developed by Trammell Crow Company. This fulfillment center will be the first facility located in the Magnolia State to feature Amazon's robotics technology. However, the company debuted its first facility in Mississippi in Byhalia in 2019, and a new fulfillment center in August 2020 in Olive Branch. "Mississippi is a great state for business and gives us the opportunity to better serve our customers in the region," said Alicia Boler Davis, Amazon VP of global customer fulfillment. "We are excited for our future in the Magnolia State, and for what this means for our customers as we continue to grow. We'd also like to thank local and state leaders for their strong support in making this project possible." According to Amazon, there are more than 7,500 authors, small and medium-sized businesses, and developers in Mississippi utilizing its products and services.

Amazon in-garage delivery expands to 4,000 US cities, adds groceries | SlashGear, 5:26, 14 November 2020, 557 words, (English)

Amazon is greatly expanding its in-garage delivery option, the company announced on Thursday. The service first launched in only 50 cities; this new expansion will make it available in more than 4,000 cities in the United States. As well, Amazon says it will now also deliver groceries in the garage for eligible Prime members. In-garage deliveries are available under the Key by Amazon program. Assuming you're an eligible Prime member, you can get the in-garage delivery on packages ordered from Amazon, as well as for groceries ordered through Amazon Fresh or from Whole Foods. This expansion brings the service to big cities like Los Angeles, Chicago, Philadelphia, and more, as well as 'thousands of surrounding cities,' according to Amazon. This expansion effectively makes the service available to tens of millions of people, the company says. Customers will need a myQ smart garage door opener to use this service; the app is linked with Key by Amazon, after which point customers can choose in-garage delivery when they checkout. The delivery driver deposits the packages in the garage, then closes the door, securing the packages away from the public.

Walmart plans 'pop-up' e-commerce distribution centers to fulfill online orders | Memphis Business Journal Online, 13 November 2020, 202 words, (English)

Walmart will carve out space in 42 of its regional distribution centers for "pop-up" e-commerce fulfillment sites so the company can more quickly fill online customer orders, which are expected to reach an all-time high during the holiday shopping season. Using space within the regional centers, which traditionally only supply pallets of products to stores, will enable Walmart to move products directly to customers without having to build new facilities, said Greg Smith, EVP of supply chain for Walmart U.S. "By leveraging new and existing technology, and using some of our current real estate differently, we are increasing our e-commerce fulfillment capabilities as we prepare for the holidays," Smith said. He said "pop-up" e-commerce fulfillment sites also will allow the company to consistently follow health and safety measures that have been in place for months. Walmart Inc.'s U.S. e-commerce sales nearly doubled in the second quarter of fiscal 2021 ended July 31. The company will release its third-quarter earnings Tuesday, Nov. 17.

The company makes an effort to provide **concise reporting to their stakeholders?**

YES

Reporting helps to maintain a dialogue with stakeholders, transfer knowledge, build confidence, enable stakeholder decisions and influence their actions. The more concise report is, the better chance the organisation can achieve those outcomes.

Clear interconnectivity highlighted on the company's strategy, governance, and its performance?

NO

An interconnected system in the workplace indicates a systematic process of linking manpower, technological resources and other items of capital together. Such a system typically improves efficiency and accountability throughout the organization.

Does the company has any forms of **measuring customer satisfaction?**

YES

Measuring customer satisfaction via forms of surveys or feedback programmes will help to identify the most material issues from the perspective of these stakeholders, as well as strengths and opportunities to improve organisational workflows.

Has the company obtained any **social license to operate?**

NO

Social license proves ongoing acceptance of a company or industry's standard business practices and operating procedures by its employees, stakeholders, and the general public. outcome from the ways that the company manage itself in the wider environment, and its risk communication and engagement activities with their stakeholders.

Is the company's brand treated as an **asset?**

NO

If brands are treated as assets, brands can be invested in, store value, and be leveraged for future success. Brand equity is part of shareholder value. A company's brand and brands they own equate to about ten to thirty percent of the business's total value. A strong brand has a high return on investment.

Does the company create **employment opportunities for disabilities, senior citizens, housewives, etc.**

YES

Create equal employment opportunities is a form of implementing robust stakeholder engagement strategy that responds to community needs. The means the company acknowledges its role in the development of the communities within which it operates in order to sustain the business.

SOCIAL & RELATIONSHIP CAPITAL GLOBAL TRENDS (TOP 10)



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Toward community-inclusive data ecosystems: Challenges and opportunities of open data for community-based organizations | Journal of the American Society for Information Science and Technology, 1 December 2020, 205 words, (English)

The benefits of open data for helping to address societal problems and strengthen communities are well recognized, and unfortunately previous studies found that smaller communities are often excluded from the current data ecosystem because of existing technological, technical, cognitive, and practical barriers. This study aims to investigate the process of communities' data use for community development and decision-making—focusing on the opportunities and challenges of data for communities. From the interviews with 25 staff from community-based organizations (CBOs) in nine small, medium, and large cities in the United States, the findings of this study describe data's role in supporting communities' development while reporting several major challenges that hinder CBOs data use.

Trimble Launches Campaign to Donate Up to \$100,000 to She Feeds the World | Investment Weekly News, 21 November 2020, 469 words, (English)

Trimble (NASDAQ:TRMB) announced it will match donations up to \$100,000 USD in support of global poverty-fighting non-profit organization CARE and their She Feeds the World program during the month of November, 2020. Aiming to improve access to food and nutrition for 50 million women and youth, small-scale producers and their families, She Feeds the World supports programs and projects in more than 76 countries in Africa, Asia and Latin America. Through this donation-matching campaign, Trimble employees, dealers, customers and the larger agriculture community will have the opportunity to donate to increase the overall impact of the campaign for developing rural communities. "As a company deeply entrenched in agriculture, we are proud to be amplifying the important cause of CARE and She Feeds the World through this campaign," said Jim Chambers, worldwide vice president and general manager, Trimble's Agriculture Division. "In addition, empowering women in developing economies is one of the primary focus areas of the Trimble Foundation Fund, Trimble's philanthropic initiative, and this matching campaign enables our agriculture business to align with that mission.

Conversational Banking – Engage Customers Using Trusted Mobile Communication | Hubbis, 1:00, 16 November 2020, 2483 words, (English)

The importance of holistic digital offerings in banking is becoming ever more apparent as the world remains in the throes of the Covid-19 pandemic, which has only emphasised the case for why conversational banking is the game changer in digital customer engagement. In this white paper, Swiss FinTech CREALOGIX helps readers to discover how to create relevant, seamless, customer and context-specific user experiences; what the success factors in conversational banking are; how to boost proactive communication in investment advisory; and how to speed up the process of property financing. Conversational banking enables financial institutions to go beyond just offering convenient 24/7 online and mobile banking services; it now enables personal interactions between the bank and its customers. As a result, banks can establish an emotional connection with their customers in digital banking, reinforce the customer-advisor relationship and strengthen customer trust in the bank. Conversational banking helps financial institutions set themselves apart from their competition; it allows them to develop an individual and adaptable range of services and create relevant, seamless, customer and context-specific user experiences.

Zoho in pact with TCS to provide business solutions to large corporates | Khaleej Times, 15 November 2020, 412 words, (English)

Global technology company Zoho has announced an alliance with Tata Consultancy Services (TCS) to provide customer relationship management, IT Service Management and e-Commerce solutions to solve problems for large businesses. "Together, Zoho and TCS will drive growth for global organizations through stronger technology alignment with business goals, more transparency across solutions, and greater operational efficiency," Zoho said in a press statement. This partnership will bring together Zoho's product portfolio and TCS decades-long experience and domain expertise in technology-led consulting and business integration services. Zoho, in alliance with TCS, will allow global enterprise organizations to realize new revenue opportunities, gain operational efficiency, and drive business success from anywhere, whether remote, in-office, or both. TCS is a trusted consultant and integrator for enterprise businesses, with a vast network of diverse clients. Zoho's portfolio of more than 45 applications is built on one technology stack so that services including AI, unified search, powerful analytics, and many others are inherited across all applications.

Advapay and Decta come together to offer card issuing services to fintech clients | Finextra Research, 3:13, 14 November 2020, 350 words, (English)

Advapay, a Digital Core Banking platform for fintechs, and Decta, a provider of modern Card Issuing platform, have partnered to deliver a comprehensive card issuing solution to digital banks and fintechs that use Advapay's platform. This partnership brings together two providers at the top of the industry to deliver out-of-the-box banking facilities. Advapay is an Estonian technology and fintech advisory company that brings regulated payment service providers inclusive fintech solutions. Advapay's services cover everything from professional fintech consulting and licensing services to provision and implementation of a customised IT infrastructure – a back-to-front Digital Core Banking platform. The integration with Decta will broaden the scope of Advapay's core banking platform and provide fintechs card issuing solutions. The superior functionality will be available both on cloud and on-premise Advapay's platforms. Through the powerful API, fintechs will benefit from the partnership of two companies. Advapay's clients will be able to issue fully customisable and personalised Mastercard virtual and physical cards. Also, they will have access to smart card management capabilities that include card activation, blocking, reporting, and different rules-setting for each card.

Dimensions of Electronic Fraud and Governance of Trust in Nigeria's Cashless Ecosystem | International Journal of Offender Therapy & Comparative Criminology, 1 December 2020, 194 words, (English)

A negative outcome of the nascent cashless policy in Nigeria has been persistent electronic banking fraud (e-fraud). Fraud occurrence in any financial space indicates insecurity and loopholes being exploited by fraudsters. This underscores the importance of trust governance in electronic banking and its centrality in a transitioning cashless economy like Nigeria. Against this background, we investigated e-banking fraud and the role trust governance plays in both the adoption and refusal to migrate and use electronic banking in Nigeria. Using qualitative methods (in-depth and key informant interviews) of data collection, 30 participants were purposively selected and in some instances reached through the snowball and referral methods. Findings showed internal, external, and collaborative dimensions of e-fraud. Experiences of fraud reportedly affected adoption and migration of bank customers to e-banking platforms. Although weak governance mechanism was reported, banks nonetheless are embracing security mechanisms such as sending SCAM alert messages to customers, while shaming and sack of compromised staff were employed as within-bank measures to secure the confidence of customers in the evolving financial ecosystem.

The Reynolds and Reynolds Company; Reynolds U.K. launches Contact Advantage's Claro, their Next Generation Showroom Application | Investment Weekly News, 21 November 2020, 326 words, (English)

The Reynolds and Reynolds Company announced that Reynolds U.K. Automotive is launching Claro, a new, enhanced version of their Contact Advantage Showroom application. Claro is a customer relationship management (CRM) solution powered by Contact Advantage that provides dealerships and original equipment manufacturers (OEMs) a comprehensive tool for managing the complete sales cycle, from the initial customer contact and enquiry management through vehicle purchase. Claro introduces a new dashboard that displays all the key enquiry management information and key performance indicators (KPIs) in a single, configurable view, while also speeding up task completion and enhanced diary management to promote efficiency. "Among the several significant enhancements we've made with Claro, our customers are most excited about our dynamic new user dashboard," said Rob Lewis, Managing Director of Contact Advantage. "Both sales executives and managers can create a tailored homepage that provides visibility for all enquiry information in one location, increasing convenience, saving time, and ensuring sales targets are front and centre of everything we see."

Changan, Huawei, CATL to co-launch upmarket car brand | Gasgoo Automotive News, 16 November 2020, 326 words, (English)

Changan Auto will join hands with Huawei and CATL, China's biggest EV battery maker, to launch an all-new upmarket car brand, and the first model under the brand will soon go into mass production, Zhu Huarong, chairman of Changan Auto, said on Nov. 14. "We will make joint efforts to strengthen made-in-China products and technologies, and offer users better travelling experience with our intelligent mobility solutions," said Yu Chengdong, CEO of Huawei Consumer Business Group. The yet-to-be-launched premium brand will encompass a world-leading, independent and controllable intelligent electric vehicle (EV) platform, a series of smart car-related products, and a smart lifestyle and energy ecosystem integrating human, car and home. As the evolution carrier of Changan Auto's new car manufacturing technology, the Ark architecture made its debut at the same time. Embodying the car-building idea of Changan Auto's R&D 4.0 Era, the Ark architecture is crucial for the sustainable development of Changan vehicles' basic performance as intelligence and big data are highlighted in automobile industry. It will cover models from A0 to C segments. By virtue of Changan's deployment in high driving automation, the next-generation products based on the Ark architecture support safe and scalable intelligent driving configurations.

Adobe Acquires Workfront for \$1.5B, Sprinklr Debuts Fall Release and More DX News | CMSWire, 22:36, 14 November 2020, 1255 words, (English)

Adobe made its latest billion-dollar-plus acquisition this week. The digital customer experience software provider acquired Workfront, a work management platform for marketers, for \$1.5 billion. Adobe has acquired many components that now compose its Adobe Experience Cloud, including most recently its \$4.75B acquisition of marketing automation provider Marketo in 2018. This definitive agreement to acquire Workfront means Adobe users will get access to a solution marketers use to manage content, plan and track marketing campaigns and execute complex workflows across teams, according to Adobe officials. Adobe Experience Cloud features capabilities in the areas of content and commerce, customer journey management and customer data and insights. Adobe officials noted the increasing nature of remote work means marketers need to execute and manage marketing campaigns and content among dispersed teams. The combination of Adobe Experience Cloud and Workfront will help this because Workfront software is designed to orchestrate marketing workflows. Adobe and Workfront were already longstanding partners, and Workfront features APIs that connect to Adobe Creative Cloud and Adobe Experience Cloud.

National E-commerce of sustainable ventures launches three brands of its own to the Mexican market | CE NoticiasFinancieras, 12 November 2020, 480 words, (English)

Denda is one of the pioneering e-commerce in sustainable matters. Since 2016, the company promotes environmentally friendly products on its online platform, however, it recently decided to make the leap with its own brands with a focus on sustainability and some of its products would be arriving in December this year in Mexico, where it also works with local suppliers. Felipe Parragué, founder of the firm comments on this: "We are with a lot of work and growing. This year we have increased our growth by almost 60%, that tells us that interest in online commerce, and sustainable products is growing, and that makes us very happy." In fact, they currently work with approximately 700 suppliers in both Chile and Mexico. One of the reasons for having achieved success in this area, as Parragué explains, is that there was a growing need for SMEs and ventures to position their products in a difficult market: "everyone earned them for themselves, they had their social networks or shops, or if they came to retail they were very little visible". In addition to the good arrival of suppliers and customers, Denda has used several funds to raise more than US\$2million, including funds from Engie Factory and Sudamerik, linked to Corfo.

SOCIAL & RELATIONSHIP CAPITAL LOCAL TRENDS (TOP 10)

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Malwarebytes Expands Channels to Reach New Customers with ConnectWise Integration | Mobility Techzone, 13:00, 13 November 2020, 538 words, (English)

Malwarebytes™, a leading provider of advanced endpoint protection and remediation solutions, today announced its integration with ConnectWise Automate, a leading remote monitoring and management (RMM) software solution. The new integration enables managed service providers (MSPs) to more effectively detect, isolate, and recover from cyberthreats from within their existing ConnectWise workstreams. The integration makes key capabilities of the OneView console, Malwarebytes' centralized endpoint security and customer management console for MSPs, directly available within the ConnectWise Automate interface. "Malwarebytes' OneView Plugin for Automate streamlines the deployment of OneView to our endpoints," said Tom Rovello, Information Systems Manager at MyITPros, a platinum Malwarebytes MSP partner. "It empowers our service department to be more efficient by allowing them to manage common functions of OneView without leaving Automate. Additionally, it offers more proactive alerting that goes straight to Manage so we can stay on top of threats and keep our clients safe." Using Malwarebytes solutions with ConnectWise Automate enables MSP teams to effortlessly onboard new endpoints, initiate scans and remediations, and automate ticket tracking from within their existing workstreams.

CallFinder Rolls Out New Release Poised To Optimize Customer Engagement in the Modern Contact Center | Mobility Techzone, 13:00, 13 November 2020, 538 words, (English)

CallFinder, the market-leading provider of SaaS speech analytics technology and automated quality monitoring solutions, announced a new release that provides businesses with greater insights into customer interactions to improve CX and reduce customer churn. This release marks the official launch of Insights, which includes sentiment analysis by agent, in conjunction with silence and overtalk, developed to help organizations meet the increasing demands of the modern contact center. CallFinder's Insights provides context and meaning to customer interactions for a broader understanding of how customers experience products, services, or brands, through the conversations they have with contact center agents. The experts behind Insights understand that the customer experience is part of a multi-faceted approach to identifying the behaviors that result in positive outcomes and ensuring that agents have the right skills to reach those outcomes. With the release of Insights, CallFinder delivers on its commitment to offer an affordable, accessible, and flexible AQM solution that helps businesses of all sizes understand what ultimately drives revenue—their customers.

Würth and Baker Hughes Announce Joint Service Offering to Expand Additive Manufacturing Solutions for Customers Globally | ThomasNet News, 12 November 2020, 850 words, (English)

Würth Industry North America (WINA) and Baker Hughes announced today a joint service offering to expand their capabilities to provide advanced design, digital inventory, and customized 3D printing services to customers in a range of industrial sectors. WINA, a subsidiary of Würth Group, the world's largest fastener distribution company, will collaborate with Baker Hughes on advanced design and additive manufacturing opportunities across the oil and gas, renewables, power generation, maritime, automotive, and aerospace industrial sectors, bringing a new level of scale and automation to Würth customers' supply chains globally. As an energy technology company with proven leadership in additive manufacturing services for oil and gas customers, Baker Hughes will now gain access to Würth's global customer base with more than 80,000 clients across a host of industries. "The collaboration with Baker Hughes broadens our offering in 3D printing and beyond," said Dan Hill, chief executive officer for WINA. "Our existing inventory programs gain a level of automation with no infrastructure change, and we can take our customers' ideas from prototype to small batch production to mass production at accelerated rates."

Internet Service Provider Selects Thrio to Deliver Upgraded Customer and Agent Experiences | PRWeb, 22:00, 12 November 2020, 334 words, (English)

Thrio, Inc., maker of award-winning cloud contact center software, announced today that a major internet service provider selected it to power their large contact center. After an extensive search, the company chose Thrio after other CCaaS vendors failed to meet their exacting requirements. The customer has made significant investments in its in-house operational support system. These relate to network health and connectivity alongside custom in-house CRM and billing engines. These systems drive their NOC operations and are a critical ingredient of the company's overall customer experience strategy. Agents use these systems to provide customers with more detailed and up to date information on service status compared to the competition. The company sought a contact center platform that could: eliminate agent screen-switching during customer interactions; seamlessly integrate with in-house OSS and CRM systems; employ secure IVR transactions for PCI compliance and secure credit card capture; update agent displays in real time with customers' current service status. Now, its customer service agents can see real time data during both digital and voice-based interactions.

North American Bancard Partners with Factor4 for Gift Card and Loyalty Programs | DT News, 12 November 2020, 562 words, (English)

North American Bancard (NAB), a progressive payment technology company, is pleased to announce a partnership with Factor4, LLC, a leading provider of gift card and loyalty program solutions. The partnership helps merchants to capitalize on the growing rate of gift card usage, the digital transition of the gift card market, and the increasing demand for loyalty programs. Some projections indicate global digital gift card sales will exceed \$690 billion in 2024. According to a recent survey, almost half of shoppers would join a loyalty program if they could use points earned to pay for goods or services. Factor4's gift card and loyalty programs have experienced significant growth as a result of Covid-19. Their digital, SMS and email capabilities enable merchants to deliver gift cards to recipients, whether their physical stores are open or closed, and comply with social distancing practices. "NAB always strives to offer world-class solutions to improve the payment experience for merchants and their customers," said Preet Patel, vice president of product for North American Bancard. "The partnership with Factor4's gift card and loyalty app will allow us to offer enterprise-level solutions to small business owners that will add value to existing customers and attract new ones."

LexisNexis InterAction Teams with Index Solutions to Enhance CRM Offerings | PR Newswire, 21:00, 11 November 2020, 736 words, (English)

LexisNexis Legal & Professional, a leading global provider of information and analytics, today announced a new collaboration with Index Solutions (Index), whose contact cleaning and monitoring services improve relationship-based business development by combining human and artificial intelligence. The relationship will focus on the integration of Index with LexisNexis(R) InterAction(R), the industry's leading client relationship platform and business development solution. InterAction clients can immediately work directly with Index to procure their services and set up the integration with InterAction. The integration will enable two-way data flow between selected contact fields in InterAction and the Index platform, and provide InterAction customers with proactive tools to ensure their contact data is more accurate and current, improve the deliverability of their emails, and make their business development activities more effective, among many other benefits. "The success of any CRM solution depends on the quality and accuracy of the underlying data," said Scott Wallingford, senior vice president and general manager of software solutions at LexisNexis. Index's offerings improve relationship-based business development using both technology and people to bridge the gap between internal and external data. Index combines a distributed human workforce with a proprietary technology platform.

Digital River and Trizens Announce New Partnership Giving Brands a Faster Onramp to Global Commerce | Business Wire, 18:00, 11 November 2020, 742 words, (English)

Digital River, the most experienced global ecommerce enabler for established and fast-growing brands and Salesforce partner, announced today it's partnering with digital commerce consultancy Trizens to join Spark, their quick-to-market solution for Salesforce Commerce Cloud. Spark gives brands a simple way to enter new markets with a cost-efficient, direct-to-consumer (D2C) solution, and with the power of Digital River, optimize global payment processing and drive online sales growth by getting brands up and live quickly on Commerce Cloud. Having an online presence has become more important as the pandemic has changed shoppers' habits and many have turned to digital channels to shop rather than brick-and-mortar stores. With Digital River's solution integrated into the Spark accelerator built by Trizens, brands can stand up their digital store using an agile commerce platform that helps equip their online store as consumer tastes evolve. Spark leverages Digital River's Salesforce Commerce Cloud Cartridge to offer brands a commerce platform to launch their D2C stores in just 12 weeks. With a single solution, Digital River shoulders the risk and complexity of global commerce, giving brands a built-in team of experts to handle back office functions, including: payments, taxes, fraud, and compliance.

Dataseamly Rebrands as it Evolves into Data Leader for CPGs and Retailers | Send2Press Newswire, 19:45, 10 November 2020, 618 words, (English)

Today, Dataseamly announced a major rebranding to reflect the software company's evolution, becoming the world's leading provider of data tools for hyper-local, real-time product transparency. The rebranding is a top to bottom redesign of the company's website, logo, graphics, communications, and correspondence, aimed at modernizing and conveying their product solution for CPGs, brands, and retailers. Dataseamly is changing the way retailers and CPGs get and share pricing information, eliminating the need to settle for averaged data or constant in-person store visits. Using real-time, store-level pricing and promotions data, Dataseamly's customers get unprecedented transparency between retailers, partners, and suppliers. CEO and Co-founder Ben Reich stated, "We're always pushing the limits of what's possible with technology, and we want to make sure that our brand has a modern feel that reflects the revitalized, forward-thinking approach we've taken into looking at the data CPGs and retailers really need to make strategic business decisions." Dataseamly's proprietary technology collects billions of grocery and retail product records from hundreds of thousands of locations every day. Data includes pricing, promotions, and assortment information for both online and brick-and-mortar retailers. Dataseamly's clients gain invaluable insight and competitive information for real-time product transparency.

Emerson Names Akberet Boykin Farr as Vice President of Diversity and Social Responsibility | ENP Newswire, 10 November 2020, 639 words, (English)

Emerson today announced the appointment of Akberet Boykin Farr as vice president of diversity and social responsibility, effective December 1, 2020. Boykin Farr, who has managed the company's internal diversity and inclusion programs since 2017, will continue to oversee the D&I function. In her new role, she will also manage the Emerson Charitable Trust, coordinate the company's corporate social responsibility reporting and serve as community liaison in St. Louis, the global headquarters of the Fortune 200 company. She will take over CSR duties from Dave Rabe, who is retiring in December after 36 years with Emerson, most recently serving as vice president of corporate social responsibility the past four years. "Akberet is a proven leader and strategist who has been at the forefront of our D&I initiatives and has contributed to the shaping of our internal and external CSR strategies. She also knows St. Louis and will be able to build on the strong relationships Dave Rabe has established for Emerson throughout the community," said Emerson Chairman and CEO David N. Farr. "Bringing together oversight of our D&I and social responsibility strategies and initiatives is a logical evolution that will further align these efforts with our values and drive continued progress for the benefit of all our stakeholders."

Corporate Champion: Cisco helps tackle homelessness, respond to Covid-19 | Silicon Valley/San Jose Business Journal, 10 November 2020, 569 words, (English)

Even for a company valued at \$159 billion, Cisco Systems Inc. makes an outsized mark in Silicon Valley's philanthropy scene, from building housing for the Valley's homeless to committing hundreds of millions to the global Covid-19 response. The San Jose networking giant initially formed the Cisco Foundation after a \$1 million equity investment in Cascade Systems in the 1990s turned into a \$65 million return. Over the years, Cisco has continued to top up that initial endowment with the goal of positively impacting 1 billion people by 2025. Chuck Robbins, who became CEO in 2015, has taken a special interest in homelessness, a problem that plagues more than 9,700 people on any given night in Santa Clara County, according to the 2019 Point-in-Time count. "At Cisco, we have a responsibility to care for the communities we do business in around the world — it is part of who we are as a company," Robbins told the Business Journal in an emailed statement. "We believe technology can provide opportunity for all, and together, we are committed to making a meaningful difference through our innovation and our actions."

Does the company have in place programmes on energy or environment conservation?

YES

Over-exploitation of natural capital will cause growing price volatility and business constraints across the world economy. Having programmes on energy or environment conservation indicates the effort to improve resource efficiency and a continuing employee engagement and developing positive environmental behaviours.

Does the company make efforts in tackling land use change, monocultures, waste deposition, erosion or dust pollution?

NO

Operating businesses has direct and indirect impacts on receiving ecosystems and associated biodiversity and ecosystem services. Having measures to reduce those negative impacts support economic growth better and increase society's wellbeing.

Does the company follow any natural capital protocol?

YES

Natural capital protocol enable businesses to identify, measure and value their direct and indirect impacts and dependencies on natural capital, from the sourcing of raw materials to more efficient use of water. This enables them to integrate nature into their operations and make smarter decisions.

Does the company invest in green solutions for cultivation, management and/or extraction of natural resources?

NO

Poorly managed natural capital becomes not only an ecological liability, but a social and economic liability too. The more responsible the organisations are, the less the risk of local, regional or even global ecosystem collapse would be.

Does the company conduct natural capital assessment on schedule basis?

YES

Natural capital dependencies and impacts using natural capital assessment can be expressed qualitatively, quantitatively or in monetary terms. By performing such assessment, based on the results, companies can make informed decisions and address risks and threats at an early stage.

Does the company integrate natural capital monitoring into business processes and decision-making?

NO

Integrating natural capital monitoring into business processes and decision making will reduce corporate environmental impacts, dependencies and risks. This can also help strengthen business areas and reduce significant risks that lie beyond the scope of the company.

NATURAL CAPITAL GLOBAL TRENDS (TOP 10)



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Arçelik Named Industry Leader in the Dow Jones Sustainability Index Once Again | Intelliasia, 16:15, 16 November 2020, 693 words, (English)

Arçelik has been named the "Industry Leader" in the Durable Home Appliances category for the second year in a row in the Dow Jones Sustainability Index, which evaluates the sustainability performance of the world's largest companies. It is also the fourth consecutive year that Arçelik is the only Turkish Industrial company to be listed in the DJSI Emerging Markets Category. Sustainability is one of Arçelik's top priorities and the company's ethos is "Respecting the World, Respected Worldwide". Evaluating the company's place in the index, Arçelik CEO Hakan Bulgurlu said, "Being selected as the Industry Leader in the Dow Jones Sustainability Index, which represents the gold standard in corporate sustainability, is an important achievement that demonstrates we are on the right track. We are proud of this success we have achieved together with all our employees. We have set an exemplary standard for the companies in our industry to follow. We have become carbon neutral in 2019 and 2020 global production thanks to the "Energy Efficient Refrigerators Carbon Credit Finance Project" in Turkey. Within the scope of the project, at Arçelik, we obtained the right to 305.407 tonnes of VCS (Verified Carbon Standard) carbon credits which have been used to offset our 2019 and 2020 global direct and indirect (Scope 1 and 2) GHG emissions.

EQT acquires majority stake in thinkproject, Europe's leading SaaS construction intelligence platform | PR Newswire Europe, 16:38, 16 November 2020, 1259 words, (English)

EQT is pleased to announce that the EQT IX fund ("EQT IX") has acquired a majority stake in thinkproject ("the Company") from TA Associates ("TA") and thinkproject's founder Thomas Bachmaier. TA, Thomas Bachmaier and the management team will re-invest significantly into the Company in the context of this transaction. thinkproject's management team, led by CEO Gareth Burton and CFO Ralf Gruesshaber, will continue to lead the Company and build on its strong track record of growth and innovation. Founded in 2000 and headquartered in Munich, thinkproject serves more than 250,000 users in over 60 countries. Its cloud-delivered, integrated digital solutions help customers be more efficient, cost-effective and simplify their digital transformation across the construction lifecycle. thinkproject's underlying end market, the construction industry, is one of the largest and least digitized industries globally. In recent years, the AECO industry has seen an accelerated digitization momentum and widespread technological adoption. This shift is driven by multiple secular trends, including stagnant productivity, growing cost pressure, increasing regulation, a demographic move towards a new generation with greater IT affinity and focus on sustainability. By improving delivery times and reducing waste and energy consumption, thinkproject helps cut emissions in one of the key carbon emitting industries globally.

THG Holdings PLC THG Ingenuity update and launch of THG Eco | Regulatory News Service, 15:00, 16 November 2020, 1282 words, (English)

THG announces new global Ingenuity partnerships in fashion and beauty, in addition to accelerating its sustainability drive with the launch of THG Eco. THG Holdings plc ("THG" or the "Group") the global technology platform specialising in taking brands direct to consumers, today announces a series of new client-wins, across fashion and beauty, partnering with BWX Ltd (ASX listed), Lulu Guinness and Orlebar Brown. The Group also announces the launch of THG Eco, which will be the driving force behind the Group's bold sustainability action plan. Building on the continued momentum within the Ingenuity Commerce pipeline, the Group today also launches THG Eco, which will be the driving force behind the Group's bold sustainability action plan. Eco embodies the Group's sustainability goals and will accelerate ongoing activity that will reduce THG's impact on the environment and create and implement innovative new sustainability practices. THG's vertically integrated business model means the Group is well placed to embed sustainability and best practice at the heart of product design, manufacture, delivery and customer journey. THG is committed to the ongoing development and expansion of sustainability into its unique fully end-to-end model to create enduring positive change for its customers and Ingenuity partners.

Vietnam's Law Must Ask Investors to Deposit to Treat Expired Solar Cells: Expert | Vietnam News Brief Service, 16 November 2020, 220 words, (English)

Vietnam's law must require investors to deposit a certain amount of money before implementing solar power projects, in order to use that money to treat expired solar panels, said Dr. Ngo Duc Lam from Vietnam Sustainable Energy Alliance. Mr. Lam indicated the fact that the Ministry of Industry and Trade's Circular 18 stipulates that the electricity sellers must be responsible for handling all materials, equipment, and waste generated from solar power projects during the construction and operation in accordance with environmental laws. However, the law has not regulated any enforcement yet. In addition to the impact of expired solar cells on the environment, the expert named other limitations of solar power projects, such as the costly energy conversion systems and the uncertainty in extreme climate conditions. Earlier, the National Assembly (NA)'s deputy Ksor H'Bo Khap from Vietnam's Central Highlands province of Gia Lai asked Minister of Industry and Trade Tran Tuan Anh to come up with plans to treat expired solar panels. She said that the minister should not hold local authorities or investors responsible for handling expired solar cells and informed that local officials and people are very concerned about the rampant development of solar energy in the province.

Consciously Aware Wins Creative Navy's £10,000 R&D Grant to Develop New Recycling Technology | PRWeb, 18:00, 15 November 2020, 655 words, (English)

Environmental start-up Consciously Aware won a £10,000 R&D grant from leading UX design agency Creative Navy. Together, the partner companies plan to create a consumer facing mobile app which would vastly improve the efficiency of the recycling process. Consciously Aware is a green startup founded by two London university students. Its purpose is to solve the problem of contamination among recyclables. In order to accomplish their goal, they have begun a research program alongside Creative Navy. Its aim is to help them determine a framework that effectively supports people as they change their recycling habits. "Our vision is to go beyond general advice and to provide people with specific and detailed information on how well they recycle," stated co-founder Léon Piclet. "As consumers, we can feel powerless to make significant changes in how we tackle serious environmental issues individually. The Consciously Aware app will empower the consumer by educating them and facilitating green choices." Current kerbside collection methods rely on householders understanding what can and cannot be recycled, which leaves plenty of room for human error. There's also the additional problem of deliberate and accidental contamination of recyclable materials, which often means that entire lorries of contaminated recyclable material are sent to the landfill. Contamination is the biggest threat to the financial viability of the recycling industry.

THG Holdings Lands Trio Of Partnerships At Ingenuity Unit | Alliance News UK Corporate, 16:58, 16 November 2020, 354 words, (English)

THG Holdings PLC on Monday said it has won three new contracts, boosting the retailer's global presence, and added that it has launched THG Eco, a sustainability-focused arm. THG Ingenuity - the company's unit which partners with third-party brands - landed deals with swimwear brand Orlebar Brown, part of Chanel, Australian wellness business BWX Ltd, and British accessories maker Lulu Guinness. THG, also known as Hut Group, raised GBP1.88 billion in its London stock market float in September. The deal with Orlebar will help the swimwear brand expand its presence in Japan, China and South Korea, Hut Group said. With BWX, Hut will help the company's foray into Europe, Asia Pacific and North America. "The ASX-listed company will initially target five priority markets and increase to 14 markets in financial year 2022," Hut said. Accessories maker Lulu Guinness, famed for its red lip logo, called on Hut as it bids to grow its direct-to-consumer audience in Japan. "The partnership will allow Lulu Guinness to continue to accelerate the brand's presence in the market and meet customers' increased desire for its products," Hut explained. The company also announced the launch of THG Eco, "the driving force behind the group's bold sustainability action plan". THG said its vertically integrated business model means it is well placed to embed sustainability from product design to manufacture to delivery.

Used IT equipment: Millennials push enterprises into the circular economy | NetworkWorld.com, 16:00, 16 November 2020, 554 words, (English)

IT has typically shunned the market for secondhand IT equipment, but younger staff members are driving green policies that include buying used IT gear. The Millennial generation is becoming a driving force behind the circular economy of used IT equipment. IT shops have typically bought used gear if they needed to replace old equipment and couldn't get parts from the vendor. But the idea of buying a low-mileage server with one or two years of use wasn't very popular. Companies typically bought new. But that's changing. IT shops of all sizes are increasingly buying used gear, both brand name and white box brands from China, according to IDC. The research firm puts the CAGR at 5% and estimates sales of used IT infrastructure gear will reach \$36 billion by 2024. The deals are being done through the major OEMs as well as resellers like ITRenew, which buys servers from hyperscalers, refreshes them, certifies they are functioning, and resells them. Susan Middleton, research director for flexible consumption and financing strategies for IT at IDC, says the concept of recycling - whether it's a company selling its old gear for reuse or buying used - plays well with companies' sustainability goals. "We see it growing because of the fact it's really about climate change," Middleton tells me. "There is a lot happening because of awareness of the issue. It's better to buy something and reuse it than buy something and dispose of it."

Container Exchange Services taps Magia Solutions for WA expansion | ARN (Australian Reseller News), 16 November 2020, 528 words, (English)

Oracle partner Magia Solutions has enabled a Queensland sustainability organisation to expand into Western Australia with an IT infrastructure reboot. Magia provided the IT support and infrastructure overhaul for the recycling specialist Container Exchange Services (CES), allowing it to seamlessly set up more than 4,300km away. To bring the Brisbane recycling scheme from one side of the country to the other, the Perth-based managed services provider built a new Oracle-based solution over a period of 12 months. Magia worked on CES' background infrastructure, overhauling its logistics and process systems by bringing in business systems and portals to streamline and automate the operations of containers for change schemes from refund points to logistics providers. CES's back-office business processes also saw an upgrade through the implementation of the combination of Oracle Generation 2 cloud infrastructure and software-as-a-service (SaaS) solutions. This included databases, enterprise resource planning (ERP) and customer resource management (CRM) solutions, as well as the integration of over 140 integration points through Oracle Integration Cloud suite.

EPA mulls regulating cellphone disposal RECYCLING ENCOURAGED: Agency officials say consumers tend to hold on to their old phones to use as backups, but they are a valuable resource that could be mined | Taipei Times, 16 November 2020, 555 words, (English)

The Environmental Protection Administration (EPA) is considering regulating the disposal of cellphones, as only about 5.2 percent are recycled annually. About 381,000 cellphones were recycled last year, Department of Waste Management Director-General Chiu Chun-hsiung said on Tuesday. If the average lifespan of a cellphone is about two years, based on the 7.33 million phones sold nationwide in 2017, Chiu estimated that only 5.2 percent of discarded phones were recycled last year. However, the cellphone recycling rate is very low worldwide, with China recording a rate below 2 percent in 2018 and Germany only recycling about 4 percent, he added. Consumer behavior and the high turnover in cellphones are among the reasons for the low recycling rate, he said. Given new cellphones are launched so quickly, old versions are still perfectly usable, he said. A previous EPA survey found that 57.7 percent of people keep their old cellphones to use as backups, while others sell them to secondhand retailers, he said. People keep old cellphones because they can be stored easily, compared with computers, and do not become eyesores, said Tu Wen-ling, dean of National Chengchi University's International College of Innovation. There is a lack of knowledge about how to dispose of old cellphones, so even if someone wants to recycle, they often do not know where to go, while personal information security is also a key concern, she said.

Schneider Electric Advocates for Industry Transformation with Buildings of the Future Vision | Financial Express Online, 15 November 2020, 461 words, (English)

Schneider Electric, the leader in the digital transformation of energy management and automation, is introducing their new Buildings of the Future framework to leverage the all-digital, all electric world of more sustainable, resilient, hyper-efficient and people-centric buildings. Profiled as part of Schneider Electric's Innovation Summit, the Buildings of the Future initiative will help the industry meet environmental and business requirements, as well as occupant expectations. "There are both old and new necessities that are changing the way the world thinks about buildings," said Laurent Bataille, Executive Vice President for the Digital Energy Division at Schneider Electric. "With the right design approach and the deployment of new digital technologies, we can meet the needs of the planet, investors, developers and building occupants without making tradeoffs. Buildings play a crucial role in both our economic and environmental health, and there's a critical need to adapt industry practices for existing and new buildings." Environmental and business challenges are forcing the building industry to examine the role buildings play in carbon emissions and costly waste. Buildings consume about 30% of the world's energy according to the IEA, via their construction and operations, and account for almost 40% of annual global greenhouse gas emissions. But there are new technologies that can begin to reverse these statistics.

NATURAL CAPITAL LOCAL TRENDS (TOP 10)



For more trends and news analysis, please order Premium report.

Logitech to Include Post-Consumer Recycled Plastic in 50% of Mice and Keyboards | Energy Manager Today, 13:00, 14 November 2020, 485 words, (English)

Logitech International, a maker of computer products, will now be incorporating post-consumer recycled plastic (PCR) into its products at scale in an effort to reduce its carbon impact and increase circularity of consumer products. Soon, the company's largest product portfolio will include PCR in more than 50% of its mice and keyboards and will provide full transparency on the amount of PCR in each product to drive industry innovation and greater adoption of recycled plastic. Over the last three years, Logitech has focused on increasingly moving to PCR plastic across its most popular product lines as part of its Design for Sustainability efforts. Since the launch of the PCR program, the company will have shipped more than 50 million devices made with PCR plastic by the end of next year. Some products containing PCR plastic include the top-selling Logitech K120 and K400 keyboards, C390 webcam, M100 and M190 mice, and the UE HYPERBOOM. Logitech's latest product made with PCR plastic is the new ERGO M575 mouse, which started with a design goal of maximizing the use of PCR plastic all models.

Green energy startup Nuve to go public with a SPAC | San Diego Union-Tribune, 13 November 2020, 519 words, (English)

San Diego green energy startup Nuve has entered an agreement to become publicly traded through what's known as a SPAC - where a public shell company that's already stockpiled capital merges with an operating firm looking to raise money. Founded in 2010 with technology out of the University of Delaware, Nuve has 30 employees. The company reported \$3 million in revenue and a \$2.45 million operating loss through Sept. 30 - not the kind of financial results that typically would result in a successful initial public stock offering. But SPACs, which work something like a reverse merger, have become an increasingly popular alternative for companies to raise money without courting venture capitalists or going through the hassles of a traditional IPO. Nuve may be the first San Diego company to go public via a SPAC. The funding mechanisms, however, have gotten a foothold among green-tech firms nationwide lately. In September, Chargepoint, an electric vehicle charging network provider, announced plans to merge with a SPAC that would give it a market value of \$2.4 billion. A handful of electric vehicle startups including Fisker, Canoo and Nikola have gone public this year through SPACs. "There is definitely a trend in green energy," said Marc Trahand, executive vice president of marketing for Nuve. "There are people just tracking SPACs in the green energy field these days. Investors definitely are interested in supporting green development on the energy side, and I think we are certainly part of that trend."

LG Display's OLED TV Panels Certified as Eco-Product by SGS | Medical Product Outsourcing, 1:37, 13 November 2020, 431 words, (English)

LG Display announced that its OLED TV panels have received Eco-Product certification from SGS, a Swiss-based global leader in inspection, verification, testing, and certification. Amid growing interest in the indoor environment due to increased stay-at-home activities amid COVID-19, OLED TV panels have been recognized as eco-friendly products with low emissions of hazardous substances. They had also already been certified for being exceptionally easy on the eye. Having evaluated the overall environmental aspects of OLED TV panels, SGS found their environmental friendliness to be especially notable in three categories covering the lowering of indoor air pollutants, the reduction of hazardous substances, and high recyclability. According to the evaluation results, OLED TV panels' emissions of total volatile organic compounds (VOCs) were more than 50% lower than those of LCD TV panels. VOCs are associated with a range of health risks and are a known cause of "sick building syndrome." As they are often released by plastics, LCD TVs emit more VOCs because they use more plastic-based sheets and parts for their backlights, whereas OLED's self-luminous display technology requires no backlight.

Invizion Blockchain Technology Aims to Follow Whole Waste Movement Process | Waste360, 10 November 2020, 934 words, (English)

Software tech developer R&D Crypto Group is partnering with green energy producer CETS Technologies to pilot a blockchain system to track waste as it moves from the curb all the way to its last stop, whether landfill, energy conversion plant, or other. Blockchain is an electronic, decentralized ledger of multiple, compiling records (called blocks) that are linked and stored in a database. Russ Lema, cofounder of R&D Crypto Group, creators of Invizion, which is the blockchain technology project, calls out two core features and benefits of the company's technology: Data can't be modified because the records are encrypted. And the tracking system's automated process can't be interrupted, even if one location or group of machines has technical glitches. The ability to prevent modification of chain of custody data, as well as to mitigate human error are perhaps its strongest attributes, says Lema. "Today a lot of waste tracking systems are done manually or semi-manually with logs, so there is a lot of human interaction, and humans make mistakes. Systems like Invizion can guarantee accuracy, while providing data security and facilitating transparency." As such he says, it can support waste professionals with audit, compliance, and accountability.

Cisco's Chuck Robbins: 'Great Opportunities' Ahead As Businesses Race Toward Digital Transformation | ChannelWeb, 3:15, 14 November 2020, 762 words, (English)

Cisco Systems is seeing its customers around the globe compress years' worth of IT evolution into just a few months as companies rethink their businesses and have more distributed workforces than ever before as a result of the COVID-19 pandemic, according to Cisco Chairman and CEO Chuck Robbins. Cisco's security segment continued to be a bright spot in the tech giant's financials, rising 6 percent during the first quarter of 2021 to \$861 million, driven by the strong Cisco Umbrella and Duo offerings, said Kramer, who has been with Cisco for more than eight years. The company's applications business segment, which includes AppDynamics and Cisco's videoconferencing and collaboration portfolio, fell 8 percent to \$1.38 billion in revenue in the first quarter, which Kramer attributed to revenue declines in UC and telepresence endpoints. However, Robbins said that Cisco Webex in October had 600 million meeting participants; "almost double the number we had in March," he added. "As many [businesses] look to adopt hybrid work models, we're focused on helping them deliver consistent experiences, whether working remotely, or in the office, from connectivity, to collaboration, to security," Robbins said.

Big Tech in front as green power becomes 'must-have' for European data centers | SNL Financial Extra, 13 November 2020, 1743 words, (English)

Solar panels on the roof of an Iron Mountain data center in New Jersey. Operators are increasingly looking to green energy to power their facilities. Source: Iron Mountain Inc. As square footage in Europe's data center industry rises steadily, so too does the sector's power demand. And against the backdrop of corporate sustainability targets, that means an increased focus on renewable electricity. But in the race for the green jersey, the sprawling, deep-pocketed tech giants from Silicon Valley have a natural edge. The five Big Tech companies - Amazon.com Inc., Apple Inc., Google LLC, Facebook Inc. and Microsoft Corp. - have all signed deals in recent years to purchase renewable power in Europe and are also at the forefront of the corporate push for green energy globally. While data center electricity demand is set to grow fastest in Asia-Pacific and Latin America, growth in the Europe, Middle East and Africa region is projected to be slightly steeper than in North America. Utilized power in EMEA data centers is set to increase by 2.8% in the next five years, according to 451 Research, an offering of S&P Global Market Intelligence, compared to 2.7% in North America.

Qmerit Accelerates Growth of its North American Green Energy Transition platform for installation and maintenance services for the electrification of everything | Bakhtar News Agency, 13 November 2020, 808 words, (English)

Qmerit is supercharging its innovative, industry-leading platform that connects EV buyers to its nationwide network of certified and vetted electrical contractors to ensure their EV charging and renewable energy systems are installed and maintained correctly ensuring maximum ROI. The electrification service market is \$2.5B a year, and there is an acute shortage of qualified, licensed electricians resulting in inconsistent and unreliable service levels state to state. Qmerit simplifies finding properly trained and reliable electrical contractors with an easy to use platform that includes rigorous standards- ensuring every installation creates high satisfaction as evidenced by their industry leading Net Promoter Score of 89. Qmerit was built to solve the difficult problem of delivering exceptional installation and maintenance services nationally at scale using a distributed workforce. Building on its existing nationwide contractor network in the U.S. and Canada, and deep relationships with fleet managers and leading electric vehicle and charging manufacturers, Qmerit simplifies the installation and integration of technologies for the clean energy transition from electric vehicle charging hardware and energy storage to solar and microgrid integration

Seabright Healthcare Solutions to Present During Newchip Demo Week | PR Newswire, 20:00, 12 November 2020, 446 words, (English)

Seabright Healthcare Solutions, LLC today announced it will be presenting their supply chain solutions before an international audience of investors and entrepreneurs during Newchip's Online Demo Week, November 16(th) -18(th). This event is a major milestone for Seabright Healthcare in its mission to share their robust digital solutions and streamline PPI procurement for healthcare systems across the US. COVID-19 highlighted that our fractured healthcare supply chain needs sustainable solutions that reinforce resiliency and efficiency from supplier to provider. During Newchip's Demo Week, Seabright will exhibit how it has achieved this through its Bill Only Portal, and engage with other healthcare hero-focused entrepreneurs to accelerate Seabright's commercial plan. "Our partnership with Newchip has armed us with additional resources to scale our business, and we're looking forward to this opportunity to build meaningful strategic and financial partnerships," Paul Hasbrook, Co-Founder & CEO. "We are thrilled to have Seabright Healthcare Solutions as part of our portfolio and look forward to their participation in our Demo Week," remarked Fernando Morena Cortina, Startup Advisor at Newchip. "The Healthcare SaaS market is rapidly growing and Seabright's unique expertise has impressed us from the start."

City Possible expands network and 'reimagines' its digital marketplace | SmartCitiesWorld, 8:00, 11 November 2020, 848 words, (English)

London, Los Angeles, New York City and Hamilton (Canada) have joined as members of Mastercard's City Possible co-creation framework. The network, which aims to help cities build more inclusive and sustainable communities, has also announced a 'reimagined' digital marketplace that provides access to different tools and partner solutions in a "new store-like experience". After launching in November 2018 with 16 founding members, City Possible's network and capabilities expand to more than 500 cities in 50 countries. It now has 220 city members and candidate cities with an additional 320 cities making use of its transit solutions. "In a society that increasingly relies on technology, we need to keep an eye on the broader social and economic impacts - and make sure we're building and deploying new tools in ways that shrink gaps, rather than expand them," said John Paul Farmer, chief technology officer, City of New York. The digital marketplace offers data-driven insights tools that were designed for cities with input from partners and Mastercard data scientists as well as cities themselves. A new feature is specific sentiment analysis data provided by ZenCity, a City Possible partner and graduate of Mastercard's Start Path programme. The company uses artificial intelligence (AI) to analyse citizen feedback and deliver actionable insights that help governments prioritise resources.

Mastercard Expands Efforts to Help Over 500 Cities Build More Inclusive and Sustainable Communities | Centify Banking News, 10 November 2020, 1478 words, (English)

Mastercard today announced the expansion of its City Possible™ network and capabilities, whose unique solutions now reach over 500 communities in over 50 countries worldwide. The partnership framework focuses on building more inclusive and sustainable cities by increasing access to city services, expanding urban mobility solutions, and informing an inclusive recovery through data driven insights. Since debuting with just 16 founding members in November 2018, City Possible has now expanded to 220 city members and candidate cities. City Possible welcomed Los Angeles, New York City, London, and Hamilton, CAN to the growing community, with an additional 320 cities leveraging best in class transit solutions. The network also welcomed Digital Main Street, a Canadian organization that partners with over 500 cities across Canada to help main street small businesses in those communities achieve digital transformation.

CHAIRMAN PERSONALITY INSIGHTS

Name: Alex Lee Brown | Designation: Chairman | Company: The Sample Company



Alex Lee Brown
Chairman

SUMMARY

You are shrewd, heartfelt and rational.

You are adventurous: you are eager to experience new things. You are self-controlled: you have control over your desires, which are not particularly intense. And you are energetic: you enjoy a fast-paced, busy schedule with many activities.

Your choices are driven by a desire for organization.

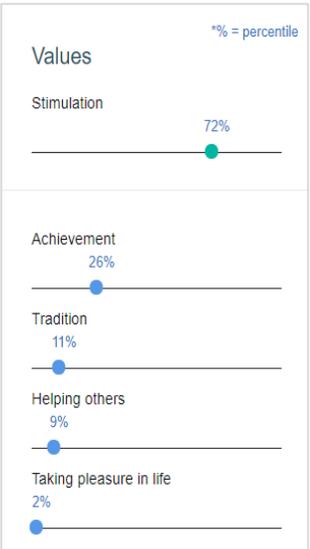
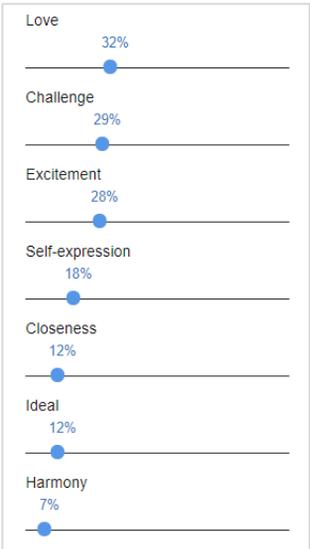
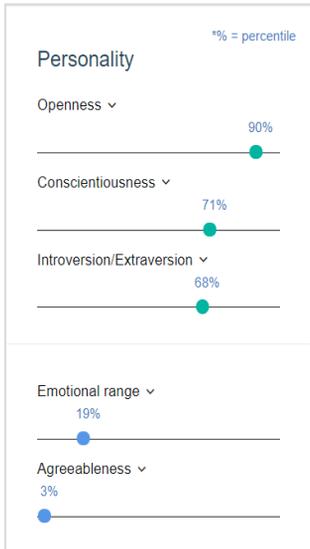
You are relatively unconcerned with both taking pleasure in life and helping others. You prefer activities with a purpose greater than just personal enjoyment. And you think people can handle their own business without interference.

You are likely to _____

- be sensitive to ownership cost when buying automobiles
- like historical movies
- read autobiographical books

You are unlikely to _____

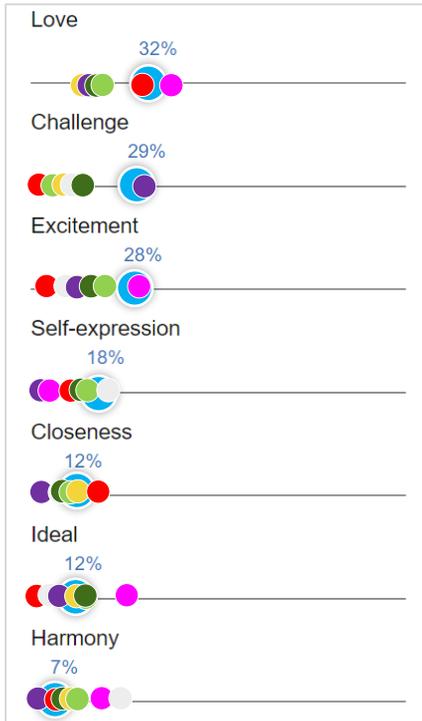
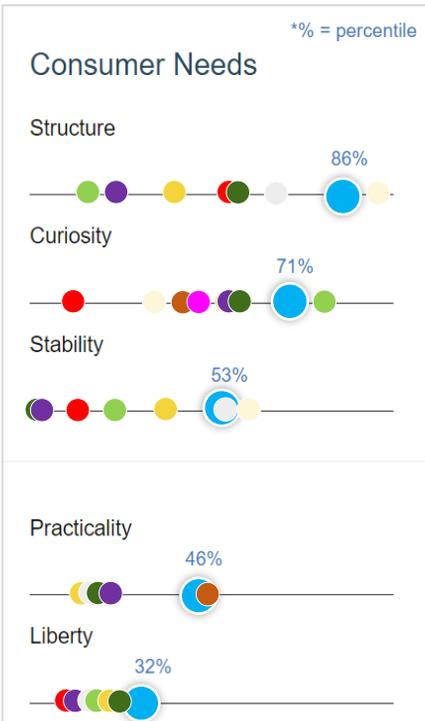
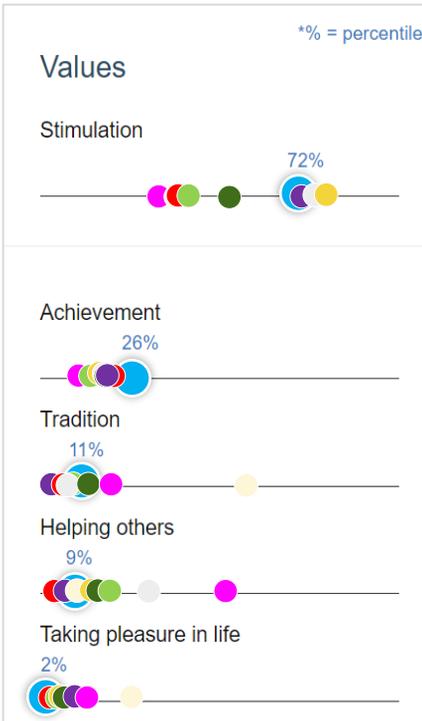
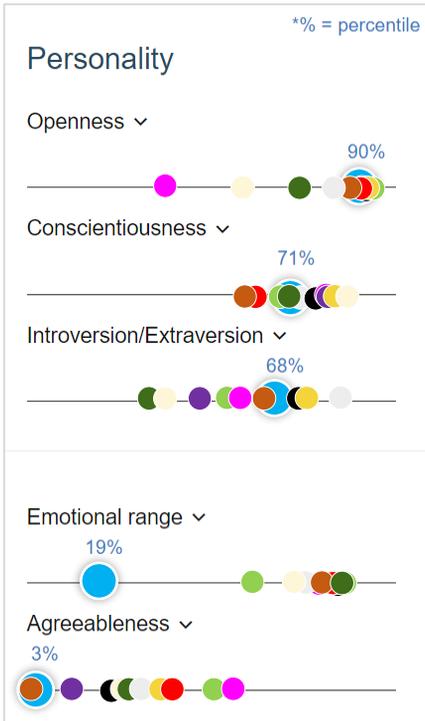
- be influenced by social media during product purchases
- be influenced by family when making product purchases
- like war movies



THE SCIENCE BEHIND ANALYSIS

A well-accepted theory of psychology, marketing, and other fields is that human language reflects personality, thinking style, social connections, and emotional states. The frequency with which people use certain categories of words can provide clues to these characteristics. Experts found that people with specific personality characteristics responded and retweeted in higher numbers in information-collection and -spreading tasks. On the other hand, people with high openness and low emotional range (neuroticism) as inferred from social media language responded more favourably. Personality Insights is developed based on models to infer scores for Big Five dimensions and facets, Needs, and Values from textual information. The models reported by the service are based on research in the fields of psychology, psycholinguistics, and marketing. The Personality Insights infers personality characteristics from textual information based on an open-vocabulary approach. The system first tokenises the input text to develop a representation in an n-dimensional space. The system uses an open-source word-embedding technique, to obtain a vector representation for the words in the input text. It then feeds this representation to a machine-learning algorithm that infers a personality profile with Big Five, Needs, and Values characteristics. To train the algorithm, the service uses scores from surveys that were conducted among thousands of users.

BOARD PERSONALITY MIX



THE COMPANY

Alex Lee Brown
Chairman



BOARD MEMBERS



James Smith
Vice President



Elizabeth Brown
Independent Non-Executive Director, Audit and Risk Committee (Chairman)



George Miller
Non-Executive Director, Government and Regulatory Affairs Committee (Member)



Margaret Johnson
Non-Executive Director, Business & IT Transformation Committee (Member)



Ann Jones
Independent Non-Executive Director, Government and Regulatory Affairs Committee (Member)



Charles Davis
Independent Non-Executive Director, Remuneration Committee (Chairman)



Catherine Williams
Non-Executive Director, Nomination Committee (Member)



Samuel Wilson
Non-Executive Director, Government and Regulatory Affairs Committee (Member)



Jane Clark
Non-Executive Director, Business & IT Transformation Committee (Member)



Daniel Taylor
Independent Director, Audit and Risk Committee (Member)

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FINANCIAL STATEMENTS

INCOME STATEMENT

USD	2020	2019	%Chg
Revenue	185,719,468	253,556,297	-26.8%
Cost of Revenue	(192,841,323)	(255,927,890)	24.7%
Gross Profit	(7,121,855)	(2,371,593)	-200.3%
Operating Expenses	(11,079)	(5,382,199)	99.8%
Operating Profits	(7,132,934)	(7,753,792)	8.0%
Depreciation	(2,256,107)	(2,078,443)	-8.5%
Finance Cost	(38,140)	(138,439)	72.4%
Others Income / (Expense)	19,727,450	24,725,085	-20.2%
Profit Before Tax	10,300,269	14,754,411	-30.2%
Taxation	(2,509,292)	(2,812,503)	10.8%
Profit After Tax	7,790,977	11,941,908	-34.8%

* Gross profit in 2018 had been under declared by RM630 in the annual report. Net position for 2018 is not similar to annual report provided.

BALANCE SHEET

USD	2020	2019	%Chg
Current Assets	465,009,775	574,495,905	-19.1%
Cash	226,770,153	351,697,398	-35.5%
Trade Debtors	-	-	N.A
Stocks	-	-	N.A
Other CA	238,239,622	222,798,507	6.9%
Fixed Assets	49,665,974	50,541,502	-1.7%
Property, Plant & Equipment	49,665,974	50,541,502	-1.7%
Other Investments	-	-	N.A
Total Assets	514,675,749	625,037,407	-17.7%
Current Liabilities	137,305,115	253,528,704	-45.8%
Trade Creditors	32,826,730	62,265,986	-47.3%
Overdrafts	-	-	N.A
Short Term Loans	-	-	N.A
Other Current Liabilities	104,478,385	191,262,718	-45.4%
Long Term Liabilities	2,675,716	3,504,762	-23.7%
Loans	-	-	N.A
Other Long Term Liabilities	2,675,716	3,504,762	-23.7%
Total Liabilities	139,980,831	257,033,466	-45.5%
Equity / Reserves	374,694,918	368,003,941	1.8%
Total Liabilities and Capital	514,675,749	625,037,407	-17.7%

CASHFLOW STATEMENTS

Currency: USD	2020	2019**	% Change
Operating Activities:			
Profit before tax for the year	\$10,300,269	\$14,754,411	-30.2%
Adjustments			
Depreciation, Amortisation and Impairment	\$2,256,107	\$2,078,443	8.5%
Loss / (Gain) on disposal	\$0	-\$299	100.0%
Interest expenses / (income)	-\$19,627,585	-\$23,324,914	15.9%
Loss / (Gain) on foreign exchange, net	\$0	\$0	N.A
Write back of loan waived	\$0	\$7,447,519	-100.0%
Writeoffs of Property, Plant and Equipment	\$6,120	\$4,315	41.8%
Allowance for Doubtful Debts	\$20,810	\$549,450	-96.2%
Others	\$0	\$0	N.A
Operating profit before working capital changes	-\$7,044,279	\$1,508,925	-566.8%
Inventories			
Trade receivables	-\$29,439,256	\$12,998,426	-326.5%
Other receivables, deposits and prepayments	\$7,530,789	\$18,411,365	-59.1%
Trade payables			
Other payables and accruals	-\$87,599,246	-\$71,943,322	-21.8%
Due to related party (trade)	\$0	\$0	N.A
Others	\$0	\$0	N.A
Cash generated from operations	-\$116,551,992	-\$39,024,606	-198.7%
Interest received	\$20,760,460	\$22,256,944	-6.7%
Income tax paid	-\$2,509,292 *	-\$2,812,503 *	10.8%
Net Cash From Operating Activities	-\$98,300,824	-\$19,580,165	-402.0%
Investing Activities:			
Interest received	\$0	\$0	N.A
Purchase of Property, Plant and Equipment	-\$1,386,699	-\$3,978,174	65.1%
Addition in Intangible Assets	\$0	\$0	N.A
Others	\$79,663,136	\$7,086,788	1024.1%
Net Cash From Investing Activities	\$78,276,437	\$3,108,614	2418.0%
Financing Activities:			
Increase in Borrowings	\$0	\$0	N.A
Interest Paid	\$0	\$0	N.A
Dividends	-\$1,100,000	-\$30,000,000	96.3%
Others	\$0	-\$12,297,519	100.0%
Net Cash From Financing Activities	-\$1,100,000	-\$42,297,519	97.4%
Net (decrease) / increase in cash and cash equivalents	-\$21,124,387	-\$58,769,070	64.1%
Effect of exchange rate changes in cash and cash equivalents	\$0	\$0	N.A
Cash and cash equivalents at beginning of financial year	\$126,600,695	\$185,194,252	-31.6%
Cash and cash equivalents at end of financial year	\$105,476,308	\$126,425,182	-16.6%

* Income tax paid for 2020 and 2019 in cashflow statement provided does not tally with the P&L figure. Amount had been adjusted in the system.

** 2019 figures would not be similar to the annual report provided due to a under declared profit before tax by RM630.

ENHANCED RATIOS

RATIO	2020	2019	% change
Profitability Ratio			
(1) Operating Margin (%)	-3.84%	-3.06%	-25.6%
(2) Net Profit Margin (After Tax) (%)	4.20%	4.71%	-10.9%
(3) Profit Before Tax Growth (%)	-30.19%	N.A	N.A
(4) Profit Margin Growth (%)	-0.51%	N.A	N.A
(5) Rate of Revenue Growth (%)	-26.75%	N.A	N.A
(6) Rate of Cost Growth (%)	-26.54%	N.A	N.A
(7) Cost / Revenue Growth (%)	0.27%	N.A	N.A
(8) Return on Assets Growth (%)	-0.40%	N.A	N.A
(9) Return on Assets (After Tax) (%)	1.51%	1.91%	-20.8%
(10) Asset Growth (%)	-17.66%	N.A	N.A
Liquidity Ratio			
(11) Cash to Current Liabilities (%)	165.16%	138.72%	19.1%
(12) Revenue to Total Assets (%)	36.08%	40.57%	-11.0%
(13) Revenue to Inventory (%)	N.A	N.A	N.A
(14) Asset Efficiency (%)	32.59%	44.49%	-26.8%
Activity Ratio			
(15) Current Ratio (x)	3.39	2.27	49.5%
(16) Quick Ratio (x)	1.65	1.39	19.1%
(17) Cash Ratio (x)	1.65	1.39	19.1%
Leverage Ratio			
(18) Debt to Assets (%)	27.20%	41.12%	-33.9%
(19) Debt-Equity (%)	37.36%	69.85%	-46.5%
(20) Current Liability Ratio (%)	26.68%	40.56%	-34.2%
(21) Total Liabilities-to-Equity Ratio (%)	37.36%	69.85%	-46.5%
(22) Return on Shareholders' Equity (%)	2.75%	4.01%	-31.4%
(23) Total Liabilities Growth vs Revenue Growth (%)	-18.79%	N.A	N.A
(24) Equity Multiplier (x)	1.37	1.70	-19.1%



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