



Melaka

11 September 2017

TM LAUNCHES MALAYSIA'S LARGEST CONTACT CENTRE

VADS Berhad (VADS), a wholly owned subsidiary of Telekom Malaysia Berhad (TM), further strengthens its position as Malaysia's largest contact centre service provider when the company today officially launched its all-new and even larger contact centre – TM Call Centre at Graha Maju, Melaka.

The launch of the TM Call Centre was officiated by YB Datuk Seri Utama Ir. Haji Idris Haron, Chief Minister of Melaka and Datuk Bazlan Osman, Deputy Group Chief Executive Officer, TM. *Also present at the launch was Datuk Rozlan Mohamed, State GM TM Melaka; En. Azizi A. Hadi, CEO, TM ONE; En. Nizam Arshad, CEO VADS; Datuk Wira Hj. Othman Muhamad, Speaker DUN; and YB Datuk Wira Latiff Datuk Hj. Tamby Chik, Exco Komunikasi dan Koperasi.*

Speaking at the launching ceremony, Datuk Bazlan said, "The establishment of TM Call Centre, which is Malaysia's largest call centre in Melaka reflects the strong ties between TM and the State Government. It is testament of the continuous effort and commitment from both parties to deliver enhanced customer service experience to the end customers not only in Melaka, but nationwide. The Call Centre operates 24 hours a day, which enables TM and its business customers to attend to all its end customers' service issues and enquiries promptly and efficiently, true to our promise of "Life Made Easier"."

Meanwhile, Datuk Seri Utama Ir. Haji Idris said, "This call centre in Graha Maju is a great boost for the state's economy as it offers job opportunities to Melaka citizens and plays the role as a pulling factor for investors to invest in Melaka and propel the state's growth. The Melaka State Government is very pleased to see corporate organisations such as TM, works hand-in-hand with us to further improve the service delivery and customer experience, in line with our aspirations."

This TM Call Centre will be operated by TM's wholly-owned subsidiary, VADS, the largest contact centre solutions provider in Malaysia. In addition to serving TM's home, SME, enterprise and public sector customers, the contact centre solutions is provided for many other companies across various sectors such technology, logistics, insurance and financial institutions.

VADS is a fully Integrated Connectivity, ICT, BPO and Smart Services solutions provider for enterprise and public sector customers, in addition to cater to TM's own needs to serve its end customers".

To learn more about VADS and its products and services, log on to www.vads.com.

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About VADS

VADS Berhad (VADS) is a fully Converged Connectivity / ICT / BPO Solutions Provider. Established in 1991, it is currently a wholly owned subsidiary of Telekom Malaysia (TM) Berhad. We bring together people, processes and technologies to enable more effective and dynamic use of ICT and BPO Solutions. Together with VADS Lyfe, the TM Smart City Services provider, VADS is able to provide end-to-end solution and managed services to our enterprise and public sector customers.

Our multinational team of experts across Malaysia and Indonesia possesses the right mix of skills and experience – from product to project delivery and operations. The depth and breadth of expert skill-sets among VADS personnel that are formed with a global outlook are ultimately what sets us apart from the rest.

We empower businesses with value-based innovative solutions and services which would allow you to focus on what you do best – your core business. This is in line with TM's philosophy of "Business Made Easier".

To learn more about VADS and its solutions, log on to www.vads.com.

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