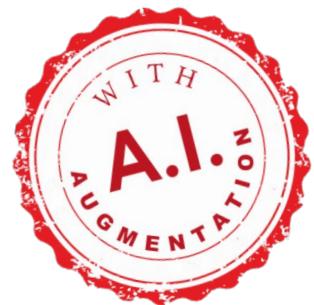


# PUBLIC WORKSHOP

## CERTIFIED OMNI-CHANNEL MANAGER (COCM)

Duration : 3 Days

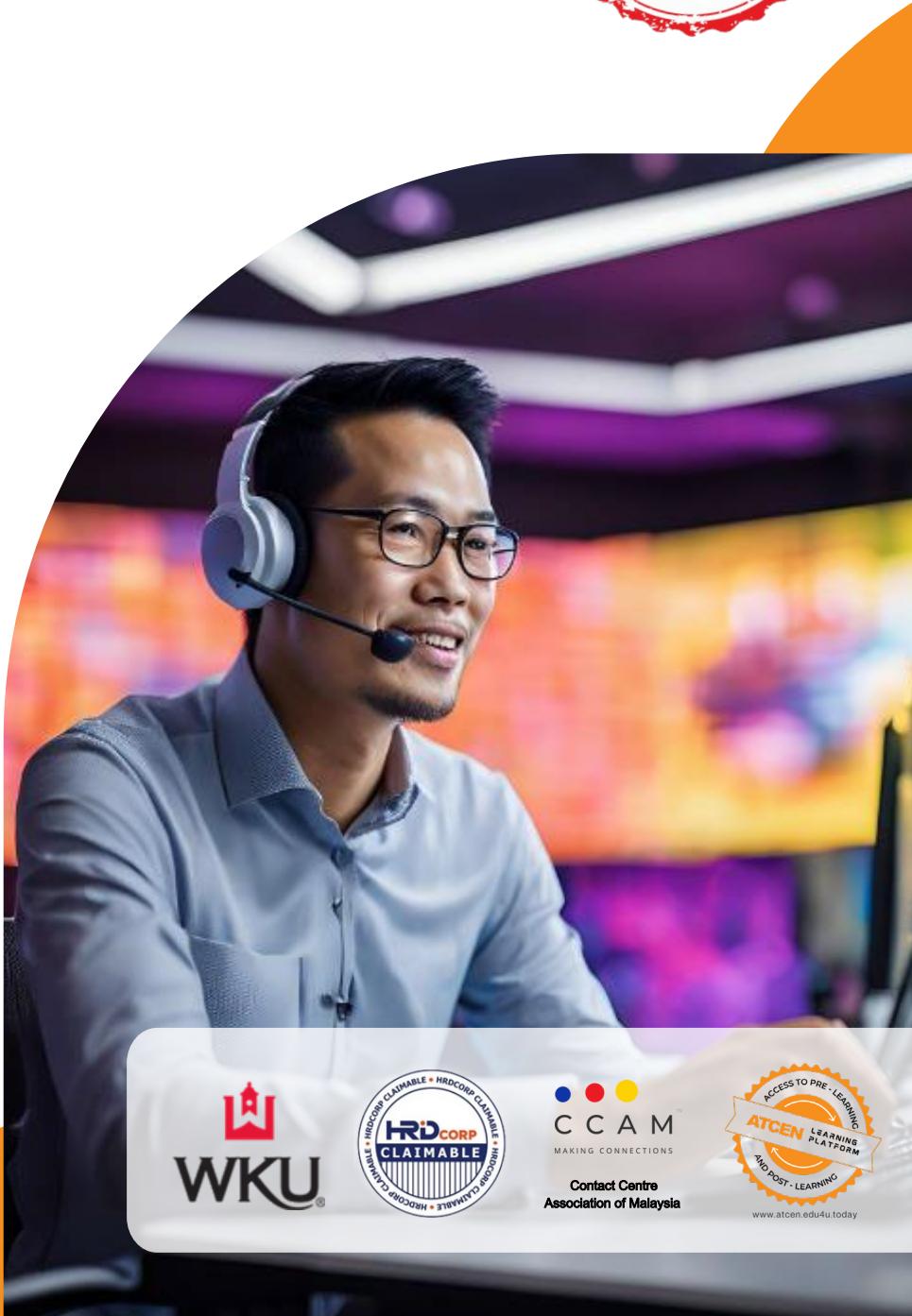


Start a conversation  
with our AI Assistant 



Contact us

info@atcen.com  
+603-7728 2623  
+6018-233 0760



## Workshop Description

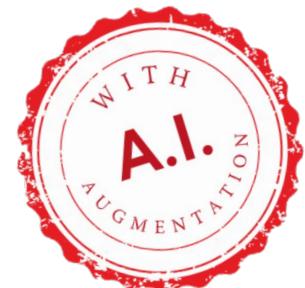
This program is for management teams handling omni-channel customer engagement. It offers a full view of Omni-Channel Customer Experience Management and the key role managers play in it.

You'll learn about the challenges of managing omni-channel operations, focusing on people, processes, and technology across different customer touchpoints. It's great for professionals who lead omni-channel teams and want to improve their skills to create smooth, customer-focused experiences.



## Workshop Learning Objectives

- Understand how Omni-Channel Customer Experience Management impacts business
- Master key elements for managing integrated, high-performing customer touchpoints
- Learn the basics of managing multi-channel customer engagement
- Build skills to lead omni-channel teams and use resources effectively
- Get insights on best practices and global standards in omni-channel engagement
- Understand omni-channel performance metrics and what they predict
- Find strategies to motivate and keep omni-channel teams performing well



## Who Should Attend

- Operations Managers
- Operations Support Managers
- Senior Team Leaders
- Potential Contact Centre Managers
- Contact Centre Support Department Managers



# Workshop Outline / Agenda

## Day 1

9:00am – 1:00pm

### STRATEGY

#### **Introduction on Omni-Channel Customer Experience**

- Intro and evolution from Contact Centre to Omni-Channel
- Differences between Omni-Channel Experience, CRM, Customer Service
- Roles of Omni-Channel Manager across departments

#### **Module 1: Executing Omni-Channel Experience Management**

- Understanding customer journeys and touchpoints
- Manager's role in Customer Experience Framework
- Building strategic foundations- Aligning vision, mission, values with omni-channel goals

*Activity: Create an Omni-Channel Charter*

#### **Module 2: Delivering Consistent Customer Relationships**

- Exceeding expectations in omni-channel setups
- Creating seamless branded experiences
- Balancing service and tech touchpoints

*Activity: Design differentiators for engagement*

2:00pm – 5:00pm

### PEOPLE MANAGEMENT & ENGAGEMENT

#### **Module 3: Managing Turnover & Team Engagement**

- Turnover dynamics in omni-channel teams
- Positive vs negative attrition
- Strategies to boost retention and engagement

*Activity: Case study and strategy work*

## Day 2

9:00am – 1:00pm

### TALENT ACQUISITION & DEVELOPMENT

#### **Module 4: Recruiting Agile Omni-Channel Pros**

- Key competencies for omni-channel roles
- Staffing philosophies and recruitment processes
- Behavioral interviews for omni-channel skills

*Activity: Recruitment grid & interview simulations*

#### **Module 5: Counsel, Coach, Train & Develop (CCTD)**

- CCTD framework for omni-channel teams
- Coaching approaches for diverse roles
- Development plans and tracking

*Activity: Role plays and scenarios*

### OPERATIONS & PERFORMANCE MANAGEMENT

#### **Module 6: Using Metrics for Omni-Channel Excellence**

- Omni-channel performance metrics beyond usual KPIs
- Dashboards and benchmarking

*Activity: Analyze dashboards aligned to omni goals*

2:00pm – 5:00pm

#### **Module 7: Forecasting & Workforce Scheduling**

- Multi-channel volume forecasting
- Methods adapted for omni-channel
- Creating optimized staffing schedules



# Workshop Outline / Agenda

## Day 3

**9:00am – 1:00pm**

### **Module 8: Strategic Alignment for Omni-Channel Success**

- Setting realistic and measurable omni-channel performance goals
- Aligning omni-channel strategy with business, brand and CX objectives
- Translating customer journey insights into operational priorities
- Leading change in data-driven and performance-focused omni-channel environments
- Governance considerations for technology and AI adoption
- Managing people, process and technology alignment in omni-channel operations

*Activity: Self-reflection and goal setting*

**2:00pm – 4:00pm**

### **TECHNOLOGY**

### **Module 9: Omni-Channel Tools and Technology**

- Overview of omni-channel technology ecosystems: CRM, ACD, IVR, chatbots, social media and digital platforms
- How customer data flows across integrated channels to support seamless experiences
- Leveraging Generative AI to enhance content creation, response quality and customer engagement
- The rise of Agentic AI in omni-channel environments and its role in task automation, decision support and workflow orchestration
- Integrating AI into existing system tools to improve productivity, consistency and CX outcomes
- Using AI-enabled analytics, knowledge management and e-support tools for real-time insights and continuous improvement
- Risks, limitations and responsible use of AI in omni-channel operations

*Activity: Designing an omni-channel tech blueprint challenge*

## **Review and Examination**

### **Training Methodology**

The training methodology will be based on **ATCEN PEAK** methodology.

This includes:

- Pre learning & Post learning
- Group activities / Exercises
- Discussions
- Presentations
- Lots of reflection and sharing

### **Certificate of Completion awarded by Western Kentucky University (USA)**



Certification is dependent on the following:

- Full Class Attendance
- 2-Part Assessment comprising of:
  - a) Part 1 - 40 Multiple Choice Question (40%)
  - b) Part 2 – 3 Subjective Questions (60%)
- Passing score is **80 percent or higher**.



facebook/ATCEN



a t c e n . g r o u p



603-77282623



info@atcen.com

## Companies that have attended “Certified Contact Centre Manager” since 2010 and more

AIA Shared Services Sdn Bhd	HRD Corp	Protecthealth Corporation Sdn Bhd
ADT Service (M) Sdn Bhd	Indah Water Konsortium	Prudential Assurance Malaysia Bhd
Agensi Kaunseling Dan Pengurusan Kredit (AKPK)	Institut Jantung Negara	Prudential BSN Takaful Berhad
Alcatel-Lucent Malaysia Sdn Bhd	Institut KWSP	ResMed
Averis Sdn Bhd	iPerintis Sdn Bhd	Royal Selangor Sdn Bhd
Bank Islam Malaysia	Johnson Controls (M) Sdn Bhd	Seagate
Bank Muamalat	Kompakar eRetail Sdn Bhd	Siemens Malaysia Sdn Bhd
Bank Rakyat	Kumpulan Wang Persaraan (Diperbadankan) (KWAP)	SIGMA
Bonuslink	Kumpulan Wang Simpanan Pekerja (KWSP)	SIRIM Training Services Sdn Bhd
Canon Marketing (M) Sdn Bhd	Manulife	Star Publication (M) Bhd
Cigna	Maybank	Strateq Global Services Sdn Bhd
CL Computer (M) SB	MEASAT Broadcast Network Systems Sdn Bhd (ASTRO)	Sudong Sdn Bhd
CSC Malaysia Sdn Bhd	MSIG Insurance (Malaysia) Bhd	Takaful Ikhlas Sdn Bhd
Digicert Sdn Bhd	OCBC Bank (M) Bhd	Telekom Malaysia Berhad
E-Genting Sdn Bhd	Perbadanan Usahawan Nasional Berhad	Tenaga Nasional Berhad (TNB)
EON Bank	PerneC Corporation Berhad	TGV Cinema
Etiqa Insurance & Takaful	Petronas	TT dotCom Sdn Bhd
FCS Computer Systems Sdn Bhd	Petronas Digital	U-Mobile
Felda Prodata System Sdn Bhd	Pharmaniaga Logistics Sdn Bhd	United Overseas Bank (Malaysia) Bhd
FlyFirefly Sdn Bhd	Professional Advantage Sdn Bhd	Vads Berhad
Highpoint Services Network SB		Vision IP Services Sdn Bhd
Healthmetrics		Watson's Personal Care

## PARTICIPANTS FEEDBACKS

*Keep up the good work, Mr. Ken! I will see you in the next course! Thank you for your assistance. It makes me very understand and clear about whole contact centre operation. TQ! – Senior Executive, Perbadanan Usahawan Nasional Berhad*

*“It is an effective program and give very detailed insights of Contact centre especially for inbound calls and front liners of Contact centre.” – Vice President, United Overseas Bank*

*Facilitator/ Speaker is well equipped with industry experience. Interactive & easy to understand. Effective & useful insights for us to better planning for my department.” – Asst Customer Service Manager, TGV Cinema*

*“Mr. Ken has done a good job by encouraging all the participants positively. Good communication skills. More reliable on the emotional & consistency service continuously to him provided. Well done”*

*“Facilitator delivered knowledge very clear and he is very experienced.”*

*“The workshop was conducted in a very effective methodology. The workshop was fruitful & relevant to our job task. Very interesting workshop. Excellent presenter / facilitator.”*

*“Easy to understand, very interesting and interactive. Facilitator are lively”*

23rd

Session Since  
2010

99%

Score on Trainer's  
Feedback  
(October 2023)

164

Numbers of  
participants that have  
joined this course  
(public workshop)  
since 2010



facebook/ATCEN



atcen.group



603-77282623



info@atcen.com

## Formal and Professional Education

- BSc in Marketing and Organizational Communication (University of Oklahoma, USA)
- Bachelor of Business Administration (with Distinction) (University of Oklahoma, USA)



## Certifications

- Certified Professional Speaker / Certified Support Manager (Service Support Professionals Association of America)
- Certified NLP Practitioner / Certified NLP Coach (NFNLP)
- Certified Associate Coach (CCA and MACC)
- Certified Master Trainer (Western Kentucky University, USA)
- HRD Corp TTT Certified and Accredited Trainer (PSMB)
- Notable Judge, by Customer Relationship Management & Contact Centre Association of Malaysia (CCAM) for annual CRM & CCAM awards

Ken has been in the forefront of the Asian sales and customer interaction management industry since the mid-90's and is better known as "Sifu" to his peers, colleagues, partners and customers.

With more than 25 years of both strategic and operational service, sales and customer interaction experience, Ken is an author of numerous articles and has conducted in-depth research and studies on CX, sales, marketing, contact centers in Asia Pacific. Dynamic and energetic, he is a much-sought-after speaker and has been involved in providing strategic directions for the Asian service, sales, marketing and customer contact management industry through consulting, summits, congresses, conferences and knowledge sharing, trade shows. He is nominated by the Customer Relationship Management & Contact Center Association of Malaysia (CRM & CCAM) as one of the notable judges in the highly recognized CRM & CCAM Annual Awards in the individual and operations categories since 2005.

His expertise has led to consulting and performance enhancement engagements regionally with Multi-national Companies, Large Local Conglomerates and Government Linked Companies where he focuses on the mission-critical aspects of Contact Center service, sales, marketing and customer interaction Strategic Sales and Service Blueprint design, Turnkey Contact Center projects, Human Capital Recruitment & Development, Service, Sales & Marketing Framework, People Motivation & Teamwork, Business Development, Key Account Servicing, Business Process Rejuvenation, Performance Management implementation and Contact Center Management.

Ken first became involved with Contact Centers and customer interaction in the mid-80's while he was still in America. Since then, he has held a variety of leadership, management and operational roles in service, sales and marketing for major service and sales operations. Ken is also a pioneer/owner of the first premier cybercafe chain in Malaysia and has held key positions in many organizations such as Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Technical Support for the Nokia CareLine responsible for supporting the Southeast Asia and Asia Pacific region, Contact Center and Marketing Consultant for Microsoft Malaysia Sales and Marketing Manager for the Kirby Company USA and many more.

**Companies Ken Ng has trained inhouse:**  
 A&W Malaysia, ABS, Ace Synergy, ADT Service, AEON Credit, Affin Bank, AIA, AIA Shared Service, AIG, Air Selangor, Alliance Bank, Alphamatic, Alphamatic Sys, AmAssurance, AmBank, American Express, AmG Insurance, Amanah Raya Berhad, Malaysia, AON Malaysia, Asia Assistance Network (AAN), ASTRO, ATOS Services, Aviva, AXA Affinity, BCG, Bank Islam, Bank Negara Malaysia (BNM), Bank of China, Bank of Maldives, Bank Rakyat, Dutchman, Big Pay, Belk, BeMis BMW, Boehringer Ingelheim, Bosch, Boustead, BSN, BSN Malaysia, Canon Malaysia, Carlsberg Malaysia, CCAM, Celcom, Celcom Axia, Century Battery, Century Logistics, Cerebos, Chevron Malaysia, CIMB Avantgarde, CIMB Group, Citibank Malaysia, City Express, Club 21, Club Med, CNI, Colgate Palmolive, CommerceDotCom, Crowne Plaza Hotels, CSC Malaysia, Cuckoo, Da Ma Ca, DagangNet, Danon, Dumex, DayThree, Dell Asia Pacific, Dhiraagu (Maldives), DHL Express, DiGi DST (Brunei), E-Genting Berhad, Easy Call, EON, EON Bank, Etiqua Insurance, Exxon Mobil, F-Secure, F&N Dairies, Faber, Festo Malaysia, Fresenius Medical, Fuji Xerox, GAB, Genting Group, Gleneagles Hospital, Glenmarie Properties, GRAB, Great Eastern Berhad, Great Eastern Life Assurance, Hap Seng Group, HeTech Padu, Heidelberg, Henkel, Hewlett Packard, Hilton Hotels, Honda Malaysia, Hong Leong Bank, IBM, IBBM, ICI Paints, iMoney, Indiana University, USA, Indah Water, iSoftBank Consortium (IWK), ING, InterTouch, Intel, IOI Properties, Perintis IT, 365, DHL IT, Jebsen & Jessen, Johnson Controls, Juratech KBU, Kementerian Kesihatan Malaysia (KKM/MOH), KIBB, Khazanah Nasional, Kirby Company, USA, KWAP, KWSP, L'oreal, Lafarge, LB Aluminum, Lenovo, Lexus Malaysia, LHDN, Lion Petroleum Products MAA, Malaysian Oxygen (MOX), Manulife, Mary Kay, Masterskill Maxis, Maybank Group, Mazda, MDEC, Mercedes Benz, Merck, Mesiniaga, Microsoft, Microsoft Malaysia, Mines Marketing, Mitsui OSK Lines, Mitsui Soko, MNC, Monada, Monarch, Mondelez, MSIG, MYOB Asia, Nestle Malaysia, Nike Malaysia, Nokia Asia Pacific, NTT Docomo, Nu Skin, OCBC, Orisof System, Paradise Resorts, Park Royal Hotels, PayPal, Petronas, Pfizer, Parmaniaga, Philips, Polyplastics, POS Malaysia, Prometric, Proton, Prudential, PSDC, Public Mutual, RHB, Real Rewards, Reckitt Benckiser, ResMed, Ricoh, Royal Selangor, Samling, Samsung, SCAN Associates, SCICOM, SCOPe International, Shatari Hotels & Resorts, Shell, Siemens, Silverlake, SNE Marketing, SONY, Sony Malaysia, Southern Bank Berhad (SBB), ST, Setia, SRG, Standard Chartered Bank (SCB), ST Publications, Stem Life Malaysia, Sudong, Sunway Group, Super Pages, Suruhanjaya Syarikat Mala (SSM), SwiGarden, SYABAS, Takaful Malaysia, Taylor's Education Group, Teledirect Telekom Malaysia (TM), TGV Cinemas, Time dotcom, TNB, TNT, Tokio Marine, Touch n' Toyota Capital, TYCO, UEM-Sunrise, UMMC, Uni of Oklahoma, UMW Toyota, UOB, UOB Centre of Excellence, VADS, Valde/source, Watsons, Yamaha Motors, YediapSeng (M) Zenith Media, Zuellig Pharma



Over 25 years of training, Ken's passion for developing people has provided him with the privilege of accumulating the following experience.



*Data as of January 2025*

NAJIBABDULWAHABhas over 19-year experiencein Contact Centre Industry servicingwide rangeof products and servicesfor local, regional, and international markets

NAJIBhas a wide spectrum of experiencein Contactcentre managementranging from frontline customer management to backendsupporting roles. This includes managingoperationsperformanceimprovement,reportingandworkforcefunctions, process enhancement,system and technology flow and design, and customer service interactions His extensive experienceallows him to understand critical requirementsneededto operate, manageand maintain an efficient and high performing ContactCentre Operations His achievementsinclude cost savingsactivities, system migration exercise, and contactcentrestart up planningandimplementation



From March 2015 to June2019, NAJIBWAHABhelmed the TechnicaHelpdesk for a nationaltelecommunication giant as its OperationsDirector in managingmore than 1,000 operationsstaff from four different sites attending to more than 500,000 transactionsper month. Prior to servingthat role, he wasthe ClientAccountsManager and Financial Analyst for the same account His last assignmentwas to manage and lead a Client Accounts ManagementTeamresponsiblefor 27 clientswith a total revenueof more than RM170 million. Hisclientsranges from GovernmentLink entities to Multi-Nationalsoutfits for Inbound, Outboundand Digital channels,including managinghis previoustelecommunicationaccounts via its financialand governanceaspects

NAJIBWAHABhas introduced and successfullyexecutedinnovative approachesand initiatives such as group interviewingmethodologyfor hiring strategy,data and systemmigrationexercise,reporting approachto monitor performance,processand financialimprovementexercisesincluding realizinga "Work from Home" conceptfor contactcentreoperations

In 2016, NAJIBWAHABled his Operationsteam in earningthe SilverAward for Malaysia's BestContactCentre Championfor above 100 seats,an annualnational award programorganizedby ContactCentre Associationof Malaysia NAJIBhimself was an award winner havingwon the CustomerServiceProfessionalSupportSpecialist Awardin 2004

Retired in 2019 from full time work, NAJIBfocuseson freelancework and is involved in the Contact centre Associationof Malaysiaas an ordinarymember In 2020 until 2022, NAJIBwasappointed as a judge to assess and evaluateentriesvyingfor the BestContactcentreIndividualand CorporatePerformersin Malaysia

Duringhis free time, NAJIBs an avid chessArbiter and Organizer and wasappointed as HonorarySecretaryof the MalaysianChessFederationin 2019. In 2012, he wasawardedthe title FIDEArbiter by the world chessbody, and in 2020 earnedthe title FIDEInstructor after passingthe Seminarrequirementheld by FIDETrainer'sCommission NAJIBhas managedvariousNationaland Internationalchesseventsincludingthe record-breakingMalaysiaBooks of Recordof managingalmost2,000 playersin a singleone-dayeventat the 2018PutrajayaChessFestival



*Since 2006, ATCEN has been working with Western Kentucky University Division of Extended Learning and Outreach (DELO). This collaboration with industry experts and academics resulted in Malaysia's 1st home grown series of Certified Programs for Contact Centres.*

**ATCEN**

ATCEN is Asia's leading people development company. Since 2003, we have been conducting business training, business events and business advisory for professionals and businesses worldwide. ATCEN is 5-Star Training Provider registered with HRDCorp and also the collaborative partner with John C. Maxwell trainers in Malaysia.

[www.atcen.com](http://www.atcen.com)

Western Kentucky University (WKU) has its roots in 1875. Today this Top Rank State University located at Bowling Green, Kentucky USA is home to over 22,000 students from all over the world. WKU offers over 79 Academic Majors and 84 Academic Minors Undergraduate Courses.

[www.wku.edu](http://www.wku.edu)

## OUR CLIENTS

AB Mauri	DKSH Malaysia	Luno	ResMed
ACSON Malaysia	Duopharma	Lexus	RHB Bank
AEON Credit	E.H. Utara Holdings	Ilaoillao	RHB Insurance
Affin Holdings	Eastern Pacific Industrial Corporation	Maclean Services	RIA IME
Agenzia Kaunseling & Pengurusan Kredit (AKPK)	Edaran Otomobil Nasional	Mah Sing Group	Ricoh
AgroBank	Edaran Tan Chong Motor	Majlis Amanah Rakyat (MARA)	Robert Bosch
AHAM Asset Management	ELK Desa	Malakoff Utilities	Royal Selangor Marketing
AIA Group	ELKEN	Malaysia Airlines	Samsung Malaysia
Air Asia	Entegris	Malaysia Airports	Sanofi Aventis
Airfoil Services	Envo BPO	Malaysian Life Reinsurance	Sarawak Energy
Air Liquide	Eppendorf	Malaysian Rubber Council	Sarawak Information Systems (SAINS)
Air Selangor	Etika Insurance	Malaysian Resources Corporation	Sarawak Metro
Ajinomoto	EXACT Malaysia	Mandarin Oriental Kuala Lumpur	Schlumberger
Al-Futtaim	Exxon Mobil Corporation	Manpower Staffing Services	Seagate
Al Rajhi Bank	F&N Dairies (Malaysia)	Manulife	Securiforce Logistics
Alam Flora	Felda Group	Mary Kay	Securities Industry Development Corporation
Alliance Bank	Fibertex Personal Care	Mass Rapid Transit Corporation	SEGCollege
Allianz	FireFly	Maxis	Senheng Electric (KL)
Amanah Raya	FoodPanda Malaysia	Maybank Group	Shangri-La Hotels
Amanah Saham Nasional (ASNB)	Fuji Xerox Malaysia	Mazars	Shell
AmBank	Fujitsu Telecommunications	MBSB Bank	Siemens Group
Amcorp	Gamuda	MCIS	Silverlake
AmGeneralInsurance	GCH Retail	MCMC	Sime Darby
Amway	General Electric	Measat Broadcast Network Systems	SME Bank
Apex Dental	Generali Insurance Malaysia	Media Prima	SME Corp
ASTRO	Gene Martino	Mercedes-Benz Malaysia	Sony EMCs
Atomy	Genting Malaysia	Merchantrade Asia	Sonoco Products
Auto Bavaria	Gleneagles Kuala Lumpur	Mesiniaga	SP Setia
Averis	Golden Screen Cinema	MIDA	SRG Asia Pacific
AXA Group	GRAB Malaysia	Microsoft	Standard Chartered Bank
B Braun Medical Industries	GrandFlo	MIDF Property	Star Publication
Bacteria Free Water Filter	Grand Millennium Hotel	MIMOS	StemLife
Baker Hughes Malaysia	Great Eastern	MISC	Success Electronics
Bangkok Bank	Gucci (Malaysia)	MIT Insurance Brokers	Sudong (Singtel)
Bank Islam	GuocoLand	Mitsubishi Motors	Sumitomo Mitsui Banking Corporation
Bank Rakyat	Habib Jewels	MMC Corporation	Sunpower Malaysia Manufacturing
Bank Muamalat	Hai-O Enterprise	MNRB Holdings	Sunway Group
Bank Negara Malaysia	Halal Industry Development Corporation	Monash University	Suruhanjaya Syarikat Malaysia (SSM)
Bank of China	HAVI Logistics	Mr. D.I.Y	SWIFT Support Services Malaysia
Bank of Maldives	HealthMetrics	MSIG Insurance	Symphony BPO
Bank Simpanan Nasional	Heineken Malaysia	Mydin Mohamed Holdings	Takaful Ikhlas
BASF Petronas Chemicals	HeiTectPadu	MYOB Asia	Taylor's University
Bausch & Lomb	HELP University College	NAIM	Telecontinent
BBDO Asia	Hilti Asia IT Services	Nanyang Press	TeleFlow
BD Agriculture	Hitachi eBworx	Naza TTDI	Telekom Malaysia
Berjaya Sompo Insurance	Honda Malaysia	NEC Corporations of Malaysia	TGV Cinemas
Bermaz Motor Trading	Honeywell	Nestle Products	The Food Purveyor
BigPay	Hong Leong Group	Nike Sales Malaysia	The Hilton Group
Blackhem	Hospital Pusrawi	Nirvana	The New Straits Times Press
BMW Group	HSBC Bank	Nistrans	TIME dotcom
Bonuslink	Hua Yang	Nokia	TMC Care
Boustead	Huawei Technologies	Northport	TNB
Bridgestone	IBM Malaysia	NS BlueScope	TNT Worldwide Express
British Council	IBPO Group	OCBC Bank	Tokio Marine Insurans
Brother International	iFast Service Centre	OMRON Malaysia	Top Glove
Bursa Malaysia	IJM Corporation	Pacific Mutual Fund	Toshiba
ByteDance (TikTok)	IKEA Malaysia	Panasonic	Touch 'n Go
Canon Marketing	Infineon Technologies	PayNet	Tourism Malaysia
Carlsberg	Inokom Corporation	PayPal	Toytota
CCM Pharmaceuticals	Institut Jantung Negara	Pembangunan Sumber Manusia (PSMB)	Toyota Capital
Celcom	Intel Malaysia	Penang Port	Toyota Tsusho
Cement Industries of Malaysia (CIMA)	International Medical University	Penang Skills Development Centre (PSDC)	Toyo Tyre
Cerebos	International School of Kuala Lumpur (ISKL)	Perkeso	U Mobile
Chin Hin Group	INTI College	Pernec	UEM Group
Chuan Huat Resources	IOI Group Corporation	Perodua	UITM
Chubb Insurance	IPG Mediabrand	Petronas	UKM Group
CIDB	Iskandar Investment	Pfizer	UMW Group
Cigna International Health Services	Jobstreet Malaysia	Pharmaniaga	United Overseas Bank (UOB)
CIMB Bank	Johnson Controls	PHHP Marketing	UOA Group
Cisco Systems Malaysia	Johor Corporation	PLUS	VADS
Citibank Malaysia	Johor Port	Pokka Ace	Vale Malaysia
ClubMed	Jotun Paints	Polyplastic	ViewPoint Research Corporation
Columbia Asia	Juritech	Pos Malaysia	Volvo Malaysia
Continental Tyre PJ Malaysia	KDU College	PPG Coatings	Wasco Berhad
Credit Guarantee Corporation	Kementerian Kesihatan Malaysia	Prasarana	Watco
CTOS Data System	Kementerian Pelajaran Malaysia	Primer Kenrich	Watsons Personal Care Store
Cuckoo	Kenanga Investment Bank	Prince Court Medical Centre	Weir Minerals
Cycle & Carriage	Kerry Ingredients	Prokhas	Western Digital
Daikin Refrigeration Malaysia	Khazanah Nasional	Prometric Technology	Wilmar
Danone Dumex	KLK Oleo Group	ProMinent Fluid Controls	WISE Payments
DayThree	KPJ Healthcare	ProtectHealth Corporation	Worldline
DagangNet Technologies	KPMG Malaysia	Proton Holdings	X-FAB Sarawak
Decathlon Malaysia	Kumpulan Wang Persaraan (KWAP)	Prudential	Yeo Hiap Seng (Yeo's)
Dell Asia Pacific	Kumpulan Wang Simpanan Pekerja (KWSP)	Public Bank	YTL Corporation
Dhiraagh Maldives	Kuwait Finance House	QES Group	Zakat Selangor
DHL Group	Lee Kum Kee	QSR Brands	Zenith Media
Digi	Lembaga Hasil Dalam Negeri (LHDN)	Reckitt Benckiser	Zuellig Pharma
DRB Hicom	Lembaga Tabung Angkatan Tentera (LTAT)		Zurich Insurance

**For more info and  
Registration Form,  
please contact:**

**03-7728 2623 or**

**e-mail to:**

**info@atcen.com**

---

**For Office Use Only**

Corporate Sales Consultant:

Invoice Number:

Invoice Date:

---

---

---



facebook/ATCEN



atcen.group



603-77282623



info@atcen.com