

## Factsheet: Company Profiles

### NewGens: Cutting Hiring Time in Half with IMDA's GenAI Sandbox

1. NewGens is a local consultancy firm with over two decades of experience serving the financial services sector in areas such as business continuity, anti-money laundering (AML), and risk management.
2. Their hiring process was previously too time-consuming — screening large volumes of resumes often delayed timely engagement with candidates and led to missed opportunities with quality ones.
3. Through **IMDA's GenAI Sandbox**, NewGens adopted a GenAI-powered talent acquisition tool to automatically screen resumes and identify top candidates based on relevant skills and experience. The tool applied consistent and data-driven criteria to mitigate bias during candidate screening, as well as improved candidate engagement through personalised responses and faster turnaround times.
4. Since the implementation, they have improved their hiring efficiency by 50%, speeding up recruitment which allowed hiring managers to focus on higher-value work.
5. Having seen the positive impact, NewGens is now exploring more ways to harness AI/GenAI to drive business growth.

## **Nanyang Inc: Transforming Event Logistics with IMDA's GenAI X Digital Leaders Initiative**

1. Founded in 1965 as a local logistics service provider for events, Nanyang Inc is reinventing itself as a tech-driven leader in Singapore's event logistics sector.
2. Frustrated by fragmented systems, manual inventory tracking and management, and slow customer responses, Nanyang Inc turned to Gen AI—first testing a customer-service chatbot that cut handling time for website inquiries by 82%, through the support of IMDA's GenAI Sandbox Programme.
3. Impressed by these results, Nanyang Inc leveraged IMDA's GenAI x Digital Leaders initiative, gaining access to Tech Giants' expertise and resources to further deepen Gen AI usage. Through the initiative, Nanyang Inc worked with Google and Tridioriana tech consultancy firm, to develop **AutomateAI** — a unified platform powered by Google's Vertex AI and BigQuery. AutomateAI uses AI agents to automatically handle tasks that previously required manual coordination across multiple departments.
4. By leveraging this technology, Nanyang Inc slashed order-processing time by 67%, saved 850 man-hours a month and boosted customer retention by 65%, delivering a 257% ROI in its first year.
5. Building on the success of AutomateAI, Nanyang Inc plans to expand its AI suite to include generative models for 3D impressions and drawn-to-scale mock-ups, enabling them to streamline workflows further.

### **Thomson Medical: Building Capabilities Through IMDA's Digital Leaders Programme**

1. Thomson Medical is one of the major private providers of healthcare services for women and children in Singapore.
2. Thomson Medical was able to accelerate its digital transformation journey, with support from **IMDA's Digital Leaders Programme**, to achieve its aim of seamless patient care experience and operational efficiency.
3. The organisation deepened internal digital capabilities by hiring skilled talent and collaborating with technology partners to implement digital initiatives, while leadership also attended IMDA's Masterclasses to gain knowledge and know-how in leading digital transformation across the organisation.
4. To relieve administrative stress on operations, they developed an automated discharge solution that leveraged GenAI to consolidate information from medical records and treatment notes, draft discharge and care summaries, and create personalised care plans for patients.
5. The solution is expected to save 20 minutes for time taken per patient discharge, and uplift revenue by 5% as a result of improved post-discharge engagement.
6. This is a great example of a healthcare provider adopting just the right digital tools to make a big difference to operations and patient experience.

## **Foodpanda: Pivoting from Pharmacist to Software Engineer with the PowerUp Tech Traineeship Programme**

1. Mr Lim Ying Fu, a pharmacist with four years in healthcare, faced the challenge of pivoting to software engineering with no formal programming qualifications or coding background.
2. Determined to embrace the tech industry's learning curve, Ying Fu applied to **foodpanda's PowerUp Tech Traineeship programme in 2023.**
3. The intensive six-month programme combined three months of classroom training with three months of hands-on experience in foodpanda's Payment Integration team, where he deployed new system features, diagnosed technical issues, and implemented testing protocols.
4. Ying Fu's end-to-end ownership of tasks earned him recognition and a permanent position as Backend Engineer I with foodpanda.
5. He has since been promoted to Backend Engineer II, demonstrating successful career progression from healthcare to tech through the traineeship programme.