ANNEX A.1-7: Factsheets on game-changing solutions and strategic collaborations announced at NCS Impact 2024

AI-Digital Resilience Matrix for Strategic Roadmap Planning
1. NCS unveils the AI-Digital Resilience (AI+DR) Matrix to enable organisations to build a strategic roadmap that enhances both AI and digital resilience concurrently (refer to **Annex A.1** for more information).

AI and Digital Resilience Solutions and Accelerators
1. NCS introduces Polaris DR, a solution for organisations to assess their digital resilience across five key areas of cybersecurity, data governance, infrastructure scalability, application robustness and operational responsiveness (refer to **Annex A.2** for more information).

2. NCS introduces five innovative and repeatable Industry Business Solutions (IBS) embedded with NCS AI Accelerators, leveraging NCS' track record, industry knowledge and regional strength to accelerate AI deployment across industries (refer to **Annex A.3** for more information).

Strategic Partnerships to Drive AI+DR Adoption
1. Partnership with Amazon Web Services (AWS) to launch Generative AI Centre of Excellence (CoE) for Public Good leveraging AWS's Generative AI Innovation Centre (GenAIIC) Partner Innovation Alliance global programme. The initiative aims to envision, scope, and accelerate public sector solutions built on AWS (refer to **Annex A.4** for partnership details with AWS).

2. NCS is collaborating with Dell Technologies (Dell) to leverage Dell AI Factory with NVIDIA as an early adopter in Asia Pacific and Japan, to enable clients to turbocharge their Generative AI projects in a modular manner (refer to **Annex A.5** for collaboration details with Dell).

3. First-in-Asia partnership with Schneider Electric to deliver end-to-end sustainability offerings and AI-enabled solutions. Clients will benefit from a holistic suite of green offerings including education, consulting, solutions and services (refer to **Annex A.6** for partnership details with Schneider Electric).

4. Partnership with Income Insurance to extend location-based, hourly travel insurance on the NCS Breeze app for enhanced transport journeys. Policyholders can access an in-app module for accident reporting and contact Income Orange Force for assistance. The app will also be able to provide location-based recommendations for Income Insurance's pay-per-hour travel insurance to travellers for short trips to nearby countries (refer to **Annex A.7** for partnership details with Income Insurance).

For more information about NCS Impact 2024, please visit ncsimpact.co.

ANNEX A.1

NCS launches AI-Digital Resilience (AI+DR) Matrix to drive AI adoption and digital resilience

1. NCS unveils an AI-Digital Resilience (AI+DR) Matrix to assist organisations in building a strategic roadmap and navigating both dimensions of AI adoption and digital resilience in a constantly shifting AI environment.

2. The exponential growth in AI research and applications has led to an increasing need for organisations to build digitally resilient AI systems that are secure, ethically sound, and capable of performing consistently at scale. It is vital for organisations to adopt a balanced approach to AI development by not only harnessing the innovative potential of AI technologies but also ensuring their integration within robust digital frameworks.

3. By expanding AI capabilities and building strong digital resilience, organisations can unlock new sources of business value through improved efficiency of internal processes, differentiation of service and product offerings, and enhanced customer experiences.

4. The AI+DR Matrix categorises organisations' AI adoption and digital resilience maturity levels into four distinct quadrants:
   - **Missed Opportunity:** Strong digital resilience foundations but not fully leveraging AI to drive innovation and growth.
   - **AI Dust:** Risk falling behind due to inability to harness AI or maintain robust digital operations.
   - **House of Cards:** Achieved short-term gains but are vulnerable to disruptions due to weak digital resilience foundational systems.
   - **Game Changer:** Well-positioned for sustainable leadership and innovation in AI.

5. NCS is also collaborating with a leading ICT market research firm to develop a self-assessment diagnostic tool based on the AI+DR Matrix for organisations to evaluate their AI readiness. This diagnostic tool covering the various dimensions of AI adoption and digital resilience will enable organisations to assess their current digital resilience and AI maturities, identify gaps, and prioritise areas for improvement. This tool is expected to be available in the second half of 2024.

6. NCS will continue providing value to clients through its AI strategy, building on its deep industry domain knowledge and operational experience, portfolio of accelerators, methodologies encapsulating its best practices, global delivery capabilities, commitment to upskilling its workforce and its strategic partnerships with global players.

ANNEX A.2

NCS announces Polaris DR to assess and strengthen digital resilience

1. NCS introduces Polaris DR, a solution for organisations to assess their digital resilience across five key areas of cybersecurity, data governance, infrastructure scalability, application robustness and operational responsiveness.

2. Recognising the critical need for organisations to strengthen digital resilience to achieve sustainable growth and innovation in a complex environment, Polaris DR aims to create a strong foundation for enterprises for their digital transformation.

3. NCS will use its industry expertise and experience in large-scale implementations and operations to perform a thorough resilience assessment on organisations' current application systems, data management, technology infrastructure, cybersecurity practices, and IT operations. NCS experts will propose a tailored improvement plan to address vulnerabilities and implement solutions, enabling organisations to achieve their objectives.

4. Organisations can expand their AI adoption swiftly and effectively, reducing downtime and preserving customer trust. Additionally, they will be able to enhance their readiness to meet changing regulatory compliance standards.

5. NCS has intensified its efforts to enable clients to enhance resilience in critical areas like payment gateways and infrastructure, thereby reinforcing and securing their business foundation.

ANNEX A.3

NCS introduces five Industry Business Solutions (IBS) to accelerate AI deployment

1. NCS is bringing together its comprehensive capabilities, industry knowledge and regional strength to launch Industry Business Solutions (IBS), a suite of tailored solutions for various industries and applications, embedded with NCS AI Accelerators.

2. Aimed at addressing industry challenges while leveraging existing platforms, these five innovative and repeatable IBS will enable faster deployment of AI-powered solutions in enterprise systems.

3. NCS' IBS accelerates AI deployment in three key areas currently: customer / citizen experience, workforce productivity, and software engineering.

4. The diverse solutions include:
    *   **Customer / citizen experience**
        o   **AI-powered contact centre**: Use Gen AI to deliver faster and more accurate responses to customers with contextually relevant data to contact centre agents during live calls, increase agents' productivity with high accuracy live call transcription and automatic AI-generated call summaries immediately after a customer engagement.
    *   **Workforce productivity**
        o   **AI career advisor**: Job-matching platform using AI to detect underlying competencies and account for career aspirations to identify suitable roles. Supports HR to better manage talent pools and increase placement rate.
        o   **Immersive command centre**: Immersive virtual mission room that uses multi-modal AI to allow multiple parties to collaborate on operations and investigations, integrating live video, mapping data and intelligent recommendations to aid in understanding complex situations and threats.
    *   **Software engineering**
        o   **Airport runway object detection system**: Enhance safety for aircraft takeoff and landing on airport runways with advanced video analytics models that take into consideration airport environmental conditions and detect object debris on runways as small as 4cm.
        o   **Video & sensemaking platform**: Video intelligence platform for large scale video management and real time analytics, transforming operations with enhanced situational awareness, increased efficiencies and automation in areas such as visual inspections and workplace safety.

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ANNEX A.4

NCS partners AWS to launch Generative AI Centre of Excellence (CoE) for Public Good in Asia Pacific

1. NCS is collaborating with Amazon Web Services (AWS) to launch its inaugural Generative AI Centre of Excellence (CoE) for Public Good. This CoE leverages the AWS's Generative AI Innovation Centre (GenAIIC) Partner Innovation Alliance global programme, marking a significant milestone in NCS' long-standing collaboration with AWS. NCS has increased the number of AWS-certified individuals by 40% since 2022 and has over 500 AWS-certified NCS employees as of early 2024, aligned with the company's efforts to grow its Generative AI talent pool.

2. Clients in the public sector are faced with complexities in developing complete and integrated Generative AI solutions with their existing IT systems. Public sector agencies routinely handle large datasets such as policy details, trade statistics and citizen cases, therefore there is a need to better organise and structure data to facilitate the use of Generative AI services. In doing so, it is also important to implement strong guardrails and ethical standards when implementing Generative AI solutions.

3. To address these challenges, NCS will combine its deep expertise in designing and implementing technological solutions in the public sector with AWS's Generative AI services, leveraging AWS's team of strategists, applied scientists, engineers, and solutions architects, to accelerate adoption of Generative AI solutions amongst public sector agencies in Singapore and the wider Asia Pacific region.

4. Examples of NCS solutions include:
   - A virtual contact centre assistant to provide public service officers with personalised, natural responses across multiple policy data sources.
   - A hyperlocal speech-to-text transcription and smart summariser that enhances productivity by automatically transcribing conversations in real time and developing a post-call summary.

5. AWS and NCS will collaborate to securely deploy Generative AI for government use cases while mitigating risks. Key focus areas include ensuring secure data pipelines, model integrity, and the processing of sensitive data. NCS will develop scalable Generative AI-powered industry solutions and accelerators for public sector agencies. This includes technical code templates and user guides for Generative AI application deployment, such as creating internal employee productivity tools.

6. Public sector agencies can work closely with AI experts from NCS and AWS to experiment with Generative AI using services such as Amazon Bedrock[1], define roadmaps to navigate technical challenges, develop proofs of concepts, and scale solutions. With NCS, agencies can experiment with Amazon Q Developer, a service that assists developers with coding, troubleshooting, security scanning, and fixes, to increase productivity. NCS' business analysts have experimented with Amazon Q Developer to summarise insights using natural language, delivering time savings of around 28%[2].

About Amazon Web Services

Since 2006, Amazon Web Services has been the world's most comprehensive and broadly adopted cloud. AWS has been continually expanding its services to support virtually any workload, and it now has more than 240 fully featured services for compute, storage, databases, networking, analytics, machine learning and artificial intelligence (AI), Internet of Things (IoT), mobile, security, hybrid, media, and application development, deployment, and management from 105 Availability Zones within 33 geographic regions, with announced plans for 21 more Availability Zones and seven more AWS Regions in Malaysia, Mexico, New Zealand, the Kingdom of Saudi Arabia, Taiwan, Thailand, and the AWS European Sovereign Cloud. Millions of customers—including the fastest-growing startups, largest enterprises, and leading government agencies—trust AWS to power their infrastructure, become more agile, and lower costs. To learn more about AWS, visit aws.amazon.com.

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[1] A fully managed service that offers a choice of high-performing foundation models (FMs) from leading AI companies
[2] https://aws.amazon.com/q/customers/#Amazon_Q_Developer_customers

ANNEX A.5

NCS collaborates with Dell Technologies for Dell AI Factory with NVIDIA in Asia Pacific and Japan

1. NCS is collaborating with Dell Technologies to leverage Dell AI Factory with NVIDIA as an early adopter in Asia Pacific and Japan to further accelerate adoption of Generative AI solutions by enterprises in the region.

2. The Dell AI Factory with NVIDIA integrates Dell's leading AI portfolio with [NVIDIA AI Enterprise](#) software platform, underpinned by NVIDIA Tensor Core Graphics Processing Units (GPUs), NVIDIA Spectrum-X Ethernet networking fabric and NVIDIA Bluefield Data Processing Units (DPUs). Through the Dell AI Factory with NVIDIA, clients can have access to integrated capabilities tailored to their needs or pre-validated, full stack solutions to get them started on AI use cases that require accelerated performance like retrieval-augmented generation (RAG), model training, and inferencing.

3. NCS will be an early adopter with whom clients can explore solutions through the Dell AI Factory with NVIDIA. This collaboration will also cement NCS and Dell's commitment to utilising their combined expertise in Generative AI and industry coverage to simplify clients' AI adoption journeys and enhance proof of concept (PoC) efforts. Clients will then be able to explore customised and pre-validated solutions to turbocharge their Generative AI projects in a modular manner.

4. NCS' strategic collaboration with Dell is an extension of an MoU announced in September 2023 to bring on-premises localised secure Generative AI solutions to enterprises across Asia Pacific and Japan. The continued collaboration offers enterprises significant benefits such as control over AI models and data usage, securing data privacy, and elevating workflow automation.

5. Dell will be investing in resources and providing comprehensive training to enhance NCS employees' competencies and better support clients on their PoC needs and Generative AI projects. With this collaboration, clients will have access to NCS and Dell's Container Specialists, Data Scientists, Machine Learning Engineers, Software Developers, Domain Experts, DevOps Personnel, and Ethics/Compliance Specialists. These professionals will bring their expertise and best practices to assist clients in building and integrating AI solutions within their existing infrastructure, software systems, and workflows.

6. The Dell NVIDIA AI Factory allows the use of advanced compute power consisting of the following to handle large-scale AI deployments:
   - Dell PowerEdge XE9680L server offering direct liquid cooling and eight NVIDIA Blackwell Tensor Core GPUs for fast processing of AI workloads in a compact form factor.
   - Dell also delivers the industry's densest and energy efficient turnkey rack-scale solutions to accelerate large Blackwell GPU deployments for AI.
   - Dell NativeEdge is the first edge orchestration platform that automates the delivery of NVIDIA AI Enterprise software, including NVIDIA NIM (NVIDIA Inference Microservices). Developers and IT operators can now easily deploy AI applications and solutions at the edge.

About Dell Technologies
Dell Technologies (NYSE: DELL) helps organisations and individuals build their digital future and transform how they work, live and play. The company provides customers with the industry's broadest and most innovative technology and services portfolio for the AI era.

NCS is Schneider Electric's first-in-Asia partner to jointly provide holistic sustainability offering including AI-enabled solutions

1. NCS is collaborating with Schneider Electric as the first-in-Asia partner under Schneider's Sustainability Partner Program to jointly provide clients end-to-end sustainability offering and AI-enabled solutions, empowering governments and enterprises to accelerate sustainability progress. The solutions will range from audit and consulting to implementation and management, including data centre infrastructure management.

2. According to the National Business Survey 2023/2024 conducted by the Singapore Business Federation, three quarters of local businesses have implemented or plan to implement at least one ESG (Environmental, Social & Governance) area in their business. However, companies said they needed support including improved clarity on ESG metrics for reporting (66%), and access to technology for ESG tracking and measurement (62%).[3]

3. Through the collaboration, NCS and Schneider Electric aim to increase access to technology solutions for sustainability in Singapore. They will leverage joint deep expertise to enable clients to address higher density computing demands from Generative AI workloads and meet emissions compliance requirements such as through cooling systems for GPUs and CPUs.

4. They will also enable clients to assess and understand their current carbon footprint within six weeks approximately and create an action plan for carbon reduction. Through their Sustainability School, Schneider Electric will provide over 30 programmes, training, and workshops to NCS employees and clients to build their sustainability knowledge and skill.

5. Some examples of AI-enabled solutions that clients will be able to tap into include:
   - Aggregation of enterprise-wide energy and sustainability data in a single, cloud-based platform and transforms it into actionable insights.
   - Dynamic control of on-site energy resources and reduction of CO_2 emissions.
   - Deployment and management of Machine Learning-based applications at the industrial edge.

6. As a result of this collaboration, organisations will gain access to a holistic suite of Green offerings including consulting, technology solutions & services and education, which support the reduction of organisations' carbon footprints, as they progress towards the Singapore Green Plan 2030 and Net Zero goals.

About Schneider Electric

Schneider's **purpose is to create Impact** by empowering all to **make the most of our energy and resources**, bridging progress and sustainability for all. At Schneider, we call this **Life Is On**.

Our mission is to be the trusted partner in **Sustainability and Efficiency**.

We are a *global industrial technology leader* bringing world-leading expertise in electrification, automation and digitization to smart **industries**, resilient **infrastructure**, future-proof **data centers**, intelligent **buildings**, and intuitive **homes**. Anchored by our deep domain expertise, we provide integrated end-to-end lifecycle AI enabled Industrial IoT solutions with connected products, automation, software and services, delivering digital twins to enable profitable growth **for our customers**.

We are a **people company** with an ecosystem of 150,000 colleagues and more than a million partners operating in over 100 countries to ensure proximity to our customers and stakeholders. We embrace **diversity and inclusion** in everything we do, guided by our meaningful purpose of a **sustainable future for all**.

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[3] https://www.sbf.org.sg/docs/default-source/advocacy-policy/sbf-research-reports/nbs-2023-2024---final-report-(final-version).pdf?sfvrsn=8c6eb618_1

ANNEX A.7

NCS' Breeze partners Income Insurance to enhance transport journeys

1. NCS is partnering with Income Insurance to provide enhanced transport journeys for motorists in Singapore through Breeze, its innovative mobile app. Breeze delivers real-time contextually relevant information to drivers. Through the collaboration with Income Insurance, motorists will have access to timely assistance and improved customer experience.

2. The enhanced accident reporting functions include an in-app module for accident reporting, and call assistance to Income Orange Force, Income Insurance's accident response team. These new features are made available only to motor insurance policyholders of Income Insurance.

3. Additionally, users of Breeze will receive location-based recommendations for Income Insurance's FlexiTravel Hourly Insurance offering through the Breeze app when entering nearby countries at Singapore immigration checkpoints and ferry terminals. This provides travellers the flexibility to opt for pay-per-hour travel insurance from as low as S$0.30 per hour, with a minimum 6-hour block and the option to add per-hour travel insurance after.

4. The partnership with Income Insurance lays the foundation for future use of data and AI, such as providing supplementary data of accidents using mobile device sensor analytics. NCS and Income Insurance will also iterate on data models to identify ways to make the insurance claim experience more convenient for motor insurance customers.

About Income Insurance Limited

Income Insurance Limited (Income Insurance) is one of the leading composite insurers in Singapore, offering life, health and general insurance. Established in Singapore to plug a social need for insurance in 1970, Income Insurance continues to put people first by serving the protection, savings and investment needs of individuals, families and businesses today. Its lifestyle-centric and data-driven approach to insurance and financial planning puts the company at the forefront of innovative solutions that empowers the people it serves with better financial well-being.

Additionally, Income Insurance is committed to being a responsible business that champions the environment and builds stronger communities by supporting financial inclusion, education for youth-in-need and seniors' well-being.

For more information, please visit www.income.com.sg.