

KL Top People – May 2009



Nirmala-Dewi Paramaswaran: Welcome to HP Operations and Monitoring Center, located near Kuala Lumpur in Cyberjaya, Malaysia.

LP Wong: *(Super: General Manager, Malaysia, Hewlett-Packard Company)* Because Cyberjaya is actually a planned city — okay, it's got very good infrastructure, it's got parks, it's got good recreational facilities — and it is actually here that encourages what we call the up-and-coming professionals, and create a very conducive environment for the people to work and play, and to live.

S Thilakavathi: *(Super: Operations Manager, Hewlett-Packard Company)* I've lived here all my life and I think it's absolutely great. We're multiracial, multicultural. Our staff is local, mainly comprised of Kuala Lumpur region university graduates. Nearly all our staff have computer science degrees, technical career degrees, or real-world IT professional experience.

Sheelu Sadhwani: *(Super: Manager, Asia Recruitment, Hewlett-Packard Company)* It's the positive image that you have in the market that attracts candidates to work for that company, and HP has that. We support many countries in Asia, so the key thing we look at is people who have IT background and with language skills, and you can find them in Malaysia.

LP Wong: The people are absolutely dedicated. You see a lot of young, energetic engineers who seem to be really, really at ease, working and delivering the quality services that we need.

Nirmala-Dewi Paramaswaran: The thing I like about here, I learn something every day. *(Super: Supervisor, Global Network Operations, Hewlett-Packard Company)* And there's just a lot of senior mentors here that were very helpful, and I appreciate that, and they're still guiding us.

Mohd-Razib Zulkifli: *(Super: UNIX Specialist, Hewlett-Packard Company)* Working in HP allows me to work with the latest technology available in the market. I'm able to work with the latest server model, the latest operating system, and also new technology provided in IT.

Rushan-Iskandar Ahmad: *(Super: Team Leader, Mainframe & Midrange Hosting Services, Hewlett-Packard Company)* Everything that we do here is to the zero-outage mentality.

S Thilakavathi: We take a lot of pride in ensuring that all our tickets are closed at the first instance, in the interaction with the contact center. I love my job, 'cause there's a lot of interaction with people of different levels. It's the people who work with me, who work for me, and it's also the clients that I have to deal with, and that gives a great buzz. So I absolutely enjoy it.

Sheelu Sadhwani: I'm proud of the people over here. Not only they possess the various skills, but they are very positive. They take their work at heart and they ensure that they deliver service on time, according to the SLAs.

LP Wong: EDS, together with HP, is number one in technology hardware services, and brings the power of three point six billion of HP R&D investment, and the innovations of 23 HP labs in seven global locations.

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