

HiTTS Technologies Sdn Bhd

Leading in the Era of Digital Transformation



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Driven by the global push towards an increasingly digital economy, for SMEs to remain competitive, it must move towards embracing digitalization

Since its incorporation in 1997, HiTTS has been providing state-of-the-art IT solutions. HiTTS services include IT solutioning, IT project planning & management, software design, development, software customization and integration.

HiTTS was awarded the prestigious SME Award for "Excellence in Innovation" for the Platinum Business Award 2017

Managing Director of HiTTS, Kong Khai Yeng epitomizes the characteristics of a forward-looking entrepreneur. The inception of HiTTS was based upon his passion & foresight that IT will eventually dominate and transform the way businesses are done. This early venture into IT has continued to produce many innovative solutions, one of which is the development of the recently popular cashless payment solution (e-wallet).

Cashless payment systems to lead the digital trend

Revolutionary technological advancements and exponential increases in computing power have spurred the growth and adoption of cashless payment systems; so much so that all kinds of goods and services can be purchased just by using a mobile phone, ranging from ride sharing, dining, shopping or even the purchase of property.

In only a few short years, China has successfully transitioned from a country that is accustomed to using physical banknotes into a cashless society, and this trend has now also reached Malaysia.

This transition into a cashless society has been inarguably accelerated by the integration of the smartphone as a device of indispensable value to how we conduct our lives.

Kong Khai Yeng believes that there are many benefits in the application of e-wallet software/cashless payment solutions. E-wallets allow users to effectively manage and plan their own finances as it is able to track the usage of funds by keeping records of each transaction automatically.

Encouraged by growing optimism towards a fully cashless society, HiTTS plans to seize this opportunity by investing its resources in developing new innovative solutions for cashless payment (e-wallet).

In 2014, a local manufacturing factory engaged HiTTS' services to develop a cashless payment system to be used within its factory. This system ensures that the thousands of the factory's employees in the factory can make purchases without using physical cash and with the ability to top up when needed. The elimination of use of the physical cash eliminate safety issues connected with carrying cash.

This e-wallet system is highly secured. There is a centralized automatic top-up function. The automatic top-up module is managed by the payroll department, so that the e-wallets of the employee are topped up automatically on a monthly basis by the department. In addition, the employee may perform top-up of their e-wallet using the self-service top-up kiosks. Among other things, the self-service kiosks enable the employees to check their e-wallet balances.

As a company that places customer trust amongst its highest priority, HiTTS solutions are subject to HiTTS stringent disciplined Quality Assurance (QA) testing before delivery to the customer.

One of the hallmarks of HiTTS solutions is its emphasis on ensuring security, control and scalability. HiTTS' solutions are architected to handle high transaction volumes, eg. HiTTS' solutions being used to handling hundreds of bank branches, and at the same time is able to deter fraud.

HiTTS products are also designed and architected to be robust, so that the system will continue to maintain its data integrity in the event of hardware or network failure. All activities are easily traceable, i.e. who does what, where it is done and when it is done. In the event of any failure in any part of the system, including the network, the system will alert the user, and the resulting details of the failure will be captured in the logs for analysis and investigation. HiTTS priority is to ensure high availability to the users. It has in place procedures to respond immediately to customers, if HiTTS' assistance is necessary.

Providing state of the art solutions to the banking industry

HiTTS' core business has been in the provision of software solutions and its related services to the banking industry. Therefore, its solutions are mindful of the requirements on security, control, scalability, high performance, robustness and etc.

In 1997, HiTTS designed and developed its inward cheque clearing solution for the banks. The system is able to automatically verify signatures of cheques at rates of 2,400 to 2,700 cheques per minute. HiTTS inward cheque clearing system has been implemented in a number of banks.

In anticipation of virtual technology being the next trend of the digital revolution, HiTTS has invested significantly in developing its remote virtual banking system, called "Virtual Teller Machine" (VTM). The system has a centralized management and monitoring capabilities.

Increasingly, banks around the world are investing more into technology such as virtual technology, artificial intelligence, automation, and robotics.

By integrating remote virtual teller assistance in the VTM through the use of high-definition video conferencing technology, customers are now able

to have 3A (anywhere, anytime, anyway) access to specified services. The virtual teller assistance is part of implementation of the KYC (Know Your Customer) principle, a requirement of banks to prevent identity fraud.

HiTTS' VTM can be placed at any location where there is network, such as shopping malls, and at any other premises which have the capability to operate 24/7. With this system, it will not only reduce the service cost of the bank, but will also significantly improve the quality of the services to the bank's customers, empowering the customers and giving them new banking experiences.

HiTTS' VTM can be customised for use by telcos, municipalities and other service industries. In addition to offering payment services, the VTM enables the filling of digital application forms and capturing of supporting documents. The idea is to go paperless for the application forms, thus saving on the cost of forms printing and their storage, etc

Looking beyond Malaysia

As an IT company that aims to be at the forefront of the emerging digital trends, Kong Khai Yeng believes in paying more attention to providing quality services and solutions that are cost effective.

"Our aim is to provide customers with comprehensive end-to-end solutions, not something that only appears to look good on the surface. Therefore, in the architecting and designing of hardware and software, I always emphasize to my staff that our solutions reflect our values. Therefore, we are delivering more than just solutions; we are delivering value of integrity and excellence."

HiTTS continually does R&D, so that its solutions will incorporate state-of-the-art technologies as they come into the market place. HiTTS typically works with customers, to advice them about technologies in the market place, to develop and deliver products and services that are tailored to their specific and unique requirements.

HiTTS has the vision to emerge as the preferred IT solution provider for ASEAN companies, providing world-class IT solutions. HiTTS is actively developing more innovative FinTech solutions and to expand its business beyond the banking industry (e.g. SMEs, Telcos, municipalities and other government bodies).

"HiTTS will continually pursue excellence and conceptualization of solutions for development. These solutions will exploit technologies, forming part of its strategies to stay ahead. As to SMEs, HiTTS is looking to engaging with them for the transformation of their business into digital enterprises, enabling them to do more with less through the implementation of world class IT solutions."