



ADVANCING ON OUR DIGITAL TRANSFORMATION JOURNEY

Dear Reader,

ITL embarked on its digital transformation journey back in 2016 with the aim to maintain a competitive stance on the market. This strategic move stems from our aim to continually enhance our customer service standards while at the same time addressing global data security challenges.

From migrating to Microsoft Office 365 (a cloud-based email service that provides augmented email capabilities, advanced security features, mobile device management, collaboration and productivity tools) to embracing Microsoft Azure Cloud to improve our cybersecurity, efficiency, resiliency, flexibility, and scalability, we have come a long way. Subsequently, to enhance our operational efficiency, we implemented the Dilitrust Governance platform and the latest addition to our technological bandwagon is DocuSign - an electronic signature platform that will enhance the overall transactional experience that ITL offers to clients.

We are pleased to share with you our September newsletter which will deep dive into the milestones we have achieved throughout the past year.

Wishing you a great read.

Kind Regards,

Yan Ng
Executive Director at ITL



Microsoft



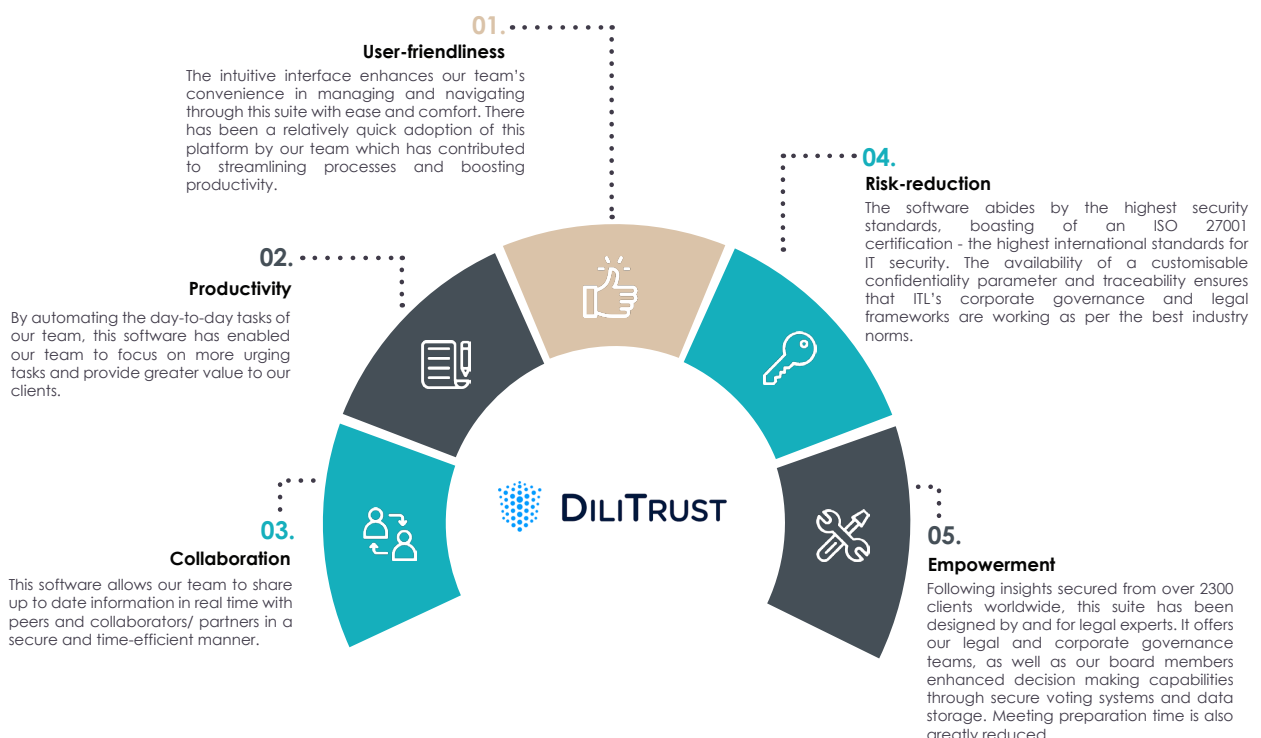
Our journey with Microsoft Azure started back in 2022 when we migrated our whole infrastructural network on cloud. With 100% cloud hosting, we augmented our cybersecurity parameters and ensured that we are protecting our clients' data, have a disaster recovery solution in place to safeguard our applications in the event of a disaster and adopted a solution that is 93% more energy efficient and up to 98% more carbon efficient than traditional data centres.

We have elaborated more on our adoption of Microsoft Azure in our previous newsletter. Should you have missed out on it, you may read it [here](#).

DiliTrust Governance Suite

Our next technology upgrade happened in 2023 with the adoption of the DiliTrust Governance suite which is an all-in-one platform with modules offering our governance and legal teams the opportunity to streamline and automate their activities whilst minimising financial and legal risks.

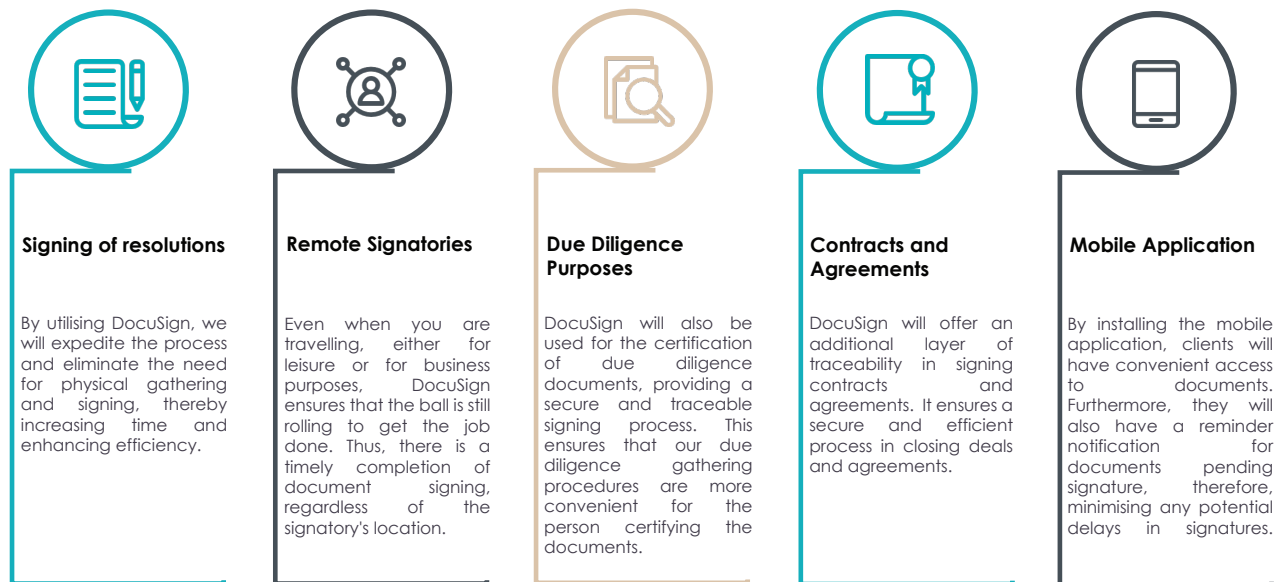
Acclaimed globally for its know-how and cutting-edge expertise in the corporate governance and legal arenas, this platform allows our team to achieve their objectives in guise of regulatory compliance, operational efficiency, legal operations and financial communication within a set period of time. With a positive impact on our bottom-line performance, this enhances our team's productivity and, therefore, allows us more time to focus on how to better serve our clients.



DocuSign

A meaningful advancement on our digital transformation journey is the implementation of DocuSign. An industry-leading electronic signature platform, DocuSign will enhance the overall transactional experience of our clients by streamlining processes and easing the signature of documents whilst ensuring data security at all times.

It's Swift, Secure and Easy



As we continue to tread on our digital transformation journey, we hope that our customer service standards match up to your expectations at all times. Should you have any queries on ITL's technological platform or infrastructure or if you wish to share your feedback with us, please send us an email at info@intercontinentaltrust.com or you may also liaise with your usual contact person at ITL.

For any additional information please contact us.

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