



## **MIMOS collaborates with Dynatrace to enhance digital performance of government projects**

MoU involves knowledge transfer and collaborative business plans for product commercialisation

- Both parties to collaborate on delivering seamless experience in government project implementation
- MoU also includes cross training, research and study visits along joint business development plans

**Kuala Lumpur, 28 July, 2016** – National research and development agency, [MIMOS](#) and Digital Performance Management software company, [Dynatrace](#) have signed a Memorandum of Understanding (MoU) that will enable MIMOS to augment its levels of implementation and digital performance of government projects while enhancing customer experience.

The partnership was announced at Perform Day, Dynatrace's Annual User Conference held today at the Le Méridien, here. The User Conference saw a large customer audience including officials from key government ministries, and focused on the importance of performance management in today's disruptive digital marketplace.

The MIMOS-Dynatrace pact involves exploring the possibilities of technology knowledge transfer and joint-development of new business plans for product commercialisation. The collaboration also entails the exchange of personnel for purposes such as teaching, training and research; for defined periods.

MIMOS is involved in providing end-to-end information technology solutions for various government ministries and agencies.

"Under the leadership of the Ministry of Science, Technology and Innovation, MIMOS will introduce new technologies that have the potential to improve the government delivery system. With MIMOS' experience and use cases in domains such as healthcare, finance and public safety, the Dynatrace tool will assist in speeding up our testing programmes, at the same time reduce cost, as performance issues can be identified upfront rather than discovered later during operations," said Datuk Abdul Wahab Abdullah, Chief Executive Officer of MIMOS Berhad.

"The MoU will pave the way for local talents to be trained on improving application and platform performance, and resolving bottlenecks in solutions for the public as well as private sector, he said.

"It will help build competency in the management of this specialised area, eventually leading to better and faster delivery of government projects," he added.

"We are delighted to partner with MIMOS. MIMOS has been at the forefront of digital transformation in our country and is spearheading Malaysia's national agenda to create a truly digital, innovation economy. This collaboration is yet another validation of our continued success in delivering measurable value and positive outcomes at the speed of business," said Koh Eng Kiong, Dynatrace's Regional Director for ASEAN.

“This collaboration will give us the opportunity to apply state-of-art tools for the early identification of system performance issues in large solution projects undertaken by MIMOS. While MIMOS has the technologies and domain knowledge, we have the tools to assist them in enhancing the performance of their solutions. This means an opportunity for us to participate in more real-world projects,” he said.

“We strongly believe that this partnership will not only help support new government projects undertaken by MIMOS but will also help enhance customer experience on citizen-service websites that would be truly device-agnostic with uniform quality of service. We look forward to working closely with MIMOS to build a revolutionary and robust digital culture and economy for Malaysia,” he added.

Dynatrace solution offers Synthetic Monitoring, Application Monitoring, Data Center Real User Monitoring and User Experience Management capabilities.

The organisation has been named a leader in the Gartner Magic Quadrant for Application Performance Management (APM) for the sixth consecutive year. In Malaysia, the company is currently working with leading organisations such as Employees Provident Fund (EPF), the Inland Revenue Board (LHDN), RHB and Maybank, as well as major telcos, providing them with APM tools.

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### **About Dynatrace**

Dynatrace is the innovator behind the industry's premier Digital Performance Platform, making real-time information about digital performance visible and actionable for everyone across business and IT. We help customers of all sizes see their applications and digital channels through the lens of their end users. More than 8,000 organizations use these insights to master complexity, gain operational agility and grow revenue by delivering amazing customer experiences.

To read more about Dynatrace's leadership in the APM market, [click here](#).

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### **About MIMOS**

MIMOS is Malaysia's Premier Applied Research and Development Centre in Information and Communications Technology, Industrial Electronics Technology and Nano-Semiconductor Technology. As a strategic agency under the Ministry of Science, Technology and Innovation (MOSTI), MIMOS contributes to raising Malaysia's competitiveness by pioneering market creation for Malaysian technopreneurs through patentable technology platforms, products and solutions. Over the past 10 years, MIMOS has filed more than 1000 Intellectual Properties in various technology domains and across key socio-economic areas. Serving a central role in Malaysia's transformation journey and ICT Vision, MIMOS endeavours to create a culture of innovation by nurturing

relationships with internal and external stakeholders, in the spirit of smart partnerships and inclusive growth models and strategies. To learn more about MIMOS, please visit [www.mimos.my](http://www.mimos.my)

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