

# Finding a growth vector with digital solutions

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FROM protecting data to detecting fires and improving energy efficiency, Vector InfoTech offers such a wide range of digital solutions that even its employees have trouble summing up the business.

“Early on, my employees shared with me that they found it difficult to describe to friends and family the exact nature of Vector InfoTech’s business, but I couldn’t understand why,” said founder and chief executive officer Lau Kok Hui.

“After thinking about it, I realised that this could be due to the extensive array of services and solutions we offer.”

Soon after founding Vector InfoTech in 1992, Lau rode on the burgeoning demand for IT services to expand overseas. The company has 15 offices across Asia and the Middle East, with annual revenue of over S\$40 million and over 200 employees.

Growth was particularly brisk during the Covid-19 pandemic. Even though many countries imposed stringent travel restrictions to contain the virus, Vector InfoTech was still able to expand operations thanks to its existing network.

Said Lau: “I believe that the company’s international presence and excellent ability to stay nimble, agile and adapt to the uncertain market conditions were the primary reasons for the company’s continued positive performance and profitability through the difficult period.”

## Evolving with the times

Vector InfoTech takes pride in offering a comprehensive range of products, solutions and services. Its business is divided into four broad pillars: digital solutions; digital infrastructure; cybersecurity; and energy and sustainable technologies.

The company continues to evolve to meet demand. The latest pillar, energy and sustainable technologies, was added because of



Vector InfoTech’s management celebrating the company’s 30th anniversary. From left: Managing director Francis Lau; regional products sales director Lai Yew Yeow; deputy chief executive officer Hii Ding Sin; chief operating officer and chief financial officer Lynn Lau; CEO Lau Kok Hui; and managing director of subsidiary Vector Green Ben Teng.

PHOTO: VECTOR INFOTECH

growing concern over climate change.

Vector InfoTech incorporates digital solutions with energy-related technology to help businesses harness data to reduce their carbon footprint.

For instance, a recent project involved optimising the energy efficiency of air-conditioning in Changi Airport’s Terminal 3. The use of artificial intelligence (AI) in data analytics allowed significant savings in the airport’s air-conditioning bill.

Vector InfoTech is also using AI in video surveillance systems to detect smoke and fire hazards, as well as to keep track of footfall in shopping malls and detect any untoward incidents.

In the not-too-distant future, Lau expects AI to be the fifth pillar for Vector InfoTech.

“Vector InfoTech is very progressive,” he said. “We are constantly evolving and harnessing

the most updated technologies to deliver valued solutions to our clients.”

Though the company deals with cold hard data, Lau adopts a warm approach to management, emphasising open communication with a flat horizontal organisation structure.

## Leadership style

“My leadership style is very friendly. I have never scolded anyone before,” he said with a laugh.

With a workplace culture based on transparency, collaboration and camaraderie, the company aims to foster good relationships between management and rank-and-file employees.

Lau takes a personal interest in employees’ welfare, getting to know them through parties and drinks, and helping to organise family events. Vector InfoTech’s HR department goes the extra mile to support employees who are on

overseas secondment, to ensure their well-being and that of their families.

“From the leadership perspective, it is very important to show the employees that we care for them,” said Lau.

With an eye to nurturing the next generation of leaders, Vector InfoTech also makes it a point to recognise exceptional talents, with clear career progression. Company goals and strategies are conveyed to employees via sharing sessions and dialogues.

## Going further

Vector InfoTech does not merely offer sustainability-related solutions to clients, but also embraces environmental, social and governance (ESG) initiatives.

These include the development of a compact decarbonisation kit that captures data for the continuous monitoring of emissions-related metrics. After internal testing, to guide the company’s own decarbonisation efforts, the kit will be disseminated to clients.

To further fund its expansion, Vector InfoTech hopes to eventually list on either the US Nasdaq or the Singapore Exchange.

It is also looking at acquiring startups and investing in other companies with business synergies, so that it can strengthen and diversify its businesses.

Said Lau: “The goal of every business is to break records annually. Thus, I’m aiming to generate more than S\$100 million in revenue in the next five years.”

As for the longer-term future of the company, he hopes that it will outlast him “for a thousand years and more”.



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