



# Digital Transformation And The Future of Business Registries

Presentation by JARRETT TAN of ACRA SINGAPORE



**TRANSFORMING BUSINESS REGISTRIES FOR THE POST PANDEMIC ERA**  
**21 - 24 SEPTEMBER 2022**

# AGENDA

1. About ACRA
2. External Changes & New Opportunities
3. Digital to the Core, Serving with Heart

A wide-angle photograph of the Singapore skyline, featuring numerous modern skyscrapers and a prominent bridge with multiple arches spanning across a body of water. The buildings are reflected in the calm water. A large white number '1' is positioned on the left side of the image.

1

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## About ACRA

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**VISION**  
*Singapore: The Best Place for Business*

**MISSION**  
*Provide a trusted and vibrant  
business environment in Singapore*

**ACRA**  
ACCOUNTING AND CORPORATE  
REGULATORY AUTHORITY

INTEGRITY • AGILITY • TEAMWORK • PROFESSIONALISM



## What We Do



1

REGISTRY



2

REPOSITORY



3

REGULATOR





2

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## External Changes & New Opportunities

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# External Changes & New Opportunities For Business Registries

Business landscape has been changing rapidly accelerated by COVID-19



# ACRA's Transformation Journey



Value ↗

Time



## LAYING THE FOUNDATION (2019 - 2021)

Key foundational elements of business, organization and technology

- Strategic Business Process Re-engineering
- D3 (Data, Design and Digital) programme (Phase 1) – selected ACRA staff

## TRANSFORMING THE CORE (2022 -2024)

Building key internal capabilities to be digital-to-the-core

- New Business Registry & Regulatory (BR2S) System
- D3 Programme (Phase 2) – All ACRA Staff

## TRANSITIONING TO THE NEW (2025 Onwards)

Consolidation of ACRA's transformation journey, pivoting to the next phase of its future.

A photograph of the Singapore skyline, featuring numerous modern skyscrapers and a bridge over the water. The scene is reflected in the calm water in the foreground. A large white number '3' is positioned on the left side of the image.

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**Digital to the Core,  
Serving with Heart**

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# Digital to the Core • Serving Citizens with Heart

Aligned with Singapore Government's Digital Blueprint to better leverage data and harness new technologies and to drive broader efforts to build a digital economy and digital society, in support of Smart Nation



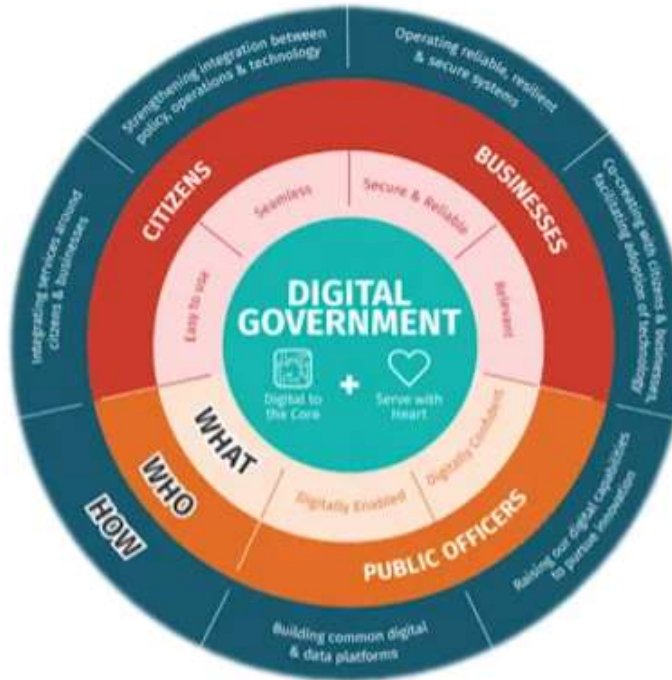
1. Integrating services around citizen and business needs



2. Strengthening integration between policy, operations and technology



3. Building common digital and data platforms



4. Operating reliable, resilient and secure systems



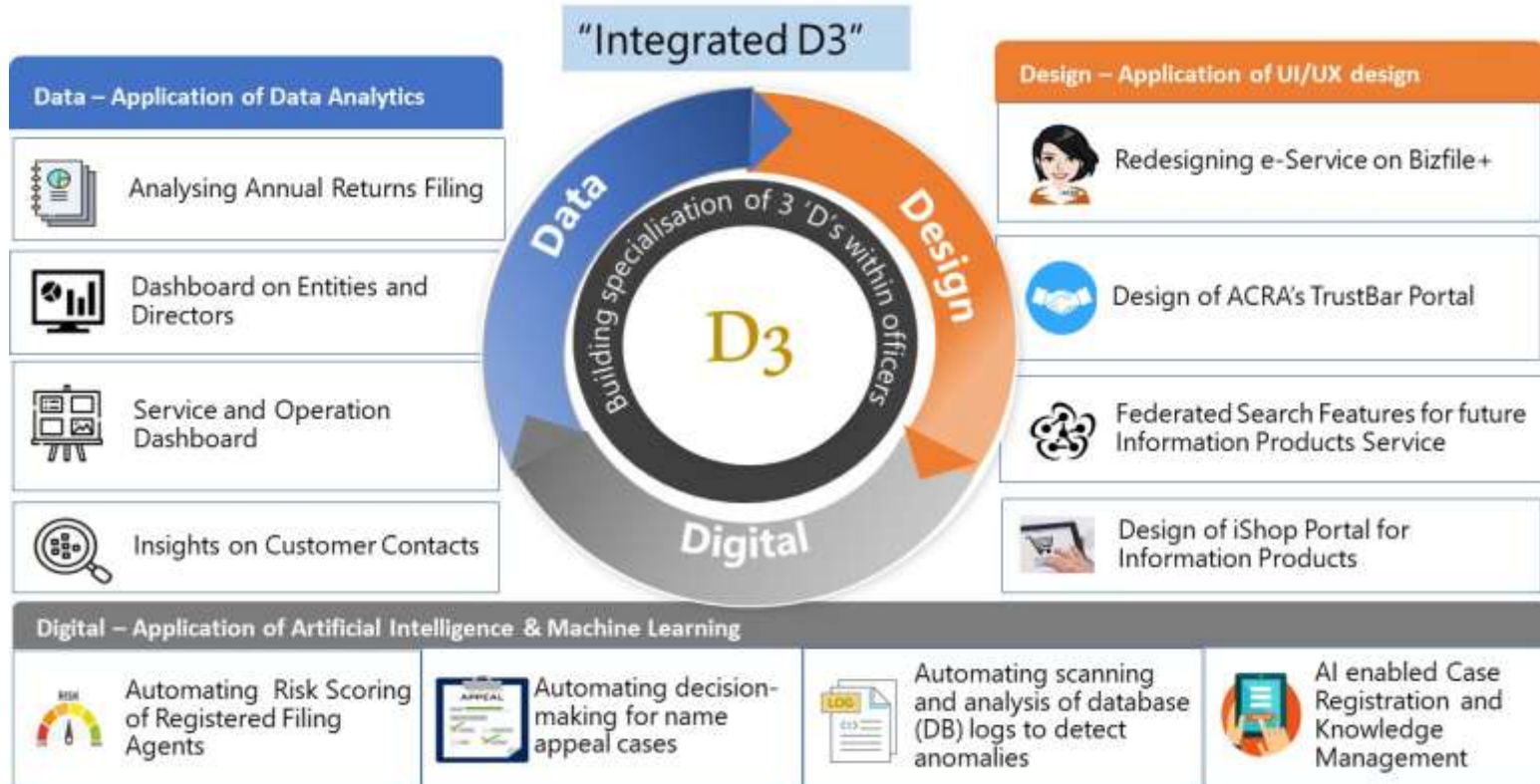
5. Raising our digital capabilities to pursue innovation



6. Co-creating with citizens and businesses, and facilitating adoption of technology

# Building Our Capability in New Skill Sets

Data, Design and Digital roadmap for a Digitally Confident Workforce:  
Encourage practical, team-based learning with business application



# Integrated D3: Data

## *Application of Data Analytics*



**Redesigning our e-service**



**Service and Operation Dashboard**



**Dashboard on Entities and Directors**



**Insights on Customer Contacts**

# Integrated D3: Design

## *Application of User Interface & Experience*



**Helping businesses start fast and right with Smart Assistant**



**Federated Search Features for faster search**



**Verify authenticity and check currency of information products with Trustbar Portal**



**Design of ishop portal with stakeholders' engagements**



# Integrated D3: Digital

## *Application of Artificial Intelligence & Machine Learning*



**Risk Profiling  
of Registered Filing Agents**



**Automated scanning and analysis of  
database (DB) logs to detect  
abnormalities**



**Automated Decision Making  
Of name appeal cases**



**AI enabled Case registration and  
Knowledge Management**

# Building Our Capability in New Skill Sets

## Data



Data Literacy –  
Awareness  
(91%)

Data Analytics –  
Applied  
(15%)

## Design



Foundation UX  
Design  
(65%)

Intermediate UX  
Design  
(24%)

## Digital



Foundation  
(RPA, AI)  
(73%)

Intermediate  
(RPA, AI)  
(70%)

## Number of Projects completed as at FY21 (Cumulative)

Data

**16**

Data projects

Completed Practicum, Proof-Of-Concept, Modelling



Design

**7**

Design projects

Completed Design Challenge and Proof-Of-Concept



Digital

**22**

Digital projects

Completed Proof-Of-Concept for AI/ML, RPA, Blockchain, APIs



# D3

## HACKATHON 2022

DATA DESIGN DIGITAL

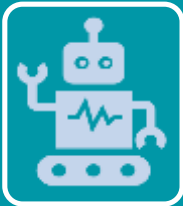
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Welcome to the official site for D3 Hackathon 2022, a competition that converges training and practicum that ACRA officers had gone through under the Data, Design and Digital tracks in FY2021.

Organised by TPG, the D3 Hackathon aims to build a Digitally Confident Workforce through co-creating learning and sharing of D3 capabilities.

# Embarking on Development of Our Mission Critical System (2022 to 2024)



## Digital Technologies

- Robotic Process Automation (RPA)
- Artificial Intelligence (AI)
- Machine Learning (ML)
- Blockchain Technology
- Application Programming Interfaces (APIs)



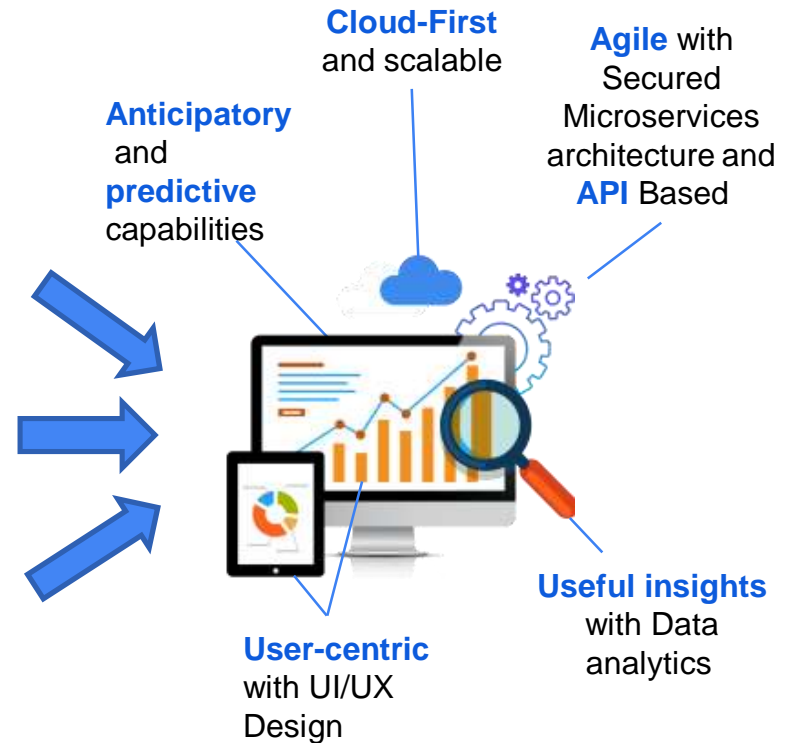
## People Capabilities

- Design Thinking
- Data Analytics
- Domain-Driven Design
- Customer Service Journey Mapping
- UI/UX Design



## Project Management

- Sprints
- Cross-Functional Integration
- Security and Risk Mitigation
- Data Migration
- Change Management and Training





# Future Workplace

*Smart, mobile, Collaborate, nimble...*



**Virtual conferences and meetings**



**Virtual Collaboration**



**Virtual Training**



**Hot Desking, Collaboration workspaces**

# As we continue our transformation journey...



## Future Work

Scale up competencies, learn and apply new skills to change the way we deliver services to customers



## Future Workplace

Dream, Design and Deliver the future workplace.

Transform work culture & processes in new physical and virtual environment



## Future Workforce

Proficient in User Experience Design, Stakeholder Engagement, Data Analytics and Business Intelligence, Business and Tech Partnering



# Future of ACRA



**Service**  
Anticipatory Service & Augmented Filing; “No need for service”



**Compliance**  
Pre-emptive Intervention with Intelligent Analytics



**Process**  
Businesses file **all business data** directly through their natural systems i.e. seamless filing



**Technology**  
Secure cloud architecture with micro-services supported by agile teams



**Support  
Business Vibrancy**



**Simplify  
Compliance**



**Excel in  
Stakeholder  
Engagement**



**Streamline  
Operations**



**Redefined!**





**Thank you**

**Tan\_Soon\_Peow@acra.gov.sg**



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