



Top Glove Corporation Bhd

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PRESS RELEASE

For Immediate Release

TOP GLOVE BECOMES THE FIRST MALAYSIAN RUBBER GLOVE MANUFACTURER TO INTRODUCE DEDICATED CUSTOMER PORTAL

SAP-cloud based portal offers anytime-anywhere-any device accessibility for improved customer experience

Shah Alam, Wednesday, 3 July Top Glove Corporation Bhd (“Top Glove”) today unveiled *TG Customer Connect*, its dedicated customer portal, which went live on July 3, 2019. This represents yet another industry first by Top Glove, which is the only rubber glove manufacturer in Malaysia to introduce a digital cloud-based B2B self-service channel, to better serve its growing international network of over 2,000 customers.

Designed to delight, the portal provides Top Glove’s customers the convenience to engage via a digitally integrated interface. *TG Customer Connect* enables customers to perform tasks such as order tracking, order quantity and amount trend analysis, billing and payment tracking, downloading of test reports and shipping documents, obtaining product recommendations based on order and market trends and inquiry submissions.

On the occasion of the launch, Dato’ Lee Kim Meow, Managing Director of Top Glove Corporation Bhd. said, “We are pleased to debut *TG Customer Connect*. Ensuring our customers are satisfied is very important at Top Glove and we’re always looking for novel ways to serve them better. This portal allows us to stay connected to our customers 24/7 as it is accessible worldwide and works on any device regardless of location and time zone.”

“We would like to congratulate Top Glove on the launch of *TG Customer Connect*. This marks another milestone in our engagements with Top Glove, enabling them to digitally transform their sales and marketing capability as they seek to expand their reach and access to customers. *TG Customer Connect* will better serve customers and manage their cost to serve, both regionally and globally. The platform is more intuitive, leaner and transparent in managing the sales to order lifecycle in Top Glove’s B2B ecosystem”. said Dharmendra Magasvaran, Deloitte Digital Leader for Southeast Asia.

“We are proud to have been given the opportunity to partner with Top Glove to make this unique experience-led B2B commerce proposition a digital reality in the global market. This is also the first implementation of SAP Commerce Cloud for a manufacturer in Malaysia”, he continued.

As Top Glove steadily expands its global footprint, it continues to be on the lookout for creative ways to enhance accessibility for its customers and is embracing digitalisation to support its improvement initiatives.

A total of RM 3.3. million was invested in the development of TG Customer Connect, one of several initiatives Top Glove is embarking on in line with its unwavering commitment to delivering excellence in customer service.

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About Top Glove Corporation Bhd

Top Glove Corporation Bhd is listed on the Bursa Malaysia Stock Exchange Main Board and Singapore Exchange Mainboard. It is also one of the component stocks of the MSCI Global Standard Index, FTSE Bursa Malaysia KLCI Index, FBM Top 100 Index, FBM Hijrah Syariah Index, FBM Emas Index, FBM Emas Syariah Index, and FTSE4Good Bursa Malaysia Index. Top Glove is currently the world’s largest manufacturer of gloves with an established corporate culture and good business direction of producing consistently high quality, cost efficient gloves. Top Glove has over 2,000 customers worldwide and exports to more than 195 countries.

Summary of key information:

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