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**Teknion Furniture Systems adopts online B2C business during COVID-19**  
*HSBC's Omni Collect solution boosts B2C digital transformation across 13 countries in Asia Pacific*

A subsidiary of Canadian-based Teknion Corporation, Teknion Furniture Systems produces most of Teknion Corporation's mid-range products and caters largely to international group customers including multinational corporations, the likes of Fortune 500 list of companies.

In response to the COVID-19 outbreak and the ensuing Movement Control Order (MCO) restrictions in Malaysia, Teknion Furniture Systems quickly moved to digitisation and remodelled its business to also include business-to-consumer (B2C).

As the work-from-home arrangement took effect for most companies during this period, Teknion Furniture Systems took a proactive step by making it easy for its corporate customers' employees to set up a home office by providing the individuals with the option to purchase Teknion's products online.

Given its international clientele, the business needed a reliable payment gateway that can support multiple invoice currency across all 13 countries in Asia Pacific. Additionally, it needed an enriched report to detail the collections by country in order to support its future business plan.

To facilitate all the above, HSBC Malaysia provided Teknion Furniture Systems with Email Payment Link, an online Omni Collect solution customised to fulfill its specific requirements. The bespoke Email Payment Link is HSBC Malaysia's first online Omni Collect solution which opens up payment options beyond Malaysia.

Some of the solution's key benefits to Teknion Furniture System include:

1. The solution has a simple set-up and it is scalable. Teknion Furniture Systems is able to send payment links directly to its customers with just a few simple steps. There is an option to generate thousands of email invoices at one go via bulk payment link. It is able to support unlimited email links.
2. The solution enhances customer experience with a "Pay Now" button in emails to facilitate the payment via online bank transfer, e-wallets and cards (domestic and international).
3. The solution provides a personalised payment page to allow different invoice currencies (such as MYR, USD, SGD), incorporating the Teknion logo and brand.

Essentially, this solution helps to improve cash flow by giving Teknion Furniture Systems' customers a quick and easy way to pay across the Asia-Pacific region. Given time is an essence, Teknion Furniture System wants a simple, secure and quick solution without the need to invest on resource or development of new system. With

the collaboration between HSBC and its authorised vendor, GHLE Payments Sdn Bhd, HSBC managed to deliver the solution within a short span of time.

**Shayan Hazir, Country Head of Global Liquidity and Cash Management, Commercial Banking, HSBC Malaysia** said: “As its main banking partner, HSBC is proud to support Teknion Furniture Systems in its digital transformation initiatives through our comprehensive array of digital offerings. This includes our digital platform HSBCnet and now the Omni Collect solution which is basically a one-stop collections solution designed to simplify and streamline the way businesses collect payments.”

**Vishal Karanwal, Country Head of International Subsidiary Banking, Commercial Banking, HSBC Malaysia** said: “With a solid partnership going back to 1994, we have assisted Teknion Furniture Systems with various financial solutions for its business endeavours throughout the decades. And we continue to provide support during this COVID-19 pandemic to help the company weather the challenging circumstances.”

**Thomas Tan, Chief Financial Officer, Teknion Furniture Systems** said: “The Email Payment Link is easy to use and it can be customised to our needs. We are able to send the payment links directly to our customers via email in their preferred currency value. This has added greater flexibility and improved cash-flow by giving our customers an easy way to pay.”

Teknion boasts a strong presence in ASEAN countries such as Indonesia, the Philippines, Sri Lanka, Thailand, Vietnam, Singapore and Malaysia. Malaysia serves as Teknion’s Asia-Pacific regional office and it is one of its main manufacturing sites.

For more than 130 years, HSBC has played an important role in supporting companies in Malaysia; connecting them to business opportunities and enabling them to thrive in the domestic market as well as the wider ASEAN region. HSBC Malaysia recently won the Asset Triple A ‘Best Payments and Collections Solution’ Award and ‘Best Cash Management Service Provider’ Award for Malaysia. Globally, HSBC was also recognised by Euromoney as the World’s Best Bank for Transaction Services. These achievements are indeed a testament to HSBC leading the way in financial technology and digital innovation.

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**Note to editors:**

**HSBC Bank Malaysia Berhad**

HSBC's presence in Malaysia dates back to 1884 when the Hongkong and Shanghai Banking Corporation Limited established its first office in the country on the island of Penang, with the permission to issue currency notes. HSBC Bank Malaysia Berhad was locally incorporated in 1984 and is a wholly-owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited, founding member of the HSBC Group. In 2007, HSBC Bank Malaysia was the first foreign bank to be awarded an Islamic banking subsidiary licence in Malaysia, namely HSBC Amanah Malaysia Berhad. Today, HSBC Malaysia has a network of 67 branches nationwide, of which 26 are HSBC Amanah Malaysia Berhad branches. HSBC Malaysia offers a comprehensive range of banking and financial services including Islamic financial solutions. HSBC Malaysia has also led innovation in Malaysia by introducing Malaysia’s first ATM and Electronic Touch Banking in the early 1980s. Today, HSBC Malaysia has launched

innovative solutions such as HSBCnet for secure banking for businesses, Trade Transaction Tracker and Facial Recognition on supported mobile phones.

### **The Hongkong and Shanghai Banking Corporation Limited**

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of \$2,956bn at 30 September 2020, HSBC is one of the world's largest banking and financial services organisations.

### **Teknion**

Teknion was founded 35 years ago in Canada and is now one of the world's largest furniture manufacturers. Teknion creates furniture that empowers people through design. Dedicated to innovative and sustainable design, Teknion provides a diverse portfolio of office furnishings, seating, ergonomic accessories and architectural products. The company's versatile and integrated furniture collections support workplace wellness, responding to essential human needs and behaviours. Clients are served through a worldwide network of facilities, showrooms and authorised dealers.

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