



# TECHNOLOGY INNOVATION AND DIGITAL TRANSFORMATION

Amid the sweeping wave of the Fourth Industrial Revolution, technology innovation and digital transformation are not just trends but key enablers for Betrimex to sharpen our competitive edge, optimize operations, and achieve sustainable growth. Betrimex consistently invests in advanced technologies while continuously improving our systems to meet evolving market and societal demands.



Technological enhancement and digital transformation are closely intertwined with the company's economic performance and sustainable development goals, as demonstrated by focusing on:

- Formulating digital transformation strategies
- Investing in advanced technologies
- Developing smart management systems
- Building a digitally proficient workforce
- Fostering a culture of innovation



Key achievements in 2024:

FRM

Reduced **323,124** documents per month

HRM

Reduced **23,254** documents per year

DigiO

Reduced **228,000** documents per year

Sharepoint

Reduced **1,686,494** stored documents per year

## TECHNOLOGY ENHANCEMENT AND DIGITAL TRANSFORMATION STRATEGY

Betrimex's technology enhancement and digital transformation strategy is purposefully aligned with three key pillars of our ESG (Environmental, Social, and Governance) strategy.

### Environmental pillar – Green technology and emission reduction

#### Solution: Carbon emission reduction in IT infrastructure

##### Before implementation

- Operation of multiple on-premise servers with low efficiency resulted in high electricity consumption and substantial CO<sub>2</sub> emissions. It also required significant cooling resources, leading to increased energy use and operational costs.
- IT infrastructure was fragmented across multiple locations, leading to underutilization of resources and challenges in centralized management.

##### After implementation

###### Migration to Cloud platforms (Azure, AWS):

**Optimize resource utilization** by reducing reliance on on-premise data centers.

All core and non-core systems, along with document repositories, have been **migrated to cloud environments**.

###### Server virtualization and consolidation

- Deploy **virtualization technologies** to consolidate multiple on-premise servers into virtual machines (VMs) on shared hardware.
- Reduce the number of on-premise servers and **lower electricity consumption by approximately 60%**.
- **Enhance scalability** (both up and down) based on actual usage, reducing capital expenditures (CAPEX)
- Improve operational efficiency and reduce the energy demand for cooling systems, thereby **cutting energy costs**.



## Process automation

### Solution: Process automation

#### Before implementation

- Heavily relied on printed documents and manual workflows.
- Led to resource waste and negative impacts on the environment.
- Consumed unnecessary energy and reduced overall efficiency.

#### After implementation

##### Implementation of ERP-SAP and Non-Core Systems

- Deployment of the **ERP-SAP Core Finance system** and various **Non-Core systems**, including the FRM system, to manage the entire process from raw material sourcing and procurement, vehicle entry registration at the factory, preliminary processing completion, through to production input stages.
- Implement comprehensive management from raw material sourcing and distribution to production through **SAP Core and satellite systems** such as Farmer Relationship Management (FRM), Warehouse Management (WM), Human Resource Management (HRM), and Customer Relationship Management (CRM).
- Deploy the **DigiO system** to enable digital signing and streamline administrative tasks, including vehicle scheduling, meal ordering, leave applications, and announcements

**Paperless office:** Gradually transition to a paperless office to **reduce paper usage and administrative document storage by 70-80%**. Initial results indicate positive impacts:

- FRM Reduced **323,664** documents per year
- HRM Reduced **23,254** documents per year
- DigiO Reduced **228,000** documents per month
- Sharepoint Reduced **1,686,494** stored documents per year

## Social pillar – Digital transformation for community development

Betrimex applies digital solutions to empower local communities, particularly farmers and traders in Ben Tre province. Through our FRM app, the company:

- Provides a user-friendly interface for **transparent and direct communication**.
- Offers digital literacy trainings to employees, partners, and local stakeholders to **ensure effective use of the technology**.

## Governance pillar – Foundation for transparency, safety, and sustainable development

### Operational process automation and supply chain ecosystem development

- Apply **Robotic Process Automation (RPA)** across administrative, financial, and accounting functions to reduce errors and save time.
- Automate processes across the system to **alleviate the workload** of employees.
- **Improve employee experience** by allowing them to devote their time to higher-value activities.
- Standardize workflows to ensure **transparency and minimize operational errors**.

### Effective IT risk management

- Help the company identify, assess, and mitigate risks related to data security, legal compliance, and technology ethics.
- Implement IT governance standards and processes to safeguard against cyber threats, data breaches, and other technology-related incidents.

### Enhancement of transparency and accountability

- Prioritize transparency in data and AI usage, ensuring these technologies are deployed in a **responsible and ethical manner**.
- Establish monitoring and control mechanisms to enhance accountability in data management and usage.

### Development of a sustainable IT supply chain

- Select responsible IT suppliers and apply environmental protection measures to **reduce the negative impact on the environment**.
- Prioritize IT suppliers that meet ESG criteria, **including the adoption of green technologies, energy efficiency, data protection, transparency, security compliance, community engagement, and sustainable governance**. Ensure that the digital transformation roadmap and objectives are aligned with sustainable development goals to reduce emissions and generate lasting positive impacts.





## VISION AND OPERATIONAL DIRECTIONS FOR 2025–2026

### System optimization

- Optimize all system functions to minimize cost and resource waste.
- Leverage IoT to monitor and optimize equipment performance, reduce downtime, and prevent wasteful resource utilization.
- Develop artificial intelligence (AI) systems to facilitate data provision and centralized analytical reporting through the Lakehouse Data Center and reduce data processing time.

### Risk management and information security

#### COBIT IT Governance Framework implementation

- Develop IT governance policies and processes.
- Establish IT risk management systems to protect customer and partner data.
- Reinforce data security and legal compliance to reduce vulnerability to cyberattacks.

#### Governance

- As part of our IT governance efforts, Betrimex will automate risk management processes, enhance early threat detection, and ensure secure, standardized data storage and retrieval to minimize data loss risks.

### Environmental impact reduction

Collaborate with green computing platforms such as Microsoft Azure Carbon Neutral and AWS Green Energy to cut CO<sub>2</sub> emissions by 50-70% and contribute to Betrimex's commitment to achieving Net Zero emissions for Scope 1 and 2 by 2030.

Reduced

50-70%

tCO<sub>2</sub>e/year