No barriers
to growth

The success of Transcend Solutions is driven by accountability, camaraderie and open communication

BY MEREDITH WOO

Flexibility, value and hard work are central to the growth of any small business. Transcend Solutions' director, Weng Cham Sam adds another core value to the list: a genuine commitment to problem solving.

"It is not just about selling, but being true partners, and helping our clients be profitable and more productive. Our customised IT solutions help our clients grow, and save them time and money," says Mr Sam.

The way Transcend Solutions goes about its role as an information technology solutions provider makes it a favourite among its multi-national customer base, which includes companies in the financial services, security and insurance, banking, manufacturing, retail and logistics sectors.

It specialises in building computer architectures using the secure IBM Power Systems-based Advanced Interactive eXecutive (AIX) operating system, favoured by firms that work in real-time environments around the world. It also offers services such as database management, middleware implementation, security solutions and business continuity planning.

The company's specialist know-how allowed it to cross the million-dollar mark in its first year of operations in 2014. But it is the close-knit firm's attitude to business that has helped it continue to deliver outstanding annual growth.

According to Statista, the business saw primarily organic revenue growth of 423 per cent between 2014 and 2017.

In five years, staff strength has tripled. In June last year, the company was named an IBM platinum partner. It currently runs a satellite office in Kuala Lumpur, Malaysia, and has plans to expand into Indonesia.

Mr Sam attributes revenue growth to a long-term approach: supporting clients and making its service offerings both complete and affordable. This has helped it secure and retain many of its multi-national and enterprise clients.

Transcend Solutions is also a niche business; few companies in Singapore offer AIX-based IT infrastructure solutions, database management and middleware implementations with security as a top priority.

The shared history of the current leadership team is also a big plus – Mr Sam had previously worked with many of them for over a decade, and counts them among his friends. Each member of the team oversees different aspects of the business.

"We can talk about anything under the sun; there has never been a rift among us," he says.

Together, they are determined to see the business succeed. As Mr Sam says: "This has been our 'baby', and we continue to find ways to ensure it reaches new growth milestones."

He highlights other factors that drive the success of Transcend Solutions.

#1 ACCOUNTABILITY
"If you see that your clients are successful, you feel happy because you helped them implement something. For us, our work is not done even though we have inked a deal. Every now and then, we still check in with our clients to ask if there is anything we can do to support them further. Our clients' progress is our report card."

#2 CAMARADERIE
"One person cannot work alone, but if we all put our minds together, that is when things are strong. If we see that a team member needs help, we offer it before he even asks. There is no such thing as "this is not part of my job scope". For instance, although I'm not a technical guy, I will go to the data centre to help engineers physically with mounting servers, cabling and such.

"Whenever there is a project, everyone pitches in. Even if we cannot be of help, we will suggest meeting up for coffee after the day's work is done, or offer moral support.

#3 OPEN COMMUNICATION
"There isn't really a boss-employee relationship, we have a flat hierarchy. How do we integrate newbies into the team? With open arms, and literally no doors. We are all like friends — open to both positive or negative feedback, and of course, ideas.

"With clients, we are also upfront in terms of our capabilities and overall solution offerings. We manage the whole project from end to end."

To find out more about Transcend Solutions, visit www.transcend.com.sg.

Top: Mr Weng Cham Sam, director at Transcend Solutions. Above: Open communication is key to keeping the team tight.
PHOTOS: AILEEN TEO, TRANSCEND SOLUTIONS