

# Enabling Smart Cities

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# 3 GENERATION OF SMART CITIES

Smart Cities 1.0

**Technology  
Driven**

Smart Cities 2.0

**City Driven,  
Technology  
Enabled**

Smart Cities 3.0

**Citizen Co-  
Creation**

*Cohen (2015)*



# MALAYSIA SMART CITY FRAMEWORK

*Derived from Key Urban Challenges*

- Low productivity in the current economy
- Inadequate creation of high value-added jobs
- Low level of readiness to transition to high value-added industries
- Weak development of innovative businesses and Enterprises
- Relatively high crime index
- Increasing demand for healthcare services
- Low internet speed and Connectivity
- Unsatisfactory indoor and outdoor mobile network coverage
- Cyber security threats
- Loss of green area
- Improper solid waste management
- Air & Water Pollution
- Flash flood
- Landslide
- High rate of non-revenue water
- High usage of non-renewable energy
- High carbon footprint
- Lack of public information sharing from government
- Low quality in e-government services
- Lack of information and data sharing in and between government agencies
- Low moral intelligence and low social integrity
- Low skilled manpower and talented human capital
- Lack of harmonious public interactions and community empowerment
- Lack of gender-friendly environment and inclusivity of vulnerable groups
- Low adaptability to emerging Technologies
- Traffic congestion
- Low rail ridership and high private vehicle ownership
- Poor first and last mile connectivity and Accessibility

“There are too many smart city players working in silos, hindering smart city development as a whole”

*Tun Dr Mahathir Mohamad  
Cities 4.0 Conference and Exhibition 2019  
23 September 2019*





# MALAYSIA SMART CITY FRAMEWORK

*Smart City Component to Address The Key Urban Challenges*



Smart Economy



Smart Living



Smart Environment



Smart People



Smart Government



Smart Mobility



Smart Infrastructure



**HOW TO ENABLE THESE SMART CITY SERVICES?**



# TM IN ENABLING THE SMART CITY

## *TM Going Beyond Connectivity*



Smart City



Smart Living  
& Community



Smart Mobility



Smart Industry



Smart Education

### Smart Services



Communication  
Services



Network VAS



Managed  
Security Services



Business Analytics  
& Insight



Managed  
Data Centre



Robotic Process  
Automation



Digital Content  
Management



Cloud Services



Contact  
Centre Facilities

### Integrated Services



Broadband  
& Mobile



SDN, Integrated  
Data & Internet



Global Connectivity



WiFi



Internet Exchange

### Connectivity Services



# Enabling Smart Building

## Customer's Objective:

To have a building that is not just green and sustainable but also makes life easier for the tenants, users and manager





# Enabling Smart Community

## Customer's Objective:

To create a safe and comfortable environment for the residents





# Enabling Smart Village

## Customer's Objective:

A modern village that could uplift the lifestyle socio-economic condition of the villagers







# Enabling Smart Integrated Commercial

## Customer's Objective:

An integrated commercial center for better and easy tenant management





# Enabling Smart Municipal

## Customer's Objective:

To create a municipality that is smart and friendly for the local community





# OUR METHODOLOGY

*Technology should be the last, not the first consideration. Citizen is the first consideration.*

WHAT  
**PROBLEMS**  
ARE WE  
SOLVING?

WHOSE  
**PERSONA**  
ARE WE  
ADDRESSING?

HOW CAN  
THE SMART  
CITY BE  
**SUSTAINED?**

**needs of people**

WHO ARE THE PLAYERS WITHIN THE **EXISTING**  
**ECOSYSTEM** THAT WE CAN LEVERAGE ON?

empower existing players to ensure  
a healthy **ecosystem**

WHAT **TECHNOLOGY** CAN ADDRESS ALL OF THE  
ABOVE CONSIDERATIONS?

the technology choice should enable the  
solution to **intuitively adapt and**  
**respond** to the problem



**“There is no one-size-fits-all solution: becoming smarter mean different things to different cities. Most of all, it is crucial to involve people in the process: there can be no smart city without smart citizens”**

Eurocities (2015), “Ever smarter cities: Delivering sustainable urban solution and quality of life for Europe





# Thank you!

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