

GDEX TO FOCUS ON BOOSTING DIGITAL, TECHNOLOGY CAPABILITIES



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KUALA LUMPUR: Express delivery and logistics services provider GDEX Bhd will put its growth focus on enhancing the digital and technological competencies of the company's new products and business segments.

Group chief executive officer and managing director Teong Teck Lean said the Covid-19 pandemic had brought a more significant focus on the importance of business resiliency and the development of innovative solutions.

He said collaboration between the public and commercial sectors has become critical, and GDEX will ramp up collaboration and partnership activities to bring better solutions to the market.

"We will continue to develop new products aimed at providing comprehensive digital solutions for customers and excellence in service quality in delivering our logistics services.

"Additionally, we aim to build new business segments that will generate additional revenue streams and profit centres by leveraging our supply chain competencies and extensive infrastructure to create a more resilient platform that will drive sustainable growth," he said in the company's annual report filed to Bursa Malaysia.

These growth plans will be supported by strategic investments in the company's core business and the expansion of the company's business and investment portfolio, he said.

He said the GDEX continuously expanded its presence and infrastructure upgrades, with customer access points comprising branches, agents, and Point of Presence growing threefold in FY21 from 450 outlets in FY20.

"We also expanded our logistics fleet and have 1,414 vehicles in service in FY21 from 1,277 vehicles in the previous year.

"The additional vehicles have increased our carrying capacity to 4,442 tonnes per year from 3,905 tonnes previously," he said.

Teong also noted that the company's in-house online shipping platform, myGDEX, has increased adoption among enterprise and ecommerce clients in the financial year 2021 (FY21).

"We intend to roll out myGDEX for the regional markets, starting from Singapore and eventually Indonesia and Vietnam, for customers to harness the benefits of seamless integration and higher efficiency.

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"In 2022, we aim to introduce more new solutions that enable our customers to achieve greater predictability and reliability in last-mile capabilities and innovative products such as insurance and products that address wider pain points. This will also help us grow our reach among small and medium enterprises (SME)," he said.

Teong said moving forward, the metanarrative of the company renewal is captured through the vision of transformation into GDEX 2.0 to become a technology-driven company with a comprehensive regional logistics ecosystem.

"We are confident that the future holds promising growth opportunities for GDEX as we bring innovations through collaborative efforts with stakeholders, collaborating in shaping the company's future," he said.