



**PRESS RELEASE**  
**For immediate release**

**Hong Kong creativity shines through as 13 teams shortlisted for  
JOS Innovation Awards 2018-19**

*Closed door learning and sharing session with JOS, Manulife, Hong Kong Maxim's Group and Sino Group*

**Hong Kong – 8 March 2019** – [JOS](#), a technology solutions provider for Asia's changing environment, and its partners, [Manulife](#), [Hong Kong Maxim's Group](#)<sup>1</sup> and [Sino Group](#) have announced the shortlisted teams in the annual JOS Innovation Awards. At a kick-off ceremony held today, the thirteen teams, numbering over forty students, participated in a learning and sharing session about customer experience challenges found in the technology, insurance, food & beverage services and property sectors.

All those shortlisted can now look forward to the battle round on 12 April 2019 where four teams will walk away with HK\$30,000 each and win a place on the JOS Innovation Awards 2018-19 mentorship programme. Industry pundits from JOS, Manulife, Hong Kong Maxim's Group and Sino Group will provide valuable insights into learning and what it takes to succeed in business together with potentially offering internships.

"This year, the JOS Innovation Awards yet again attracted high calibre entries from students who approached the customer experience theme with great enthusiasm and creativity. There were some amazing ideas put forward and it was very hard to determine the shortlisted entries," said Eric Or, Managing Director, Greater China, JOS. "Today's sharing session allowed executives and students a common platform to voice their thoughts on current and future customer experience trends and how these may be addressed."

The Awards themselves are designed to demonstrate creative thinking and problem solving skills to everyday business challenges. The JOS Innovation Awards 2018-19 attracted over fifty teams of between two and five university students in Hong Kong all examining the customer experience challenge and coming up with solutions for JOS, Manulife, Hong Kong Maxim's Group and Sino Group.

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"Especially impressive was how the entrants highlighted specific issues associated with the insurance sector and showed an understanding of the critical role our agents play in the customer experience journey," said Francesco Lagutaine, Chief Marketing and Experience Design Officer, Manulife Asia. "Manulife is focused on helping people make decisions easier and their lives better and leveraging technology to deliver on this. We're excited to see the ideas the students present after gaining more understanding of our industry and customers."

During the kick-off ceremony, representatives from JOS, Manulife, Maxim's Caterers Limited, and Sino Group took part in a panel discussion on customer experience, the challenges faced, trends and spoke about the JOS Innovation Award submissions. The session also provided the teams with genuine insights and learnings from Hong Kong business leaders in a closed-door setting.

"The customer journey is evolving in an increasingly tech-savvy world where everything is available at our fingertips. This is the same for the food and beverage industry with customers opting for diversity, speed and convenience. This requires innovative ways to understand the customers' decision-making process. We are excited to gain inspiration from all the entries as this brings us even closer to customers and further enhances the overall customer experience," said Louis Mah, Director of Information Technology, Hong Kong Maxim's Group.

"The JOS Innovation Awards entries provide us with valuable insights to keep the customer experience fresh and relevant in the new era, particular at our properties. These enable us to identify areas for improvement and to harness technology to enhance the Sino Experience," said Andrew Young, Associate Director (Innovation), Sino Group.

"There are over twenty thousand students graduating from Hong Kong universities every year who look to gravitate towards companies they perceive to have the strongest brands. This perception is shaped, in part, by the experience they have received as customers. Thus, the customer experience theme has allowed every participant to address issues they have experienced and to find a solution," said Eric from JOS.

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### **About JOS**

With over 60 years' experience in Asia, JOS is a systems integrator, solutions provider and technology consultancy with deep local and industry knowledge and an exceptional ability to execute. With 2,000+ IT professionals working from nine offices across Asia's major business hubs in China, Hong Kong, Macau, Malaysia and Singapore, JOS aims to improve the performance of business and governments across the region by applying the best technology to address their challenges. JOS has extensive experience across a range of industries, more than 10,000 private and public sector customers in Asia, and core capabilities in artificial intelligence, big data, cloud computing, enterprise applications, enterprise security, internet of things (IoT), mobility and next generation infrastructure. JOS is a division of JTH Group, a member of the Fortune Global 500-listed Jardine Matheson Group.

For more information, visit [www.jos.com](http://www.jos.com). Follow us: Facebook ([JOS it solutions](#)), LinkedIn ([JOS](#)) and WeChat ([jos-china](#)).

### **About JOS Innovation Awards**

Founded in 2015, the JOS Innovation Awards aim to inspire, nurture and recognise students in Hong Kong for their smart ideas and innovative thinking in improving industry performance. The JOS Innovation Awards are open to all full-time undergraduate and post-graduate students from local universities and higher education institutions and accepts group applications of two to five members in a team.

JOS is committed to inspire Hong Kong students on the path to make the world a more efficient and better place to live. To date, the JOS Innovation Awards have inspired over 500 Hong Kong university and tertiary education students to go beyond their day-to-day curriculums and create innovative ideas that solve real-world problems.

This is not simply a one-day event, but a holistic programme that expands students' horizons by giving them exposure to the working world and expert mentorship. Under the leadership and guidance of JOS experts, student teams build upon their innovations and hone their presentation skills.

Issued on behalf of JOS by Newell Public Relations.

### **Media contacts:**

Kirby Wong  
JOS Group Marketing  
+852 2880 6273  
[kirby.wong@jos.com](mailto:kirby.wong@jos.com)

Ivan Theodoulou  
Newell PR  
+852 2117 5007  
[ivant@newell.com](mailto:ivant@newell.com)



## JOS Innovation Awards 2018-19 Shortlisted Teams

- 3 Marketers
- Athena
- Finnovate
- Glitter
- Innovators
- Jumpjumpstarter
- MMAD
- Novus
- Pioneer
- Smart-L
- Sporty Teens
- Untitled
- VIP First

### Photo 1:

(From left to right): Glenn Lim, Senior Director, Customer Experience Design and Engineering, Regional Marketing and Experience Design, Manulife Asia;

Hamish Bruce, Asia Head of Talent Acquisition, Manulife Asia;

Patrick So, Senior Manager – Digital Solutions Information Technology, Hong Kong Maxim's Group;

Andrea Leung, General Manager, Leasing Marketing and Promotions, Leasing Department, Sino Group;

Eric Or, Managing Director, Greater China, JOS and

Mark Lunt, Group Managing Director, JOS





Photo 2:

Representatives from JOS, Manulife, Maxim's Caterers Limited and Sino Group took part in a panel discussion on customer experience



Photo 3:

JOS Innovation Awards 2018-19 kick-off ceremony held today

