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Hong Kong ICT Awards 2021: Smart Business Award
Recognises 11 Outstanding Talents for their Creative ICT Solutions
Immigration Department wins Grand Award and Gold Award of "Smart Business (Solution for Business and Public Sector Enterprise)

29 November 2021, Hong Kong – The Hong Kong ICT Awards 2021: Smart Business Award presentation ceremony was successfully held at Theatre 2, Hong Kong Convention and Exhibition Centre today, with eleven outstanding winners being recognised for developing innovative and cost-effective solutions that serve the needs of private and public enterprises.
Immigration Department, The Government of the Hong Kong SAR, the winner of "Smart Business (Solution for Business and Public Sector Enterprise) Gold Award", was conferred the Grand Award of this award category for its "Connecting the Globe with Advanced Technology: Next Generation Electronic Passport System" project.

This marks the 15 consecutive years since Hong Kong Computer Society (HKCS) has been appointed by OGCIO as the host and leading organisation of the 'Smart Business Award'. As the host of this award category, HKCS has played a pivotal role in appraising award entrants for their ability to deploy information technologies for day-to-day 'smart' business application.

Dr. Rocky Cheng, President of the Hong Kong Computer Society expresses his hearty congratulations to all winners. "On behalf of HKCS, I would like to congratulate those award winners for their hard-earned success. They must undergo strict assessment, judgment and inspection, and outperform many other standing creative products. I believe those winners of this year will continue to make substantial contribution to the ICT industry development in the future."

The Smart Business Award category with three different streams: Solution for Business and Public Sector Enterprise, Solution for SME and Big Data and Open Data Applications. There are 11 winners and one Grand Award winner being selected among them.

This year's Grand Award and "Smart Business (Solution for Business and Public Sector)" Gold Award went to "Connecting the Globe with Advanced Technology: Next Generation Electronic Passport System" project by Immigration Department, The Government of the Hong Kong SAR. The system was introduced in May 2019. From application submission, assessment, personalisation to collection, the new system incorporates intelligent and robotic elements in its design to bring brand new self-service experience for the public. The enhanced "Travel Document Submission Kiosk" provides convenient one-stop service by offering functions of form filling, free photo taking and electronic payment. Also, members of the public can easily complete the collection process in a self-service manner by using the new "Passport Collection Kiosk". With manpower savings and improved efficiency under the new system, the application processing time has been significantly shortened by half from 10 to 5 working days, and the application fee has been frozen since 2006.

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List of winners for "Hong Kong ICT Awards 2021: Smart Business Award"

Entry	Organisation	Award
Hong Kong ICT Awards 2021: Smart Business Grand Award		
Connecting the Globe with Advanced Technology: Next Generation Electronic Passport System	Immigration Department, The Government of the Hong Kong Special Administrative Region	Grand Award
Hong Kong ICT Awards 2021: Smart Business (Solution for Business and Public Sector Enterprise) Award		
Connecting the Globe with Advanced Technology: Next Generation Electronic Passport System	Immigration Department, The Government of the Hong Kong Special Administrative Region	Gold Award
Enertainer – Enernet	Ampd Energy	Silver Award
CLP Retail and Catering Coupons Programme – Coupon Redemption System	CLP Power Hong Kong Ltd.	Bronze Award
XenseGate A.I. Face Recognition Access Control System	XenseTech Limited	Certificate of Merit
GoodCloud.xyz	GL Technologies (Hong Kong) Limited	Certificate of Merit
Hong Kong ICT Awards 2021: Smart Business (Solution for SME) Award		
Eats365：The F&B Solution Platform and Ecosystem Powering the Future of Dining	Eats365 Hong Kong Limited	Gold Award
Integrated Digital Solution for "Care and Share" SME Caterers Subsidy Scheme (The Coupon Scheme)	The Hongkong Electric Company, Limited	Silver Award
FreightAmigo - One-Stop Supply Chain Finance eMarketPlace	FreightAmigo Services Limited	Bronze Award
HOUSE101/APS101-All-Round O2O Real Estate Agent Platform	Success Development Information Technology Company Limited	Certificate of Merit
Hong Kong ICT Awards 2021: Smart Business (Big Data and Open Data Applications) Award		
Smart City Management - The Regional Digital Control Centre (RDCC) & AI Platform	Electrical and Mechanical Services Department, The Government of the Hong Kong Special Administrative Region	Gold Award
Data 360	McDonald's Hong Kong	Silver Award

The winner of Hong Kong ICT Awards 2021: Smart Business (Solution for SME) Gold Award was "Eats365：The F&B Solution Platform and Ecosystem Powering the Future of Dining: by Eats365 Hong Kong Limited. It is a cloud-based, end-to-end Food & Beverage solution that simplifies business operations, connects all aspects of a restaurant business and integrates innovative third parties solutions – all under one platform. By implementing new innovations like automation, big data, cloud technology, BYOD services as well as modular solution approach, the system removed the barrier to entry by allowing restaurant owners to pick and choose the products, services, and integrations that matter most to them. This way, each restaurant benefits from a budget-conscious, custom solution that not only scales with them for the future, but is also easy to immediately rollout and master.

Gold Award winner in Hong Kong ICT Awards 2021: Smart Business (Big Data and Open Data Applications) category went to "Smart City Management - The Regional Digital Control Centre (RDCC) & AI Platform" of Electrical and Mechanical Services Department, The Government of the Hong Kong SAR. The RDCC is responsible for remote real-time equipment monitoring, indicative alarm for fault responses and energy management, etc. with the ultimate goal to enhance Electrical and Mechanical (E&M) assets' operational efficiency and environmental performance by Artificial Intelligence (AI) and big data analytics. The RDCC is capable in handling over 600,000 data points from a single building daily with the application of big data analytics and AI, thereby achieving round-the-clock monitoring of E&M facilities and enabling Electrical and Mechanical Services Department team in responding to any emergency issues when necessary. To support the COVID-19 vaccination programme, an E&M monitoring system for community vaccination centres was set up based on the infrastructure of the RDCC and the application of Internet of things (IoT). The system provides real-time monitoring and system fault pre-warning so that the conditions of vaccines and facilities of venues can be ensured.

Mr. Francis Ngai, Chairperson of the Organising Committee of HKICT Awards 2021: Smart Business Award said, "The Hong Kong ICT Awards has been running for over ten years, backed by enthusiastic support from the government, industry associations, professional bodies and the academia. It is wonderful to see the award going from strength to strength over the years, as can be witnessed from the high caliber of entries we have received this year."

Professor Alexander Wai, President and Vice-Chancellor of Hong Kong Baptist University as well as the Chairperson of the Judging Panel of HKICT Awards 2021: Smart Business Award said, "We are extremely pleased to see such strong participation in the Awards this year, especially in the Smart Business Award category. Finally, eleven winners were selected based on their success in meeting five judging criteria, including creativity, functionality, market potential, impact and quality."

Winners in this year's Hong Kong ICT Awards will undergo further assessment by HKCS for nomination into the Asia Pacific Information and Communication Technology Alliances (APICTA) Awards, and represent Hong Kong in competing against other Asian economies.

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As the host of this acclaimed award for over a decade, President of HKCS Dr. Cheng believes that the HKICT Awards play an important role in encouraging local ICT innovations that enhance business efficiency and productivity, ultimately boosting the city's competitiveness.

However, Dr. Cheng emphasises that achieving these objectives will require the continued collaborative efforts of industry, academia and government. "Looking ahead, I believe that our joint efforts will continue to be crucial for encouraging participation on a territory-wide level, and to provide more opportunities for Hong Kong ICT talents to showcase their prowess on the international stage."

For the product summaries of Grand Award and Gold Award winners, please refer to the accompanying Appendix.

About "Hong Kong ICT Awards: Smart Business Award"
The Hong Kong ICT Awards were established in 2006 with the collaborative efforts of the industry, academia and Government. Steered by the Office of the Government Chief Information Officer (OGCIO), and organised by Hong Kong ICT industry associations and professional bodies, the Awards aims at building a locally espoused and internationally acclaimed brand of ICT awards.

The "Hong Kong ICT Awards: Smart Business Award" (formerly known as "IT Excellence Awards") was first established in 1998 by Hong Kong Computer Society, and has become a well-recognised award in Hong Kong. This annual event has become a great platform for encouraging the use of ICT, to stimulate innovation and competitiveness in the ICT industry and to raise public awareness of ICT application development. For more details about the Award, please visit http://www.hkcs.org.hk/ictawards

About the Hong Kong Computer Society (HKCS)
Founded in 1970, the Hong Kong Computer Society (HKCS) is a recognised non-profit professional organisation focused on developing Hong Kong's Information Technology (IT) profession and industry. Their members come from a broad spectrum of Hong Kong's IT community, from corporations to like-minded individuals, all coming together to raise the profile and standards of the IT profession and industry. As a well-established IT professional body, the Society is committed to professional and industry development as well as community services to ensure the IT sector continues to make a positive impact on peoples' lives with three main goals, namely, 1) talent cultivation and professional development, 2) industry development and collaboration, and 3) the effective use of IT in our community. For more details, please visit http://www.hkcs.org.hk.

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Appendix:
Product Summaries of "Hong Kong ICT Awards 2021: Smart Business Award"
Gold Award Winners

**"Hong Kong ICT Awards 2021: Smart Business Grand Award" and "Smart Business
(Solution for Business and Public Sector Enterprise) Gold Award" –
Immigration Department, The Government of the Hong Kong SAR.
"Connecting the Globe with Advanced Technology: Next Generation Electronic Passport
System"**

To continue issuing highly secure electronic passports so as to bolster overseas authorities'
confidence in granting HKSAR passport holders visa-free access, and to optimise the entire
process of application and collection, the Immigration Department (ImmD) introduced in May
2019 the" Next Generation Electronic Passport System".

From application submission, assessment, personalisation to collection, the new system
incorporates intelligent and robotic elements in its design to bring brand new self-service
experience for the public. The enhanced "Travel Document Submission Kiosk" provides
convenient one-stop service by offering functions of form filling, free photo taking and electronic
payment. Also, members of the public can easily complete the collection process in a self-service
manner by using the new "Passport Collection Kiosk". With manpower savings and improved
efficiency under the new system, the application processing time has been significantly shortened
by half from 10 to 5 working days, and the application fee has been frozen since 2006.

To support the development of Hong Kong Smart City, the ImmD has also incorporated the" e-
ME" form-filling function of" iAM Smart" into the online application process, making the process
fast and simple by automatically filling in personal particulars for the public.

Comments from Judging Panel:

The Hong Kong SAR next generation electronic passport system has not only used the latest
counterfeit prevention measures in the production of the passports, most importantly, it is using
advanced technologies including AI in the processing of passport applications to significantly
reduce the need for human intervention. Around 80% of the passport applications (new and
replacement) can be processed automatically. The time, effort and cost savings are very substantial.
Over 700 thousand passports have been issued under this new system.

The self-service kiosks for application and pickup of passports are well received by the community.
It is an excellent example for the progressive and responsible use of technologies in the
government sector in Hong Kong. This system has drawn international attention as a prime model
for passport issuance.

Hong Kong ICT Awards 2021: Smart Business (Solution for SME) Gold Award
Eats365 Hong Kong Limited
Eats365: The F&B Solution Platform and Ecosystem Powering the Future of Dining

Founded in Hong Kong where the culinary scene is demanding and quick-paced, Eats365 understands how important it is for restaurants to leverage the latest technology to stand out from the crowd and prepare for the future.

As passionate foodies, we want restauranteurs to be able to focus on their craft rather than stressing out over the system that runs their business.

As equally-passionate techies, we've made it our goal to futureproof our restaurant solution; integrating tomorrow's technologies in ways that are useful, advantageous and easy to use.

We are fully dedicated to our mission of joining the disparate parts of the F&B industry into a single, cohesive whole.

With this in mind, we have created a cloud-based, end-to-end F&B solution that simplifies business operations, connects all aspects of a restaurant business and integrates innovative third parties solutions – all under one platform.

By implementing new innovations like automation, big data, cloud technology and BYOD services, Eats365 aims to solve existing industry problems while pushing the frontier of restaurant technology.

Ultimately, our vision is to offer features and modules that allow restaurant businesses to overcome tomorrow's challenges, today.

With our modular solution approach, we removed the barrier to entry by allowing restaurant owners to pick and choose the products, services, and integrations that matter most to them.
This way, each restaurant benefits from a budget-conscious, custom solution that not only scales with them for the future, but is also easy to immediately rollout and master.

Comments from Judging Panel:

Eats365 is a cloud-based Point-Of-Sales solution with powerful CRM and loyalty programs to offer valuable insights into customer behavior, sales figures and financial data. It relies on minimal hardware requirement but just an iPad while its App is done in modular design to fit for different scales and formats of operations. The monthly subscription fee model is also affordable that currently 1,500+ local merchants were engaged, plus spread to 19+ countries around the world.

Hong Kong ICT Awards 2021: Smart Business (Big Data and Open Data Applications) Gold Award
Electrical and Mechanical Services Department, The Government of the Hong Kong Special Administrative Region
Smart City Management - The Regional Digital Control Centre (RDCC) & AI Platform

In response to the Hong Kong Smart City Blueprint and achieve the city level management, Electrical and Mechanical Services Department (EMSD) had established the first Regional Digital Control Centre (RDCC) for E&M digitalization. The RDCC is responsible for remote real-time equipment monitoring, indicative alarm for fault responses and energy management, etc. with the ultimate goal to enhance E&M assets' operational efficiency and environmental performance by Artificial Intelligence (AI) and big data analytics.

The RDCC is capable in handling over 600,000 data points from a single building daily with the application of big data analytics and AI, thereby achieving round-the-clock monitoring of E&M facilities and enabling our team in responding to any emergency issues when necessary. To support the COVID-19 vaccination programme, an E&M monitoring system for community vaccination centres was set up based on the infrastructure of the RDCC and the application of Internet of things (IoT). The system provides real-time monitoring and system fault pre-warning so that the conditions of vaccines and facilities of venues can be ensured.

With a portfolio of over 8,000 facilities being digitalized in EMSD future plan, more than one trillion data points will be collected, processed and analyzed in RDCC. With the AI platform we developed, those massive data can be encapsulated into a unified model for building management which forms the basis of digitalization, leading the industry to the next milestone.

Comments from Judging Panel:

RDCC is a comprehensive big data platform that combines big data (including IoT and open data) and analytics capabilities. It demonstrates objectively measurable benefits such as energy savings and improvement in O&M response time (predictive maintenance). Insights generated from the operations of RDCC has been shared by EMSD to E&M trade with the aim of promoting best practice with the trade. It is believed that value of RDCC's data (and building schematic) could be further enhanced if opened to stakeholders.

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