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MINISTRY OF DIGITAL

## PRESS RELEASE

# INVESTMENTS IN GBS INDUSTRY SEE MASSIVE SURGE, TO DRIVE REVENUE IN MALAYSIA TO RM28.14 BILLION IN 2025

Malaysia's Global Business Services (GBS) have grown leaps and bounds in recent years, mainly due to the adoption of new technology and artificial intelligence (AI).

This was evident in the GBS ASEAN Summit 2025 that I had launched this morning. Themed "GBS 5.0: Human-Centric, AI-Driven, Impact-Focused," the summit saw two key highlights – the GBS Malaysia Mid-Term Report 2025 and the official exchange of a Memorandum of Agreement (MOA) between GBS Malaysia and Universiti Kebangsaan Malaysia (UKM).

According to the report, Malaysia has seen a 66.8% increase in GBS Companies since 2022, now totaling 749 entities. Investments have seen a 13.5-fold surge, rising from RM0.73 billion in 2021 to RM9.87 billion in 2024. This has generated over 36,000 high-value jobs and is projected to drive GBS revenue to RM28.14 billion in 2025.

Malaysia currently ranks 3rd globally in the Global Services Location Index and is consistently among the top 3 in ASEAN for digital competitiveness, innovation, and investment confidence.

The findings of this mid-term report is a crucial progress marker highlighting industry achievements, challenges, and the road ahead. This report will also help accelerate our digital transformation plans to turn Malaysia into an AI Nation by 2030.

The other significant event is the exchange of MoA that is set to strengthen industry-academia collaboration and nurture future GBS talent. Such a collaboration is key as the industry players can provide our students with real-life case studies to better equip them when they join the workforce. In return, the relationship between industry players and institutions of higher learnings will result in better job prospects for students upon graduation.

As such, I would like to commend GBS Malaysia for organising this summit and more importantly to share their initiatives in helping Malaysia transform into a digital nation while contributing immensely to our nation's digital economy.

**GOBIND SINGH DEO**
Minister of Digital
30 October, 2025

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