

AIHQ | Year in Review 2025

AIHQ Sdn Bhd · Malaysia & Singapore

Foreword

In 2025, AI was already present in the workplace. Across organisations, people were using AI for writing, research, and preparation tasks — often independently and without shared standards.

What became clear was that usage alone was not enough. Teams needed clarity on how to apply AI properly to real work, how to trust the outputs, and how to use it confidently within an organisational context.

Across the programmes and engagements I led in 2025, the same pattern emerged. When people were guided through practical application tied directly to their daily responsibilities, productivity improved quickly. Writing became faster and clearer. Preparation time reduced. Confidence increased.

AIHQ's focus throughout 2025 was therefore clear: to help organisations move from casual AI use to deliberate, effective, and confident application.

This report reflects what was delivered in 2025 and the outcomes observed as a result.



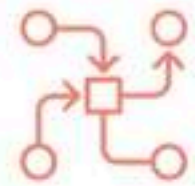
Pang Sern Yong

Lead Consultant, AIHQ

2025 marked the shift from awareness to application

By 2025, AI awareness was already widespread. Most professionals had tried AI tools at least once. The challenge organisations faced was no longer exposure, but consistency and quality of use.

The key questions shifted to:



- How should AI be used in daily work?



- Where does it deliver the most value?



- How can teams use it confidently and responsibly?

AIHQ's work in 2025 addressed these questions through structured, hands-on delivery across different organisational levels.

Delivery footprint in 2025

9,000+

learners trained

20

AI programmes delivered

15

organisations engaged

100%

AI-focused delivery



Presence across Malaysia
and Singapore

This reflects sustained AI adoption efforts across public and private sector organisations.

What changed in practice

Across organisations, AI was applied primarily to writing, research, and preparation work — tasks that consume a significant portion of working time.

Across follow-ups and phone polling, participants reported:

1–6+ hours saved per week*

- Faster turnaround for writing and document preparation
- Faster research and summarisation
- Higher confidence using AI as part of daily work

These outcomes reflect practical changes in how work was completed and prioritised.

* Time-saved range based on self-reported participant feedback collected via post-session follow-ups and phone polling in 2025.

How AIHQ supported adoption in practice

In 2025, AIHQ delivered a range of hands-on programmes designed to support adoption at different organisational levels:

Generative AI masterclasses

Practical sessions introducing how generative AI can be applied to everyday work tasks.

Leadership briefings and C-level strategy sessions

Focused discussions with senior leaders on AI implications, adoption direction, and organisational readiness.

Targeted hands-on workshops

Including programmes such as Business Writing with AI, where participants applied AI directly to role-specific tasks.

Company-wide AI adoption workshops

Designed to build shared understanding, common usage standards, and confidence across teams.

This range of delivery allowed AIHQ to support adoption beyond individuals — across teams and leadership.



Why organisations engaged AIHQ in 2025

Institutional Engagement

In 2025, AIHQ was selected and engaged by established institutions and ecosystem partners, including:



- HRD Corp — elite trainer development



- TalentCorp — AI pilot programme delivery



- Malaysian Institute of Accountants (MIA)



- Public sector agencies



- Featured by The Star and other media outlets

Industry Recognition

AIHQ's work in 2025 was also recognised through:



- ESG & Social Impact of the Year 2025 — **Winner**



- AI Project of the Year 2025 — **Winner**
- GBS ASEAN — Malaysia Trailblazer: Pioneering GBS Growth 2025 — **Runner-up**



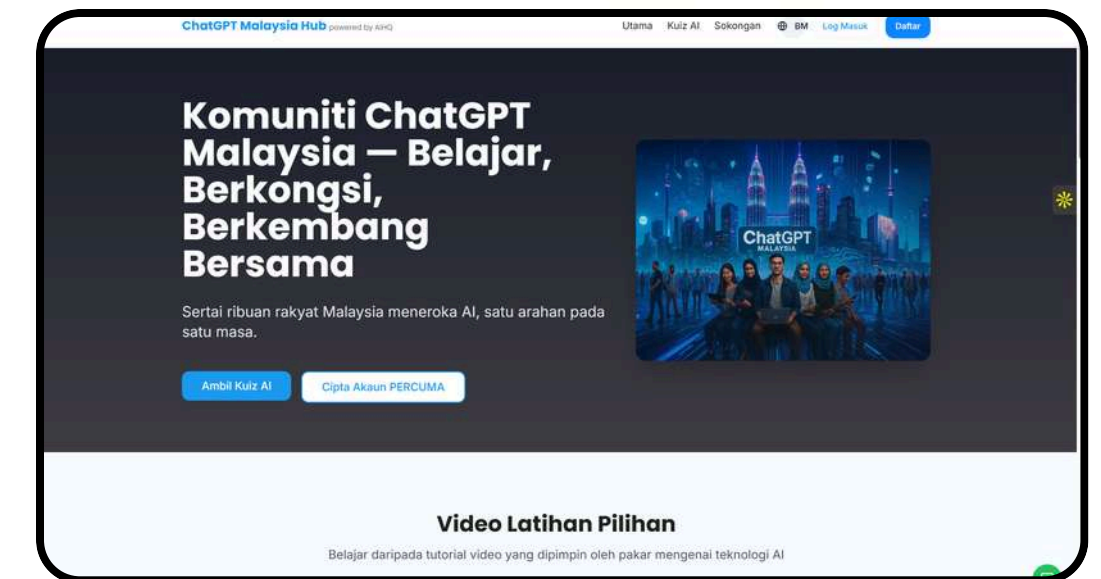
Expanding access to AI learning

ChatGPT Malaysia Free Learning Hub

~6,000 learners supported

Alongside organisational delivery, AIHQ expanded access to AI learning through a free initiative.

- Entry-level learning focused on practical usage
- Emphasis on responsible and realistic application



This initiative contributed to broader AI literacy beyond formal programmes.

From training toward solutions, integration, and process change

As organisations progressed in their AI usage, needs extended beyond training into deeper, sustained support.

In response, AIHQ began expanding beyond training into:

Process flow streamlining

Identifying where AI can simplify, shorten, or redesign how work moves across teams.

Consulting and strategy support

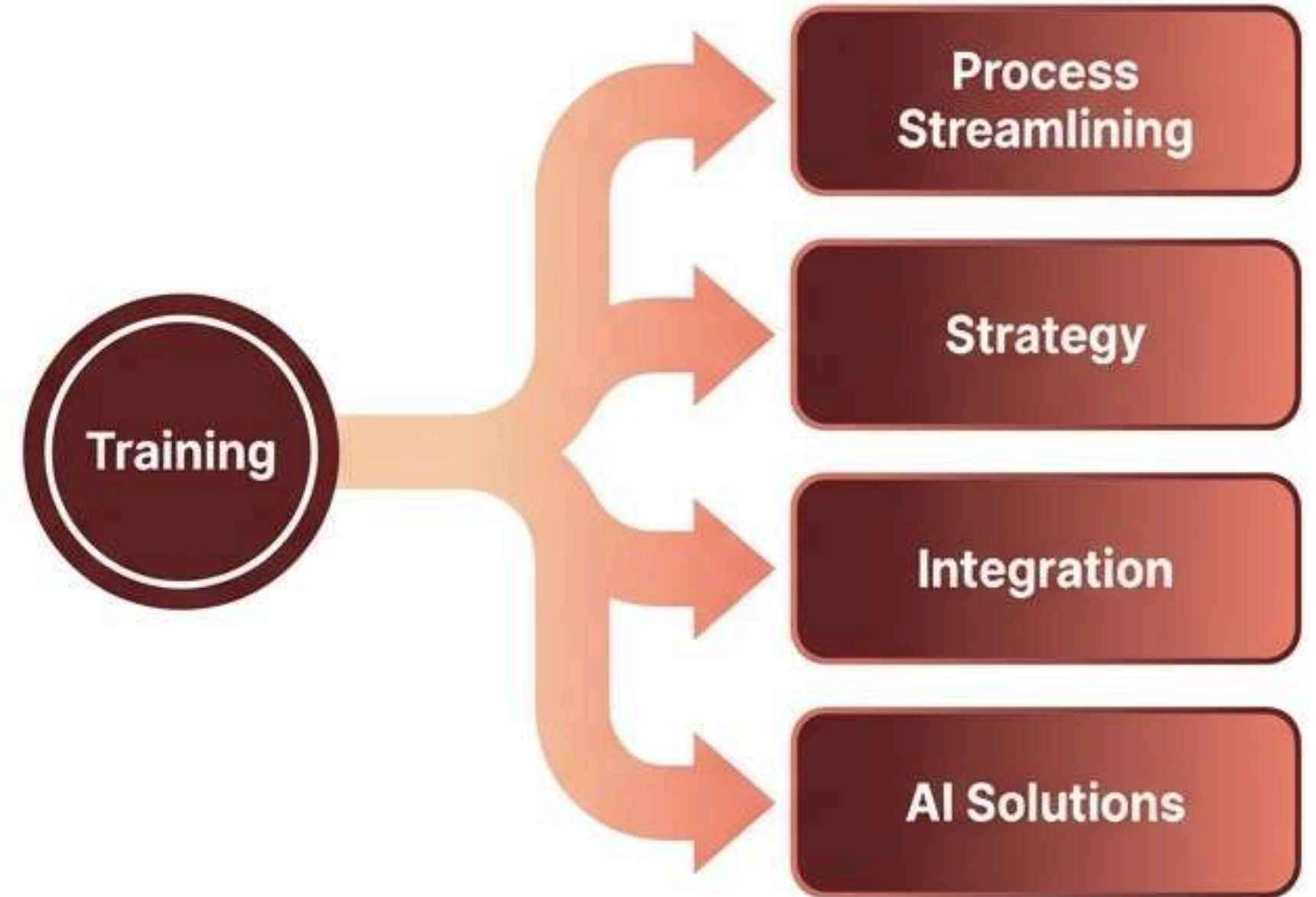
Helping leaders and teams decide where AI should be applied, and how adoption should be prioritised.

AI integration into existing work environments

Supporting AI usage that fits into current systems, workflows, and operating models.

AI solutions development

Including chatbots and AI agents to support ongoing adoption, reduce repetitive workload, and reinforce consistent usage.



This marked a shift from isolated capability-building toward organisation-wide enablement.

Expansion beyond Malaysia

In 2025, AIHQ expanded its delivery footprint into Singapore.

This expansion followed the same principles that guided delivery in Malaysia:

- practical focus,
- clear outcomes,
- applicability to real work.



2026: From using AI to redesigning how work is done

In 2026, AIHQ's focus moves beyond individual productivity gains toward organisation-wide change.

Building on the outcomes achieved in 2025, AIHQ will work with organisations to:

Rework entire processes, not just tasks

AI will be applied across workflows to elevate productivity further — beyond isolated use of chat tools.

Develop more innovative AI use cases and creative solutions

Organisations will move beyond generic usage toward AI applications designed around real business needs.

Strengthen collaboration and partnerships

Broader collaborations will support solution development, shared learning, and deeper adoption.

Automate repeatable processes

AI-enabled automation will reduce manual work, improve consistency, and free teams to focus on higher-value work.

Enable organisation-wide adoption

The shift moves from one-off sessions to training entire companies, embedding AI into how teams operate together.

The outcome for 2026 is clear:

AI becomes part of how work is designed, delivered, and improved — not just a tool used by individuals.

Ready to move beyond one-off usage? [Chat with AIHQ.](#)

