

CAPABILITY BRIEF · MAR 2026

AI-First Enterprise Platform for Malaysian GLCs.

XcelOps is a compliance-aware AI platform purpose-built for Malaysian GLCs and government agencies. It connects to your existing enterprise systems, enforces your industry standards through active AI workflows, and delivers audit-ready intelligence across every operational function.

Salesforce Official Partner

Government-Ready Deployment

Malaysian Standards Built In

Live in Production

PLATFORM

XcelOps AI + XcelOps Framework

DEPLOYMENT

Cloud & On-Premise

TARGET

Malaysian GLCs & Government Agencies

EXECUTIVE SUMMARY

Malaysian GLCs and government agencies are on a predictable digitalization journey: replace legacy processes, connect fragmented systems, then operate intelligently. Most enterprises operate across three to five disconnected systems with no shared context between them — resulting in 71% of enterprise engagements failing to meet budget or deadline.

XcelOps closes this gap. It is the only platform in Malaysia that encodes government compliance standards directly into AI workflows — not as a post-process audit layer, but as active enforcement at the moment of every decision. The platform deploys on your terms: fully managed cloud hosted in Malaysia, or entirely within your own infrastructure with government-grade isolation and no external AI dependencies.

XcelOps is built and maintained by Cyberlestari Sdn Bhd, a Salesforce Official Partner selected for the Salesforce Startup Program — one of 400 companies globally. The platform is in live production within the PETRONAS ecosystem and in active engagement with a federal government agency.

THE CHALLENGE

The GLC digitalization gap is real. The missing layer is intelligence.

The ambition is universal. Every GLC and government agency has a digitalization mandate. The execution gap is not ambition — it is architecture. Most organisations operate with fragmented systems, compliance managed manually, and no AI layer that understands Malaysian regulatory context.

Generic AI tools lack the regulatory and governance context required for GLC deployment. Enterprise systems lack intelligence. Compliance is reactive and expensive to prove. The result: digital investment accumulates without compounding — each system an island, each audit a manual exercise, each insight buried in a report no one reads in time.

No platform in Malaysia encodes government compliance standards into AI. Until now.

PLATFORM OVERVIEW

One platform. Two products. Every stage of the journey.

XcelOps meets organisations at any point in their digitalization journey – whether building a compliant digital foundation or adding intelligence to existing systems.

AI AGENT PLATFORM

XcelOps AI

A compliance-aware AI agent platform connecting to your existing enterprise systems – Salesforce, SharePoint, SAP, and others – placing intelligent, auditable automation into every workflow.

Best for: Organisations adding intelligence to existing systems

Deployment: Cloud · On-Premise

SALESFORCE MANAGED PACKAGE

XcelOps Framework

Pre-built governance structures, domain data models, and industry Standard Packs on Salesforce – a compliant operational foundation for organisations beginning their digitalization journey.

Best for: Organisations building their digital foundation

Deployment: Salesforce AppExchange

XCELOPS AI – KEY CAPABILITIES

Connects to your existing systems

Integrates with Salesforce, SharePoint, SAP, and core enterprise systems without replacement. Full audit logging at every step.

Compliance-aware intelligence

Every AI action passes through a compliance engine enforcing your active standards and data residency rules – not just suggestions, but enforced proof.

Immutable audit trails

Every interaction and action logged with full provenance: who, what, when, which system, which standard. Structured audit exports on demand.

Standards enforcement

Industry frameworks encoded as active rules. The AI checks against your Standard Packs before and after every execution – flagging and blocking non-compliance.

Persistent organisational memory

Your policies, team structures, project history, and work patterns – always loaded. Every AI interaction arrives with full organisational context.

Multi-channel delivery

Web chat, Microsoft Teams, WhatsApp, Salesforce Lightning, and direct API – meeting your teams where they already work.

STANDARD PACKS

Standards aren't templates. They're active enforcement.

Every Standard Pack encodes an industry framework across your data model, compliance rules, and AI workflows – enforced and proven with every audit trail.

STANDARD PACK	TARGET SECTOR	FRAMEWORKS ENCODED
Project & Portfolio Management	IT / PMO / Digital	PMBOK 7th Edition, PRINCE2, Agile/Scrum
Government Compliance	Government Agencies	JDN/MAMPU, ePerolehan, PDPA 2010
Quality & Manufacturing	Manufacturing / Automotive	IATF 16949, ISO 9001, APQP
Financial Governance	GLC Finance / Banking	BNM guidelines, GLC governance frameworks, PDPA 2010
Sales & Delivery	Commercial / CRM	MEDDIC, APMP, BANT
Energy & Resources	Energy / Oil & Gas	Industry HSE standards, operational safety frameworks
Custom Pack	Any Vertical	Your organisation's own SOPs and frameworks, encoded to order

DEPLOYMENT OPTIONS

Your data. Your infrastructure. Your choice.

Both deployment modes deliver the full XcelOps platform. The difference is where your data lives and who manages the infrastructure.

Cloud

Fully managed, hosted in Malaysia. Zero infrastructure overhead for your team.

Best for: Private sector GLCs

Malaysia-hosted

Managed SLA

Always current

On-Premise

Deployed entirely within your own infrastructure. No data leaves your network – built for organisations with strict data sovereignty requirements.

Best for: Government agencies and statutory bodies

Full data sovereignty

Government-grade isolation

No external AI dependencies

PROOF POINTS

PRODUCTION POC

Live AI deployment within the PETRONAS ecosystem – connecting operational data, surfacing insights, and generating audit-ready outputs.

SALESFORCE OFFICIAL PARTNER

Selected for the Salesforce Startup Program – one of 400 globally. XcelOps Framework is on the path to AppExchange listing.

GOVERNMENT ENGAGEMENT

Active engagement with a federal government agency for an on-premise AI deployment under Malaysian data sovereignty requirements.

PRICING

Straightforward pricing. No surprises.

XcelOps is priced per organisation. Contact us for a proposal tailored to your scale, deployment mode, and Standard Packs.

FOUNDATION

XcelOps Framework

Salesforce-based operational foundation with your chosen Standard Pack. Ideal for organisations beginning their digitalization journey.

Get a quote

Most popular

INTELLIGENCE

XcelOps AI

Full AI agent platform – connect your systems, deploy compliance-aware AI, full immutable audit trails.

Book a Demo

ENTERPRISE

On-Premise / Custom

Full data sovereignty deployment, custom Standard Packs, and dedicated implementation support.

Talk to us

Ready to make your enterprise intelligent?

Talk to us about a demo, a pilot, or this capability brief – whatever makes sense for where you are.

Book a Demo

Contact Us

Cyberlestari Sdn Bhd · D-1-6, Block D, Sekitar26 Enterprise, Shah Alam, Selangor · hello@xcelops.cloud · www.xcelops.cloud