Malaysia leads the way in managing migrant workforce

Bestinet protects both workers and employers with its cutting-edge Foreign Worker Centralised Management System (FWCMS) software.

When Malaysia implemented the Foreign Worker Centralised Management System (FWCMS’), the groundbreaking system was able to single-handedly streamline the country’s immigration and hiring processes like never before. The system, developed by tech solutions provider Bestinet, eliminates all manual processes and makes the recruitment and management of foreign workers more efficient and transparent.

"Being an online system, it greatly reduces the need for manual checks and paper documents as everything is integrated on a single platform. With less paper to manage, there is a higher sense of visibility and accountability when we need to make any decision as all the information can be found easily," said a Malaysian Government spokesperson.

The benefits are deeply felt by all stakeholders in the recruitment process. "Their comprehensive approach to how the system was designed in handling workers from cradle to grave has smoothen the entire process; not just for us but also many others involved in the supply chain. FWCMS’ also supports the United Nation’s Sustainable Development Goals while promoting good governance in the public sector," the spokesperson added.

Improving lives through better recruitment

Before FWCMS came into effect, all application and submissions had to go through immigration and could take weeks for approval. Some applications were rejected after waiting for weeks.

"Now, all submissions are done online to respective agencies in Malaysia and no manual submission is required," says Ahmad Kamal, Head of Liaison & Recruitment, Foreign Workforce, FGV Plantations Sdn Bhd. "The alerts and notifications assist us on regulatory compliance and statuses, resulting in faster worker arrivals in Malaysia."

Besides its full software, “the staff from the FWCMS One Stop Centre (OSC) are always available to assist and even make personal calls to explain and find solutions,” said Zubaidah Mubarruck Ali, Director, Agensi Pekerjaan Fayyaz Sdn Bhd. “FWCMS acts as ‘problem solver’ between recruitment agencies in Malaysia and the Immigration. It is our listener and communicator, and it cuts short the process time,” she added.

Bestinet’s staff support for FWCMS

The system combines safety, health, welfare and compliance in a unified single management system.

online management system backed by a secure data processing management infrastructure developed for the Government of Malaysia.

"It is a system that combines four key components of safety, health, welfare and compliance in a unified single management system, benefitting all stakeholders," explained Ismail Mohd Noor, CEO of Bestinet Sdn Bhd. "It is a system designed to eliminate unnecessary middlemen and exploitation from the migrant worker recruitment process. With the implementation of 20 modules, the chances of exploitation during the entire process diminishes due to real time data updates as well as connectivity between the labour sending and labour receiving countries," he added.

FWCMS’ allows medical screening to be carried out by accredited Medical Centres and results available online in real time, including registration of demographic and biometric data. "In the past, migrant workers had to wait around two to three months to find out if they are eligible to work in Malaysia. By the time, the workers already have paid a large amount of money to middle men and medical fees paid. With FWCMS’, the online real-time eligibility verification guaranteed the workers no longer risk losing their savings and time as the worker only proceed for medical screening if they are eligible," Ismail noted.

Strengthening the supply chain

FWCMS’ is an online management system that enables governments from countries sending and receiving labour to monitor the process in real time. It is a multi-touch-point system, involving a full-fledged web-based....