

Brought to you by [INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA](#)



Scopus



[Back](#)

E-Invoicing Implementation in a Malaysian Bank: A Case Study Using SWOT Analysis

Proceedings - 2025 10th International Conference on Information and Communication
Technology for the Muslim World, ICT4M 2025 • Conference Paper • 2025 •

DOI: 10.1109/ICT4M68001.2025.11363516

Binti Abd Rahim, Siti Laisyah^a ; Zakaria, Noor Azura^b ; Bin Hayazi, Muhammad Haziq^c

^aInternational Islamic University Malaysia (IIUM), Kulliyah of Information & Communication
Technology, Kuala Lumpur, Malaysia

[Show all information](#)

0

Citations

[View PDF](#)

[Full text](#)

[Export](#)

[Save to list](#)

[Document](#)

[Impact](#)

[Cited by \(0\)](#)

[References \(16\)](#)

[Similar documents](#)

Abstract

Electronic invoicing (e-invoicing) is a key part of Malaysia's digital transformation agenda to modernize tax systems, improve operational efficiency, and promote transparency. Although the benefits of e-invoicing are widely recognized, Malaysian banks face challenges such as compliance requirements, system integration, high initial costs, and staff resistance to change. This paper presents a qualitative case study on a Malaysian bank's experience in implementing e-invoicing, analyzed through SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis. Data were collected via interviews with three staff members directly involved in the e-invoicing initiative. Findings show that while e-invoicing improves efficiency and compliance, challenges remain in system integration, training and change management. Practical strategies are suggested to support smoother adoption. © 2025 IEEE.

Author keywords

case study; digital transformation; E-invoicing; Malaysian banks; SWOT analysis

Indexed keywords

Engineering controlled terms

Information systems; Personnel training; Taxation

Engineering uncontrolled terms

Case-studies; Digital transformation; E-invoicing; Electronic invoicing; Malaysian bank; Malaysians; Strength, weakness, opportunity, threat analyze; Strengths/weakness/opportunities/threats; System integration; Threats analysis

Engineering main heading

Efficiency

Corresponding authors

Corresponding
author

S.L. Binti Abd Rahim

Affiliation

International Islamic University Malaysia (IIUM), Kulliyah of Information & Communication Technology, Kuala Lumpur, Malaysia

Email address

aisyahrahim96@yahoo.com