



# WORKPLACE ANYWHERE SUPPORT

NEC Managed Services

# Comprehensive suite of Managed Services in one platform to personalise and optimise organisations' operations



COVID-19 pandemic has shaken the world and forced businesses and schools to accelerate digital transformation, leading to a dramatic increase in the adoption of remote work and remote education arrangements. This has rapidly increased the use of cloud-based software to support remote work. With the shift to remote, organisations rely on managed services to provide remote support and maintenance for their IT systems and infrastructure.

## Who Are We?

NEC APAC Managed Services Business Unit (MSBU) is a leading information technology services provider that specialises in systems integration and consultancy services and provides regional sales and services support for turnkey implementation of mission-critical solutions, project management and maintenance services.

NEC MSBU has proven track record and is committed to providing customer-centric managed services to Commercial, Enterprise and Government Agencies.

Providing resilient support for

**Commercial, Enterprise  
& Government Agencies**

Across the region since

**2008**



**>50,000**  
Active Users



**200+**  
Sites Supported



**600+**  
Engineers



**3** Service Desks  
in Asia

## Introduction to MIES

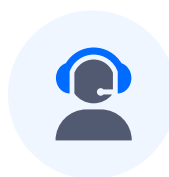
With NEC Managed Intelligence Edge Services (MIES), an all-encompassing cloud-based integrated managed services, we help you connect the dots so you can achieve more with your existing resources, supported by our team of accredited engineers anywhere, anytime, on any platform. By leveraging on MIES, NEC can support your digital future with a full spectrum of managed services available on a single platform, which is an efficient way to stay up-to-date on technology and reduce cost.



**Holistic Overview**



**Consistent Service  
Model**



**Excellent Virtual  
Support**



**Modern Technology**

# Workplace Anywhere Support

## NEC Advanced Response Centre

Our Advanced Response Centre (ARC) is a 24/7 single point-of-contact command centre. It is an integrated operation centre that provides organisations with a comprehensive suite of Managed Services from day one service to standard business operations. Transformed from a technology-centred model to an end-user experience-driven approach, our team is ITIL-certified and operates as a Centre of Excellence, committed to providing continuous and seamless service delivery.



### Quality Assurance

Certified with ITIL and operating as Centre of Excellence, complying with industry standards and best practices, NEC demonstrates a commitment to quality assurance and improves delivered services by introducing automation, self-service and intelligence within a single platform. The list of compliances awarded to NEC Asia Pacific are:

ISO20001, ISO22300, ISO27001, CMMI & MTCS SS584 level 1.



### Value Proposition

The NEC ARC helps organisations to identify issues and opportunities in a pro-active manner, enabling them to respond quickly and to changing conditions. It can also help to streamline processes and reduce costs by optimising operations and minimising downtime.

## Service Offerings

NEC supports businesses through a comprehensive suite of customisable, unique IT solutions to optimise performance efficiency by supporting your operations across the entire IT value chain – from evolving to a modern workplace to developing a unified cyber security strategy. We provide a trustworthy backing for your IT environment, allowing you to focus on what really matters.



### Modern Workplace Management



AI Contact Centre



UEM Agent



NEC MIES ITSM



Asset Management



Workplace Support (ONSITE)



Dedicated/Shared Service Desk Support



### Modern Platform Management



Observability



Private/Hybrid/  
Multi Cloud  
Solution & Services



Managed  
Infrastructure/  
Network Services



Application  
Monitoring



Modernisation



Dedicated/  
Shared NOC  
Support



### Cyber Defence Services



Monitor,  
Detect and  
Response



Cybersecurity  
Consultancy



Cybersecurity  
Training



Dedicated/  
Shared  
SOC Support



### Business Process Management



Assesment As  
A Service



1<sup>ST</sup>/2<sup>ND</sup> Party  
Audit As A Service



# Why Choose NEC Managed Services? Fulfilling Your IT Needs Anywhere, Anytime On Any Platform



## Proven Expertise

We have a proven track record of delivering high-quality managed services to businesses across many different countries. Our experienced team of professionals has the knowledge and skills to manage complex IT environments and ensure that businesses can operate efficiently and effectively. We have been managing many government agencies, including the healthcare sector, for many years and have accumulated in-depth knowledge on the industries' compliance requirements and IT environment needs.



## Known For Expertise In The Industry

We are awarded by Frost & Sullivan, "Singapore Managed IT Infrastructure Services Provider of the Year (Public Sector)" in 2019.

## Commitment to Quality



## Scalability

Supports vertical and horizontal scaling to meet the growing demands.

## Industries We Serve



Retail



Transportation



Aviation



Healthcare



Financial Institutions



Manufacturing

**SINGAPORE**  
NEC Asia Pacific Pte Ltd  
(Regional Headquarters)  
[sg.nec.com](http://sg.nec.com)



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Scan the QR code to head to our APAC site for more information on our solutions and products. Follow us on these platforms for updates.



**NEC**

Orchestrating a brighter world