

## Service Management Policy Statement

NEC APAC Pte Ltd Managed Services Business Unit (MSBU) business goal is to be most trusted ICT Partner of choice in ASEAN through relentless innovation and delivery of various solutions beyond customer's expectations. We will achieve this by adopting customer centric solutions approach that combine the best of proprietary IP and relevant third party product & services.

We are committed to continually improve the SMS:

1. To meet customers SLA according to contractual obligations
2. To provide high service quality & delivery to customers
3. To improve operating cost effectively while maintaining high service quality

We believe in continually improving our management system by periodically reviewing our Service Management System (SMS) and its associated processes & policies, and ensuring that our employees are adequately informed, trained and motivated. It is important that all MSBU employees must acknowledge their roles and responsibilities in these aspects and provide a positive contribution to the SMS of the organization, in line with this policy.



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**Eddie Lai**  
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