

Service Management Policy Statement

At NEC APAC Pte Ltd Managed Services Business Unit (MSBU), we aim to be ASEAN's most trusted ICT partner by providing innovative solutions. Our Service Management System (SMS), aligned with ISO/IEC 20000-1, ensures consistent, high-quality service and enhances customer satisfaction.

By implementing proactive management practices, we support sustainability, operational efficiency, and service excellence, addressing challenges like climate change while exceeding customer expectations.

Our Commitments:

1. **Compliance and Accountability:** We comply with legal and regulatory requirements, maintaining accountability for the continuous improvement of our SMS throughout the organization.
2. **Service Management Excellence:** We develop and implement a robust service management plan that prioritizes operational efficiency and cost-effectiveness while ensuring the availability of necessary resources to meet customer needs.
3. **Risk and Sustainability Integration:** We integrate risk management principles, addressing climate change in our service strategies and operations to minimize our environmental footprint.
4. **Training and Employee Development:** We provide employees with the necessary training and support to deliver high-quality services and adapt to emerging challenges.
5. **Continuous Improvement:** We continually evaluate and enhance our SMS to ensure its effectiveness, incorporating innovative technologies and sustainable practices.
6. **Environmental Commitment:** We adopt energy-efficient technologies and sustainable practices, working with clients to promote sustainability and ensure responsible resource usage.
7. **Employee Engagement:** All MSBU employees are expected to understand their roles in the SMS and actively contribute to our organizational objectives.

By embedding these commitments into our operations and culture, NEC APAC MSBU is dedicated to maintaining excellence in service management while addressing the challenges and opportunities presented by a changing global landscape.



Eddie Lai

MSBU Assistant Vice President

NEC APAC Pte Ltd Managed Services Business Unit (MSBU)

14 January 2025