NEC

Managed Services & Outsourcing Solutions

The Brief:

To help Resorts World Sentosa cope with an end-user base that grew by more than 60% in under five years without incurring additional IT operational costs while improving overall end-user satisfaction.

The Solution:

To handle more than 15% increase in tickets and a stricter incident resolution rate, NEC service delivery team improves productivity and process efficiency to maintain the same costs to Resorts World Sentosa.

This is **appreciating, anticipating** and **actualising** our client's needs.
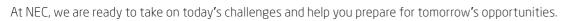
RECEPTION

IT may not be your core business but it is certainly core to your company's success. You need to raise performance and reduce cost, but do you have the internal capabilities to do so today—and into the future?

Every day, your IT function does the remarkable job of serving hundreds, even thousands, of internal users and customers. But while demands for greater efficiency and excellence in IT service delivery grow steadily, you are faced with constant pressure to justify and optimise your IT expenditure.

NEC is here for you. By constantly challenging ourselves to better appreciate, anticipate and actualise your needs, our Managed Services & Outsourcing Solutions are specifically designed to help you improve overall IT performance while reducing the in-house resources needed to achieve this. From End-User Computing and Managed Computing Services to Data Centre Managed Hosting Services, our expertise spans the entire IT value chain. So whether you need a complete or modular service suite, you can be assured of proven service excellence from NEC's Global Delivery Methodology, certified to **ISO/IEC-20000-1/2011** IT service management standards and **ISO/IEC-27001:2013** information security management system standards.

At NEC, we are ready to take on today's challenges and help you prepare for tomorrow's opportunities.

CERT NO.: 2000-1-0210
ISO 9001 : 2008
CERT NO.: IT SMS-2013-0006
ISO/IEC 20000-1 : 2011
CERT NO.: IS27-2014-0041
ISO/IEC 27001 : 2013

IT Front Office

Improve responsiveness and service delivery to end-users

With our **Service Desk** providing professional Level 1 technical support to your users in multiple languages, your IT personnel can focus on more value-added work. Accountability and efficiency is built into our Single Point of Contact approach, ensuring follow-through and allowing progress visibility for the quality resolution of every incident.

Our **Remote Assistance Support Service** delivers cost and time savings. With one phone call to our Service Desk, common issues can generally be resolved by guiding end-users via NEC's 'virtual hands' remote control technology. This reduces the need for on-site visits and minimises end-user downtime for an all-win, highly productive outcome.

Deskside Support gives you the assurance that, if need be, NEC engineers proficient in both Microsoft Windows and Macintosh are available to serve your users on-site. With proven problem solving, communications and interpersonal skills, our engineers provide direct support to end-users at their desks, resolving issues and fulfilling Install, Move, Add, Change, Delete (IMACD) service requests in a timely manner.

IT Back Office

Enhance control and enforce compliance with ease

Software Distribution, from operating systems and software applications to driver updates and security patches, is fast and simple with our central software distribution point and standard operating image for building desktops.

In **Asset Management**, we manage the lifecycle of all your IT hardware and software with an up-to-date asset database. This begins with a wall-to-wall inventory exercise and continues with ongoing tracking for asset loan management and software license compliance.

Simplify day-to-day operations management and reinforce the availability and dependability of business functions

Performance & Fault Management identifies faults and detects performance issues early—even before your end-user calls. We proactively isolate faults with our 24/7 monitoring system and notify the appropriate support specialist for prompt resolution.

Application Performance Management takes this to the next level, providing visibility of your end-user experience in application availability and execution. Deep-dive monitoring in the application context further profiles user transactions by tracking the latency of each component along the application path.

Our **Server & Storage Management** solutions protect the health and performance of your systems, using trending analysis to identify the root cause of incidents and recommend corrective action.

Our **Security Management** solutions help maintain a secure computing environment by identifying and alerting you of potential risks. As the first step in the incident response process, we monitor and interpret important system events throughout the network, including unauthorised behaviour, malicious hacks and denial-of-service, anomalies and bandwidth usage trends.

Our **Network Management** solutions monitor your infrastructure's health, compliance status and configuration profile based on your in-house policies. We offer connectivity and management for all local networks, including LANs within the data centre, enterprise, campus, wireless access and authentication services.

Reinforce the availability and dependability of business functions

Our **Database Management** solutions deliver better performing applications and middleware through database troubleshooting, database rectification works with software vendors as well as database configuration and optimisation.

In **Middleware Management**, we provide end-to-end lifecycle management. We are equally proficient in Java Enterprise Edition web application servers (IBM WebSphere, RedHat JBoss, etc) and IBM middleware applications (WebSphere MQ, WebSphere Message Broker, WebSphere Registry and Repository, Infosphere and Filenet).

IT Data Centre

Maintain a robust and stable data centre without additional resources

Through **Managed Hosting Services** with Tier-3 (Uptime Institute/TIA942 standard) data centre facilities that comply with **ISO27001** and **MAS TVRA** security standards, we help you manage complex workloads like Oracle and SAP with specialised knowledge for optimal hosting and support.

Our **IT Disaster Recovery Services** are an integral part of your business continuity processes. We help develop disaster recovery plans that meet your objectives and offer project management services that include the coordination and execution of repeatable disaster recovery tests to ensure the currency and viability of the plan.

Optimise internal processes with professional services delivered by IT consulting specialists

Our **ITIL Consultancy Services** are designed to prepare you for an ITIL internal audit. As a certified ISO-20000 organisation, we share our experience, expertise and proven best practices to help you on your ITIL certification journey.

In delivering **Security Services**, we work closely with you to deploy a public key infrastructure environment to protect information and implement privileged identity management with two-factor authentication solutions. Aside from monitoring and auditing system administrator activities, we also carry out penetration testing, vulnerability scanning and IT security audit to address all your cyber-security needs.

Tools

Enable complete service support without capital investment

When you turn to NEC for Managed Services & Outsourcing Solutions, our engineers can bring with them our **Managed Operation Tools**, which includes essential IT Service Management (ITSM) and IT Operation Management (ITOM) tools, so you enjoy seamless support without investing in additional hardware and software.

* TVRA is an MAS requirement that applies to all organisations operating in the financial services industry in Singapore.

Client Testimonials

"The NEC team puts in a lot of effort before, during and after our data centre relocation to ensure that everything was well executed without a hitch. They seamlessly migrated our non-production environment from one data centre to another and did so within our stipulated timeline. Well done!"

Leading Shipping Company

"The team has made tremendous effort to deliver the project professionally, even working nights and Saturdays to meet our tight timeline. We are appreciative of the help rendered by the team during this critical period and are impressed by their cohesiveness and responsiveness."

Large Government Agency

"We are impressed by NEC's efficient ID management process, one-stop portal for end-users and daily checks on Computer-on-Wheels. By truly understanding our end-user pain points, NEC managed to raise our end-user satisfaction index by 10% compared to our previous service provider."

Leading Specialist Hospital

"For us, NEC is an effective one-stop solution provider that supports Microsoft Windows, Apple Macintosh as well as hardware maintenance for our heterogeneous printers. Their on-site service desk and deskside support team has been prompt and swift in meeting our end-users' needs."

Leading Media and Communications Company

Efficiency in the IT Function

NEC provides infrastructures for an abundant society for all people. We are proud to be the strategic partner of companies around the world, providing managed services and outsourced business solutions that help strengthen their IT core and allow their resources to be redeployed in a more optimal, more efficient manner.

To learn more about our solutions, visit sg.nec.com

SINGAPORE
NEC Asia Pacific Pte Ltd
(APAC Regional Headquarters)
sg.nec.com

AUSTRALIA NEC Australia Pty. Ltd. au.nec.com	**India** NEC India Pvt. Ltd. in.nec.com
New Zealand NEC New Zealand Ltd. nz.nec.com	**Philippines** NEC Philippines, Inc. ph.nec.com

Indonesia
PT, NEC Indonesia
id.nec.com

Thailand
NEC Corporation (Thailand) Ltd.
th.nec.com

Malaysia
NEC Corporation of Malaysia Sdn, Bhd.
my.nec.com

Vietnam
NEC Vietnam Co, Ltd.
vn.nec.com

VALUES FOR SOCIETY :

Safety   Security   Efficiency   Equality

Towards an abundant society for all people to live happier and more prosperous lives

NEC is more than cutting edge technologies that meet business demands. We are also committed to generating social value, revolving fundamental issues of society and our customer, through the development of higher-level ICT assets that are ahead of their time. Our solutions for society focus on four core social values: Safety, Security, Efficiency and Equality. By working with commercial organisations and government institutions, we identify issues, develop solutions and resolve social problems from a global angle, becoming the partner that our customers – and the world – can depend on.