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.
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-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.

**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.

![Service Desk](image)

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.

![Remote Assistance Support Service](image)

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 (MACD) service requests in a timely manner.

![Deskside Support](image)

**IT Data Centre**

**Maintain a robust and stable data centre without additional resources**

Through Managed Hosting Services with Tier-3 (Ulimate Institute/TAI942: standard) data centre facilities, that comply with ISO27001 and MAS TUV security standards, we help you manage complex workloads like Oracle and SAP with specialised knowledge for optimal hosting and support.

![Managed Hosting Services](image)

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.

![IT Disaster Recovery Services](image)

**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.

![ITIL Consultancy Services](image)

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.

![Security Services](image)

**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.

![Managed Operation Tools](image)

**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.

![Software Distribution](image)

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.

![Asset Management](image)

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

Performance & Fault Management identifies and detects performance issues daily—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.

![Performance & Fault Management](image)

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.

![Security Management](image)

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

![Application Performance Management](image)

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.

![Network Management](image)

**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.

![Database Management](image)

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

![Middleware Management](image)

**Performance & Fault Management**

- Identifies and detects performance issues daily— even before end-user calls.
- Proactively isolates faults with 24/7 monitoring system and notifies the appropriate support specialist for prompt resolution.

**Application Performance Management**

- Takes performance management to the next level.
- Provides visibility of end-user experience in applications availability and execution.
- Deep-dive monitoring in the application context further profiles user transactions by tracking latency of each component along the application path.

**Network Management**

- Monitors infrastructure’s health, compliance status and configuration profile.
- Offers connectivity and management for all local networks.

**Database Management**

- Delivers better performing applications and middleware.
- Performs database troubleshooting and rectification works with software vendors.

**Middleware Management**

- Provides end-to-end lifecycle management.
- Proficient in Java Enterprise Edition web applications servers and IBM middleware applications.

**Tools**

- Enables complete service support without capital investment.
- Managed Operation Tools for essential IT Service Management (ITSM) and IT Operation Management (ITOM) tools.

**ITIL Consultancy Services**

- Prepare for an ITIL internal audit.
- Offer expertise and proven best practices.

**Security Services**

- Implement privileged identity management.
- Use two-factor authentication solutions.

**Managed Hosting Services**

- Ensure compliant and secure operation.
- Managed hosting services with Tier-3 (Ultimate Institute/TAI942: standard) data centre facilities.

**Asset Management**

- Manage lifecycle of all IT hardware and software.
- Up-to-date asset database.

**Software Distribution**

- Distribute operating systems and software applications.
- Handle driver updates and security patches.

**Network Management**

- Monitor infrastructure’s health and compliance.
- Manage based on in-house policies.

**Database Management**

- Deliver better performance applications.
- Work with software vendors for database configuration and optimisation.

**Middleware Management**

- Provide end-to-end lifecycle management.
- Support Java Enterprise Edition web applications servers.

**Tools**

- Provide complete service support.
- Managed Operation Tools.
Client Testimonials

“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

“Leading 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

“Leading Media and Communications Company 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

“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

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

VALUES FOR SOCIETY:

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