Resorts World Sentosa
IT Managed Services

Resorts World Sentosa is a success story Singaporeans are proud of. It is unique in its breadth of entertainment and leisure options and has helped cement Singapore into a must-see destination.

Before it became what it is today, RWS was an all-encompassing vision of theme parks, hotels, restaurants, retail and gaming. And in order to make it happen RWS turned to NEC to deliver on this vision.

Behind the Scenes

When putting together requirements for a large project such as this, it helps to first imagine it from the customer’s perspective. What needs to happen in order to make RWS the perfect destination?

Entertainment options are the obvious answer, and Resorts World Sentosa delivers. Just as important, however, is the work that goes on behind the scenes to make everything work seamlessly.

As part of the requirements laid out by RWS, managed services featured prominently. Along with regular maintenance work to keep IT systems healthy, system glitches and unanticipated situations are a reality. The resorts needed a team of experts on site at all times to quickly manage any incidents that surfaced.

An additional layer of complexity stemmed from the number of different operating systems, applications and terminals planned for the resorts. Hotel front desks, food and beverage establishments, back office personnel, all of them had varying requirements.

Explains Mr. Yap Chee Yuen, Senior Vice-President at RWS, “We need dependable partners who can implement the solutions we select. We expect that team to come together, work in a coordinated and efficient manner and drive success.”

NEC tackled the project with this need for expertise and cohesiveness right from the start. Early anchoring of the foundation for the IT services made it possible for RWS to focus on its tasks, knowing that NEC was already in place with the services required at this critical build-up stage. Following up on this early readiness, NEC deployed add-on services to sustain the business through all stages.

Making it Happen

NEC provides the resort with the ticketing system that greets customers to the theme parks as well as the monitoring solution for the casino levy, a Singaporean initiative to prevent gaming dependence. Implementing these services necessitated an in-depth understanding of the requirements and a nimble team dedicated to success.
RESORTS WORLD SENTOSA AT A GLANCE

- 6.59 billion dollar project
- Opened January 2010
- 15 000m² of gaming space
- 6 hotels, 1840 rooms
- SE Asia's first Universal Studios theme park

Long-term support for these and other implementations is also provided by NEC via managed services that keep the resort well tuned. The NEC team provides the computer and application assistance to the resorts personnel, but they go much further as well. Not only do the employees around the resorts have only one number to call for any and all service requests but also the first-call-resolution rate is greater than 75%. NEC hasn't put together a call centre; they have created a service centre. Even patrons who are lost in this giant complex will be quickly directed to their destination with one call.

This on-site support, staffed with extensively trained experts, is at the ready 24 hours a day, 365 days a year.

The NEC team at the resort keeps the IT systems finely tuned in an environment in which there are no convenient windows during which updates can be applied. Just as importantly, customers are not even aware of any glitches that arise, such is the immediacy with which the knowledgeable staff supports the resorts.

Looking forward, NEC and RWS are already at work on the next phases of growth in the resorts, which include the Marine Life Park, new Universal Studios rides and the much anticipated Equarius Hotel.

As RWS has discovered, the NEC culture of teamwork and responsiveness plays a large role in the customer experience.

Partnering for Long-term Success

NEC bids on large-scale projects such as this one with the confidence that it can support the solutions it implements. Along with NEC’s technology, this experience and willingness to be a long-term partner in the success of its customers helped it win this prestigious bid.

“NEC understands the role it can play in the long-term success of the resort,” explains Mr. Yap, “It’s not enough to provide a solution; one must stand behind it.”

NEC has been operating in the region for over 30 years and enjoys very strong support from local expertise. Already ITIL (Information Technology Infrastructure Library) compliant, they are moving forward and working towards an ISO2000 certification. “The local talent has been instrumental in absorbing the resort’s vision and delivering on it efficiently and cohesively,” adds Mr. Tan Goh Beng, Managing Director for NEC Asia-Pacific. “With the support we receive from the Japanese head office we are very confident in our ability to carry out projects to successful completion, no matter how unique the requirements.”