



# BUSINESS PROCESS MANAGEMENT

Elevate Your IT Environment for Peak Performance and Reliability

Transform day-to-day processes into powerful outcomes

# Business Process Management

When processes lack effective maintenance and proper controls, businesses need a clear way to assess and optimise their operations. NEC's Business Process Management (BPM) service empowers companies to elevate their processes with expert guidance, innovative technologies and



## Certified Audit-as-a-Service to Tailor to Industry Standards

In today's fast-evolving business landscape, staying competitive involves adhering to global standards that drive operational excellence, efficiency, and compliance. NEC's BPM service under our Managed Intelligent Edge Services (MIES) solution suite is designed to enable organisations align their internal processes with industry-best ISO standards. Our BPM approach combines thorough assessments and in-depth audits that are fully customised to your business needs.

## Our Capabilities

- ISO 20000 Service Management System (SMS)
- ISO 27001 Information Security, Cybersecurity and Privacy Protection-ISMS
- ISO 27017 Code of Practice for Information Security Controls for Cloud services
- ISO 27018 Code of Practice for Personally Identifiable Information (PII)
- ISO 22301 Business Continuity Management (BCMS)
- Multi-tier Cloud Security (MTCS) Singapore Standard (SS) 584
- ISO 31000 Risk Management
- ISO 19001 Guidelines for Auditing Management
- CMMI-SVC Benchmark
- COBIT 5 Framework
- OSPAR ABS Guidelines
- Cyber Security Agency (CSA) STAR Cloud Security Alliance
- Cybersecurity Code of Practice (CCoP)
- CIS Critical Security Controls
- NIST Cybersecurity Framework (CSF)

## Audit Market Segmentation

As digital technologies like cloud infrastructure, machine learning, and mobile computing reshape industries, businesses face audit risks in areas such as cybersecurity, digital disruption, and business continuity. NEC's Audit-as-a-Service addresses these needs by providing audits that evaluate credibility, integrity, availability, and sustainability in business functions and information.

### ISO Advisory and Consulting

- Guide organisations in developing, implementing, and monitoring policies to ensure compliance
- Conduct gap analysis of clients' IT environments to identify and evaluate areas for improvement

### Compliance Audit

- Ensure adherence to contractual obligations between parties
- Detect and prevent service delivery disputes
- Safeguard reputation, enhance financial stability, and strengthen business relationships

### Information System Audit

- Review IT systems to ensure best practices in management, security, and data privacy
- Protect systems from cyber security threats
- Evaluate information processing techniques

### Operational Audit

- Analyse an organisation's operations, including policies, procedures, goals and risk culture
- Identify cost-saving and process-streamlining opportunities

# NEC's Audit-as-a-Service



## Our Executive Approach



PLAN



FIELD WORK



REPORT



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## Why Choose NEC's Business Process Management Service?

Partnering with NEC empowers companies with industry-leading principles, ensuring the highest quality of service:



**Integrity:** We uphold honesty and transparency in all our assessments, ensuring trust in every interaction.



**Fair Presentation:** Our evaluations are impartial, providing a clear, balanced view of your business processes.



**Due Professional Care:** Our certified auditors bring meticulous attention to detail, treating your business with the respect it deserves.



**Confidentiality:** We understand the importance of privacy and are committed to safeguarding your sensitive information.



**Independence:** Our audits are conducted objectively, ensuring unbiased recommendations tailored to your needs.



**Evidence-Based:** Our conclusions are rooted in data and proven methodologies, offering actionable insights grounded in real-world evidence.



**Risk-Based Approach:** We assess your processes through a risk-focused lens, prioritising improvements that protect and enhance your operations.

### Our Auditors' Qualifications:

- CQI/IRCA Certified ISO 20000 SMS Lead Auditor
- CQI/IRCA Certified ISO 22301 Lead Auditor
- CQI/IRCA Certified ISO 27001 Lead Auditor
- CSA STAR Lead Auditor



# Why NEC?

NEC has a proven track record of delivering high quality managed services to businesses across many different countries. Our experienced team of professionals has the knowledge and skills to manage complex IT environments and ensure that businesses can operate efficiently and effectively.



## Known for expertise in the industry

NEC was named the Singapore Managed IT Infrastructure Services Provider of the Year (Public Sector) in 2019 by Frost & Sullivan, highlighting our industry-leading expertise and recognition by esteemed experts.

## Commitment to Quality



## Scalability

Organisations can optimise their infrastructure, ensure security and enhance operation efficiency with NEC's managed services. We provide a scalable framework that supports current business needs and future growth, enabling companies to stay agile and competitive.

## Industries



Retail



Transportation



Aviation



Healthcare



Financial Institutions



Manufacturing

**SINGAPORE**  
NEC Asia Pacific Pte Ltd  
(Regional Headquarters)  
[sg.nec.com](http://sg.nec.com)



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