

NEC Managed Services

# Workplace Anywhere Support



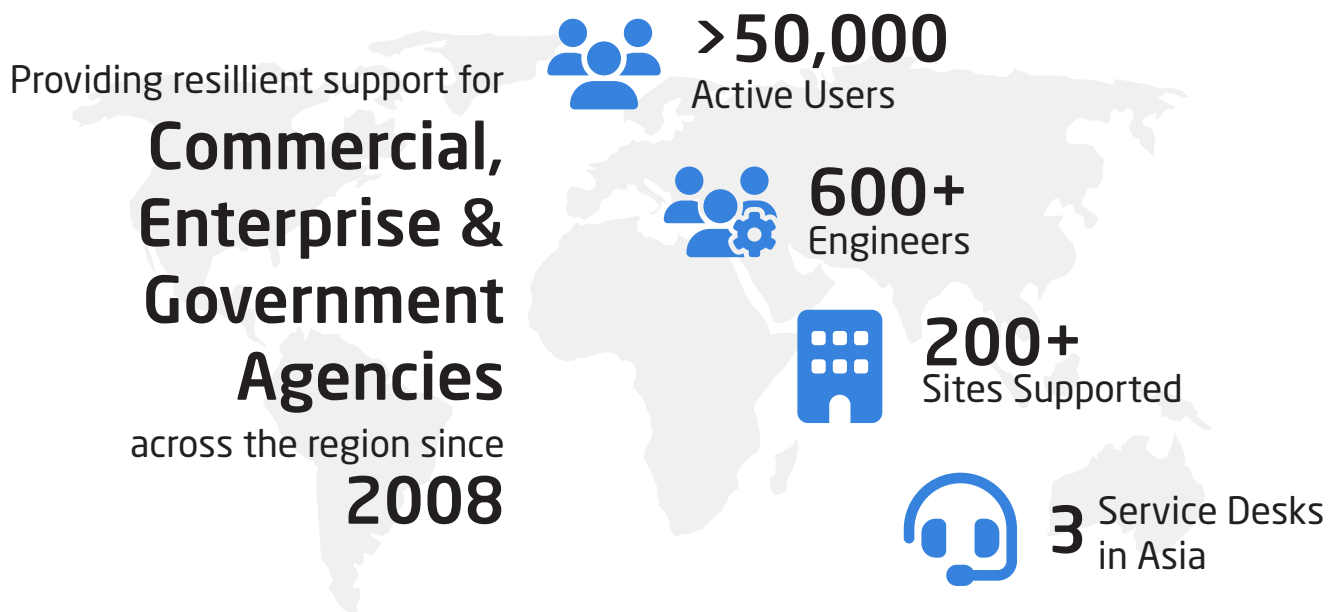
# Comprehensive suite of Managed Services in one platform to personalise and optimise organisations' operations

COVID-19 pandemic has shaken the world and forced businesses and schools to accelerate digital transformation, leading to a dramatic increase in the adoption of remote work and remote education arrangements. This has rapidly increased the use of cloud-based software to support remote work. With the shift to remote, organisations rely on managed services to provide remote support and maintenance for their IT systems and infrastructure.

## Who Are We?

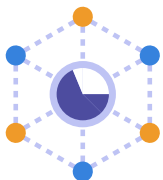
NEC APAC Managed Services Business Unit (MSBU) is a leading information technology services provider that specialises in systems integration and consultancy services and provides regional sales and services support for turnkey implementation of mission-critical solutions, project management and maintenance services.

NEC MSBU has proven track record and is committed to providing customer-centric managed services to Commercial, Enterprise and Government Agencies.



## Introduction to MIES

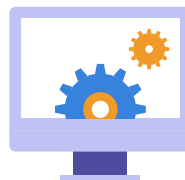
With NEC Managed Intelligence Edge Services (MIES), an all-encompassing cloud-based integrated managed services, we help you connect the dots so you can achieve more with your existing resources, supported by our team of accredited engineers anywhere, anytime, on any platform. By leveraging on MIES, NEC can support your digital future with a full spectrum of managed services available on a single platform, which is an efficient way to stay up-to-date on technology and reduce cost.



Holistic Overview



Consistent Service Model



Excellent Virtual Support



Modern Technology

## NEC Advanced Response Centre

Our Advanced Response Centre (ARC) is a 24/7 single point-of-contact command centre. It is an integrated operation centre that provides organisations with a comprehensive suite of Managed Services from day one service to standard business operations. Transformed from a technology-centred model to an end-user experience-driven approach, our team is ITIL-certified and operates as a Centre of Excellence, committed to providing continuous and seamless service delivery.

### Quality Assurance



Certified with ITIL and operating as Centre of Excellence, complying with industry standards and best practices, NEC demonstrates a commitment to quality assurance and improves delivered services by introducing automation, self-service and intelligence within a single platform. The list of compliances awarded to NEC Asia Pacific are:

ISO20000, ISO22300, ISO27001, CMMI & MTCS SS 584 level 1.



### Value Proposition

The NEC ARC helps organizations to identify issues and opportunities in a pro-active manner, enabling them to respond quickly to changing conditions. It can also help to streamline processes and reduce costs by optimising operations and minimising downtime.

## Service Offering

NEC supports businesses through a comprehensive suite of customisable, unique IT solutions to optimise performance efficiency by supporting your operations across the entire IT value chain – from evolving to a modern workplace to developing a unified cyber security strategy. We provide a trustworthy backing for your IT environment, allowing you to focus on what really matters.



### Modern Workplace Management

Utilising technology and innovative strategies to create a flexible, collaborative, and productive work environment that promotes employee well-being and adapts to the changing needs of the workforce.

- Workplace Anywhere Support
- Workplace Support Services
- Unified Endpoint Management
- Modern Device Management
- Productivity & Collaboration
- Desktop-as-a-service
- Workplace Analytics & Automation
- Workplace Asset Management



### Modern Platform Management

Providing resilient support for workplace infrastructure to ensure a secure and reliable system that supports business operations and innovation.

- Multi-Cloud Monitoring Services
- Public Cloud Services
- Private & Hybrid Cloud Services
- Modern Application Platform
- Infrastructure Automation & Orchestration
- Network-as-a-Service
- Cloud Advisory & Migration Services



### Modern Cybersecurity Management

Identifying, responding and eliminating threats rapidly with extra vigilance on your IT infrastructure; delivering comprehensive protection and ensuring compliance with regulations and industry standards; giving organisations the peace of mind to focus in growing your business.

- Advance Security Monitoring
- Managed Detection Response
- Managed Threat Intelligence
- Endpoint Detection and Response
- Vulnerability Assessment
- Penetration Testing
- Security Incident Response
- Managed Cloud Security Services



### Business Process Management

Ensuring your processes are operating at peak efficiency through our expertise and cutting-edge technology.

- Business Consultancy
- Process Management
- Modernization-as-a-service
- Audit-as-a-service

## Fulfilling Your IT Needs Anywhere, Anytime On Any Platform

### Why Choose NEC 's Managed Services?

#### Proven Expertise

We have a proven track record of delivering high-quality managed services to businesses across many different countries. Its experienced team of professionals has the knowledge and skills to manage complex IT environments and ensure that businesses can operate efficiently and effectively. We have been managing many government agencies, including the healthcare sector, for many years and have accumulated in-depth knowledge on the industries' compliance requirements and IT environment needs.



#### Known For Expertise In The Industry

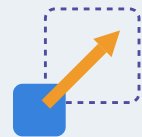
We are awarded by Frost & Sullivan, "Singapore Managed IT Infrastructure Services Provider of the Year (Public Sector)" in 2019.

#### Commitment to Quality



#### Scalability

Supports vertical and horizontal scaling to meet the growing demands.



### Industries We Serve



Retail



Transportation



Aviation



Healthcare



Financial Institutions



Manufacturing

Icons by Flaticon

NEC is leveraging digital innovation for seamless transition to Society 5.0, which promises a human-centric, inclusive, and sustainable future.



Talk to us about your needs today to arrange a demo. Contact us at **+65 6273 8333** or [sg\\_marketing@nec.com.sg](mailto:sg_marketing@nec.com.sg).

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