

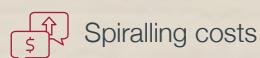
Suite of  
Services

# Accelerating business growth with IT support services

Technology is a powerful enabler in today's digital world, helping businesses to stay productive, efficient and competitive in the marketplace. However, maintaining an on-premise IT team—to keep systems running smoothly—is costly, and may not be feasible for some businesses. It is against this backdrop that many organisations are outsourcing IT Management to partners like JOS.

At JOS, we provide IT support with defined Service Level Agreements (SLAs) to businesses, ensuring a comprehensive maintenance of your IT systems. We provide you with dedicated service that caters to your requirements. Our team of qualified IT professionals has deep knowledge and vast experience to support different IT platforms and environments. Let us assist you with your technology support, so you can focus on your business.

## Challenges



Spiralling costs



Lack of flexibility & scalability



Increasing technology complexity



Escalating demand for continuous service improvement

## Benefits



Access to latest technology resources, advancements and skill sets



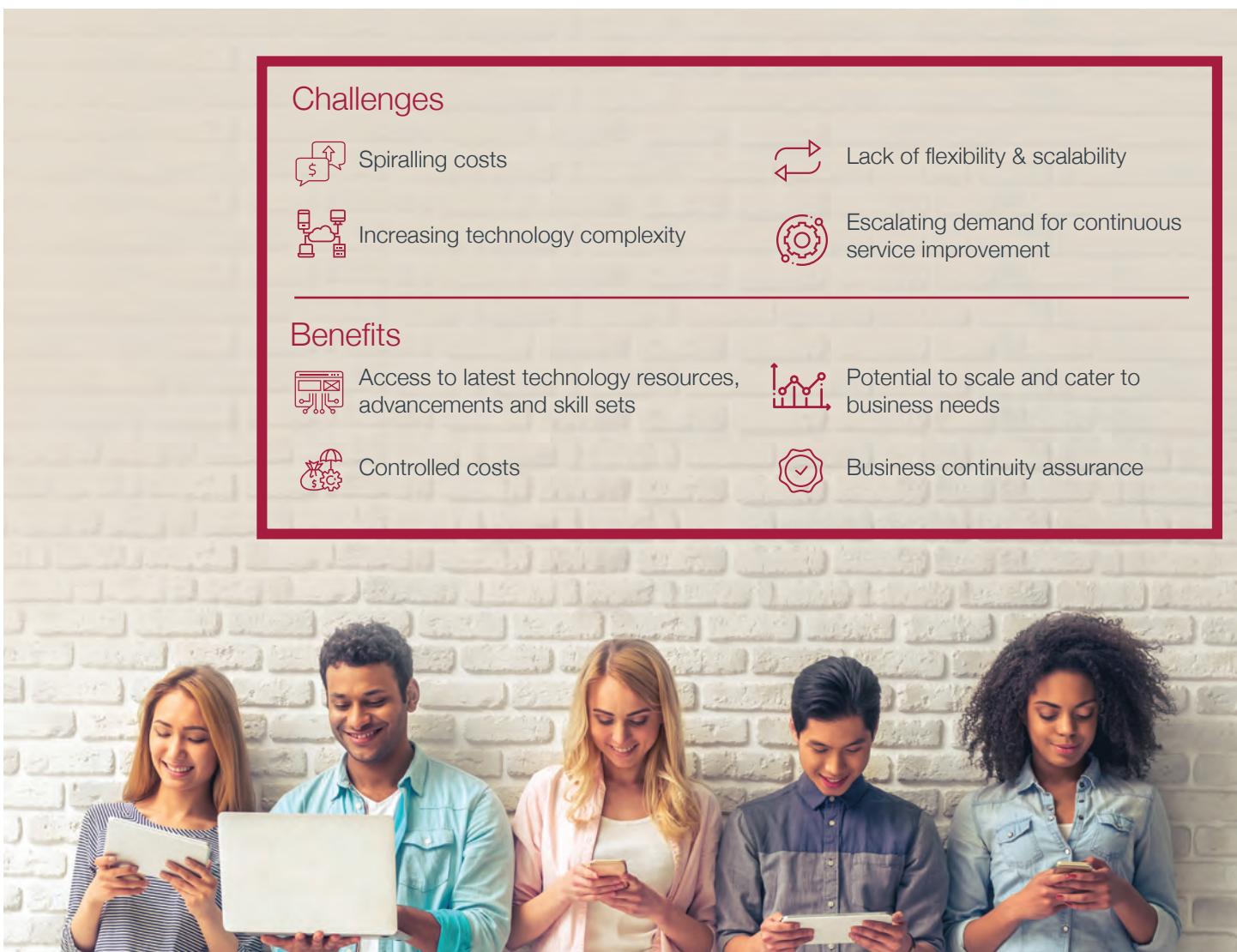
Potential to scale and cater to business needs



Controlled costs



Business continuity assurance



A member of the Jardine Matheson

# Maintenance Services

Modern organisations today are highly dependent on the IT infrastructure to manage the operations and run the business. This means that any downtime on IT equipments and applications can disrupt critical functions and result in potential business losses and reputation damage.

To ensure business continuity, it is crucial for organisations to constantly monitor the IT infrastructure to minimise unforeseen breakdowns. JOS provides Maintenance Services—for both hardware and systems software—to minimise downtime from your current IT infrastructure.



## Hardware Maintenance

Maintaining IT hardware and equipment can be challenging, especially when there are multiple types of equipment and maintenance end dates. Often, you end up facing equipment failure that requires immediate attention to minimise the impact on operations.

Many organisations lack the internal manpower and resources to ensure regular maintenance and upgrading of their IT equipment. We provide Hardware Maintenance services to relieve you from technical burden, yet allowing you to stay on top of your IT hardware needs.

- Phone & email support
- Repair and replacement of parts
- Preventive maintenance
- Loan provisioning
- Inventory check
- Onsite support
- Onsite technical review



## System Maintenance

IT systems software today are the nerve centres for organisations, responsible for the smooth and efficient running of business operations. However, when system failures occur, these disruptions can severely affect key business functions. These system failures may lead to delays in fulfilment and reputation damage.

This is why businesses must keep their IT systems well-maintained – to ensure smooth operations, while maximising uptime for quality and efficient system fulfilment and delivery. JOS provides System Maintenance services that help organisations achieve these goals. With our flexible token-based approach, you can get support from a range of services that cater to your needs.

- Phone & email support
- System software troubleshooting and patching
- Remote hands support
- On-site engineer support
- Project deployment and management services



**Why You Should Consider Managed Services**

Predictable pricing without prohibitive capital investment, access to professional expertise, proven processes and technology know-how to support your business needs.

To manage or not to manage – it's not really a question! Find out whether JOS Managed Services are right for your business by answering three questions.

- Do you want your IT internal staff to focus on core competencies rather than juggling with IT challenges?
- Do you want to maintain control of your Business-Critical Systems?
- Are you increasingly reactive rather than proactive when it comes to the management of your IT infrastructure?

If you answered “YES” to one or more of these questions, then it is time to think about Managed Services.

## Managed Services

Technology plays a crucial role in daily operations management and infrastructure support. Stay ahead of your growing business needs by enhancing the agility and scalability of your IT infrastructure.

With Managed Services and dedicated service delivery management, you will have access to JOS's professional expertise and cutting edge delivery tools which provide you the flexibility to scale based on your business demand.

### Service Desk Support

IT teams in medium to large organisations are often called upon to meet internal user demand, for example, service desk support and incident management. However, providing such levels of support can be costly and resource intensive.

We offer Service Desk Support to help organisations scale their operations and meet internal user demands. We provide internal users with 24x7 local support, and a consistent, personalised service experience, regardless of when and where the service call is made.

- 24x7 local phone and email support
- 1st level problem resolution
- Optional 2nd level incident onsite support services

### End-User Computing (EUD) Devices Support

Some organisations require IT support beyond what a local service desk can provide. At JOS, we provide dedicated manpower for organisations at your premise to cater to business needs. With the wide range of support and services available, you can ensure a smooth end-user experience.

- 24x7 phone and email support
- Optional self-help chatbot
- Dedicated on-site support and services
- System administration – patches & updates
- System monitoring tools
- Professional system assessment reporting with strategic recommendations
- Locally located
- Data resides in Singapore

### Managed Cloud Services

Organisations are increasingly migrating their IT infrastructure to the cloud, drawn by its promise of scalability, speed and efficiency. However, this means organisations are in demand for cloud specialists to help with implementing the right multi-cloud strategies, amidst increasing IT complexity.

Tailor-made for your specific cloud and business needs, we provide technical know-hows, unparalleled service capabilities, and customer-centric service delivery through a flexible pricing model.

- Cloud management portal
- 24x7 cloud incident management
- Cloud change management
- Cloud monitoring

### Manpower Outsourcing

With the technology landscape constantly changing, it is a challenge for organisations to find the right manpower and equip them with the relevant skills.

We provide organisations with access to talents with the specific expertise they need, whenever they need it. Backed by JOS's dedicated team of experienced IT specialists and professionals, we offer a level of service that will exceed your expectations.

- Helpdesk agent
- Deskside engineer
- System administrator
- Network engineer

# Cloud Services

Businesses today are increasingly migrating their IT systems and infrastructure to the cloud, thanks to the power, cost effectiveness, flexibility and scalability of cloud services. However, there is also increasing technical complexity with the rise of hybrid cloud solutions.

With JOS Cloud Services, businesses can leverage our skilled and experienced team to guide them through the intricacies of the business cloud. Our comprehensive portfolio of cloud services means there's always a solution to meet the challenges of your growing IT needs.



## Everything-as-a-Service (XaaS)

Advances in cloud technology offer businesses the opportunity to build a fast, powerful and agile organisation through a highly scalable IT infrastructure. However, implementation of the right cloud solutions requires a level of knowledge and expertise which many organisations do not possess internally.

Our end-to-end XaaS portfolio and certified cloud experts mean we can help organisations solve their problems through the cloud, while helping them turn challenges into opportunities with the adoption of the right cloud solutions.

### Performance that fuels your business

- Infrastructure-as-a-Service (IaaS)
- Desktop-as-a-Service (DaaS)
- Hardware-as-a-Service (HaaS)

### Protection for peace of mind

- Backup-as-a-Service (BaaS)
- Disaster Recovery-as-a-Service (DRaaS)

### Productivity without compromise

- Software-as-a-Service (SaaS)



## Why JOS



### One-stop Shop

JOS can support your demanding environment through our multi-vendor certified engineers. We provide you with a single point of contact for all your IT issues from hardware support, system implementation to IT manpower outsourcing.



### Tailor-made IT Support Solution

JOS has a team of certified engineers to provide you a suitable IT solution based on your needs. Depending on the business requirements, you may not need full-fledged IT support. At JOS, we have the flexibility to provide you the services and support that cater to your needs at an affordable rate.



### Experienced Pool of IT Experts

JOS has a team of highly qualified and experienced IT professionals. They are trained regularly to refresh and gain knowledge on the latest technology and techniques, allowing them to provide you with IT advisory and high delivery standards.



### Best Practices

JOS is ISO 9001 certified, and has a set of well-defined standards, processes and best practices in place. You will be assured of quality delivery with our team of qualified IT professionals who are ITIL (Information Technology Infrastructure Library) and PMP certified (Project Management Professional).

## About JOS

With over 60 years' experience in Asia, JOS is a systems integrator, solutions provider and technology consultancy with deep local and industry knowledge and an exceptional ability to execute.

With 2,000+ IT professionals working from nine offices across Asia's major business hubs in China, Hong Kong, Macau, Malaysia and Singapore, JOS aims to improve the performance of business and governments across the region by applying the best technology to address their challenges.

JOS has extensive experience across a range of industries, more than 10,000 private and public sector customers in Asia, and core capabilities in artificial intelligence, big data, cloud computing, enterprise applications, enterprise security, internet of things (IoT), mobility and next generation infrastructure.

JOS is a division of JTH Group, a member of the Fortune Global 500-listed Jardine Matheson Group.

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