

Suite of Services

Optimising IT support services and providing human capital to meet your IT needs

In our hyper-connected world, businesses are using technology to enhance productivity and efficiency. However, maintaining an on-premise IT team is costly, and may not be feasible for all businesses. To keep their systems running smoothly, some organisations choose to outsource IT management to third-party vendors. These vendors provide customised human resource solutions, and IT support with stipulated Service Level Agreement (SLA) to ensure comprehensive maintenance of IT systems.

JOS's team of qualified IT professionals has vast experience in supporting various IT platforms and environments. We provide you with dedicated service that caters to your requirements. Leave your IT systems and operations to us while you focus on building your core business.

Challenges

- Limited IT resources and skill sets
- High human capital cost
- IT staff overwhelmed with strategic priorities
- Unable to provide IT support for overseas offices

Benefits

- Reduce human resource cost
- Increase productivity
- Gain technological advancements
- Business continuity assurance



Managed Services

Technology now plays a critical role in daily management of operations and infrastructure. Agility and scalability of your IT infrastructure must be enhanced to meet growing business needs. Proactive measures such as regular monitoring and health checks can prevent problems from intensifying. Rest assured that the services we provide can help reduce overheads, boost productivity and improve efficiency with a Service Level Agreement (SLA) in place — allowing you to focus on your business.

Managed IT Infrastructure

- Support anytime – 24x7 hotline
- Fast issue resolution – First level resolution via phone with regular updates and emails
- Centralised control – Single point of contact with reports and recommendations for improvements

System Health Monitoring & Continuous Improvement

- Reactive – Alert on system's health triggered based on pre-agreed threshold
- Strategic – Professional system assessment reporting with strategic recommendations

Service Desk Solutions

- First-hand information – Access to the latest status of your IT assets
- Risk mitigation and staying relevant – IT audits are available with frequency based on business' needs
- Continuous improvement – Assessment reports and recommendations made based on latest IT environment

Business Recovery & Continuity

- Business-as-usual – Undisrupted IT services and execution of Disaster Recovery Plan (DRP) with availability of Business Continuity Plan (BCP) replacement site
- Being ready – Rehearsals and drills to prepare the workforce
- Ensuring compliance – Ensure adherence to country's and/or organisations's regulations and policies

System & Hardware Maintenance

- Flexibility & scalability – Deploy qualified IT manpower based on SLA and/or needs
- Rich Expertise – Enterprise grade IT support
- Cost-effectiveness & efficiency – Map resources to your overall IT strategy while lowering cost

Manpower Outsourcing

JOS Manpower Outsourcing has a dedicated Service Delivery Manager that ensures performance levels of the engineers. We also provide Service Quality Management, which acts as a neutral party that looks into feedback and improves existing services. With Manpower Outsourcing, you won't have to worry about business operations and productivity issues when your IT staff are taking some well-deserved time off.

Flexi IT Support Services

- Non full-time
- Fixed schedule visit

Permanent IT Support Services

- As per client's operating hours

Helpdesk

- 24x7 basis
- Office hours support only

Types of Engineers Available



Helpdesk / Deskside Engineer



Deskside Engineer Team Lead



Project Manager (Full-time only)

Hardware Maintenance

Investment in IT equipment can be costly especially when there are multiple kinds of equipment and maintenance end dates. At times, you are also faced with equipment failure that requires immediate attention to minimise impact on operations. It is important that your IT equipment is maintained regularly, to ensure business operations consistently meet business demands.

Basic Care

8x5 Support

- Guaranteed **next business day** response onsite upon call logged
- Loaner provision
- Inventory check

* Case-by-case basis

Standard Care

24x7 Support

- Guaranteed **4 hours response** onsite upon call logged
- Loaner provision
- Inventory check
- Preventive maintenance*
- Monthly case report*

Premium Care

24x7 Support

- Guaranteed **6 hours resolution** upon call logged
- Loaner provision
- Inventory check
- Preventive maintenance
- Monthly case report*
- Monthly onsite technical review*
- Case trending report*

System Maintenance

In the digital-lead business environment, system failure can affect business operations and cost you reputational damage due to delays in fulfilment. Enhance business value through flexible and effective IT support, and minimal IT system issues. A well-maintained IT system will keep business operations smooth and maximise agility to deliver efficiently without compromising on fulfilment quality. With an investment starting from **as low as 20 tokens**, you can select from a range of support that caters to your various needs.

Starter

8x5 Support[^]

- Unlimited phone & email support
- Incident on-site support services[#]
- Minimum purchase of 20 tokens

Plus

24x7 Support[^]

- Unlimited phone & email support
- Incident on-site support services[#]
- Professional services
- Minimum purchase of 20 tokens

Elite

24x7 Support[^]

- Unlimited phone & email support
- Incident on-site support services[#]
- Professional services
- Minimum purchase of 30 tokens

Unlimited

24x7 Support[^]

- Unlimited phone & email support
- Unlimited incident on-site support services[#]
- Unlimited tokens

[^] Approach JOS for Product Support List

[#] Subject to Scope of Services

Service Desk Support

Providing service desk support, incident management, and meeting user demands effectively can be costly and resource intensive. The challenges multiply when user numbers increase and span across multiple offices. Avoid impact on operations by having 24x7 support, and a consistent, personalised service experience for all users — regardless of when and where the service call is made.

Support Available



24x7 Support



Call Escalation



1st Level Problem Resolution via Phone / Email



Monthly Service Level Agreements (SLA)

- Pick-up rate within 15s and/or 5 rings
- Less than 10% call abandon rate



Monthly and Weekly Report



Remote Monitoring & Support Services

Regional Support Services

Creating a competitive and agile business requires seamless IT support regardless of location. JOS has offices in 9 cities within Asia Pacific and strong business partnerships with leading service providers in more than 10 countries. Our strong Asia Pacific presence can provide you with comprehensive IT support at any of these locations — all with a single point of contact.

System Maintenance Services (on-demand / tokens basis)

- Dispatch services (Next business day and 4 hours onsite response)
- Hardware break fix / IMAC
- Implementation / installation services

Manpower Outsource Services

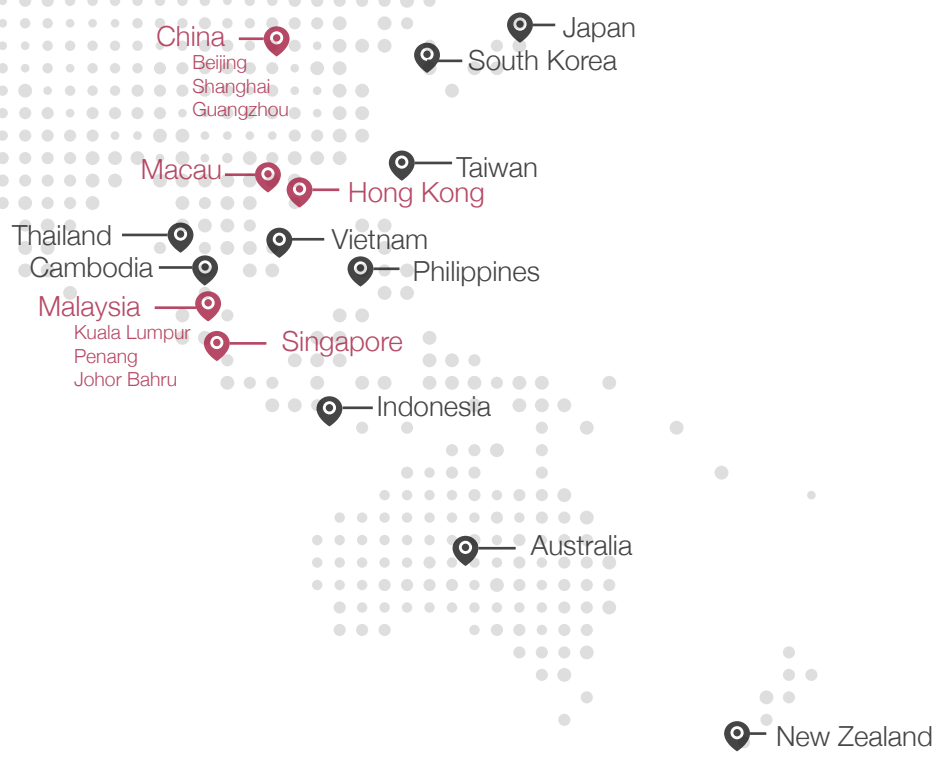
- Dedicated full-time engineer
- Non full-time IT support
- Fixed schedule visits

Hardware Maintenance Services

- Servers / network equipment
- Desktops / laptops / printers

Professional Services

- System design & implementation
- Relocation services
- On-site system installation
- In-house staging / imaging



Why JOS



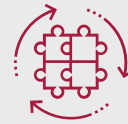
One-stop Shop

JOS can support your heterogeneous 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.



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.



Tailor-made IT Support Solution

JOS has a team of certified engineers who can provide you with suitable IT support solutions 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 with IT services and support catered to your needs at an affordable rate.



Best Practices

JOS is ISO 9001 certified, and has a set of well-defined standards, processes and best practices in place for quality assurance. Our team of qualified IT professionals are also 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 2,200 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 cloud computing, big data, enterprise security, enterprise applications, mobility, next generation infrastructure and internet of things.

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

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