Tech Champions that Make IT Work

# IT Expert Services

Get your competitive edge with managed IT
and technology solutions for the modern workplace

# IT Expert Services

**IT Expert Services is a standardised, cost-effective service designed for Enterprises and SMEs, where FUJIFILM Business Innovation Singapore (FBSG) will take primary responsibility to meet the customer's IT support needs.** Helpdesk, desktop, server, printer, and network infrastructure support will be fulfilled by FBSG to free the customer's internal teams to support their more critical business needs.

## A well-supported digital transformation journey is the key to business success

Digital transformation requires an experienced team with the right skill sets to succeed. Whether you are looking for a full-service Managed IT Provider, or a co-managed trusted IT Provider, partnering with FUJIFILM Business Innovation will gain you access to a team of over 200 experts to support your digital transformation. While you focus on being successful in your business, let us solve your IT problems and fortify the building blocks in your digital transformation journey.

### ● Access to Unlimited IT Support

Solving IT problems is our key competency. We work fast to ensure high availability across all Workstations, Servers and Network Infrastructure.

**We provide:**
- ✓ Level 1 Remote Support
- ✓ Level 2 Onsite Support
- ✓ Multiple IT vendor management
- ✓ Pro-active 24/7 Device & Security monitoring

### ● Optimise your IT output

Your support journey is further enhanced with a Virtual IT Manager. We adopt a prescriptive analytical approach to achieve the most optimal IT performance for your business.

**We provide:**
- ✓ Backup & Disaster Recovery Plan
- ✓ IT Audit
- ✓ IT Project Management

### ● One-stop Technology Sourcing

Voted as "Digital Innovator of the Year", we are the expert on the staggering choices of technology in the market. Leverage on our experience to adapt technology to the needs of your business. Leave the complexity to us, and leave it to us to source what works best for your business.

*Awarded by DigiconAsia, DX Excellence Awards 2022

### ● Strategising your Digital Future

Why hire a team? Gain unlimited support from our Virtual CIO to assemble the right team of technology, data, and people who can work together to deliver your IT Strategy.

**We provide:**
- ✓ Digital Transformation Roadmap
- ✓ Business Continuity plan
- ✓ Business Process Automation initiatives

### ● Trusted and Reliable Service Provider

With a track record of managing more than 10,000 devices & 2,000 servers regionally, we have exceeded our service, proven with a high 97% customer satisfaction rate. Lead your business confidently with us, as we scale your digital competency with your business growth.

# What you get with IT Expert Services

☑ **IT Support**
Whenever, Wherever

☑ **Data & Privacy**
Secured, Protected

☑ **Procurement Services**
One Vendor, Unified System

☑ **Communications**
Without Limits

☑ **Infrastructure-As-A-Service (IAAS)**
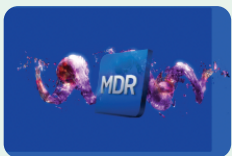Scale as you need

☑ **Virtual CIO (vCIO)**
Strategising Your Digital Future

| | Features | Description |
|---|---|---|
| **ITES Core** | Helpdesk & Proactive Monitoring | Single point of contact for resolution of IT-related problems and queries. |
| | | Anticipate and implement IT measures vs problems that lead to major downtimes. |
| | Desktop Management | Automate operations and maintenance functions of desktop management software. |
| | | Administration of hardware and software inventory, configuration, and software licenses. |
| **ITES Value Added Features** | Virtual IT Manager (vITM) | Extensive expertise in IT management and IT strategy bringing regular valuable insights to customers through improvement and innovative solutions. |
| | | Escalation management for critical and/or recurring IT issues. |
| | *The following VAS require a vITM* | |
| | Operations Management | Implement best practices for system availability, proactive issue resolution to achieve alignment between IT and business objectives. |
| | Server Management | Minimize server slowdowns and downtime while maximizing system reliability. |
| | | Secure server environments to prevents attackers from gaining access. |
| | | Scale servers to meet evolving business requirements. |
| | Operating System & Security Updates | Applying the latest security patches and removing computer vulnerabilities. |
| | Network Monitoring | Monitor traffic, identify bottlenecks, optimise network resources. |
| | | Identify potential issues, take preventive measures to minimise network downtime. |
| | | Implement security measures and help protect against unauthorised network access. |

## Expand your IT Expert Services subscription with trusted 3rd-party packages

**SOPHOS** Cybersecurity

Endpoint Protection with Intercept X
with XDR MDR Essentials
or Complete

**DELL** Hardware (Laptop)

Latitude Series Laptops

**Microsoft** Productivity Packages

Office 365 Subscriptions

**And more**

# How does IT Expert Services meet your organisation's needs?

## CHIEF FINANCIAL OFFICER OR EXECUTIVE

### Savings
Reduce IT total cost of ownership

- Predictable monthly IT budget with fees that include all-encompassing costs based on a subscription model with ability to add or remove services as needed.
- Avoid significant sunk and operational costs such as monthly salaries, benefits, insurance, and office upkeep.
- IT day-to-day expenses are consolidated into a single, fixed set of OpEx costs.

## CHIEF INFORMATION SECURITY OFFICER (CISO)

### Cyber Protection & Compliance
Peace of mind against cyber threats

- Provides the expertise needed to manage diverse IT security and keep systems up-to-date to reduce business exposure to malware and ransomware attacks.
- Implements and oversees organisation's cyber security program to ensure the security and privacy of both organizations and individuals as well as protecting data from inappropriate access.
- Cyber security support with up-to-date operating systems and anti-virus patches.
- Implement necessary actions to accommodate changing cyber security regulations.

## CHIEF TECHNOLOGY OFFICER & IT MANAGERS

### Productivity
Minimise downtime for maximum efficiency

- A one-stop helpdesk team of qualified IT professionals to quickly assess and resolve issues remotely based on contractually agreed service level objectives.
- By leveraging on FUJIFILM Business Innovation Singapore's people, processes and technology, customers get immediate access to IT experts that provide proactive support to help them spend less time on resolving IT-related issues.
- Provide a centralized management solution to proactively monitor and escalate or solve technical difficulties before they cause harm.
- Cover a wide range of IT expertise to allow in-house teams to focus dayto-day resources on their core business goals.

## CORPORATE SOCIAL RESPONSIBILITY (CSR) MANAGER

### Environmental Sustainability
Reduce overall carbon footprint

- Swift resolution of IT-related problems can also lead to reductions in energy consumption and $CO_2$ emmissions.
- Provide environmentally responsible use of IT resources.

# FUJIFILM
## Value from Innovation

**FIND OUT MORE AT**
https://bit.ly/ITExpertServices