

# IT Concierge Service (ICS)





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IT Concierge Service (ICS) is a key service offering aimed at empowering your organisation with the flexibility of meeting ever-changing IT demands. ICS lends the expertise to get your IT up-and-running with 3 criteria: On-time, on-budget and spot-on in meeting requirements. To maximise the clockwork efficiency of an existing infrastructure, ICS provides the professionalism and standards expected of an outsourced option, only without the cost implications or hassle typical of others.

ICS extends quality care and support across the customer's Multifunction Devices (MFD) and office IT infrastructure - expect nothing less than SCP-certified support, a guarantee to you of our commitment to achieve high service levels. With ICS, we believe you deserve the best IT support for your business, and we're here to do just that.



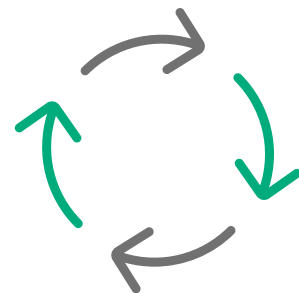
## ✓ One-Stop Solution

Extend similar high quality care and support for your IT environment through a single vendor



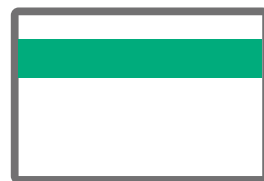
## ✓ SCP-Certified Service Infrastructure

FUJIFILM Business Innovation is accredited with the Service Capability & Performance (SCP) Standards - a global benchmark for service



## ✓ Business Continuity

Businesses today are becoming increasingly reliant on IT that should run like clockwork. Leverage on our expertise and experience to make this happen for you



## ✓ Controlled Expenditure

Lower IT overheads through utilising ad-hoc IT support packages that are tailored to your needs/requirements



## Who May Need ICS

### 1. New business premises

Getting connected - and staying connected - is especially important for customers looking to expand or pursue a new business venture. Start off your business on a solid foot with the right IT infrastructure.

### 3. Office expansion / relocation

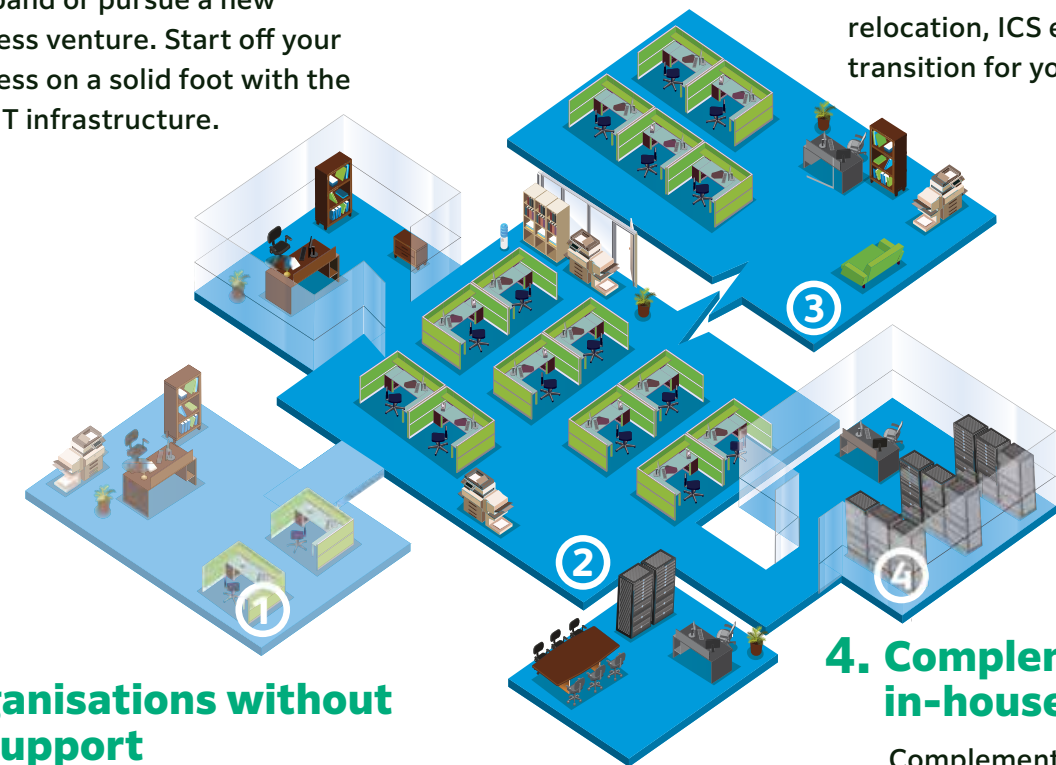
Business expansion leads to an increase in the number of IT users and equipment. Utilise our expertise to tackle your scalability concerns. In the case of a relocation, ICS ensures a smooth IT transition for your businesses.

### 2. Organisations without IT Support

Down time is costly, especially to businesses without in-house IT support. ICS provides you a peace of mind should unforeseen IT disasters occur.

### 4. Complement in-house IT

Complement existing in-house IT support during mass migration or one-off IT exercises. ICS - IT performance boosters right at your fingertips!



# HEAR WHAT OUR CUSTOMER HAS TO SAY

Toray Asia Pte Ltd (TAS)

**TORAY**



Toray Asia Pte Ltd (TAS) is a 100% subsidiary of Toray Industries, Inc. Established in 1926, Toray Industries, Inc. is a leading chemical manufacturer, whose business encompasses everything from basic raw materials to fully finished synthetic products. The core of Toray's business focuses on the manufacture of three major synthetic fibers - nylon, polyester and acrylic.

## Challenges faced

As is the case with many MNC subsidiaries in Asia, the team in Singapore runs on a very lean setup despite having a rapidly growing regional portfolio. With offices in Singapore, Korea and India and no dedicated IT support personnel, TAS needed a flexible IT partner that can help them manage, maintain and support the IT needs of the regional team.

## Solution provided by FUJIFILM Business Innovation IT Concierge Service (ICS) Team

ICS team was engaged by TAS to provide the support services for every employee. From laptop to network to VPN (Virtual Private Network) router, email and file server maintenance in the Singapore, India and South Korea offices. In addition to providing the on-site and remote support services, TAS also relies on the FUJIFILM Business Innovation team for technical expertise and advice on the recommended hardware upgrade and implementation decisions.

*"Prior to engaging the FUJIFILM Business Innovation team for their IT support services, we were working with another IT partner who provided the similar support services. However, there were considerable constraints when it came to the turnaround time required to implement the services. We get immediate - if not the next working day turnaround time. They can also log in to our system remotely to fix problems, improving the productivity of our staff tremendously."*

**Mr. Yuhendy Leevin**  
Assistant Manager, Toray Asia

For more information or detailed product specification, please email us [dgi-fbgs-ICSEnquires@fujifilm.com](mailto:dgi-fbgs-ICSEnquires@fujifilm.com) or visit us at

**FUJIFILM**

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