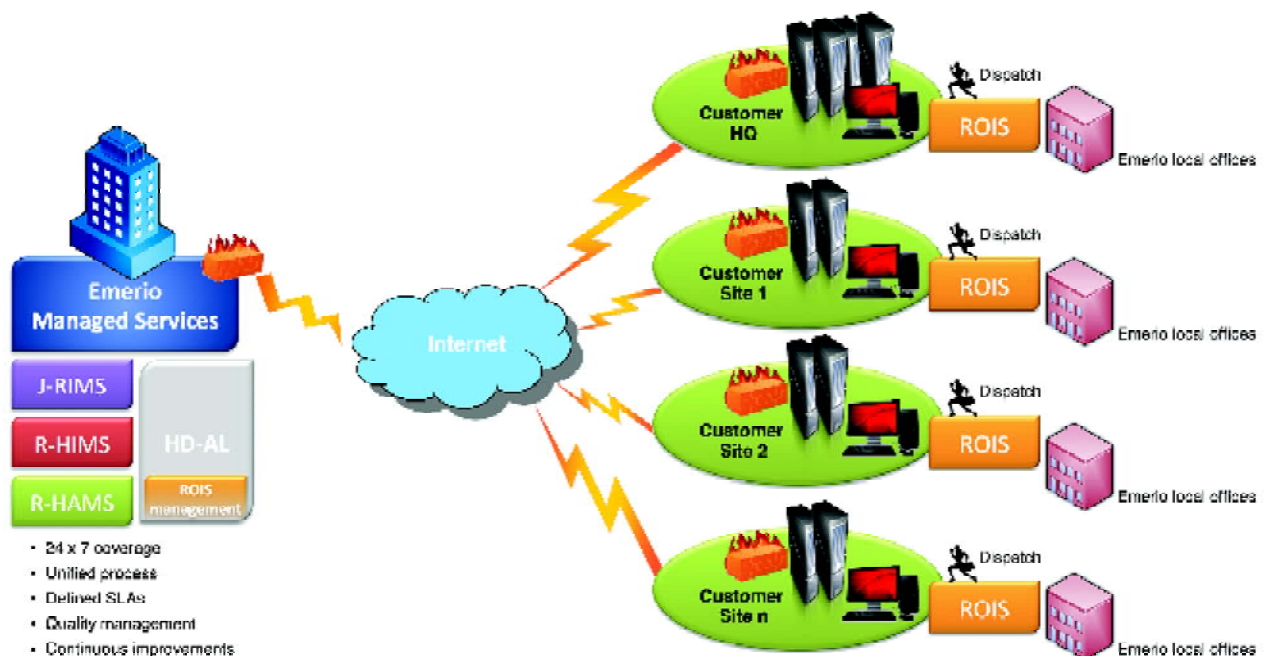


# Unified Perspective, Greater Agility

Organisations are rapidly expanding their businesses to meet the dynamic growth in Asian region. The diversity, regional specialisation and dynamic growth unique to Asian markets post exceptional IT challenges. It becomes a cumulative pain to choose a local IT service provider able to support such dynamic expansions; meet corporate quality standards and align with regional standardisation initiatives. Multi-vendor management and a heterogeneous infrastructure and applications environment further complicate and decrease operational efficiencies.

At Emerio, our established foot print in strategic Asian locations have provided a single window of IT management through a full spectrum of service offerings - an end-to-end support services management for our customer's heterogeneous infrastructure and, applications environment, Japanese language-based infrastructure environment and Asian language helpdesk needs across the region while providing the much needed local onsite support.



Emerio's Helpdesk services with 10 Asian languages (HD-AL), provides a central platform that can be combined with regional onsite IT support (ROIS) for a seamless, single window for IT management.

Emerio's strong remote management services (R-HIMS & R-HAMS) efficiently manages complex heterogeneous environments with both legacy and new generation systems. Together with our strong Japanese language capabilities (J-RIMS), we have effectively managed language-based IT management needs.

These combined service offerings ensures customers IT requirements are met through a single regional service provider lowering risks, optimising cost of operations and meeting dynamic needs as well as quality standards.

Application Services • Infrastructure Services • Business Process Outsourcing



Emerio supports the seamless collaboration across an organisation with a central point of management. Our managed services upheld by its deep industry experiences, extensive technology expertise, best practices and processes delivers comprehensive and reliable technology support services that increases the agility of an organisation poised for business innovations.

**HD-AL** - Centralised IT HelpDesk services with Asian Language capabilities covering Japanese, Mandarin, Cantonese, Thai, Bahasa Malaya, Bahasa Indonesia, Vietnamese, Tagalog, Hindi and English reduces language barriers in voice and email based IT support services.

**ROIS** - Regional Onsite IT Support provides a single project management window that simplifies the complexity of managing onsite needs through multiple vendors across multiple locations in Asia.

**R-HIMS** - Remote Heterogeneous Infrastructure Management Services offers a multi-technology support services for the design, implementation and management of infrastructure and application infrastructure, reducing the complexity of managing heterogeneous IT environment and multi-vendor management.

**J-RIMS** - Japanese Remote Infrastructure Management Services provides Japanese customers an optimised and cost effective delivery model to support their IT systems and business communication in Japanese language.

**R-HAMS** - Remote Heterogeneous Application Management Services offers corrective, preventive, adaptive and perfective maintenance support for a spectrum of business applications across ERP, CRM, BI, Web, Legacy, and IBM Mainframe, to attain stable heterogeneous applications that meet evolving business needs.

## The Emerio Edge

- Our combined service offerings help organisations reduce TCO and improve service levels.
- Enhanced Control & Flexibility – Organisations can continue to grow their IT needs using multiple technologies across multiple locations in Asia.
- Organisations gain access to Emerio's wealth of expertise and experience in supporting heterogeneous technologies in local and global markets.
- We help organisations realise the true potential of their IT investments.
- Our commitment in delivering service excellence has gained customers' confidence in entrusting their IT support with Emerio.
- Unified 24x7 coverage assurance for all supported technologies with no hidden costs.

## About Emerio

Emerio, an NTT Communications company, is a leading technology services and outsourcing company in South East Asia with extensive industry knowledge, proven methodologies, global resources and a successful track record. Emerio aligns to clients' needs to help them achieve consistent quality and operational efficiency. The company offers cutting edge solutions in the areas of Application Services, Infrastructure Services and Business Process Outsourcing. Emerio operates out of 13 countries with delivery centers in Singapore, Indonesia, Malaysia, Thailand and Philippines.

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