

10. Enterprise Support Services

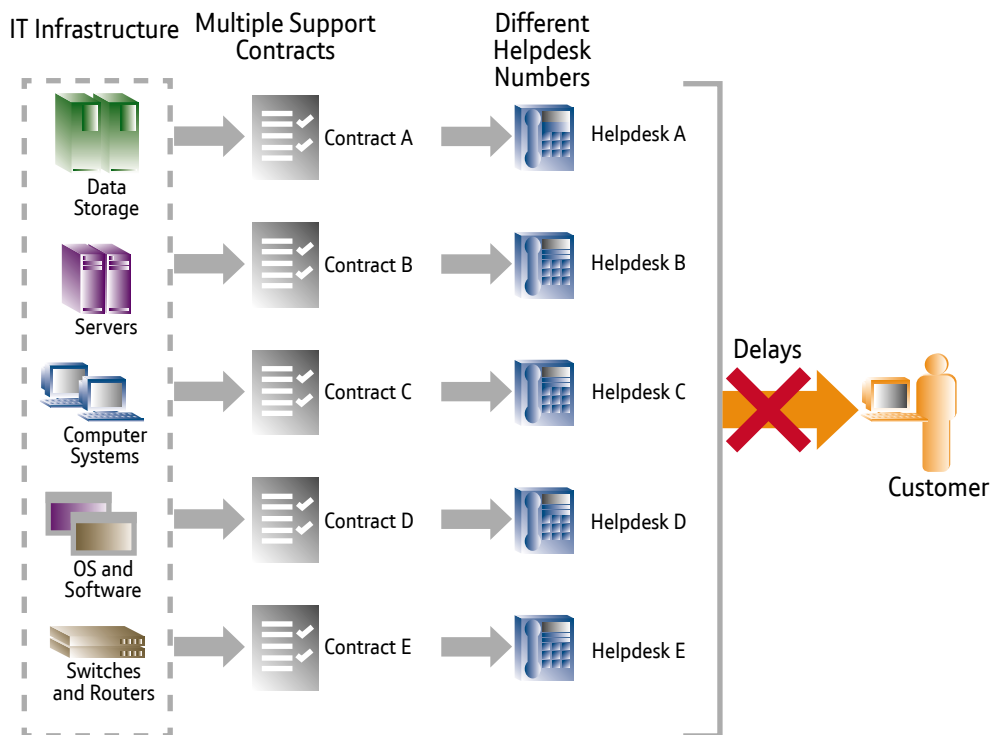
Offers multi-vendor capabilities by providing support across the major hardware and software vendors

Business Challenges

Today's complex IT environment consists of multiple interconnecting brands and equipment types, resulting in customer having to sign multiple support contracts with different equipment vendors. During a technical outage, customers often have to scramble to find the right helpdesk telephone number to call due to the vast number of different providers supporting the whole environment. The possibility of finger pointing from one vendor to the next with regards to whose equipment is really causing the problem often arises when there are no clear indication of the fault which involves two or more equipment and software brands. This often results in a long delay in fixing the outage.

Customers managing many vendors will often find some difficulty in remembering and aligning different start and end dates for different machines and the time spent to negotiate separate contracts can be used more productively elsewhere. Costs are often increasing year on year due to the lack of an economy of scale.

At BT Frontline, we provide a total solution that enables you to shorten the response time should there be a technical outage. With our Enterprise Support Services, you only have one number to call to access a 24/7 helpdesk for all your maintenance and technical support.



Multiple support contracts and helpdesk numbers will eventually lead to delays in fixing technical outage

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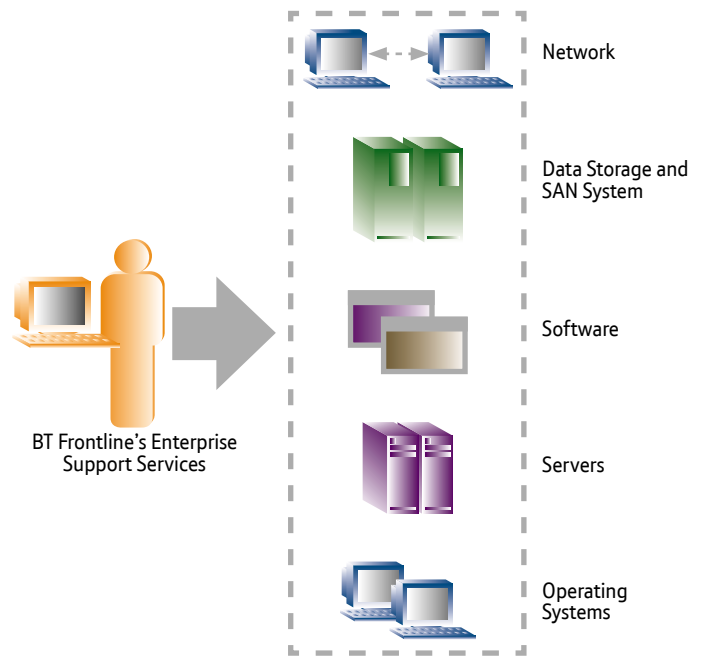
Our Service Offerings

Our Expertise and Capabilities

BT Frontline has one of the largest technical support engineering team in Singapore with over 40 engineers locally. As a group, we have over 1000 engineers across the major countries in the Asia Pacific including China, Malaysia, Thailand, India and Philippines.

Our comprehensive offering covers many hardware and software platforms to provide customer with a one-stop shop approach. Our support capabilities include:

Platforms	Brands Supported
Server Hardware	Sun, IBM, HP, Dell
Server OS	UNIX, NT, LINUX
Software	SunONE, JES, Symantec (Veritas), Oracle, CA, etc.
Network	FS, Cisco
Storage	Sun StorEdge, HDS, ADIC, MaXXan, Brocade, McData, HBA (JNI, QLogic, Emulex)



BT Frontline's multiplatform support capabilities

Our Call Centre and Helpdesk

Our call centre is one of the few ISO 9001 certified call centre in Singapore and follows a strict and proven methodology for problem resolution and escalation.

We provide 24x7 hours comprehensive maintenance and support services for a variety of products. The call centre is staffed by trained personnel in incidents reporting and offers first level assistance to customer in initial problem resolution. If on-site support is needed, field engineers will be dispatched immediately to resolve the problem. The call centre will monitor outstanding calls and escalate them as necessary till the problem is resolved.

The call centre is based on an in-house state-of-art computerised Customer Service System (CSS), to assist helpdesk personnel to log, track, escalate and monitor incident resolutions until it is solved. The features include sending emails to customers to acknowledge call receipts and also

closure of incident reports. With its knowledge base system capabilities, it speeds up the problem resolution time by cross-reference records of similar past problems and case histories.

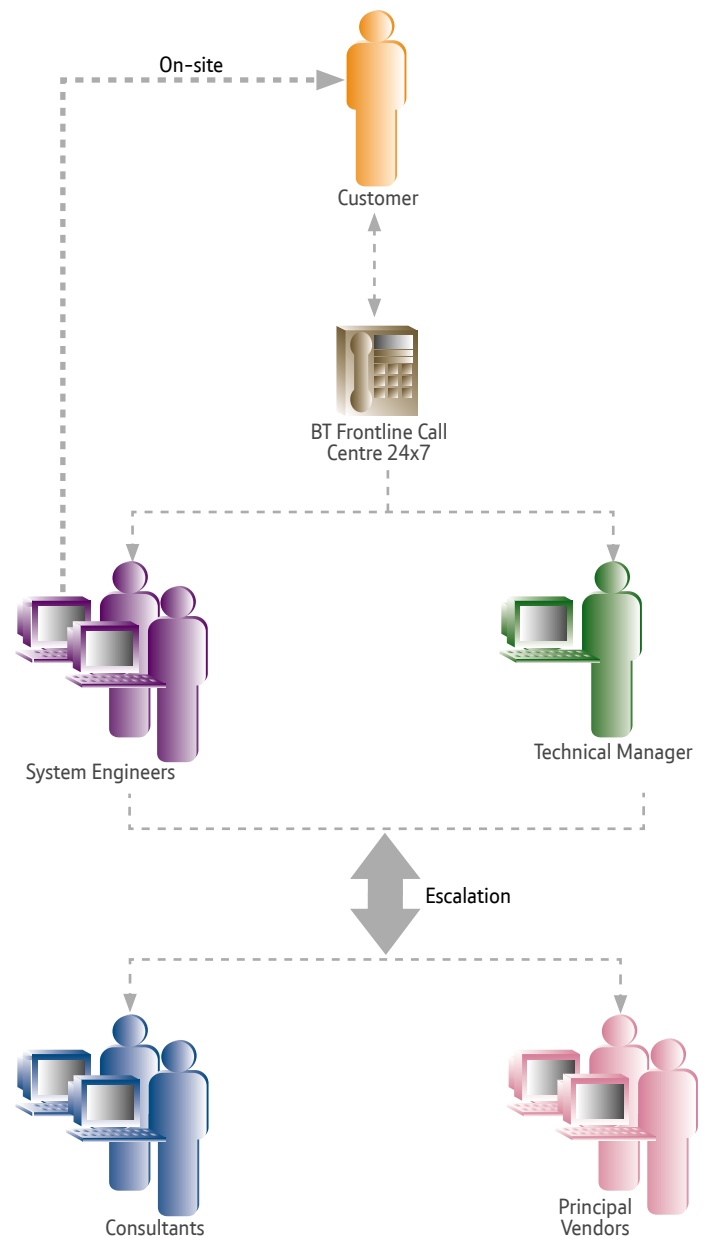
Our Maintenance Support Plan

As one of the largest maintenance support provider in Singapore, we have a comprehensive suite of support options across multiple technology platforms to choose from. BT Frontline can help to reduce management complexity by providing a single point of accountability for your open systems, mainframe support, and maintenance issues. You get quick, unified access to the expertise you need to address a wide range of support needs.

Multi-vendor capabilities

Types of Hardware Support Plan	On-site Response Time	Hours of Coverage
For critical systems, you will receive a complete 24/7 coverage, our highest priority response, and additional specialised services to help you proactively maintain high system availability.	2 hours	24/7
Going beyond basic support, this plan provides extended coverage hours and helps you successfully manage key business systems.	4 hours	24/7
This Service Plan provides basic service and support with business-hours coverage hence, you get all of the essentials for one low price.	4 hours	9am to 6pm, Mondays to Fridays (excluding public holidays)
Designed to support companies that use in-house personnel to perform hardware services. This plan includes technical support, and parts replacement coverage.	Next business day	9am to 6pm, Mondays to Fridays (excluding public holidays)

Types of Software Support Plan	Hours of Coverage
You run mission-critical software that requires minimal unplanned service interruption. You need phone or online assistance around the clock and immediate access to support engineers in "urgent" cases. You have software from different vendors and look for optimised interoperability assistance.	24/7
You want lowest price, yet a comprehensive software service plan. You need phone or online assistance during your business hours and prompt responses (in 4 hours) for "urgent" cases. You plan to stay up-to-date with your software and want access to the latest patches or new version updates and upgrades.	9am to 6pm, Mondays to Fridays (excluding public holidays)



BT Frontline's Support Structure

Our Value-Added Services

System Health Check/Preventive Maintenance

Helps you mitigate risk and better manage your most critical systems through prioritised recommendations for optimisation and tuning.

On-site Incidents Pack

Provide on-site diagnosis and problem resolution to most software applications.

Remote Monitoring and Alert Services

Customer can choose to be alerted immediately via SMS or email when an outage had occurred or CPU utilisation has crossed a certain threshold.

On-site Engineer

BT Frontline can help you fill the gap between supply and demand of skilled IT Professionals while offering highly effective on-site support. With an in-depth understanding of multi-platforms and of your unique IT environment, a Site Resident System Support Engineer can be a valuable part of your IT team.

Key Highlights

- Single helpdesk number to call
- End-to-end support for multi-brand heterogeneous IT infrastructure
- Customised service levels

Key Features

- Three levels of support services
- 24/365 phone and on-site support
- Support provides diagnostics, problem resolution and call log management
- Streamlined problem resolution without typical vendor(s) finger-pointing

Key Benefits

- Reduce management complexity with a single point of contact and a consolidated plan for services support
- Help reduce costs by freeing up your staff to concentrate on company core business issues
- Improve end-user satisfaction through a consistent and well defined service level agreement
- Help resolve issues faster with single-sourced, flexible, multi-level support
- Leverage of our expertise to help reduce risk while optimising availability

For more information, please contact **(65) 6773 7227** or email sales@frontline.com.sg.

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