

APAC CIO Outlook

MANAGED SERVICE SPECIAL

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Top 25 Managed Service Providers - 2018

The recent explosion of the Asia-Pacific market has garnered a lot of interest, world over, and has resulted in large investments in this region. Organizations from this area are going through a phase of rapid development and still have an immense potential for growth. However, with a large number of companies belonging to the small and medium enterprises (SMEs) segment, there is a limited capital available for them to invest in IT infrastructure and manpower. This has resulted in these organizations and large industries alike, turning to third-party managed service solution providers who can handle the maintenance of all their business critical applications and IT needs. While handling IT infrastructure may not be their core competency, companies can hire managed service solution providers to have experts monitoring their systems around the clock.

The global managed services market is currently valued at \$ 155 billion and is expected to reach \$ 296 billion by 2023, with a compound annual growth rate (CAGR) of 11.32 percent. The highest CAGR is predicted to be witnessed in the APAC region

implying that organizations all across will be looking for robust managed service solutions. The availability of enterprise grade mobile applications and fully scalable cloud infrastructure has helped organizations shift their IT expenditure from a CapEx to an OpEx model. The use of AI to streamline business processes and consolidate data has become a norm and organizations are looking for partners who can help them implement these technologies. Nevertheless, there is growing concern regarding vulnerabilities of such IT infrastructure and companies are looking for the most secure and reliable managed services solution providers.

With a vast number of service providers entering the market, CIOs and leaders face the daunting task of narrowing down on a trusted managed services partner. To ease this burden, a panel of distinguished CEOs, CIOs, CMOs and the editorial panel of APAC CIO Outlook, have studied various emerging solution providers to shortlist some of the most promising companies that offer cost efficient and secure managed services solutions.

We present to you APAC CIO Outlook's Top 25 Managed Service Providers - 2018.



Company:

IT Solution Systems Pte.Ltd.

Key Person:

Daniel Lim
 Director
 Lawrence Chai
 Director

Description:

Offers cost-effective IT solutions to companies across Singapore

Website:

itsolution.com.sg

IT Solution Systems Pte. Ltd. : Rendering Customized and Cost-effective IT Solutions

“Information technology and business are becoming inextricably interwoven. I don't think anybody can talk meaningfully about one without talking about the other,” says Bill Gates. Undoubtedly, IT has become a big reason behind the technological advancements taking place in the global business arena. Keeping updated with the latest IT trends and technologies, leading IT solution providers today deliver the best-of-breed services. One among them is Singapore-based IT Solution Systems Pte Ltd. By offering comprehensive services including system setup and installation, annual computer site care programs, and systems operations care, the company has carved a niche in the IT industry of the region. It is an award-winning IT solution provider which has been listed in the “Top 10 Firewall Solution Service Providers” along with global players like McAfee.

IT Solution assists in setting up cost-effective hybrid IT solutions and also mitigates several challenges that its clients face. “We help our clients to install technologies such as End-User computing, projectors, CCTV cameras, door access systems, servers and networking, backup solutions, firewalling and all other services under one roof,” says Daniel Lim, Director of IT Solution Systems. The company offers flexible packages to its clients for implementing the right solutions that suitably address all the complexities of their business such as disaster recovery-as-a-service. Describing the firm's services, Lawrence Chai, another Director of IT Solution Systems adds, “We believe that there is no one-size-fits-all package because the need for cybersecurity and protection varies for every company. Instead of slamming a single solution or software or brand on customers, we customize the services and packages to meet clients' unique needs, no matter what software/system they use, be it Apple, Linux, Microsoft, Veeam, or Acronis.”

IT Solution Systems helps its clients with all kinds of

hosting services, from server- to cloud-based, as well as hybrid deployments, to drive cost and resiliency benefits into legacy IT infrastructures. In addition to it, the firm also offers disaster recovery and backup solutions designed with latest technologies and methodologies. “We always keep ourselves updated with the latest market trends as well as the products and technologies. Besides, we also share the updated news with our customers through EDM,” adds Chai.

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One of IT Solution Systems's clients had no offsite backup and wanted to implement automated backup services. Offering a customized backup solution, IT Solution Systems allowed the client to store backup in the cloud automatically. Later, the physical copy of such saved information was delivered to the client whenever they required it. This backup IT solution was mostly used during the time of disaster.

Striding with such successful stories, the company assists its clients with all kinds of solutions they choose such as Microsoft 365, Amazon, and Azure. The company's hard work and efficiency have helped it to win Digital Transformation Consultant of the Year in Singapore in 2017. Winning such title has happened to be a motivation for IT Solution Systems, and it is all set to expand its footprint into other markets of Southeast Asia including Malaysia, Cambodia, and Indonesia. **ACO**



Daniel Lim,
 Director