

SPEARTAIL

Your IT Partner

Enabling smoother operations
and greater performance
in your organisation.
We're your IT partner



IT SERVICES & SOLUTIONS

OUR SERVICES

MANAGED IT

Entrusting the management of your IT services to Speartail frees up your organisation to do what it does best

The following are covered under our Managed IT Services:

**On-site IT support**

All our plans come with a scheduled on-site visit to ensure we keep your systems at peak performance. The scheduled visits by a Speartail Engineer serve two purposes:

- perform preventive maintenance to minimize the risk of problems
- address technical issues your organization faces

Remote support

Some issues require urgent attention and waiting for the next on-site visit is not an option. We are always available outside the agreed service window to ensure these types of issues are dealt with in good time and wherever you are — whether you are in the office, sitting in an airport lounge or in a hotel across the world.

Emergency on-site availability

Almost all businesses are dependent on communications and systems being available 24/7. When something goes wrong, we minimize your downtime by sending an Engineer on-site immediately to handle the issues. If the issue is with a 3rd party provider, we will coordinate the resolution and keep you informed.

Infrastructure mapping, scaling and management

We do not expect you to know what hardware you currently have deployed and if they are being used in the best possible way. That is our job. We will find out exactly what you have and ensure it is scaled correctly for your growth.

Review & documentation

Our detailed documentation process covers specific information concerning the setup and configuration of your infrastructure — all that we have done to it and all that we plan to do. This document is always available to you and should you ever wish to leave us at any point, everything you need will be in order.

Monitoring of key services

Hardware fails. Software crashes. Cables get torn. While many service disruptions cannot be predicted, a lot of them can and we keep a keen eye on your critical services so we can act before problems occur.

OUR SERVICES

IT CONSULTING

We advise businesses on clear strategies for which systems to use to support their business critical functions and we guide them through the process of establishing these functions

IT strategy consulting

There are many possibilities for using IT to help your employees perform their duties faster and better.

An IT strategy project would typically cover the following steps:

- Create overview of existing infrastructure (hardware, software)
- Map out work processes by the various staff groups
- Interviews with all staff groups about challenges
- A session with senior management about the direction of the company

Vendor/IT department audit

You get your accounts audited once a year, but when did you last have your IT setup audited? Be sure that your in-house IT department or managed IT provider has all your bases covered. We bring in fresh eyes and a review procedure that has been fine-tuned from our customer engagements to ensure that all the hard questions are asked, answered and documented.

Data fraud prevention

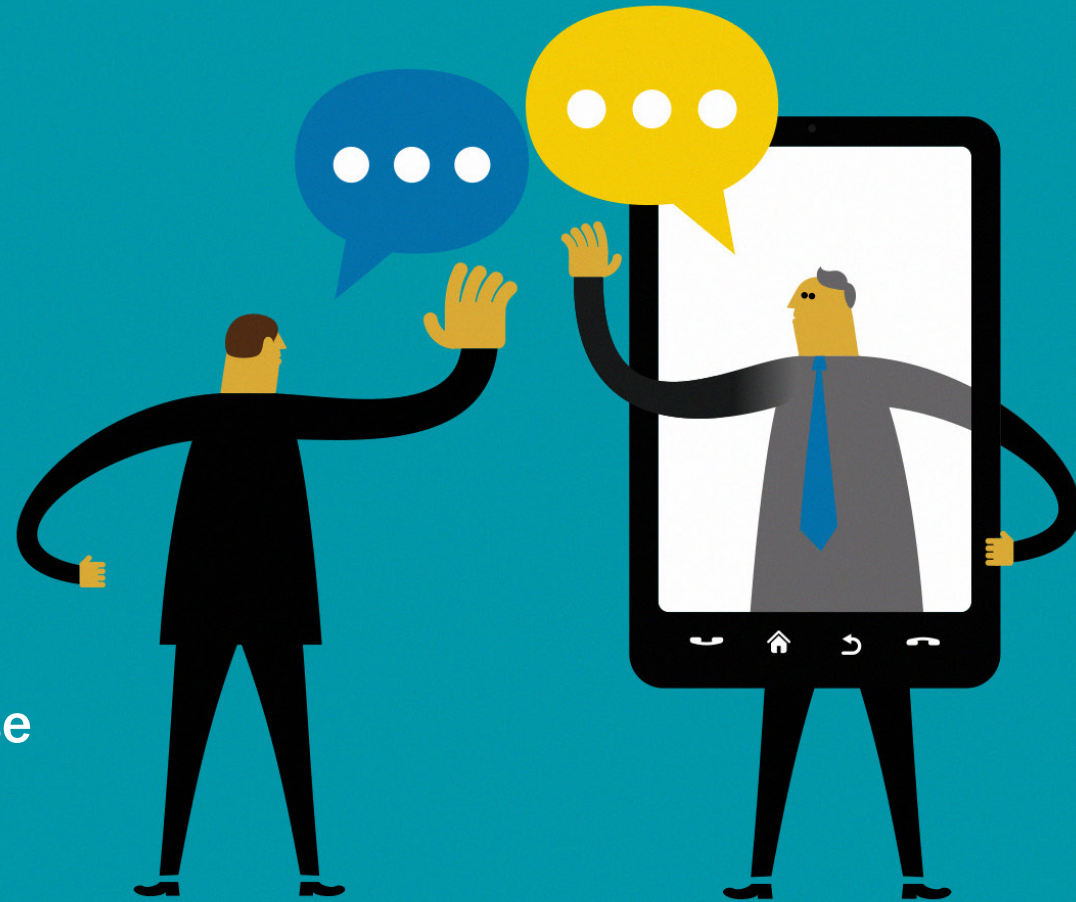
If you suspect that an employee is not playing by the rules but you don't have any hard evidence, we can assist in finding out if there is any validity to your concerns and suspicions.

With the proliferation of data access and communication devices, data fraud is getting tougher to manage. We assist you in creating and maintaining data access safe-guard measures to mitigate risk of data fraud.





Talk to us about your IT needs.
After an initial on-site consultation,
we'll propose a plan that makes sense
for your business.



Speartail Pte Ltd
AXA Tower, Level 34
8 Shenton Way
Singapore 068811

Tel: +65 3151 5452
Email: info@speartail.com
Website: speartail.com