



## **OUR COMPANY PROFILE**

## ***Overview***

Uniqx Services provides a diverse range of IT services and support that meets a variety of customers' needs. We aim to become a premiere IT services company in the market, to deliver outstanding services for all sectors. We differentiate ourselves from our competitors through high quality and cost effective service support to our customers round the clock.

As we consistently adhere to our values and strategies and achieve our goals, we will demonstrate our leadership position in the industry. We emphasize continuous improvement as we pursue quality in every aspect of our business.

## **Our Vision**

To perform the best that we can be and meeting customer's needs better than anyone else.

## **Our Mission**

To provide best-in class quality service with superior value and support to our customer

## **Our Staffs**

Presently, we have staff strength of 18 employees in our organization. We are continuously expanding our workforce to strengthen our business core competency, as such, maximizing growth and profit. As a result, to be a leader in the IT services industry

- We believe in being a preferred employer
- We believe in the importance of maintaining superior asset quality
- We believe in actively supporting the communities we serve
- We believe in maintaining the highest levels of professional integrity and personal ethics
- We believe in creating a cohesive relationship between the employers & employees

To overcome the ongoing challenges in the IT service industry, we are constantly in the process of engaging qualified and potential talents. Our employees have to undergo various training and certifications.

# *Services*

## **In House/Bench Servicing**

Perform service center-oriented hardware break-fix services on desktop, laptop, printers and server products

## **Field Call Services**

Perform onsite hardware break-fix field services on desktop, laptop, printers and server products

## **Installations/Staging/Roll-outs**

Perform hardware & OS installations, staging & rollouts of IT equipment for schools, finance institutions and IDA projects

## **Preventive Maintenance & Site Auditing**

Perform preventive maintenance on desktop, laptop, printers, projectors and server products on contract and ad-hoc basis for Education, Banking and Corporate sectors

## **24 hours x 7 days Field & Project Standby**

Dedicated engineers on round-the-clock onsite/offsite standby for mission critical activities, urgent calls and events

## **Resident Support**

Dedicated engineers attachment to customer site on contractual basis for helpdesk support, desktop or server administration

## **Solution/Integration**

Provide solution and integration expertise for all Wintel Servers, hardware and software upgrades, lotus domino server migration and administration

## **Site Relocation**

Management of equipment relocation through the provision of designated project managers, engineers, transit insurance & professional transportation

## **Software / Programming**

Offering a full integration, planning and development software for your business & to deliver a fully customised to suit your company needs

## **Data Recovery**

Data recovery solutions, repair, and backup services ranging from critical data storage arrays, drives and removable medias

## *Experience and projects*

We have supported and serviced many large account customers and vendors such as;

### **HP Service Centre**



Their main computer products are serviced by our team at the service centre and we also provided their after sales care support for their printer, scanner & PDA products marketed by HP for end users, corporate and MOE tendered projects

### **NEC Care Service Centre**



This service centre was supported by our team of managers and service engineers to support their multimedia, communication products and system support services ranging from notebooks, monitors, projectors and IDA tendered projects

### **Ericsson Telecommunications**



This maintenance program was provided for their in house technical support services, and includes their maintenance of their computer and network equipment and daily backup services for their internal infrastructure

### **Far East Organization**



Our technical support team is stationed under their main office to undertake front desk duties, maintaining the web servers and providing 1<sup>st</sup> level tech support for their computer systems and internal software

### **Nanyang Technological University**



The NTU Call Centre project was supported by our Helpdesk, we provided 1<sup>st</sup> level phone support to the staff and students, which includes job logging and vendor management for the University's IT infrastructure

## ***Awards & Recognition***

We have undertaken numerous projects in the delivery, installation and commissioning of Compaq servers, desktops and notebooks to the IDA, HDB, MOE, Mindef, Citibank, DBS, POSB, OCBC, Keppel Bank.

### **Special Appreciation Award**

For assisting Compaq Computer in achieving Singapore Quality Class.  
Presented by Compaq Computer Corporation in April 2002

### **Special Recognition Award**

For outstanding performance in BBS2000 banking Project.  
Presented by Compaq Computer Corporation & DBS Bank Singapore in 2001

### **Vendor Quality Award**

In recognition of High Quality Services for supporting Singapore Technologies Electronics Limited.  
Presented in November 2001

### **Compaq Service Customer Advocacy Awards**

In recognition of outstanding performance in customer advocacy



## ***Our Competitive Edge***

The depth of our experience within the IT outsource segment, combined with the breadth of our experience across the span of the industry's high-technology products, gives us the decisive edge in helping our customers to achieve outstanding results.

### **Implementation**

Our understanding of the operation, and not just the theory, coupled with 10 years of working experience within the bench and onsite services, sets us apart from other vendors. We dig in and work with the customer to accomplish the task at hand. We always take on interim line management positions at customer's organizations as part of our implementation assistance when appropriate.

### **Knowledgeable, Experienced and Professional Workforce**

Our engineers are well trained and have in-depth hands-on experience with wide range of products, from bench repair to onsite services, from project implementation to the provision of onsite administrators. Our engineers are very familiar with the processes of call logging, call dispatch, parts dispatch and call closure procedure. With regular in-house training conducted by senior engineers to update engineer skills, our engineers are always ready to take on new challenges.

Besides having a dedicated Operation Manager as a single point of contact for our customers, we have also arranged for dedicated Team supervisors at various levels to manage the teams, conducting daily/weekly call reviews with the team.

### **Quality and Integrity**

We earned our reputation through unparalleled success in customer engagements. We have undertaken numerous projects in the delivery, migration, installation and commissioning of servers, desktops and notebooks. To name a few of our major success were: IDA; Citibank; HDB; MOE; Mindef; DBS; POSB; OCBC.

### **Competitive Pricing**

We also believed that we should consistently review our process to minimize cost, and the cost saving can be pass on to our customers. We adopt a flexible pricing scheme for large project rollout.