



Square Innovations Pte Ltd

We are regional multi-vendor IT service provider offering wide range of services to cater your business needs

Our comprehensive IT support & solutions are as follows:

Services

- ✦ Rental & Leasing
- ✦ Desktop support
- ✦ Server or Back End Support
- ✦ LAN & WAN Infrastructure
- ✦ Outsourcing
- ✦ Documentation

Solutions

- ▶ Security
- ▶ Messaging & Groupware
- ▶ Platform Migration
- ▶ Wireless
- ▶ Terminal Services

Softwares

- ▶ Financial Systems
- ▶ E-commerce Solutions
- ▶ Web development
- ▶ Data Management

SIPL is committed to provide cutting edge IT technologies to help you compete in your industry.

Our services are available to you round the clock. 24 Hours a day and 7 days a week, including National Holidays



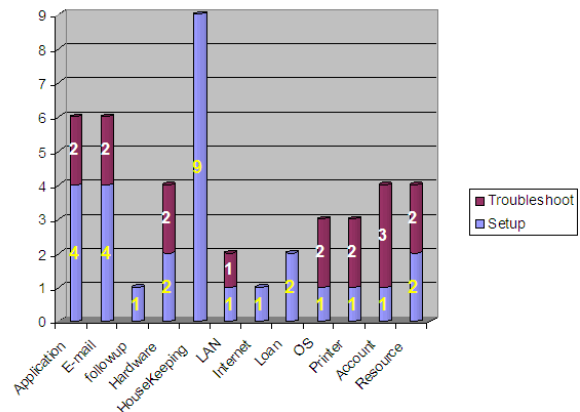
Rental & Lease

Under this service we provide you branded Laptops / Desktops / Servers / network Equipments such as Routers, Switches and Firewall for Daily / Weekly / Monthly / Yearly rentals or lease

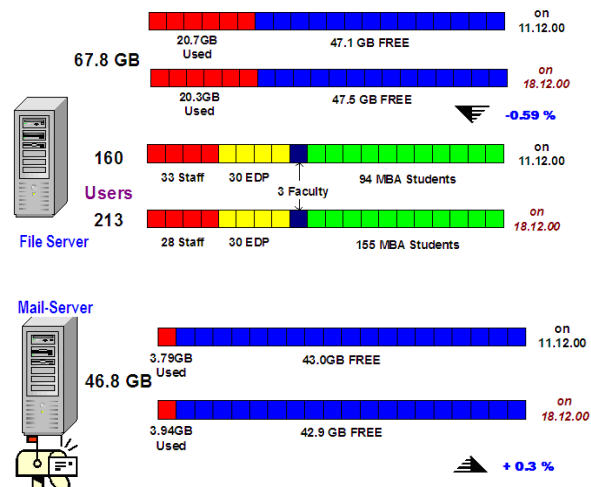
Guaranteed Service Levels

Depends on the critical nature of the systems in use, customer can choose among **Normal** and **Priority** response levels. A **stand-by service** facility can also be requested by the customer for a defined period of time

Monthly Call tracking & Report



Monthly report keeps you informed of all the activities and facilitate you to make pro-active decisions



Our detailed Server base-line parameters and peak usage charts will help the customer to focus on future growth



Outsourcing Services

IT manpower outsourcing is a strategic option for companies to retain in-house IT specialists while not worrying about upgrading their skill sets. Outsourcing shifts your company's focus from managing resources to managing results, leaving the responsibility of providing the IT person of required skills to **SIPL** an expert whose specialized knowledge offer cost-efficiencies, improved practices. We provide engineers of relevant skill sets to serve various MIS needs on

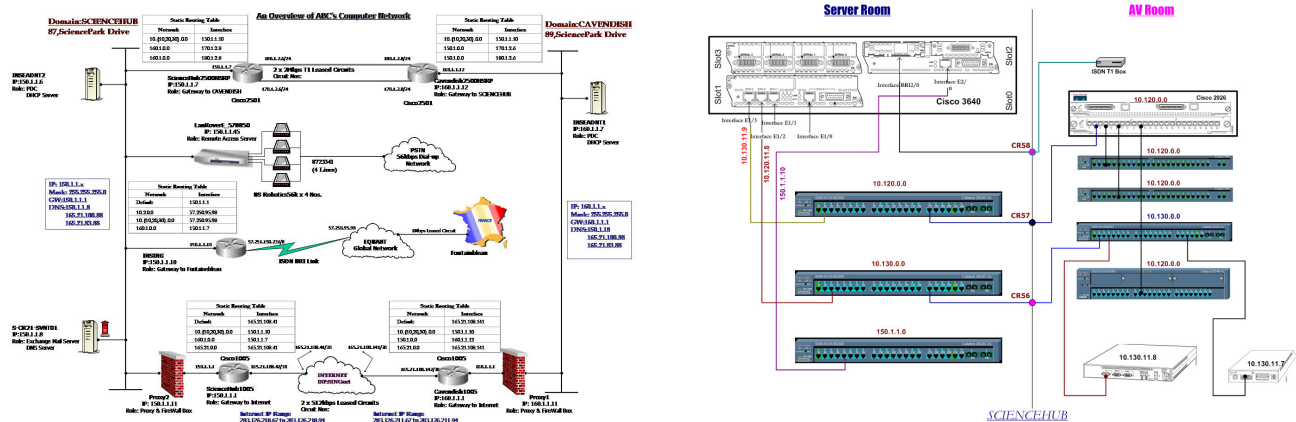
- ▀ Project Basis and
- ▀ Long & Short term placements

In addition to this, with our versatile outsourcing services you can have an IT Engineer from few hours in a day to few days in a week to all the way to medium or long term contracts. To ensure excellent value and continued customer satisfaction, our outsourcing arrangements deliver consistent, high-quality service to customers by:

1. Following proven Standard Operating Procedures (SOPs) that ensure efficient and proper workflow.
2. Benchmarking service performance against well-defined Service Level Agreements (SLA) to assure customers of service standards.
3. Employing a Service Delivery Management strategy whereby a dedicated Service Delivery Manager (SDM) proactively analyses customers' IT requirements and provide recommendations.
4. Initiating constant communication with customers to solicit feedback

LAN & WAN Infrastructure

SIPL provides a comprehensive view of your network's condition and offers recommendations for enhancements and upgrades to keep your network running at peak performance. Detailed Port-Level and Overall Network drawings provided by us will ensure quick troubleshooting and easy maintenance



Documentation

Needless to say every one of our services includes a detailed documentation. However customer can make use of our professional documentation services which provides the soft and hard copy deliverables on the following areas

1. Overall network and detailed port level drawings
2. Administration, Induction, call centre and FAQ manuals
3. Server base line performance, contingency and disaster recovery procedures



Square Innovations Pte Ltd

Our Customer List for Your Reference

- Satyam Computer Services Ltd
- Computer Science Corporation (CSC)
- NIIT TECHNOLOGIES PTE. LTD
- SMART Group Of Companies
- KWE Group
- Transit Link
- Jeevo solutions Pte Ltd
- NPB – National Park Board
- National Library Board
- SPF – Singapore Police Force
- NPS International School
- MPA – Marine port Authority
- AVA
- CAAS
- SCORE
- MOH



To find more please call [92270076](tel:92270076) or send us an e-mail to mishra@squaresystems.com.sg

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