

“ With Emerio, we see the key to the *quality and success* of our long-standing relationship in the *personal touch*, both at a management and a technical level. Just knowing that we can sort things out through a telephone call really counts for us.”



### The Client

With over 30 companies around the globe, Switzerland-based BOBST Group is the world's leading supplier in the design and manufacture of equipment and solutions for the Folding, Carton, Corrugated Board and Flexible Materials industries. In 2009, the group had more than 5,000 employees and a turnover of more than CHF 1 billion.

### Need of the hour

- Secure and stable IT platform for business operations in Asia Pacific offices
- Efficient and trusted support extension to all IT users
- Simple and easy management of IT systems ensuring Group standards

### Emerio Intervention

Emerio's skilled consultants -

- Set up regional 'Hub' based on VMware, Windows 2003 and Exchange 2003 servers; branch office networks connected over IP VPN for secure messaging and application access
- Conducted intensive testing over a variety of connectors and bandwidth to obtain efficient and cost-effective messaging solutions among the regional offices
- Recognised as 'Extended IT Arm' entrusted to provide regional 24 x 7 helpdesk, remote and onsite support for the nine Asia Pacific offices namely Singapore, Malaysia, Indonesia, Thailand, China, Hong Kong, India, Japan and Taiwan

### The Emerio Edge

For over a decade, Emerio has worked with BOBST Group on various facets of its IT systems. This has resulted in multiple immediate and long-term benefits:

- **Great Cost Savings** in the form of single vendor management for the entire Asia Pacific region
- **High Business Uptime** with round-the-clock network support for BOBST Group's regional offices
- **Enhanced Network Performance** through implementation of latest technologies resulting in faster business processes

### About Emerio

Emerio, an NTT Communications company, is a leading technology services and outsourcing company in South East Asia with extensive industry knowledge, proven methodologies, global resources and a successful track record. Emerio aligns to clients' needs to help them achieve consistent quality and operational efficiency. The company offers cutting edge solutions in the areas of Application Services, Infrastructure Services and Business Process Outsourcing. Emerio operates out of 13 countries with delivery centers in Singapore, Indonesia, Malaysia, Thailand and Philippines.

Application Services • Infrastructure Services • Business Process Outsourcing



# INFRASTRUCTURE SOLUTIONS



## Strong expertise in cross platform migration implementation

Infrastructure solutions that support mission-critical business needs.

On-going enhancements and system upgrades.

Extend value through on-going support and maintenance services:

- Dedicated or On-demand
- On-site or Remote
- 24 x 7 support
- Helpdesk

### Design and Deployment

- Identity management
- Messaging & Collaboration
- Server consolidation
- Storage solutions
- Mobility solutions
- Security solutions

### Migration and Enhancement

- Platform migration
  - Version upgrade
  - Novell Network to Microsoft Windows
- Mail Server Migration
  - Microsoft Exchange version upgrade
  - Lotus Notes to Microsoft Exchange

### Maintenance and Support

- Server / Datacentre Support
  - Onsite
  - Remote
- Desk-side support
  - Hardware
  - Application
- Performance management
  - Resource monitoring
  - Capacity management

## Technology Partners



an NTT Communications Company

Application Services • Infrastructure Services • Business Process Outsourcing

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