

Toray Asia Business Always on – Thanks to seamless IT Concierge Services support



“Fuji Xerox’s ICS team has been playing an instrumental role in our annual IT requirements implementation. They’ve gone the extra mile in ensuring customer satisfaction by taking a keen interest in our business.”

– Kwak Soon Chul
President
Toray Asia for IT

About Toray Asia

Toray Asia Pte Ltd (TAS), is a 100% subsidiary of Toray Industries, Inc. Established in 1926, Toray Industries, Inc. is a leading chemical manufacturer, whose business encompasses everything from basic raw materials to fully finished synthetic products.

Whilst the core of Toray’s business focuses on the manufacture of three major synthetic fibers - nylon, polyester and acrylic, Toray has diversified its activities to cover a wide range of other products, including performance film materials, engineering plastics, carbon fiber, advanced composite materials, electronics and information related materials, performance membrane products, pharmaceuticals and medical products.

TAS main role is to provide guidance and consultation services to the headquarters specific to the Asia market situation, to develop, market and support the Toray group company in the Asia Pacific region (excluding China and Japan) and to drive sales activities highlighting the Toray’s expertise in water treatment (performance membrane products).

Challenges faced

As is the case with many MNC subsidiaries established in Asia, the team in Singapore runs on a very lean setup despite having a rapidly growing regional portfolio. With offices in Singapore, Korea and India and no dedicated IT support personnel, TAS needed a flexible IT partner that can help them manage, maintain and support the IT needs of the regional team.

Fuji Xerox IT Concierge Services (ICS)

Increased staff productivity at lower costs

“Prior to engaging the Fuji Xerox team for their IT support services, we were working with another IT partner who provided the similar support services. However, there were considerable constraints when it came to the turnaround time required to implement the services required as the contractor had to visit us on-site to review the requirement, then go back to their office and then send us the quotation for the work if the cost of the scope of work exceeds the minimum cost. Only after we’ve signed off the quotation will the work commence.” Mr. Yuhendy Leevin, Assistant Manager, Toray Asia

Solution provided by Fuji Xerox IT Concierge Services (ICS) Team

Fuji Xerox ICS team was engaged by TAS to provide the support services for all TAS employees’ laptop, network, VPN (Virtual Private Network), Router, Email

and File server maintenance in the Singapore, India and South Korea office. In addition to providing the on-site and remote support services, TAS also relies on the Fuji Xerox team for technical expertise and advice on the recommended hardware upgrade and implementation decisions.

“We also find the Fuji Xerox ICS token system very useful, helping us save costs and improve the response time. In the past when we were working with the previous IT contractor, the turnaround time to commence the support services was 3 to 5 working days. With the token system, we get immediate if not the most 1 working day turnaround time from the Fuji Xerox team. They can also log in to our system remotely to fix the problem, improving the productivity of our staff tremendously. We are glad to add that we have just renewed the contract with Fuji Xerox for a second year.” said Yuhendy.

Case Study Snapshot

The Challenge

- Lack of a dedicated IT support personnel to manage, maintain and support IT needs of the regional team supporting the Singapore, Korea and India offices
- Turnaround time of a similar vendor providing the support services were slow

The Solution

- Fuji Xerox IT Concierge Services (ICS) team was engaged to provide the support for all Toray Asia employees’
- The support and services would include laptop, network, VPN (Virtual Private Network), Router, Email and File server maintenance in the Singapore, India and South Korea offices

The Results

- Implementation of a Fuji Xerox ICS token system saves costs and improve response time
- Efficient one-stop IT support provider with a turnaround time of maximum 1 working day, reduced from 3 to 5 working days previously
- Certain issues can be resolved remotely by Fuji Xerox team logging into the employees’ system, greatly improving staff productivity

About Fuji Xerox IT Concierge Services (ICS). ICS is a suite of comprehensive support services that enable lean organizations to maintain mission critical IT availability through intelligent outsourcing. For more information, please visit <http://www.fujixerox.com.sg/solutions-and-services/services/fuji-xerox-it-concierge-services/what-is-the-fuji-xerox-ics>.

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