



MANAGING ALL YOUR DIGITAL INFRASTRUCTURE NEEDS

with StarHub Managed Services

STARHUB BUSINESS

Digital transformation is happening everywhere, and it's creating new possibilities in a hyper-connected world. Organisations that fail to transform face the threat of being irrelevant and losing out to disruptive changes in their industry.

As companies embark on digital transformation journeys to build longer-term competitiveness and resilience, adoption of ICT technologies such as IoT, AI, cloud computing, and 5G have been growing rapidly. But digital transformation can be challenging and complex. StarHub offers a full suite of digital solutions from network and security, collaboration, cloud, IoT, analytics and professional services to accelerate digital transformation across various industries.

CHANGING IT LANDSCAPE

Driven by today's shifting work trends, significant changes are happening in the way users work and communicate. Legacy infrastructure was not designed to meet the needs of today's workforce. Enterprises are shifting towards modern infrastructure to help their business stay agile, improve productivity of workforce while increasing operational efficiencies. Adoption of IoT, edge capabilities, cloud, advanced network and security, and modern collaboration, are central to navigating this change and differentiating themselves in the market.



ACCELERATED DIGITAL TRANSFORMATION

67% say they've accelerated their digital transformation strategy as a result of COVID-19.

– MORDOR Intelligence



INCREASING CLOUD ADOPTION

40% of all enterprise workloads will be deployed for cloud infrastructure and platform services.

– IDC



GROWING THREAT LANDSCAPE

The proliferation of cyberattacks along with the growing threat landscape remains the major factors to drive managed services adoption among APAC businesses.

– Frost & Sullivan



COMPLEX INFRASTRUCTURE

66% of IT decision makers say that IT is now more complex for them than it was just two years ago.

– ESG



RELIANCE ON COLLABORATION SOLUTIONS

Organizations are effectively deploying cloud-based collaboration solutions to improve the productivity of their mobile team members.

– Grand View Research



CHANGING MOBILITY MANAGEMENT

By 2022, 75% of smartphones used in the enterprise will be BYOD, up from 35% in 2018, forcing a migration from device-centric management to app and data-centric management.

– Gartner

Sources:

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THE NEED FOR MANAGED SERVICES

Rapid changes in technology and evolving IT requirements mean businesses need a reliable and trusted partner who can modernise IT infrastructure and manage and monitor complex infrastructure with assured service levels, thus freeing up time and resources to focus on what matters the most — your business.

Managed Service providers can also help enterprises overcome other challenges like improving operational efficiencies, security and a lack of skilled resources.



IMPROVE EFFICIENCY

Growing demand for greater network security and enhanced network accessibility along with the need to decrease the deployment expenses drives the demand for managed network services market.

– GlobalNewswire



REDUCE COST AND IMPROVE PRODUCTIVITY

Companies can reduce the costs of IT infrastructure by 24% and enhance end-user productivity by 88% by adopting managed services.

– IDC



RESOURCE CRUNCH

The persistent lack of cybersecurity professionals and the growing pressure to ensure compliance are the major factors to drive managed services adoption among APAC businesses.

– Frost & Sullivan



CUT DOWNTIME

Increasing need to reduce downtime and manage complex networks are driving the managed network services market.

– MarketsandMarkets

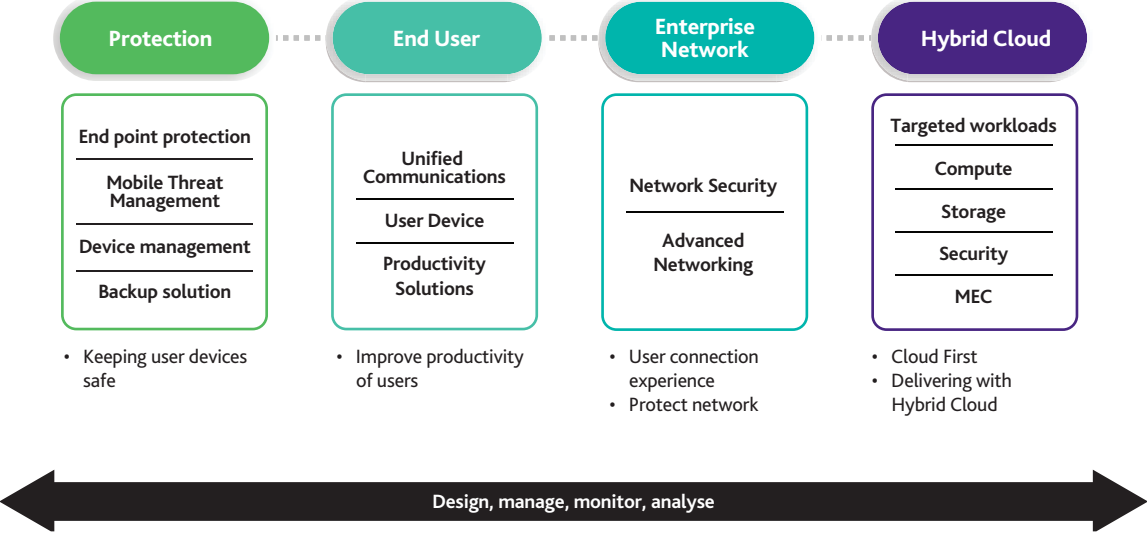




STARHUB MANAGED SERVICES OFFERINGS

StarHub offers a one-stop service and solution for all your ICT needs, encompassing a suite of products, managed and professional services. As your trusted partner and advisor, our certified consultants can help empower your business strategies, by implementing and managing your digital infrastructure to help your organisation discover new competitive advantages.

StarHub, with its suite of managed services and years of unmatched experience in robust network core, a strong ecosystem of technology partners, enables digital initiatives by providing end-to-end solutions for networking, collaboration, hybrid cloud and security.





ENTERPRISE NETWORK

Companies are moving towards a hybrid workplace model that requires enterprise networks and applications to be always accessible. StarHub managed network services help prepare your infrastructure for modern workplace by securely connecting branch offices and remote users to on-premises or cloud resources. We help businesses design, implement, and manage high-performance wired and wireless LAN infrastructure networks across campuses, offices, branches, and data centers with assured service levels, high security, and reduced downtime.



HYBRID CLOUD

Organisations are moving toward digital-first business, in which, the shift to hybrid cloud has accelerated because of the innovation, agility and scale it offers. We have the technical expertise in deploying, migrating, maintaining cloud applications and services on the cloud platform. We can help assess cloud transformation needs of our customers, create a roadmap, and execute the migration with minimal disruption. Besides managed backup and recovery services, we also provide on-premise infrastructure (compute/storage) to support workloads that need to run in the Data Centre or on-premise because of low latency or local data residency requirements.



UNIFIED COMMUNICATIONS

With the emergence & transition toward remote access and high enterprise mobility, many organisations are looking to upgrade their collaboration and communication solutions. From hosted PBX, cloud telephony to Unified Communications as a Service (UCaaS) or integrating voice to collaboration tools like Microsoft Teams, StarHub offers a suite of enterprise-grade fully managed end-to-end solutions for collaboration and communication.



SECURITY

The increasing shift to remote work and cloud means that existing network approaches no longer meet required levels of organisational security.

StarHub delivers a comprehensive suite of best-in-class managed security services including network security services in the cloud, next-gen firewalls to detect and block attacks, endpoint and mobile security with mobile threat defence and mobile device management.



BUSINESS SOLUTIONS AS A SERVICE

Next gen 5G will enable a new range of 5G use cases and industry applications that converges a range of smart solutions. Available as-a-service to scale according to your business needs, StarHub offers a one stop solution from 5G connectivity to plug and play integrated StarHub 5G IoT platform and StarHub 5G Multi-access Edge Computing (5G MEC) to unlock the ultra-high responsiveness of 5G for real-time data aggregation, processing and analysis. Our intelligent IoT Platform with edge computing capabilities deliver new services to drive smart, secure and sustainable operations like video analytics, workplace safety, 3D indoor positioning & wayfinding, AT applications, robots and more.

END-TO-END SERVICE MANAGEMENT

With a comprehensive range of service from design to implementation and management of ICT environments, StarHub Managed Services enable companies to adopt new technologies while accelerating their core business.



CONSULTING, DESIGN, AND IMPLEMENTATION

Implementation of a customised solution designed to meet your needs.



OPERATIONS MANAGEMENT

Efficiently managing day-to-day operations of your IT infrastructure in a secure and reliable manner with guaranteed SLAs.



FAULT AND PERFORMANCE MONITORING

Proactively detect and address performance or service quality issues before it causes any impact.



INCIDENT MONITORING AND MANAGEMENT

Immediate actions will be taken to recover the affected service and stem the root causes of the problem by working with subject matter experts.



SERVICE MANAGEMENT AND REPORTING

StarHub adopts ITIL (formerly Information Technology Infrastructure Library) aligned processes to enable the delivery of consistent quality service to clients. Dedicated Service Delivery Manager will help provide service level management reports.

WHY CHOOSE STARHUB



ONE-STOP-SHOP

A broad range of enterprise network, infrastructure, collaboration, and security solutions eliminate the complexities of dealing with multiple vendors, thus improving productivity and time-to-value.

TECHNICAL EXPERTISE AND PROJECT MANAGEMENT

Management of complex implementations enable clients to focus on their business priorities, not IT integration.

UNMATCHED EXPERIENCE

Technical competency in Public Cloud and Data Centre along with expanded offerings in IoT, 5G, analytics and applications. Decades of experience in advanced networking services and significant regional know-how.

STRATEGIC TECHNOLOGY PARTNERSHIPS

Deliver guaranteed performance as per service-level agreements.

FULL LIFECYCLE SERVICES

With end-to-end services from design, consulting, implementation, deployment to management, businesses can create need-based customised solutions and ensure outcomes.

STRONG ADHERENCE TO SLAs

Ensure increased service quality, and help customers meet compliance requirements.



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