



Creating Business Value

Business-ICT-Government Transformation Services

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NCS Consulting Services combine thought leadership, best practices, deep industry, technological expertise, and best-of-breed alliances. We synchronise and fuse business strategies and technologies that not only fulfil the organisation's business objectives, but also unlock new opportunities to enhance business value for the organisation. Our B-I-G™ Transformation Consulting Services focus on Business Transformation, ICT Transformation and Government Transformation by leveraging technology to maximise business value.



Business Transformation

Helps to define the blueprint and roadmap to transform businesses by leveraging technology to bring about competitive advantage and business value.

ICT Transformation

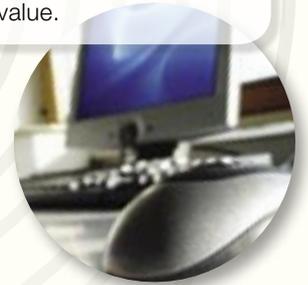
Reinvigorates ICT departments/capabilities in organisations by helping to define a roadmap to align their ICT processes, build competencies of their ICT professionals, implement intelligent work environment through transforming their applications and ICT infrastructure, implementing ICT policies to support their businesses more effectively and increasing overall ICT performance, and consequently generating business value.

Business-ICT-Government Transformation



Government Transformation

Helps governments to define the blueprint to change the way that their ministries/agencies operate and so, enable them to provide seamless e-services and ICT solutions to citizens, residents, visitors, business communities and government agencies while delivering on their mission and achieving operational excellence.



At NCS, we aim “to make the world a better place by helping people and organisations benefit from technology”. NCS B-I-G™ Transformation Consulting Services which are deeply rooted by more than 25 years of heritage in ICT and through our engaging interactions with our customers will enable us to achieve our aspiration. NCS' patented and value-based approach, Bizval™ Suite of Methodologies will be used to help organisations create optimal business value through B-I-G™ transformation.

Business Transformation

Increasingly, CEOs are looking for changes in their businesses – from changes in products, services and business processes to changes in business models to drive growth and improve overall business value.

Business Transformation through the innovative use of technology, provides a solution for businesses to achieve these goals. NCS creatively exploits technology to generate business value for organisations in aviation, education, financial services, healthcare, integrated resorts, lifestyle, telco and utilities industries.

Drawing on our knowledge of business, industry trends and leading-edge technologies as well as implementation expertise and experience, NCS has played key roles in helping organisations to exploit technology to optimise their business operations enabling new business models like shared services and re-engineering and automating core business processes.

We have successfully carried out several consulting projects that led to technology-enabled transformation of the business. For example, we have helped hospitals to design and develop the Outpatient Administrative System which incorporated industry best practices and standards in the healthcare arena. This system standardises and synergises outpatient operations across hospitals, with a view to provide more patient-centric services and to improve operational efficiency. Prior to the commencement of the system development phase of the project, NCS helped re-engineer key business processes, standardise data, and streamline the operational workflows so as to prepare the organisation for more integrated outpatient services.

Leveraging on our expertise in ICT and NCS' patented value-based suite of methodologies for service delivery (Bizval™), NCS helps customers move their organisations forward to meet business challenges in a logical and systematic manner to gain a competitive edge.

In addition, we also help our customers who are involved in large-scale business transformation programmes to manage the people aspect of change.

Our Key Business Transformation Services are:

- Business Value Consulting
- Business Process Re-engineering for Value
- Business Process Outsourcing and Shared Services Consulting
- Change Management - Stakeholder Transition for Value focusing on six areas: Stakeholder Development, Capability Development, Transition Experience Management, Communications Management, Organisation/ HR Alignment, Transition Readiness Diagnostics
- Quality Management Consulting
- Specific Business Domain Consulting - Aviation, Education, Financial Services, Healthcare, Integrated Resort, Lifestyle, Telco and Utilities



ICT Transformation

ICT and ICT organisations have become increasingly important and critical in today's enterprises. Transforming ICT capability and ICT organisations will bring about increased business value.

In ICT Transformation, we help organisations to increase efficiency, effectiveness and agility in administration and service delivery as well as improve communications and engagement through ICT. The ICT solutions are based on clear identification of the organisation's needs and aligned to the overall strategic and organisational objectives.



NCS, with more than 25 years of expertise and experience in ICT transformation, has helped organisations reduce ICT overheads and manage the transition to new technologies. We have been involved in ICT Master Planning for several government agencies and commercial organisations in Asia Pacific countries. We also provide end-to-end consulting, development, maintenance and outsourcing services in all areas of ICT and Communications Engineering.

For ICT Transformation Services, We Offer:

- ICT Strategic/Master Planning
- Enterprise Architecture/Service Oriented Architecture
- CIO Services - Total ICT Outsourcing Feasibility Study, ICT Portfolio Management

- ICT Competency Framework
- Systems Integration – Application Consulting, Development, Maintenance and Outsourcing
- Infrastructure Consulting, Implementation, Maintenance and Outsourcing - Data Centre Services, Disaster Recovery Services, Desktop Services, Enterprise Management Services, Helpdesk Services, IMS Cross Services, IT Facility Management/ITSM, Messaging, Managed Network/ Security, Network Solution, Security Solution and Consultancy, and Servers and Storage Solutions
- Communications Engineering Consulting, Implementation, Maintenance and Outsourcing - Air Traffic Control (ATC), Airport Passenger Terminal Building (PTB) Consulting, Intelligent Building, IP/Softswitch/OSS solutions, Multimedia, and Transmission
- Specialised ICT Consulting - Business Intelligence/ Data Warehousing Consultancy, Electronic Document Management System, Customer Relationship Management, Enterprise Resource Planning, Supply Chain Management, ICT CMMI and ITIL Process Alignment, IT Governance, Knowledge Management Consulting, Portal (Portal City), and Testing

By working in close co-operation with our customers, we are able to have a clear understanding of their needs and help transform their ICT capability and increase ICT value.

Government Transformation

NCS enables government transformation in the way government does business and serves its people through the review of its missions, shaping local industries and making sound recommendations as to how to shape processes to maximise existing and new IT investments as well as to re-engineer processes to enhance productivity and efficiency.

An ICT partner to the Singapore Government, NCS has witnessed how technology has helped transform Singapore into what it is today. For more than 25 years, NCS has built a large repository of solutions and domain experience crucial to implementing e-government projects successfully. We are uniquely positioned to apply our experience to countries aspiring to harness technology to impact the economy and society.



At a cross agency level, we provide e-Government consulting to governments in Australia, Central Asia, China, Hong Kong, Mauritius, Middle East, Pakistan, Singapore, Sri Lanka and Thailand. In Sri Lanka, NCS helped to establish the ICT blueprint for the government. The project included developing a set of designs, action plans and specific projects to jumpstart the country's e-government journey. The key areas of recommendations within a national e-government framework are the communications and technology architecture, public service delivery, policy and standards, and e-government processes. These recommendations served to guide the development, implementation and ongoing maintenance of all e-government initiatives.

At the ministry/agency level, NCS helped a state customs inspectorate in Central Asia with its capacity building and institutional strengthening for its modernisation and infrastructure development project through change management, business process re-engineering, and technology assessment and planning.

Our Key Government Transformation Services Include:

- e-Government Master and e-Services Planning
– cross government ministry/agency
- Specific Government Domain Consulting
– Customs, Defence and Justice, Education, Financial Services, Government Administration, Government Finance and Infrastructure, Healthcare, Homeland Security, Media and Lifestyle, Tourism, Telco, Utilities, and Transport



NCS Group is a leading information technology (IT) and communications engineering services provider with about 4,000 staff located in more than 10 countries across the Asia Pacific and Middle East regions.

NCS has in-depth domain knowledge and unique delivery capabilities which focus on defining, realising and sustaining Business Value for its Customers via the innovative use of technology.

With proven expertise in consulting, development, systems integration, outsourcing, infrastructure management and solutions, gained while serving government and commercial organisations across the region, NCS delivers end-to-end support for every organisation's technology needs.

NCS is headquartered in Singapore and is a wholly-owned subsidiary of the SingTel Group.

what you can do

Contact NCS at reachus@ncs.com.sg today! Discover how you can effectively engage NCS, and leverage on our proven solutions, expertise, experience, methodologies and partnerships for business advantage and real value.