



Combined energy
Increased synergy

Infrastructure Consolidation

INDUSTRY

- Manufacturing

CHALLENGES

- Replication of resources to maintain separate systems

OFFERING

- Infrastructure Consolidation

BENEFITS

- Cost efficiency
- Ease of management
- Consistent service standard

Ford Motor Company ■ Ford Motor Company has been established in Singapore since 1926. It chose Singapore as the primary location for the delivery of e-business and communications hub services to its business operations throughout the Asia Pacific region. Its Information Technology (IT) arm, Ford Group Logistics Singapore commenced operations in October 2000 to oversee this. As part of a long term strategic plan, Ford was looking to consolidate its data centre operations in twelve countries across the Asia Pacific region. To minimise investments on additional resources typically needed to run a large organisation, it made the decision to outsource. Before embarking on their outsourcing strategy, Ford conducted a vigorous vendor screening process before selecting NCS and its 'on-demand' scalability services.





NCS provides the technical services and operation

support to help Ford manage the migration of critical applications to Singapore.

On-Demand Scalability ■ Besides the basic services of round-the-clock facilities management, operations support, proactive monitoring and capacity planning, NCS also provides database administration within Ford's multi-platform infrastructure. Ford recognised the benefits of subscribing to additional storage and backup-on-demand services and wanted an alternative to investing in an IT infrastructure. It also wanted to meet its increasing organisational needs. Outsourcing these services to NCS means that Ford can concentrate on running their business and day-to-day operations.

The Benefits ■ Previously, each country was running its own set of systems. This meant more co-ordination and lack of standardisation. Often, there was replication of costs and effort in maintaining these infrastructures. The consolidation allowed Ford to centralise and extend its network over the region for the same cost of maintaining separate systems, if not less. This was important at a time where cost containment and maximising investments were crucial within a competitive business environment.

The consolidation ensures that Ford's customers were receiving a consistent service standard regardless of where they were located. This is because the consolidation facilitates common business practices among the offices in the various countries. Beyond that, Ford is working on bringing information over the web to their customers in their own language.

Winning Combination ■ NCS's strong track record in providing customers with a wide range of managed outsourcing services, together with their

customer-focussed flexibility convinced Ford that they were ideal partners for Ford's consolidation efforts. NCS also possessed the facilities and the professionals with the necessary skillset to support Ford. "By outsourcing IT operations to NCS, Ford has access to a team of experienced professionals and up-to-date facilities at a competitive cost," says Mr Jim Thomson, Director, Ford Group Logistics Singapore Pte Ltd. "Also, as an IT services provider, they have an existing and complementary relationship with other IT partners. This saves us time in having to approach each partner individually."

Close Partnership ■ Ford and NCS enjoy a close working partnership that is continually evolving. The NCS project team operates like an in-house team, helping Ford run its IT operations. For example, it works in close contact with the Ford helpdesk team, providing support to end-users from other countries across the Asia Pacific region. The synergy is further strengthened as NCS also visits Ford's project development team in India when needed to discuss Ford's operational requirements.

NCS helped to consolidate the business to customer and business to dealer services as well as Ford's email and backend ERP systems.

As the region's leading technology solutions and outsourcing services provider, NCS aims to work closely with you to create business value through the innovative use of IT. With proven experience and expertise in consulting, development, integration and managed services, we bring end-to-end support for your organisation's entire technology life-cycle. For more information, please visit www.ncs.com.sg.