MasterFox

A System, Network and Internet Integrator

Corporate Profile
Masterfox Connections Pte Ltd

Company Introduction

Eslablished in 1987, Masterfox Connections Pte Ltd has evolved continously and since its inception, the company has now achieved the best standard in both its products and services. With over 27 years of experience in the Information Technology industry.

Placing customer service and satisfaction as our priority, Masterfox strives in providing customers with fulfilled promises and dedicated personal attention. Coupled with our problem solving expertise and flexibility, we will be able to forge a better business understanding for a brighter tomorrow.

Why Masterfox?

- We are a quality System, Network and Internet Integrator

- Founded by a pool of talented and ambitious entrepreneurs in 1989 where each service is individually tailored towards the needs of the customers

- We believe that every customer is unique and should never fall under a GENERALIZED category. Each organization has its own strengths and limitations and here at Masterfox, we believe in exploiting all strengths and conquering all limitations.

- With a combined industry experience of more than 30 years amongst our core engineers, we have been able to provide dependable quality service to our customers

- We pride ourselves in providing our customers with a complete computing solution starting from consultation, recommendation and implementation right through rectification and annual maintenance.

- Over 80% of our customers are local Small Medium Enterprises (SMEs) and we provide them with individualized service, forging a strong mutually beneficial relationship.

- Employee knowledge and expertise have always been kept at the highest level with strong management emphasis on building a knowledge-based economy with qualified professionals.

- Our people are our greatest assets. They provide the intelligence, the expertise and the teamwork that determines our very existence.

- We believe in the customer's growth potential and would like to be seen as a strategic partner in providing them with computing, networking and internet expertise.

- Placing customer service and satisfaction as our priority, Masterfox strives in providing customers with fulfilled promises and dedicated personal attention.

Our Services

MFC-Consultancy

- Analyze
- Recommend
- Implement
- Maintain

MFC-Integration

- System Integration
- Network Integration

MFC-ITMaintenance

- Premium
- Standard

Concentrate on what is important.

Focus your resources on building your business and leave IT support and maintenance to us.

Our Products

MFC-iBackup - A Network Backup Solution

Ensure that your most valuable asset - data, remains protected. MFC-iBackup leverages on existing technology to create a simple, disk based backup solution for all your backup needs similar to those deployed in larger organizations. Backup all your important files anytime with a single click or use the scheduler to automate backups.

MFC-iRBackup - A Remote Backup Solution

MFC-iRBackup is a full-featured remote backup solution that works hand-in-hand with the existing MFC-iBackup solution to deliver a comprehensive, robust disk backup solution for all your business needs. The main advantage of using MFC-iRBackup is that it protects your data from on-site disasters, such as fire, burglary or flooding damage by taking backups and storing them in a secure off-site location.

MFC-iVPN - An OnSite VPN Solution

MFC-iVPN leverages on the Internet and uses the highly mature secure protocols to establish a safe and secure tunnel back to your office. Within a few clicks, you can access files, email, and network applications as if you were directly connected to your network.

"We are happy to have Masterfox as our IT vendor who provides proper and good advice to ascertain the improvement of our network system, giving us peace of mind to concentrate on our business operations"

Nelson Tan
Managing Director

MFC-iSurf - An OnSite Internet Proxy Solution

Ever been in a situation where you wish you were able to find out who has been excessively surfing the Internet, using company time and resources? Do you know that at least 25% of Internet bandwidth is wasted due to needless downloads and surfing? Do you know that more than 10% of business hours are lost due to leisure Internet surfing for news, jobs, personal emails and instant messengers? Here's the solution to all your Internet woes ... MFC-iSurf

MFC-Consultancy

A well-designed and implemented network can help the organization increase productivity, improve response time and improve overall use of existing computing equipment. More importantly, a well-designed network would also be able to avoid unnecessary data loss through a rigid backup strategy. Organizations in the new millennium value their data and any form of data loss would prove detrimental. As such, it is imperative that every network must be properly designed, evaluated, implemented and maintained.

Our ARIM Approach

We take each consultancy engagement with utmost pride and concern. We take each consultancy through our tried and test ARIM approach. After all, nothing compares to experience and the willingness to maintain an implemented solution.

A	:: Analyze
R	:: Recommend
I	:: Implement
M	:: Maintain

We stand by our recommendations.

We support and maintaining our solutions.

That's the MFC way!

"We engaged Masterfox to integrate a new File Server into our network as part of our business expansion plans.

They performed the task with minimal interruption, providing us with the much needed IT consultation and a detailed walk-through of the implementation process.

This gave us the confidence in their abilities and knowledge.

We were sufficiently impressed by the professional service rendered and signed up with Masterfox on their maintenance program, as we believe we will be able to forge a long lasting relationship with them. "

Jasmine Wu
Director

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MFC-Integration

Choosing the right integrator can be one of the most important aspects of a successful business network. Not only are technical skills and knowledge important, quality and responsive service are equally essential. Here, at Masterfox, we have certified and dedicated engineers that strive on providing quality service to our clients specifically for this need.

Our Expertise and Experience

Our expertise and experience in multiple aspects of server, network and system consultancy and integration have helped us gain confidence and satisfaction from our customers. Over the years, we have helped numerous companies by providing IT integration solutions to businesses that need to connect information, business processes, people and customers. Our many years of experience and continuous update of current technology have allowed us to implement complete solutions and applications for different network infrastructures.

Our Customer-Oriented Engineers

In the Information Technology industry, it is important to constantly update and upgrade ourselves. We find amongst ourselves a unique blend of people whom are well-trained in areas of technical and management competence. Our engineers constantly attain industry certifications and following shows certifications attained or are currently being pursued by our engineers.

- Microsoft Certified System Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- Cisco Certified Design Associate (CCDA)
- Cisco Certified Network Associate (CCNA)
- Red Hat Certified Engineer (RHCE)
- Red Hat Certified Data Center Specialist (RHCDS)
- Red Hat Certified Security Specialist (RHCSS)
- Red Hat Certified Architect (RHCA)

- Network, computer, peripheral sales and setup with monitoring of warranty on hardware purchased
- Network and computer fault rectification and problem solving
- Upgrading of Network operating system and computers
- Rectification, setup and configuration of Network Internet connectivity
- Network security and data security solution and implementation
- Up-to-date Firewall and Anti-virus protection implementations
- Turnkey computing projects for business solutions
- Free network implementation or upgrade consultation and advice
- Years of experience in implementing and setup of Cabled/Wireless network infrastructure
- Long tradition in providing efficient, dependable and quality service
- Personalized attention with allocated account manager and engineer
- Network design tailored to individual companies according to their business requirements

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MFC-ITMaintenance

With the purchase of servers, network, desktops, laptops etc. you have made a valuable investment to your business. Like any asset, these purchases will incur an annual depreciation. This annual depreciation can only be justified if the investment actually serves the purpose it was initially purchased for, without glitches, without downtime and without the constant need for corrective troubleshooting. Minimize these disruptions and maintain a high level of productivity with Masterfox IT Maintenance - a suite of support services that is aligned towards your business's unique and ever-changing IT business needs.

Concentrate on what you are good at

It is important for any business to focus its energies, expertise and managerial prowess towards it core business activities. If IT Support and Maintenance is not a top most competence on which you are building your business, protect your investments with a concise, simple and well-tested approach that is well-suited for any Small Medium Enterprise. Masterfox IT Maintenance includes the following which is essential to our client's success.

- Proactive problem avoidance
- Remote service monitoring
- Single point of contact
- Subject matter experts
- Priority response
- Priority access to equipment, tools and facilities
- Designated Masterfox professional

Competent staff

In many situations, the biggest challenge is getting the correct staff, with the necessary skill-sets to support the environment assigned. The last you would want is a situation where the support crew is on-site, fiddling through manuals and documentations, trying to ascertain what has gone wrong.

At Masterfox, we train our professionals vigorously and they are cross-trained in a variety of Small Medium Enterprise environments to ensure utmost competence. Unlike others, we concentrate and build on what we do best, servicing Small Medium Enterprise clients.

Speed of response

Dependent on your needs, choose from a set of service levels that best meets your requirements for issue resolution.

<u>Critical</u> While it is essential to avoid downtime and disruptions, you can count on Masterfox to deploy its professionals and be on-site within 4 hours for critical issue resolution that is effecting your business.

<u>Same-Day</u> For all your time-sensitive operations, you can count on Masterfox professionals to provide on-site issue resolution on same business day, after the initial phone and/or remote-based troubleshooting.

<u>Next-Business-Day</u> Non-critical operations will be attended to, on the next business day, after the initial phone and/or remote-based troubleshooting.

Proactive problem avoidance

Prevention is better than cure. Frequent downtime and malfunctions in your environment can be costly and time-consuming to rectify. With Masterfox IT Maintenance, we bring to you a suite of support services that protects your investment and minimize disruptions even before it occurs.

<u>Preventive Maintenance</u> A regime of tests and checks help reduce unplanned downtime and optimizes stability. Proactive identification and resolution of potential issues and threats. Proactive upgrade and patch management.

<u>Remote Assist</u> Robustness is only one part of the jig-saw. The ability to react quickly in times of adversity and attacks is also a required attribute. As part of the Masterfox IT Maintenance suite, remote assist facilities allow us to provide your infrastructure with the ability to react fast to an on-going threat, reacting before issue resolution is required.

<u>Advisory</u> To support your ever-changing business needs, our subject matter experts will be on-hand to give you timely remote consultations on installation, configuration, upgrades and overall infrastructure management.

Clients with Preventive Maintenance report up to 40% less issues than clients who do not have the service.

"1. Prompt dispatch of service engineer upon receipt of our request

2. Equipments are maintained in good operating condition

3. Willing to provide advice on other IT services

Overall our experience with their services has been mutually enriching and good.

With their service performance, we are confident of their capabilities and their willingness for any kind of work withing their scope. "

Jennifer Chua
HR/Admin Manager

Features	MFC-ITMaintenance (Standard)	MFC-ITMaintenance (Premium)
Hardware Technical Support	●	●
Software Technical Support	●	●
Business Hour Support	●	●
Unlimited On-Site Support	●	●
Unlimited Telephone Support	●	●
Unlimited Remote Support	●	●
Priority Response	Up to 2 Business Days	Same Day / Next Business Day
Priority Response - Critical	Same Day / Next Business Day	4 hours
Access to Subject Matter Experts	●	●
Single Point of Contact	●	●
Discounted Rates	●	●
Dedicated Professional	NA	●
Preventive Maintenance	NA	●
Remote Assist	●	●
Advisory	●	●
MFC-iBackup	Available Add-on	Available Add-on
MFC-iRbackup	Available Add-on	Available Add-on
MFC-iVPN	Available Add-on	Available Add-on
MFC-iSurf	Available Add-on	Available Add-on

For more information about any of our service offerings, please feel free to contact us at +65 6748 8776

Email us at enquiries@masterfox.com.sg or visit us on the web at http://www.masterfox.com.sg

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How We Differ

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Get IT Maintenance & IT Support
that your business deserves ...

Contact us for a free discussion today

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Masterfox ... The Best IT Care You Can Get