



CORPORATE PROFILE

ABOUT **MASTERFOX**

Masterfox Connections Pte Ltd is a Singapore-based System, Network and Internet Integrator that prides ourselves in being a quality integrator, providing our customers with a complete computing solution starting from consultation, design and implementation right through rectification and annual maintenance.

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 ?

- 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 25 years amongst our core engineers, we have been able to provide dependable quality service to our customers, some of whom, have been contracted under our Annual Maintenance program for as long as 8 years.
- 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.

"We would like to express our thanks and acknowledge the excellent service level which we have received, which includes assisting us for urgent, last-minute requests. Keep it up."

Kenneth Cheong
Finance Director
Chem-Trend Asia Pacific

"I am please to say that I am satisfied with all the IT services provided for BARTEC Asia by Masterfox who is represented by Kenneth Lim. It has been a pleasure working with Kenneth on setting up our new website and he is quick to respond to any questions I have regarding the server and any other problems we encounter on day to day basis. Keep up the good work. We hope to continue the good working relationship with Masterfox"

Zai Sapari
Marketing Manager
BARTEC Pte Ltd

In 2006, 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. IN the end, they performed commendably and even helped us to migrate to our new Windows 2003 Server seamlessly.

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. We are confident of the abilities and knowledge of the Masterfox engineers for all our IT needs.

Jasmine Wu
Director
Twin-Net Pte Ltd

"Masterfox was recommended to us in 2004. Since then, we have renewed a maintenance contract annually. Under the good care of a team of IT knowledgeable certified engineers, our network system performance is found to be very much improved and stable"

"We used to change our IT vendor every alternate year. Masterfox is the longest we use and it corrects our mindset of changing vendor frequently."

"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 operation."

Nelson Tan
Managing Director
Hoffman Schroff Pte Ltd

This is to introduce Masterfox Connections Pte Ltd who has been servicing our company for computer maintenance service. They have been supporting our Company for the overall maintenance and functioning of the computer equipments including server and network administration. We wish to comment on their services as follows:

- 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
ecoWise Holdings Limited



A System, Network and Internet Integrator

MASTERFOX SERVICES

- Consultancy
 - Analyze
 - Recommend
 - Implement
 - Maintain
- Integration
 - System Integration
 - Network Integration
- Annual Maintenance
 - Premium
 - Standard
 - Custom

MASTERFOX PRODUCTS

- MFC-iSURF
An On-Site Internet Proxy Solution
- MFC-iVPN
An OnSite VPN Solution
- MFC-iMail
A Dedicated Email Solution
- MFC-iMailMX
An OnSite Email Solution
- MFC-iBackup
A Network Backup Solution
- MFC-iRBackup
A Remote Backup Solution
- MFC-iLogIM
An Instant Message Logger



Masterfox ... The Best IT Care You Can Get



A System, Network and Internet Integrator

MASTERFOX 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 (RHCD)
- Red Hat Certified Security Specialist (RHCS)
- Red Hat Certified Architect (RHCA)

- Design, setup and commission Microsoft and Linux business servers and networks
- 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

MASTERFOX 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





A System, Network and Internet Integrator

MASTERFOX MAINTENANCE

Save your business the expense and disruption of downtime with Masterfox's IT Maintenance solution. With our maintenance program, you get the peace of mind knowing that you have immediate access to qualified engineers with the highest level of accreditation and knowledge, supporting your I.T. needs.

No two businesses are alike and here at Masterfox, we offer you an IT Maintenance solution specifically tailored to your organization's requirements and budget. We cover the entire arena of preventive maintenance for servers, network and individual workstations, scheduled maintenance, unlimited technical support and consultations to the installation and set-up of computers, servers and network.

With our IT Maintenance solution, your company will acquire the full support and reap the benefits, similar to having an IT department of your own. The company's IT infrastructure will be protected and maintained by our certified engineers.

With over 25 years of combined experience in the field of providing critical support and network implementation, you can be sure that your IT infrastructure is in safe hands. Call us now to find out how our IT Maintenance solution can contribute to your company's strive for efficiency and cost-savings.

- No more worries about interruptions or incurring extra costs due to downtime or malfunctions
- We are focused not only on problem solving and technical support but also **in the prevention of** malfunctions, failures, breakdowns and minimizing downtime
- Temporary replacement set on loan when repair is needed, thereby ensuring business continuity
- **Unlimited on-site service**, phone and email support throughout subscription duration
- Direct and complete fault rectification and problem solving
- **Short response time** of within 4 hours for critical fault - **Our guarantee to all customers**
- **More than 20 Preventive Measures** for each of your computer system once every 4 months
- Quarterly billing for better cash-flow and budget management
- **Long tradition** in providing efficient, dependable quality service
- Personalized attention with allocated sales and engineer
- Over 80% of our clients are Small Medium Enterprises (SMEs)
- **Certified engineers and dedicated customer service**

Premium Annual Maintenance

- Unlimited email and phone support
- Unlimited on-site support
- 4 hour response time for critical faults
- Dedicated Engineer
- Provision of loan equipment when necessary
- Preventive Maintenance
- Quarterly Billing
- Budget Yearly Expense

Standard Annual Maintenance

- Unlimited email and phone support
- Unlimited on-site support
- 4 hour response time for critical faults
- Dedicated Engineer
- Preventive Maintenance
- Quarterly Billing
- Budget Yearly Expense

Custom Annual Maintenance

- Call and speak to us for a customized annual maintenance solution for your organization today!



www.masterfox.com.sg

Masterfox Connections Pte Ltd
60 Kaki Bukit Place #06-08
Eunos Techpark
Singapore 415979

Tel: +65 6286 6238
Fax: +65 6747 1756
enquiries@masterfox.com.sg

Masterfox ... The Best IT Care You Can Get