

F R O S T & S U L L I V A N

2024 COMPANY OF THE YEAR

*IN THE SINGAPORE
MANAGED IT SERVICES
INDUSTRY*

F R O S T & S U L L I V A N

BEST
2024 PRACTICES
AWARD

nCS //

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. NCS excels in many of the criteria in the managed IT services space.

AWARD CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Mega Trends	Customer Purchase Experience
Implementation of Best Practices	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Financial Performance	Brand Equity

NCS is a leading technology services firm with presence in Asia Pacific. NCS first started in 1981, under the former National Computer Board in Singapore to build a pool of science and technology talents, embark on the computerisation of government systems, and carve out an ICT industry. NCS has been a strong and reliable partner to the government in these developments, and was later privatized in 1996 and became a member of the Singtel Group in 1997.

As Singapore’s largest technology services firm, NCS partners with governments and enterprises to advance communities through technology. Combining the experience and expertise of its 13,000-strong team across 57 specialisations, NCS provides differentiated and end-to-end technology services to clients with its NEXT capabilities in digital, data, cloud and platforms, as well as core offerings in application, infrastructure, engineering and cybersecurity.

Reliable Approach to Deliver a Wide Range of Solutions for Diverse Clients

NCS distinguishes its managed IT services by implementing industry best practices and addressing the unique needs of diverse client segments. The organization is structured into Strategic Business Groups that collectively offer an end-to-end digital proposition, catering to the unique requirements of government, enterprise, and telco clients. This specialized approach, combined with meaningful long-term relationships with leading technology partners, enables the company to deliver innovative solutions that provide exceptional value and engender trust with its clients. Underpinning this success are NCS’ breadth and depth of expertise, scalability, and diverse talent pool. These allow the company to stay at

the forefront of evolving market demands and effectively support its growing client base across APAC. By consistently aligning its capabilities with the distinct needs of different sectors, NCS has established itself as a trusted managed IT services provider, driving digital transformation for its public and private sector clients. NCS continues to achieve significant growth by servicing a wide array of clients with innovative solutions and leveraging an established history and trust in the market.

Quality Solutions and Experiences for Clients

NCS continues to build meaningful and long-term relationships with both clients and technology partners, which is crucial to ensure consistent, unified, and high-quality experiences. With its longstanding history

“As one of Singapore’s largest ICT service providers, NCS has played a pivotal role in digitizing, modernizing, and securing government operations, from providing managed security services for major government agencies to delivering innovative IT solutions for enterprises across the Asia Pacific region.”

- Georgia Edell, Consultant

in Singapore, NCS has helped drive the country’s IT adoption and digital transformation. Over the years, NCS has worked closely with the government and other enterprises to deliver critical IT solutions and services.

With such a long history of collaboration, NCS can deeply understand its clients' needs and challenges and effectively develop tailored managed IT service offerings. Furthermore, NCS’s quality service and collaborations are historical, and the company continues to focus on future growth. For example, the company aims to grow beyond its existing business, expanding to new client industries and new and

improved services, including those related to cyber, digital, and cloud services. NCS can build and maintain complex and cutting-edge systems for clients at scale, including artificial intelligence (AI) systems. NCS has the workforce and resource pipeline to continue serving its customers, regardless of size and complexity.

NCS’ Future Focus Supports Growth in Asia Pacific

NCS has demonstrated a strong leadership focus in its approach to delivering technology services. NCS maintains a vendor-neutral stance and thus has the flexibility to recommend and implement the best-fit solutions for its clients. NCS believes in building a strong partner ecosystem with leading technology players, research institutions and start-ups to support open innovation and co-creation. This open approach has allowed NCS to integrate diverse technologies seamlessly and offer a full spectrum of managed IT services across infrastructure, apps, cybersecurity, and engineering. NCS, therefore, can deliver unified and consistent experiences for its clients. With continual innovation for improved and new managed IT services, NCS keeps in close contact with clients to ensure the contracted services remain optimal.

An example of a major industry which NCS serves is the education sector, where the company is a strategic solutions provider driving innovation and collaboration to transform the classrooms of tomorrow. When partnering educational institutions, NCS adopts a holistic view, considering the needs of each organization and its students to develop tailored solutions to empower clients to focus on their core mission of shaping next-generation education with ICT.

By consistently prioritizing the best interests of its clients over vendor lock-in, NCS has established itself as a visionary partner that can drive transformative change in the country.

Meeting the Unique Needs of Diverse Organizations

NCS has become a leading managed IT services provider in Singapore by addressing the diverse and evolving needs of clients across various sectors. As a vendor-neutral service provider, NCS offers highly customizable managed IT services to meet the unique requirements of each client, optimizing efficiency and delivering on the exact requirements of the organization.

The company's expertise spans multiple industries, including banking and financial services, healthcare, transportation, and enterprise clients, enabling NCS to develop specialized solutions that cater to the distinct needs of different sectors. Notably, NCS has built a strong reputation as the go-to technology partner for the Singapore government, serving as a strategic technology partner for more than 90% of Singapore government agencies. The company has a deep understanding of the public sector's requirements and stellar track record of successful projects, such as standardizing and securing operating environments in Singapore's schools. Leveraging its position as the largest ICT service provider in Singapore, NCS has the scale, resources, and expertise to deliver comprehensive managed IT services tailored to the government's needs.

Meeting the Needs of Today while Keeping an Eye on the Future

NCS has been a visionary partner in Singapore's journey to becoming a smart nation, leveraging its technological expertise and established relationships to transform various aspects of government and public services. As one of Singapore's largest ICT service providers, NCS has played a pivotal role in digitizing, modernizing, and securing government operations, from providing managed security services for major government agencies to delivering innovative IT solutions for eGovernment initiatives.

With its forward-thinking approach, NCS enhances citizen services and public safety by integrating advanced technologies. Furthermore, NCS has contributed to the transformation of key sectors, such as transportation and healthcare, by implementing managed smart mobility solutions and digital health platforms that improve cybersecurity and efficiency and allow clients to focus on their core business objectives. By consistently aligning its capabilities with Singapore's evolving needs, NCS has demonstrated its visionary mindset and commitment to maintaining its position as a trusted and indispensable partner in the country's digital transformation.

Conclusion

With its strong managed services portfolio, NCS can meet the diverse, unmet needs of clients across industries. The company's innovative services support Singapore's smart nation vision, and its exceptional client support and trusted partnerships, particularly with the government, have allowed NCS to stand out in the country. With its breadth of expertise, scale of operations, and commitment to developing local tech talent, NCS is positioned as a leading managed IT services provider in Singapore.

With its strong overall performance, NCS earns Frost & Sullivan's 2024 Company of the Year Award in the Singapore managed IT services industry.

What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Visionary Innovation & Performance

Addressing Unmet Needs: Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

Visionary Scenarios Through Mega Trends:

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

Leadership Focus: Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

Best Practices Implementation: Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Engine™

Frost & Sullivan’s proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

[Learn more.](#)

Key Impacts:

- Growth Pipeline: Continuous Flow of Growth Opportunities
- Growth Strategies: Proven Best Practices
- Innovation Culture: Optimized Customer Experience
- ROI & Margin: Implementation Excellence
- Transformational Growth: Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- Mega Trend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)

