CARE

Computer Analysts and Recovery Experts Pte Ltd

BUSINESS PROFILE

Overview

Computer Analysts and Recovery Experts Pte Ltd (CARE) is an established local firm partnering with global brands to push out IT security and IT infrastructure solutions to clients. CARE IT Support & Service Experts offers flexible IT support plans and unique IT solutions using advanced cutting edge technology to increase client's productivity.

CARE, as a Small and Medium Enterprise (SME), has been operating in the market since 2007. Our clientele encompasses a diverse array of businesses, ranging from startups to multinational corporations. CARE has catered to SMEs at their inception stages and extended support to established MNCs seeking to augment their IT teams' proficiency.

Content

" We offer a wide array of IT support services tailored to our client's individual requirements, drawing upon our extensive expertise in managing information technology infrastructure.

Background

CARE has a small IT operations team consisting of:
a) IT Director
b) Senior System Consultants
c) IT System Consultants
d) IT Engineers
e) Helpdesk IT Engineers
f) Supporting staff

- CARE has a head IT office in Singapore and a branch Office in Philippines, Makati

- CARE is a Microsoft Partner and ISO 9001:2015 certified company. CARE is also partner with many major brands such as Fortinet, VMWare, Lenovo, HP, Dell Cisco etc.

Vision

Provide quality IT service and solution to businesses around the world so that clients can concentrate on their core businesses without having to worry about IT.

Mission

CARE will assist companies to build a strong and stable IT infrastructure whereby disruptions are kept to the minimal through the 4-S model, which is to: Stabilize, Structure, Secure & Strengthen. Most importantly, CARE wants to make IT work for companies instead of companies working for the IT.

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Our Values

Qualified IT Engineers

CARE prioritizes high-quality engineers with diverse certifications like Microsoft, Cisco, Linux, and VMware, each having at least 2 years of experience. This ensures a skilled team capable of managing various IT infrastructure setups.

Improvements through Technology

CARE utilizes advanced technological systems for clear visibility of clients' IT infrastructure, aiding in information organization and workflow optimization for increased efficiency. Clients benefit from personalized attention to specific requests and requirements.

Preventive Approach in Managing IT

CARE takes a proactive approach to IT management by actively resolving errors and warnings to prevent system breakdowns, avoiding major disruptions for clients.

Serious About Quality Service

CARE prioritizes quality service and response time by voluntarily enrolling in ISO 9001:2008. Yearly audits provide unbiased feedback for improvement, ensuring service level agreements are met. ISO certification assures clients of consistent procedures and service quality.

Clear Goals for Client's IT

CARE has a guided structure for IT setups. Our 4-S model will ensure that clients are guided to achieve certain standard in their IT infrastructure. The 4-S Model is to: Stabilize, Structure, Secure and Strengthen.

Our Partners

CARE, a Microsoft Certified Partner since 2008, helps clients implement IT solutions effectively. Microsoft has awarded CARE competencies to acknowledge their excellence in IT solutions implementation.

- **Networking Infrastructure Solutions**- The ability to setup and maintain a basic infrastructure.
- **Advanced Infrastructure Solutions-** Having the expertise to setup and maintain advanced infrastructure that typically involves overseas offices.
- **Security Solutions-** The knowledge to secure client's IT infrastructure from internal and external threats
- **Data Management Solutions-** Excellence in implementing the appropriate backup solutions

CARE, a Cisco Registered Partner, specializes in Cisco networks to provide and manage solutions for clients. Their partnership offers competitive pricing for various Cisco products and services.

CARE, a VMWare Professional Solutions Provider Partner, leverages expertise to deliver virtualization solutions meeting clients' technical and business needs.

Fortinet is a US multinational corporation known for producing high-performance network security products, notably the FortiGate firewall, to safeguard clients' IT infrastructure from evolving threats.

One of the world's leading affordable and reliable brands offering hardware, software, servers, storage, and networking products.

Our Partners

Technology leader in providing the industry's most advanced IT hardware including computer systems, software, networking systems, storage devices with more than half the ATMs in Singapore powered by IBM Technology.

Lenovo is the world's largest computer vendor. It designs, develops, manufactures and sells Laptops, Ultrabooks, Tablets, Smartphones, Server and Storage.

ESET is built on the award winning Threat Sense engine and specializes in Anti-virus and Anti-spams. Their security software solutions have protected over 100 millions users worldwide.

GFI Software is an award winning developer of Web & Mail security providing cost-effective faxing and archiving to email security and email filtering. GFI Software is an award winning developer of Web & Mail security providing cost-effective faxing and archiving to email security and email filtering.

Symantec Corporation makes security, storage and backup software. Symantec partners demonstrate proficiency in their products and have the experience to address client's business challenges.

AWARDS

ISO 9001:2015

Quality is of prime importance to Computer Analysts and Recovery Experts Pte Ltd (CARE). All core processes in CARE are audited Internally and Externally by an accredited agency, Bureau Veritas every year.

The ISO 9001:2015 award serves as an assurance to our current and future clients that CARE is dedicated to achieve client satisfaction through providing consistent and high quality of services which meets or exceeds client's expectations. It is also congruent with CARE's motto of the need to constantly review our service processes and pursue continual improvement.

ISO 27001:2013

Computer Analysts and Recovery Experts Pte Ltd (CARE) prioritize IT security and quality. They aim to meet ISO 27001:2013 requirements for establishing, implementing, and maintaining an IT security management system. This certification ensures procedures are in place for information security, including policies, human resources, and incident management. CARE's core processes are internally and externally audited annually for quality assurance by Bureau Veritas.
For more information on MTCS Level 2 SS584:2020, visit website: MTCS Certification Scheme

Computer Analysts and
Recovery Experts Pte Ltd

AWARDS

MTCS Level 2 SS584:2020

The SS 584, Multi-Tier Cloud Security Standard for Singapore (MTCS SS), classifies cloud security into three tiers:

- Tier 1: Designed for non-critical data and systems, with basic security controls for low-impact information systems like website hosting public information using cloud services.
- Tier 2: Designed to enhance security for organizations' critical data and systems in moderate-impact information systems using cloud services, protecting confidential information like business data and CRM.
- Tier 3: Tailored for regulated organizations with specific security needs, addressing risks in high-impact information systems using cloud services for highly confidential data.

The Spirit of Enterprise (SOE) Award honors business entrepreneurs in Singapore for their achievements, highlighting courage, perseverance, and innovation to inspire young individuals towards entrepreneurship.

Singapore's CARE is recognized for exceptional IT services, featured in Singapore's Finest Companies List for IT Outsourcing, Maintenance, and Data Recovery. Singapore's Finest selects reliable local businesses based on fair judgment and evaluation.

OUR SERVICES

IT OUTSOURCING

IT outsourcing refers to the use of external vendors to effectively deliver IT enabled business processes and infrastructure solutions for positive outcomes.

IT SERVICES

All organizations need IT to be faster, smarter, smoother and better. With a wide range of services offered, organizations can tap on our technical expertise to enhance business operations.

SERVER SUPPORT

Servers should be continuously monitored to catch potential problems early. CARE's server support includes regular preventive maintenance and server monitoring to prevent breakdowns.

IT SECURITY

IT security is the practice of defending digital information from unauthorized access, disclosure, recording, use, disruption, destruction or modification.

SYSTEM INTEGRATION

System integration refers to the process of linking together different computing systems and software applications so that the resulting IT system will act as a coordinated whole.
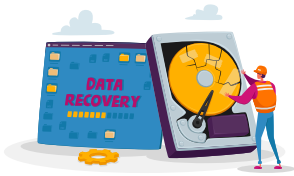
HARDWARE AND SOFTWARE PURCHASES

CARE is the place to go for your IT purchasing needs as we are resellers of a wide range of hardware and software products.

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OUR SERVICES

DATA RECOVERY

Data recovery refers to the process of salvaging data from damaged, corrupted, failed, or inaccessible media where the data cannot be accessed normally.

CO-LOCATION

Co-locating enables businesses and individuals alike to house their mission-critical servers in Telco grade facility for superior security, bandwidth management, and Internet connections.

HOSTING SOLUTIONS

CARE is a Singapore-based hosting solutions provider well known for offering reliable customized hosting solutions.

IP PBX & VOIP

Companies that uses IP PBX or VOIP enjoy reduced phone expense and the flexibility to work from home or allow connection of multiple offices with one system.

CYBER SECURITY ASSESSMENT

Vulnerability assessment, penetration testing, and phishing simulation are key components of cyber security management.
They involve identifying system vulnerabilities, simulating cyber attacks to find weaknesses, and testing employees' susceptibility to phishing attacks. These practices help organizations enhance security, protect data, and mitigate cyber threats.

CARE's Data Protection Policy

1. GENERAL

1.1 COMPUTER ANALYSTS AND RECOVERY EXPERTS PTE LTD respects the privacy of our customers, working partners and employees and therefore this document will inform you on the purposes for which we collect, use and disclose your Personal Data.

1.2 By interacting with us, submitting information to us, or signing up for any Products or Services offered by us, you agree and consent to COMPUTER ANALYSTS AND RECOVERY EXPERTS PTE LTD(including its related corporations and business units) (collectively, the "Companies"), as well as their respective representatives and/or agents (collectively referred to herein as "CARE", "us", "we" or "our") collecting, using, disclosing and sharing amongst themselves your Personal Data, and disclosing such Personal Data to the Companies' authorised service providers and relevant third parties in the manner set forth in this Data Protection Policy.

2. PERSONAL DATA COLLECTION

2.1 CARE may collect your personal data such as your name, NRIC, contact numbers, mailing address, email address and other information relating to any individuals which you have provided to us in any forms of interaction such as:

(a) when you send your CV or Resume to us during a job application;

(b) when you submit an enquiry through our website or through our hotline;

(c) when you interact with our Sales or Support team via telephone calls, emails and meetings;

(d) when you use some of our services such as our e-Ticketing System;

(e) when you respond to our Marketing initiatives, or to any request for additional Personal Data

(f) when we receive references from business partners and third parties where you have been referred by them; and

(g) when you submit your Personal Data to us for other reasons.

3. USE OF PERSONAL DATA

3.1 CARE collects, uses, and discloses your Personal Data for the following purposes:

(a) sharing of promotions or any marketing campaigns;

(b) monitoring or recording phone calls and customer-facing interactions for quality assurance, employee training and performance evaluation and identity verification purposes;

(c) responding to your queries, feedback, complaints and requests;

(d) facilitating a business transaction (billing, purchasing, etc.);

(e) preventing, detecting, and investigating crime and analyzing and managing commercial risks;

(f) in connection with any claims, actions, or proceedings (including but not limited to drafting and reviewing documents, transaction documentation, obtaining legal advice, and facilitating dispute resolution), and/or protecting and enforcing our contractual and legal rights and obligations;

(g) conducting investigations relating to disputes, billing or fraud;

(h) meeting or complying with any applicable rules, laws, regulations, codes of practice or guidelines issued by any legal or regulatory bodies which are binding on CARE (including but not limited to responding to regulatory complaints, disclosing to regulatory bodies and conducting audit checks, due diligence and investigations); and/or

(i) purposes which are reasonably related to the aforesaid.

4. ACCESS/ DISCLOSURE TO PERSONAL DATA

4.1 CARE measures security on priority and we take careful measures to protect your Personal Data against unauthorized disclosure. Subject to the provisions of any applicable law, your Personal Data may be disclosed for the following purposes:

(a) CARE'™s related corporations;

(b) companies providing services relating to insurance and consultancy to CARE;

(c) vendors or third party service providers in connection with marketing promotions and services offered by CARE;

(d) any business partner, investor, assignee or transferee (actual or prospective) to facilitate business asset transactions (which may extend to any merger, acquisition or asset sale);

(e) our professional advisers such as auditors and lawyers;

(f) relevant government regulators, statutory boards or authorities or law enforcement agencies to comply with any laws, rules, guidelines and regulations or schemes imposed by any governmental authority; and

(g) any other party to whom you authorise us to disclose your Personal Data to.

5. USE OF COOKIES

5.1 When you interact with us on our websites, we automatically receive and record information on our server logs from your browser. We may employ cookies in order for our server to recognize, a return visitor as a unique user including, without limitation, monitoring information relating to how a visitor arrives at the website, what kind of browser a visitor is on, what operating system a visitor is using, a visitor's IP address, and a visitor's click stream information and time stamp (for example, which pages they have viewed, the time the pages were accessed and the time spent per web page).

5.2 Cookies are small text files stored in your computing or other electronic devices which allow us to remember you. The cookies placed by our server are readable only by us, and cookies cannot access, read or modify any other data on an electronic device. All web-browsers offer the option to refuse any cookie, and if you refuse our cookie then we do not gather any information on you.

5.3 Should you wish to disable the cookies associated with these technologies, you may do so by changing the setting on your browser. However, you may not be able to enter certain part(s) of our website.

6. CONTACT CARE

6.1 If you:

(a) have any questions or feedback relating to your Personal Data or our Data Protection Policy;

(b) would like to withdraw your consent to any use of your Personal Data as set out in this Data Protection Policy; or

(c) would like to obtain access and make corrections to your Personal Data records, please contact our Data Protection Officer at dpo@care.biz

6.2 Please note that if your Personal Data has been provided to us by a third party (e.g. a referrer, or your company), you should contact that party to make such queries, complaints, and access and correction requests to CARE on your behalf.

6.3 If you withdraw your consent to any or all use of your Personal Data, depending on the nature of your request, CARE may not be in a position to continue to provide its Products and Services to you, administer any contractual relationship in place, which in turn may also result in the termination of any agreements with CARE, and your being in breach of your contractual obligations or undertakings. CARE's legal rights and remedies in such event are expressly reserved.

![CARE | Computer Analysts and Recovery Experts Pte Ltd]

Discover what our valued customers have to say about their experiences with us through our glowing Google reviews.

Computer Analysts and Recovery Experts Pte Ltd
4.8 ★★★★★ 99 Google reviews

Tay Selene
7 reviews

★★★★★ a year ago

CARE has been servicing our company for years and they have done excellent job. I am very happy with them, especially to Terence who has been professional with his work and resolve my IT issues promptly. They are always my go to whenever I have any IT problem. Keep up the good work.

Bhawna Chauhan
2 reviews

★★★★★ 6 months ago

From the moment we started working with them, our IT headaches have disappeared. Their team is highly professional, responsive, and extremely knowledgeable. They've gone above and beyond to streamline our IT infrastructure, enhance our cybersecurity, and provide top-notch support.

What truly sets Computer Analysts and Recovery Experts Pte Ltd (CARE IT) apart is their dedication to understanding our unique needs. They didn't just provide a one-size-fits-all solution; they tailored their services to fit our business perfectly.

Their customer service is outstanding, and their proactive approach to IT maintenance has saved us time and money. We feel confident knowing that our technology is in capable hands.

If you're looking for an IT support partner that delivers exceptional service and peace of mind, look no further than CARE IT. We highly recommend them!

Jason Ong
4 reviews

★★★★★ 9 months ago

Been working with CARE Team since year 2021.
They have been providing great services to our IT environments.
It is not easy to manage and glad to have a great team member to work with.
Thanks for the hard work and appreciated.
Especially to Danial, Seng Jian, Kelvin and KK that always prompt in solving IT issues.
Keep up the good works.

Bernard Siah
1 review

★★★★☆ 10 months ago

Been using CARE services for the last 5 years. They have been responsive and work hard to make sure the services are delivered. Highly recommended to other looking to out-source or enhance their IT capabilities.

More reviews