

Client Story

Service / Industry / Location:

- OFFICE SETUP/RELOCATION
- CONSULTANCY SERVICES
- SUPPORT SERVICES
- PROCUREMENT
- PROJECT MANAGEMENT
- SMART HANDS SERVICE
- PHARMACEUTICALS
- APAC



End user computing support & procurement services across Asia Pacific



At systemsGo we provide a range of services across a number of areas and we strive to be seen not simply as a vendor to our clients but as a strategic partner when it comes to IT and keeping business working whilst supporting their expansion and growth. Our relationship and work with Hospira Asia is testament to that approach.

How we've helped

- Relocations of three offices
- Office setup of two offices
- iPad rollout project
- SCCM server deployment

- APAC Windows 7 migration
- Regular face-to-face user support
- Procurement services

By being both reliable and flexible, systemsGo has ensured many successful outcomes partnering with Hospira Asia since 2012 and we continue to enjoy the relationship today.

Office relocation and setups

Since 2012, we have worked with Hospira across a number of locations providing a range of services. During the first two years of the relationship we relocated the office in Shanghai whilst setting up the office in Beijing. Further expansion of the business meant relocating the Hong Kong office in 2012 and setting up the regional service center in Shanghai in 2013 along with a subsequent relocation of the Beijing office we'd set up the year before.

Consultancy services

A strategic iPad rollout project in 2013, a SCCM server deployment in 2014 and an APAC Windows 7 migration project in 2015 meant Hospira Asia started using our software project services at systemsGo in addition to our office setup and relocations services

End user support

As well as the projects described above, Hospira Asia has also used systemsGo's varied and bespoke support services to keep the business running in the new and re-located offices. systemsGo has provided a number of specific support models to Hospira Asia including regular face-to-face user support for three years in Shanghai starting in 2012, full-time backfill engineer support for two months in Tokyo during 2014 and device-specific user support in China (iPads and iPhones) starting in 2014, which is still running today

Procurement

In addition to project and support services in a variety of locations across Asia Pacific, we have also provided a procurement service for Hospira Asia that has spanned the whole region. Starting in 2015, we have brought our various methodologies and documented processes to bear on this third key service area after having proven ourselves with project and support services.

With regular reporting and client consultation, systemsGo has contributed significantly in each of the core service areas described above and identified and mitigated business risk whilst working closely with Hospira Asia's own internal IT team.

About Hospira Asia

Founded in 2005 in the United States, Hospira is the world's leading provider of injectable drugs and infusion technologies. Hospira employs more than 17,000 employees worldwide and has a global presence across the Americas, Europe, Middle East, Africa and the Asia Pacific.

Hospira Asia: A valued systemsGo client since 2009

Take the next step



+81-3-4550-0880



info@systemsGo.asia



www.systemsGo.asia