



Asia Pacific Global Service Center

Your one-stop service contact center

LEADING NEW ICT

What we can do:

- Improve Operational Efficiency with efficient technical support
- Improve the IT usage with proactive service
- Reduce the cost of SMB customer with Remote delivery service



Technical Support

- SR Handling
- Service Schedule
- RMA
- Major Incident Management
-

Network Operation

- Smart NOS Service
- ITO Service
- ...

Channel Support

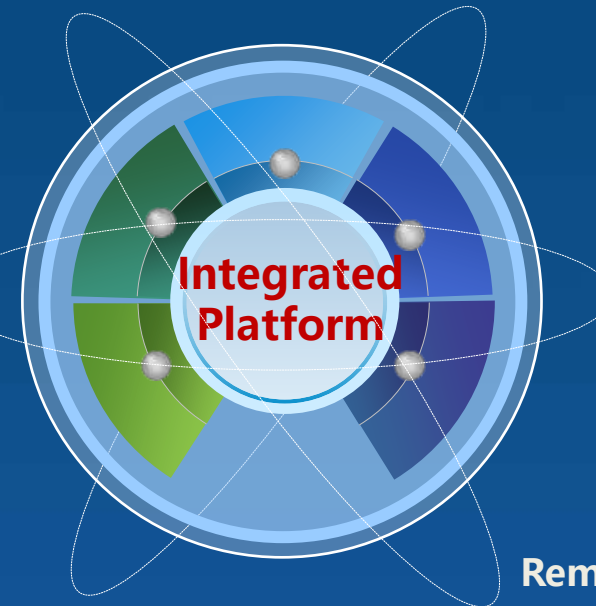
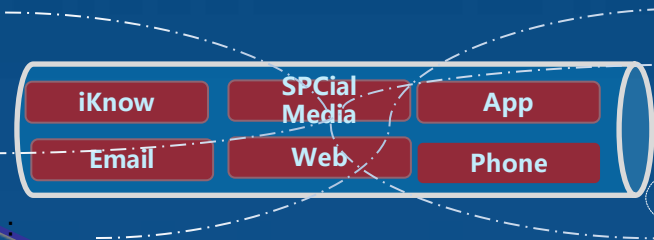
- Pre-sales Inquiry
- Channel Policy
- Visiting Reception
- Satisfaction Management
-

Remote Delivery

- Remote Planning
- Remote Solution Review
- Remote Deployment
- Remote Verification
-



Multiple Channel Access



Global Service Center Layout



Asia Pacific TAC Service Coverage



Enterprise Asia-Pacific TAC

✉ APsupport@huawei.com
🌐 <http://support.huawei.com/enterprise>
📞 Multi-language (English, Cantonese, Bahasa Indonesia and Thai)

Country	Hotline Number
HongKong	00180021686868 0085221210099
Indonesia	00780021686868 0078036015234
Macau	0080021686868
Malaysia	0080021686868 1800220036
Philippines	0080021686868 0060321686868
Singapore	00180021686868 8006011449
Thailand	00180021686868 1800290055
Other Countries	0060321686868

South Pacific Region:

PNG, Philippines, Malaysia, Singapore, Indonesia

Southeast Asia Region:

Cambodia, Bangladesh, Myanmar, Nepal, Sri Lanka, Thailand, Hong Kong, India, Vietnam

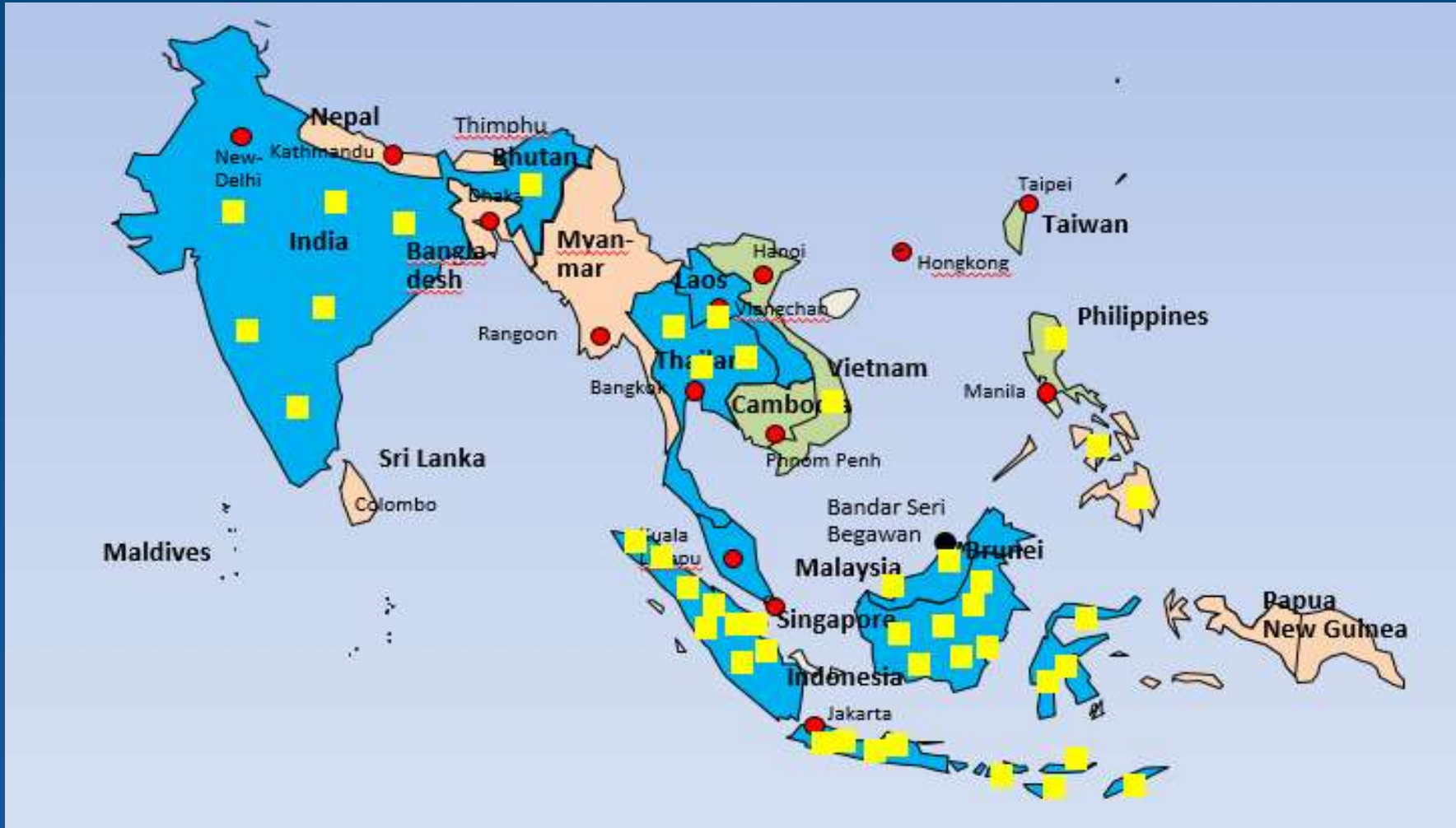
Global Spare Parts Layout

Cooperating with global top service partner, Huawei provides global spare parts service



APTAC 4H Spare Parts Service Delivery Capability MAP LOADING NEW ICT

4H Spare Parts Service Delivery Capabilities That Meet Hardware Support in Enterprise Service Contracts SLA for 4H Delivery Capacity
(SLA calculation rules: in the spare parts system to apply for confirmation after the receipt of good customers to the time).



11 countries:
108 major cities have 4H spare parts service capabilities

Major cities support 7 * 24 * 4H

Can support up to 9*5*NBD

Only support the original repair

● National warehouse
■ City warehouse

A Global On-site Support Team Guarantees the Timely and Professional Field Service

Huawei Team

Service Staff in Huawei Group

28,000+

- Dedicated Enterprise Service Staff/Experts 1,450+
- PMP Project Management Experts 1,350+
- Full-time Training Instructors 700+
- Service Solution Architect 100+

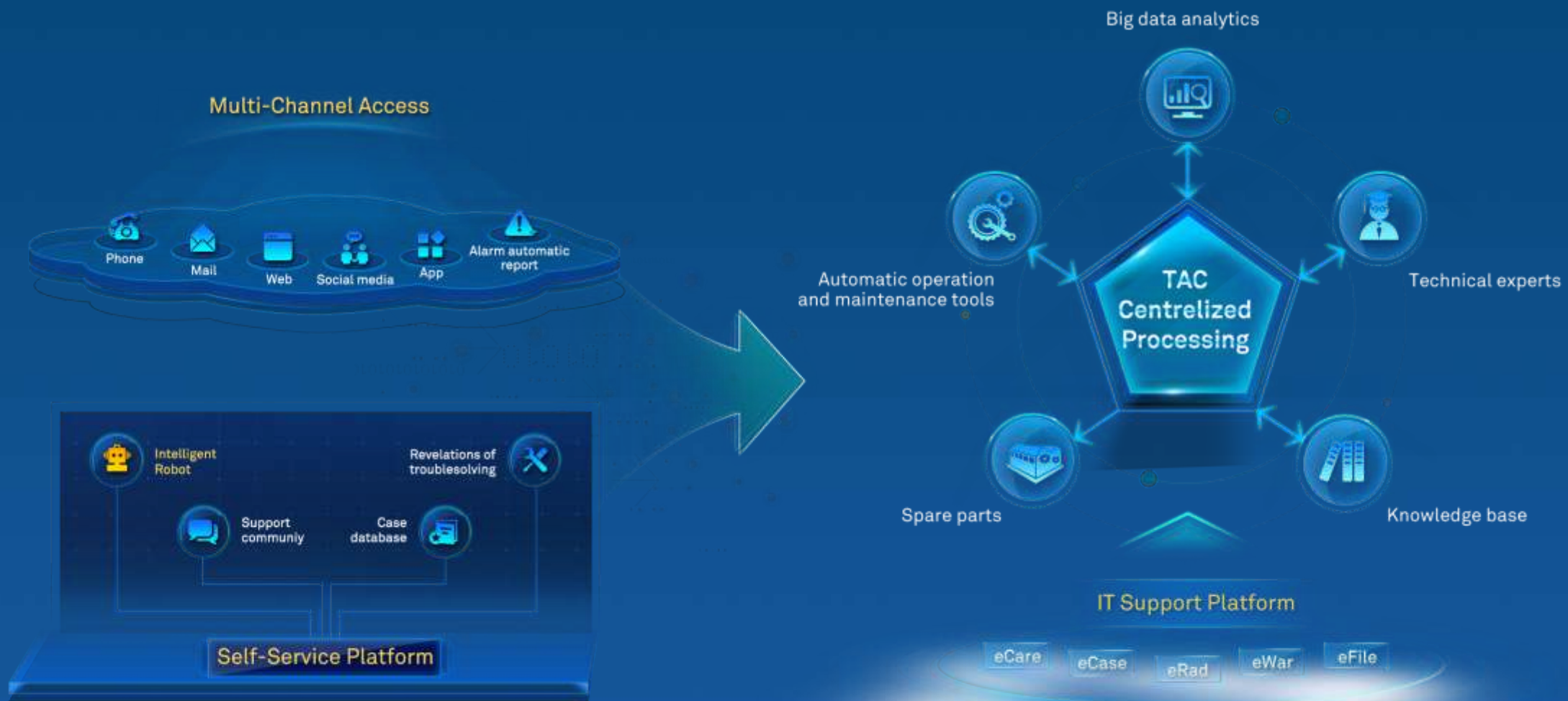
Localization in Global Market

77 Percent

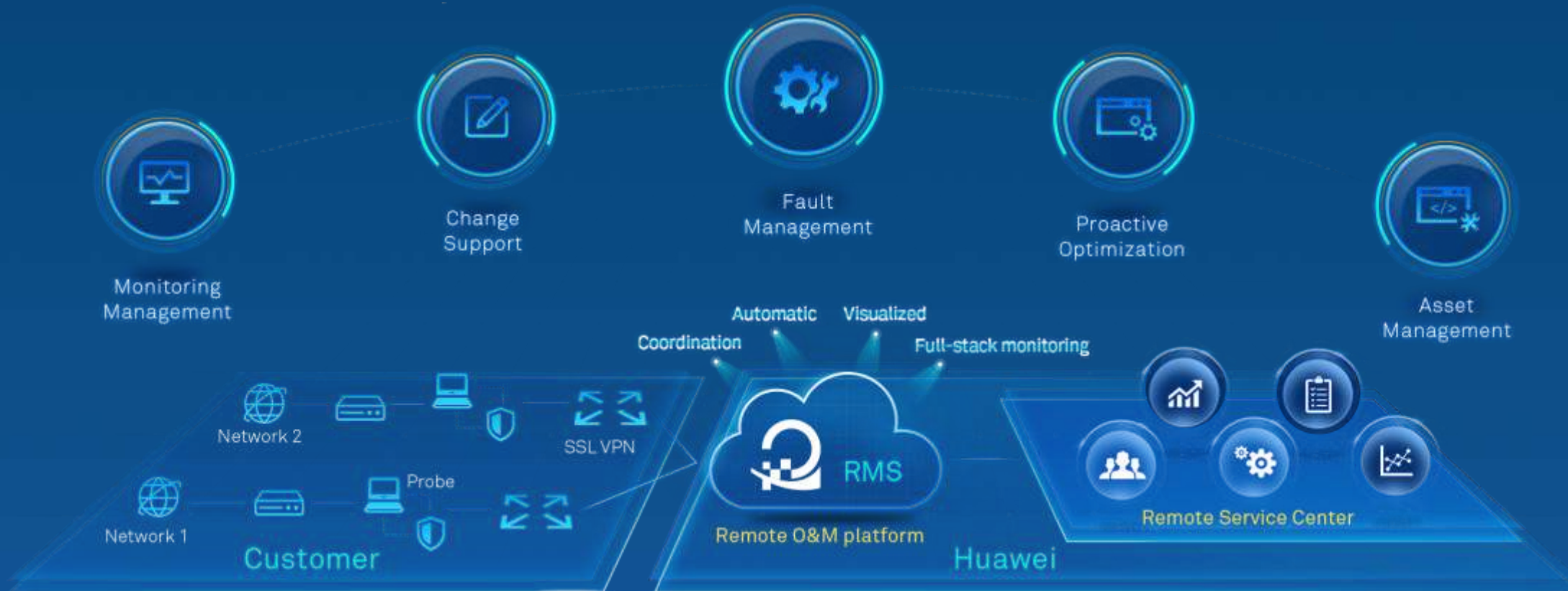
Partner Teams

- Global Service Partners 2,100+
- Enabled Partner Engineers 26,000+
- Service-Covering Countries 170+
- Huawei Authorized Learning Partner 80+

A Glance At Technical Support Center



Network Operation Center Introduction



-  Centralized remote O&M: Reducing labor
-  Hosting O&M: Reducing the cost
-  Troubleshooting duration < 1 hour
-  Efficient O&M: Accelerating business development

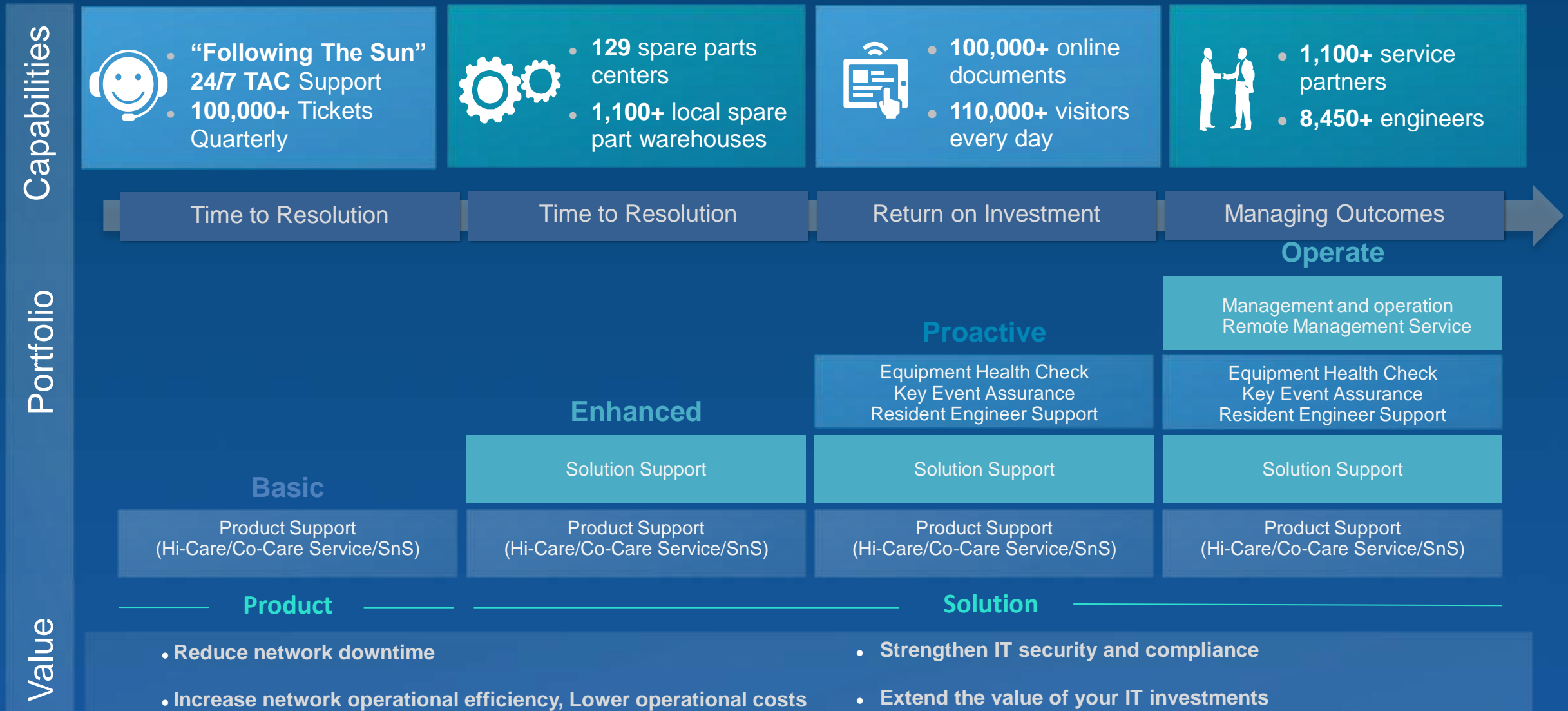
Accelerate Deployment with Remote Delivery Center





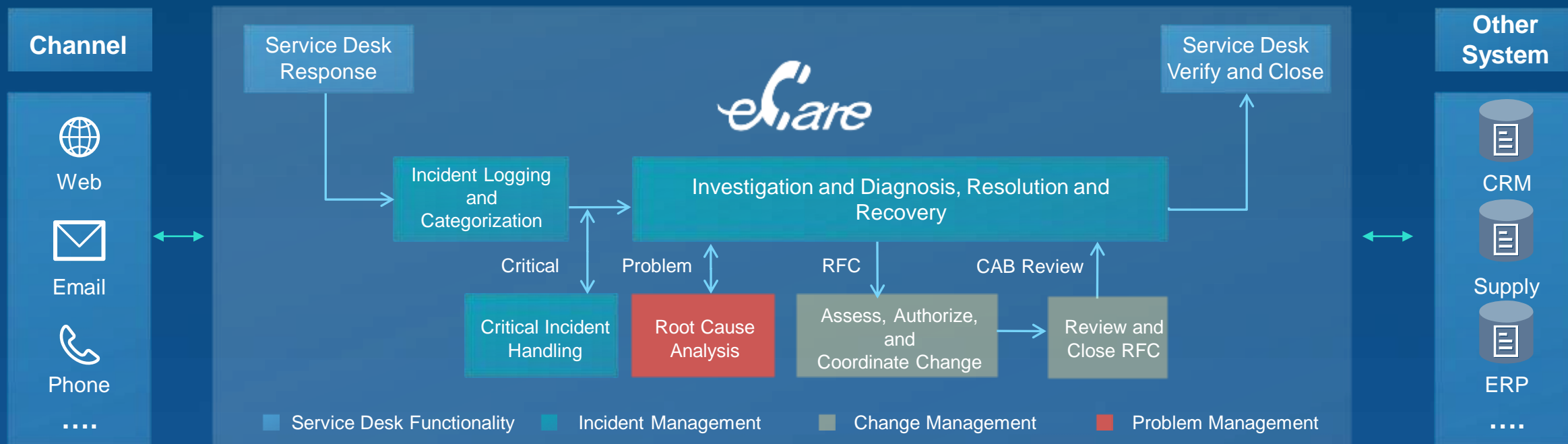
Huawei Customer Support Service

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Integrated Process and Support Platform

— ITIL V3-Based Process and Support System



Integrated Support Platform Enables Remote, Centralized, Standard, and Intelligent Support

Five minute setup of recovery team minimizes impact to customer's business

Emergency Reported

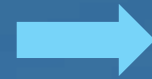


Recovery Leader

Process Launched



Solved & Confirm



Huawei and Customer

Closed



SWAT



eWar

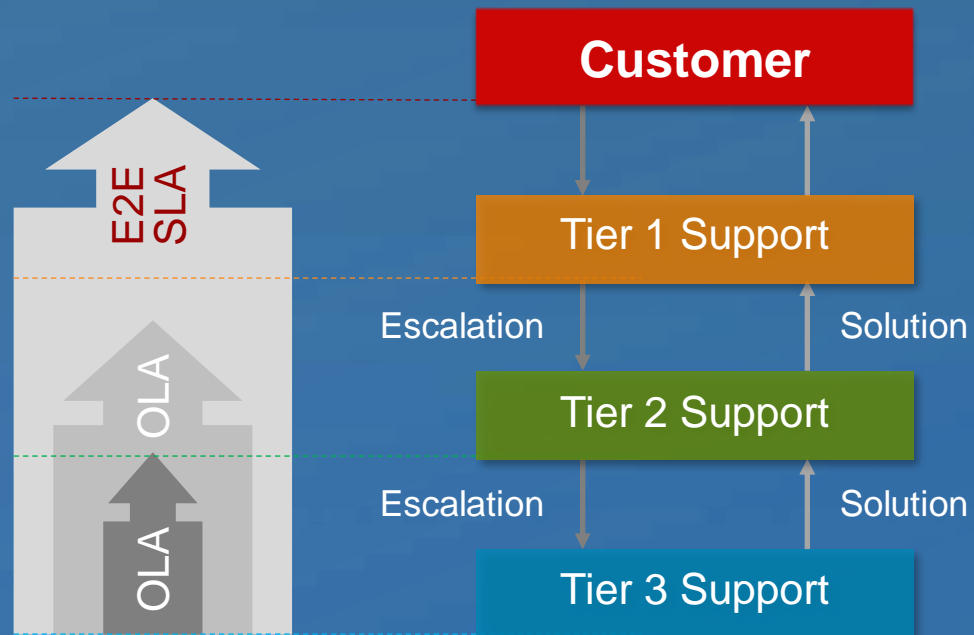


eFile

Ensures SLA Fulfillment, Timely and Effective Escalation Management

Functionality Escalation

Operation Level Agreement (OLA) has been broken down as time limitation for each stage, to ensure SLA fulfillment.

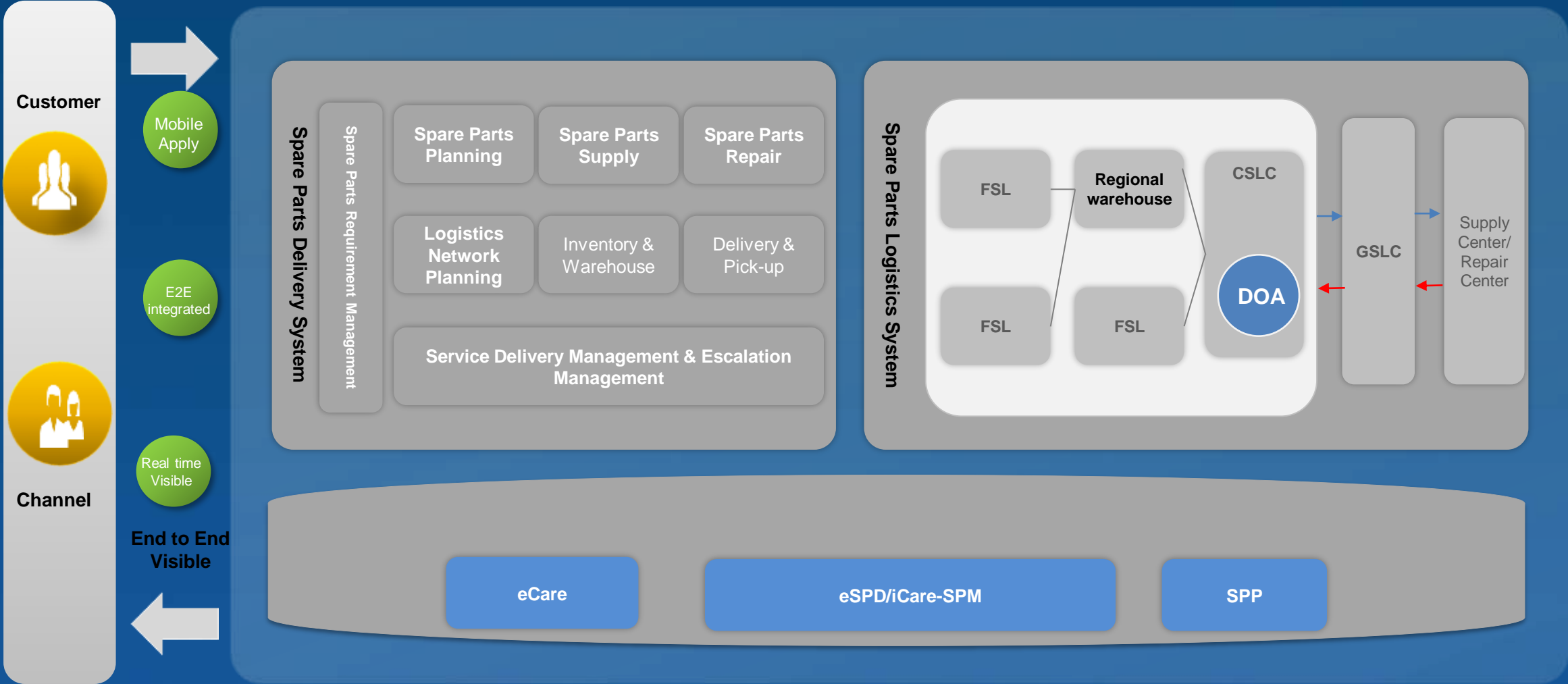


Hierarchical Escalation

Time limitation has been clearly defined for hierarchical escalation and progress reporting, according to the ticket priority.



End to End Visualized Spare Parts IT Platform



Before the Event: **Prevention** — During the Event: **Assurance** — After the Event: **Summarization**

E2E Key Events Assurance

Before the Event

Network Inspection

Check the equipment running status deeply

Emergency Assurance

Develop emergency Plan
Drill and simulate the emergency response plans
Set temporary parameters

During the Event

Spare Parts Assurance

Evaluate the spare parts.
Order management
Spare parts supply
Spare parts Storage
Spare parts logistics

Event On-duty Support

Real-time network monitoring
Onsite issue Handling
Remote expert onsite attendance

After the Event

Adjustment and Summarization

Temporary parameter restore
Assurance service summarization
Assurance experience sharing



THANK YOU

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