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Total IT Global



The annual listing of 10 companies that are at the forefront of providing Managed services and impacting the APAC industry

Total IT Global

Covering the Entire IT Asset Lifecycle



Mr. Pratheep Kumar,
Chief Operating Officer

Total IT Global is a leading, integrated IT solutions provider, offering holistic, vendor agnostic, hardware, and managed service solutions for workspaces, data centers and cloud infrastructures, in over 128 countries. Total IT Global strives to offer organizations the luxury of choosing from products and solutions best suited to their business goals and objectives. Today, Total IT Global is synonymous with agility, efficiency transparency and trust.

Following is the conversation that APAC CIO Outlook Magazine had with Pratheep Kumar, the COO of Total IT Global.

Can you mention some of the current trends in the IT industry and how Total IT Global has translated those trends into its offerings?

Adoption of highly secure & seamless Digital Workplaces and increasing role of AI & ML in enhancing IT Service Delivery are important trends that have shaped our business strategies. Thus, we introduced, Digital Kiosks, Direct to Home and Smart Lockers as part of our solution portfolio. Total IT Global has successfully created solutions like Warehouse as a Service (WHaaS) that offer clients substantial savings in CapEx, flexibility and scalability.

Elaborate on how your company offers swift, dynamic, and reliable managed IT services worldwide?

As a global, integrated IT solutions provider, we help our clients to streamline their systems and processes across the entire IT asset lifecycle with single line accountability. So, whether it is contract

management, third party maintenance, Warehouse as a Service (WHaaS) or any other solution, we execute them under one unified contract. This gives the client freedom, without compromising on the service levels required to manage diverse and multi-cultural user bases, across geographies, in varied time zones. Total IT Global's 2000+ certified technical experts and best-in-class technologies and partners, deliver services across 29,000 locations, in 120+ countries, while our near-shore warehouses deliver spares, parts & services and provide on demand custom clearance services via a dedicated Global Export Desk.

Can you elaborate on your unique processes, automated tools, that optimize onsite intervention ratio and reduce the overall TCO for your customers?

Continued system and process automation of our helpdesk has streamlined operations and brought in efficiencies for our clients. Recently, Total IT Global was recognized by the Singapore Business Review, for a unique digital intervention – the Field Service Management (FSM) tool. The tool proved to be highly flexible in its ability to integrate with best-in-class ITSM tools, thus creating seamless workflows and enabling optimization of daily tasks. Once fully deployed, the tool will not only increase transparency with our clients, but also enhance productivity, increase first-time fix rate, and provide better business intelligence and predictability.

How does your ITIL, and Prince2 certification benefit your clients?

Certified professionals with these global certifications assure clients that our solutions are delivered by knowledgeable experts, within the framework of global standards. It has also helped us with enhanced resource utilization, increased transparency, continuous improvement throughout life cycle of IT services and achieves predictable service delivery. We were able to reduce the costs to our clients while managing business risk, quality, customer satisfaction and service disruption.

Considering no two companies are the same, what are the strategies employed by Total IT Global to thwart the market competition and what according to you are the distinct features/differentiating factors of Total IT Global that give it a competitive edge?

Our business strategy focuses on building strength and resilience via client retention, robust corporate governance and product and market expansion. Total IT Global

currently manages 550,000+ IT assets globally, with a customer retention rate of over 98.3 percent, through consistent and high-quality delivery of services to clients, thus spurring future growth on a strong base of both 'sticky' and recurring revenue platform.

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Finally, what would you say are the factors of Total IT Global that your clients appreciate the most, which can draw prospective clients to partner with your company?

Strategic investments in automation, in-house technical experts and specialized teams have created an ideal mix of talent and technology that influences our clients to stay with us for the long term. These are also attributes that help us cross-sell and up-sell effectively, thus contributing to our success on a global scale.

We have expanded our suite of products and services to convert prevailing marketing uncertainties into opportunities. These include Wireless Site Survey, Warehouse as a Service (WHaaS), IoT Deployment, Smart Kiosks, and more. We have built a strong governance model with the most critical management systems that include ISO/IEC 27001:2013 (Information Security Management), ISO 37001:2016 (Anti-Bribery Management) and ISO 9001:2015 (Quality Management).

Creating a talent-driven culture through up-skilling and re-skilling not only helps people stay ahead of the curve, but also enhances the organizational connect. This has resulted in Total IT Global getting certified as a Great Place To Work[®], twice in a row, for 2021-22 and 2022-23. **ACO**