



BEYOND

Company Profile

Your Choice of Worldwide Support

Beyond2u Sdn Bhd | Version 2023

Overview



- Founded in 2008
- Headquartered in Kuala Lumpur
- Over 170+ Professional Staffs
 - 5000+ in APAC region (via local service partner)
- MYR25+ million Annual Service Revenue
- Nationwide setup with 26 offices across the country
- One of the largest independent multi vendors local service provider in Malaysia

Strategic Partners

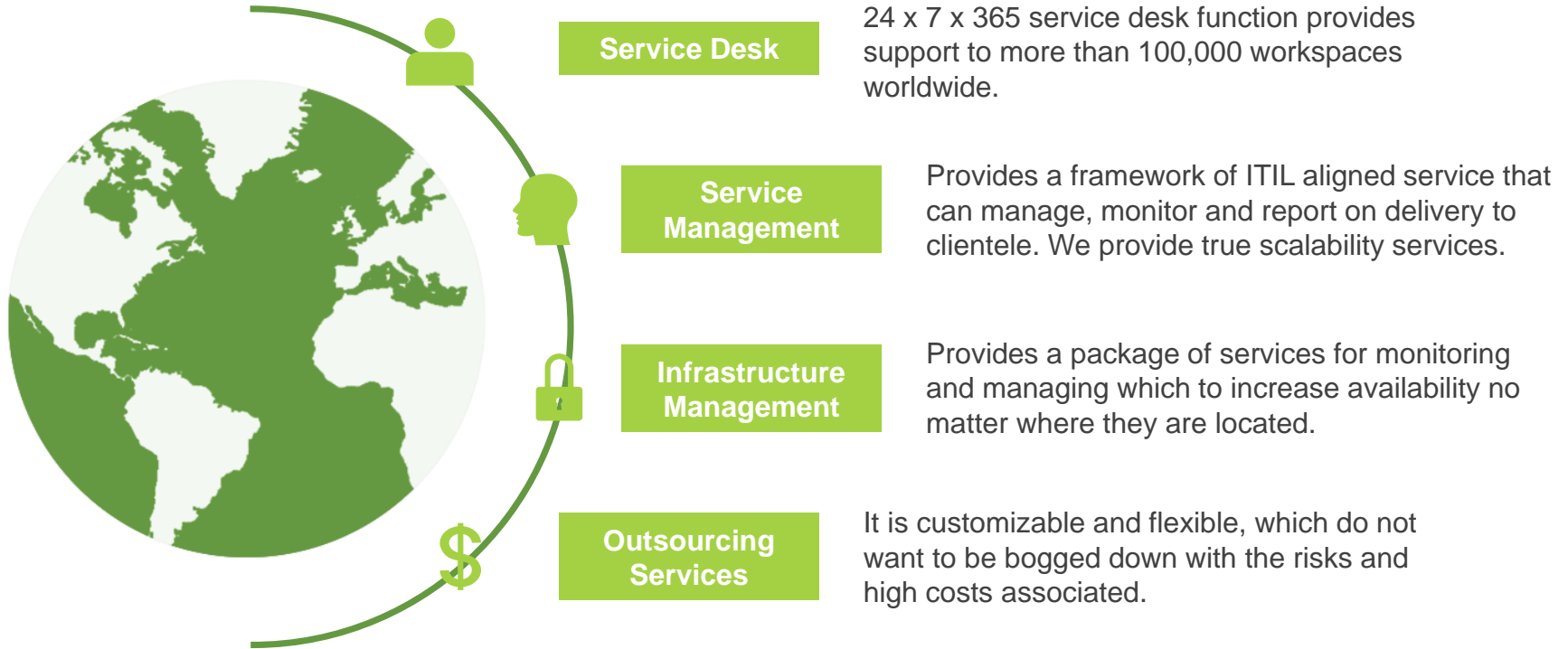
The partners portfolio are on the rise





Beyond2u Competency

Services Offering



Service Desk

24 x 7 x 365 service desk function provides support to more than 100,000 workspaces worldwide



Toll Free Number

1800-88-9663

Language

English
Bahasa Malaysia
Mandarin

Ticketing Software

In house developed ITIL
framework ticketing
software

Key Benefit

Around the clock support
to ensure business
continuity

Service Management

Provides a framework of ITIL aligned service that can manage, monitor and report on delivery to clientele

Worldwide Service Centre

Our engineers will obligate round the clock services aligned with ITIL processes



Established Service Model

Our clientele can innovate and improve their IT services with a comprehensive portfolio of solution that are continuously reviewed and developed.

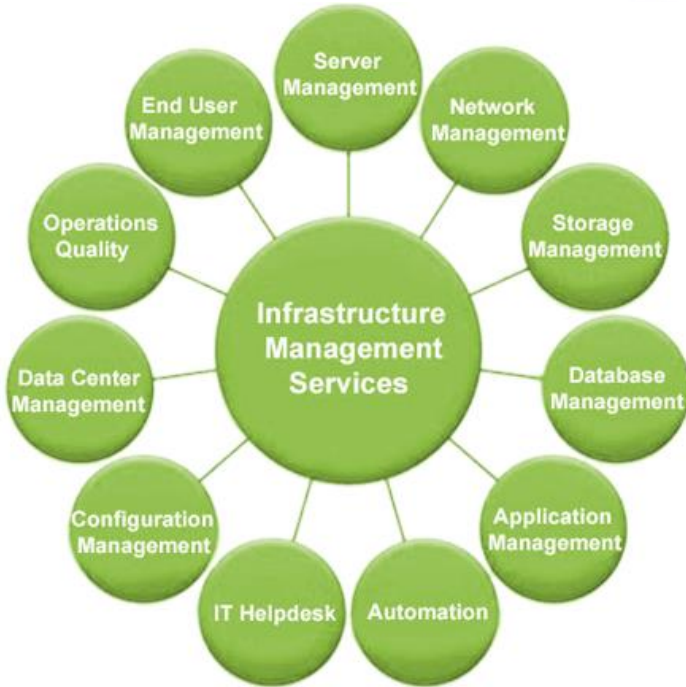
Tailor-made SLAs

Our experienced service management specialist will help you to define the most efficient SLA



Infrastructure Management

Provides a package of services for monitoring and managing which to increase availability



Infrastructure Services

IT infrastructure and platform continue to grow in size and complexity, hence access and availability of this platform is vital to support the operations and development on a day-to-day basis to ensure business continuity.

Outsourcing Services

It is customizable and flexible, which do not want to be bogged down with the risks and high costs associated





Beyond2u Protection



BAD LUCK
DESERVE A
SECOND
CHANCE



Enhance Protection Plan (EPP)



24/7 Support



Toll Free Number 1800-88-9663



Accidental Coverage



Do not stress over spills or drops. When the unexpected happen, you are covered

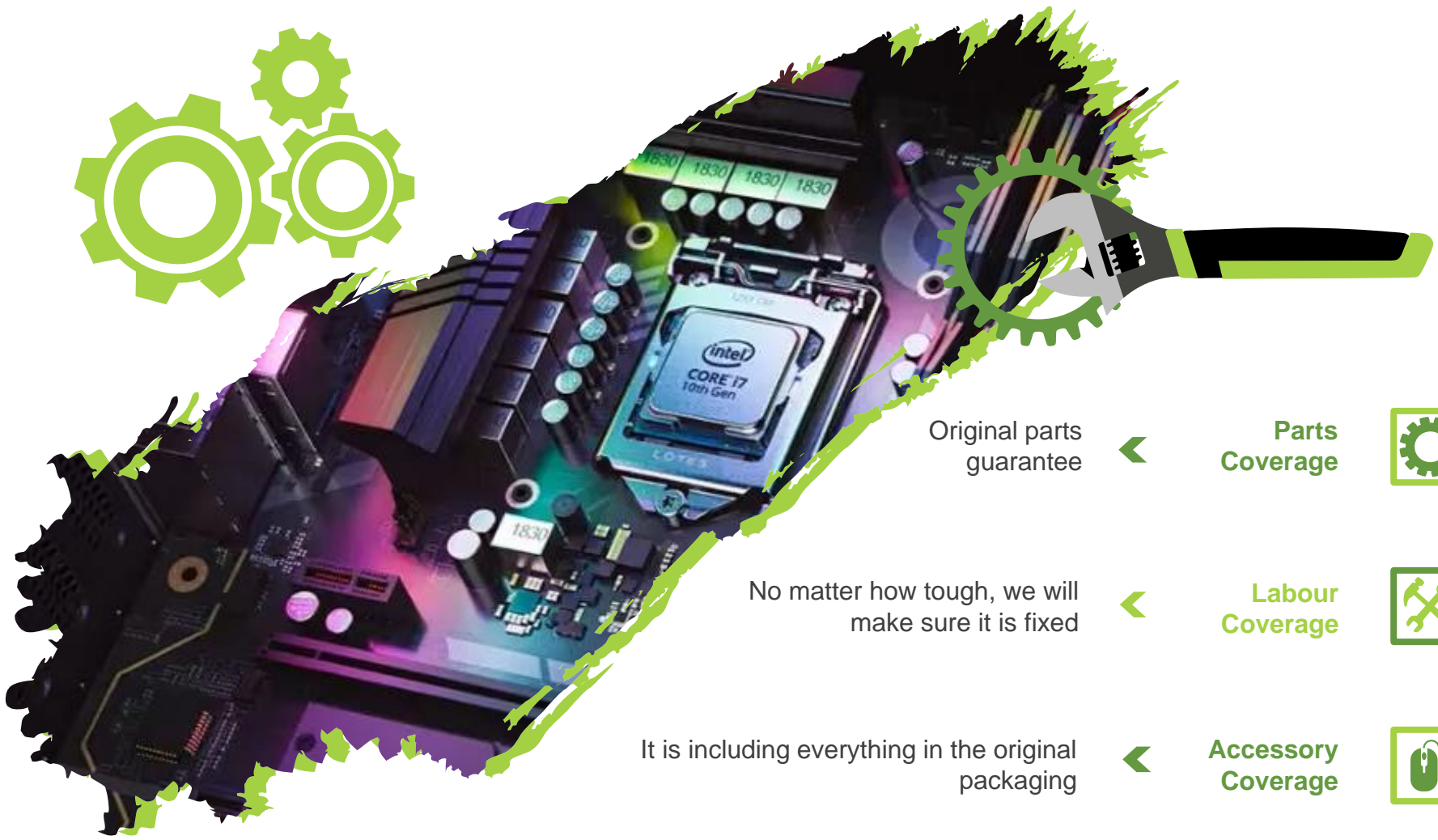


Surge Coverage



Unable to fix it? We will replace it





Original parts
guarantee



Parts
Coverage



No matter how tough, we will
make sure it is fixed



Labour
Coverage



It is including everything in the original
packaging



Accessory
Coverage





Performance Guarantee



The product will present to the manufacturer's standard



Certified Service Level



Techie engineers to provide rapid service



Transferable Coverage



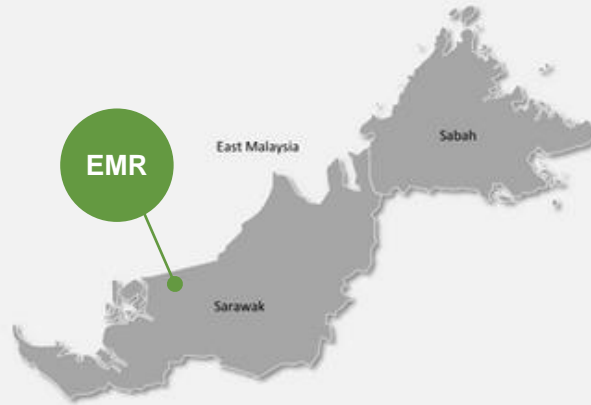
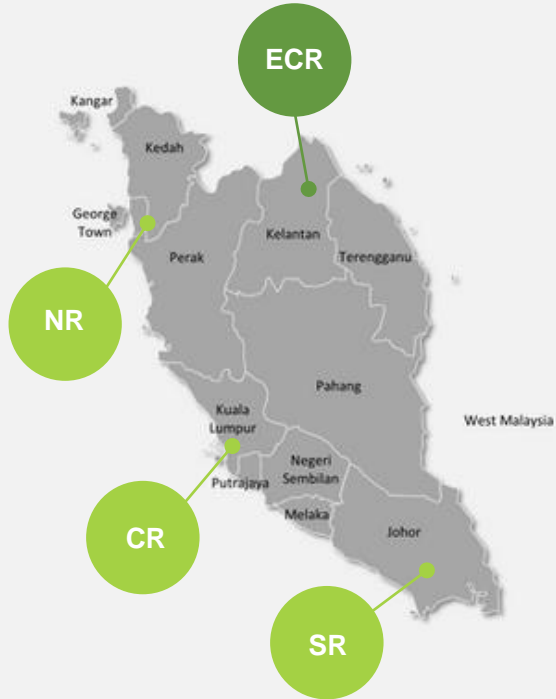
Unlimited Coverage





Beyond2u Service Network

Malaysia Service Network



Northern Region (NR) – Kangar, Alor Setar, Sungai Petani, Kulim, George Town, Prai, Ipoh, Seri Manjung

Central Region (CR) – Kuala Lumpur (HQ), Cheras (Operation Office)

Southern Region (SR) – Seremban, Malacca, Muar/BP, Kluang, Johor Bahru

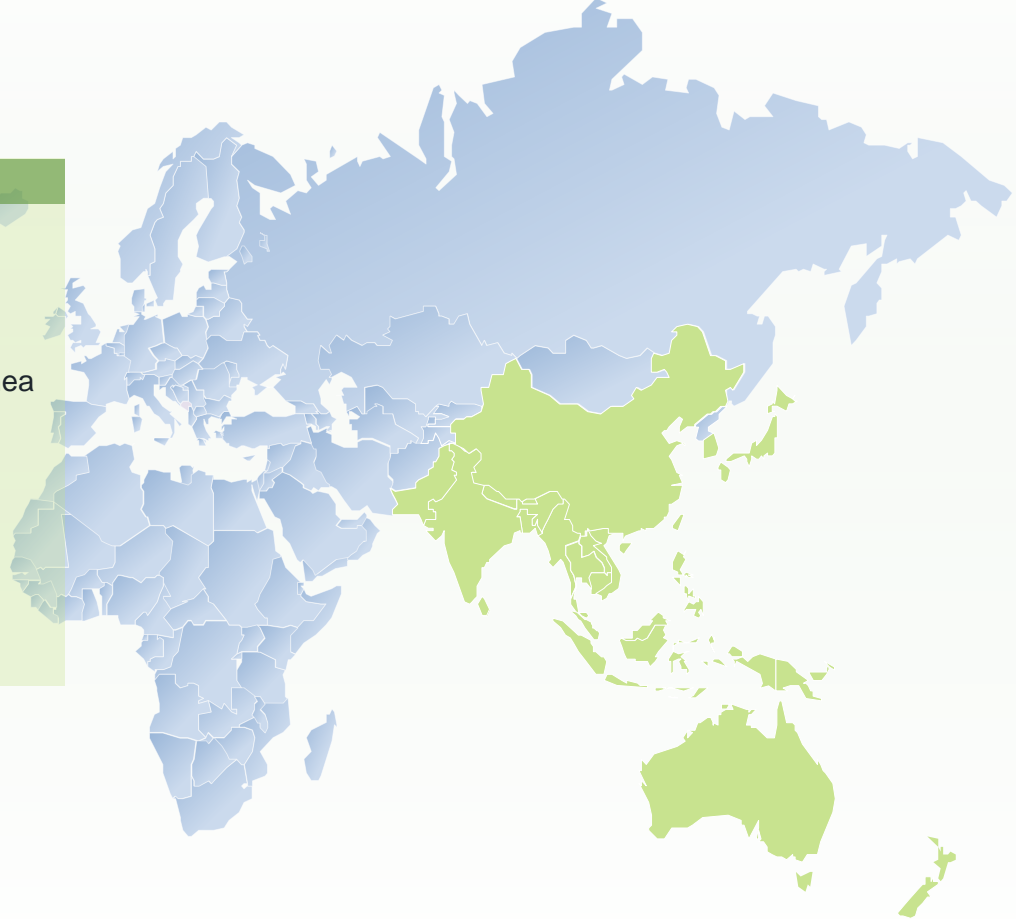
East-coast Region (ECR) – Kota Bahru, Kuala Terengganu, Kuantan

East Malaysia Region (EMR) – Kuching, Sibul, Miri, Bintulu, Kota Kinabalu, Tawau, Sandakan, Lahad Datu, Labuan

APAC Region Service Network

Country of Coverage

- China
- Hong Kong
- South Korea
- Japan
- Australia
- Singapore
- Malaysia
- Brunei
- India
- Taiwan
- Thailand
- Fiji
- Macau
- Philippines
- Vietnam
- Guam & Saipan
- Papua New Guinea
- New Zealand
- Indonesia
- Sri Lanka
- Bangladesh
- Pakistan
- Cambodia





Headquarter - Malaysia

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BEYOND



Thank you