

## Case Study - Trusted Source Pte. Ltd

# Creating a Competitive Edge with Improved Agility and Security



“Today, we need to operate at the speed of customers. The ability to harness technology to the best we can to innovate and respond rapidly is crucial to differentiate ourselves.”

**Peter Phan, Head, Innovation & Technology, Trusted Source**

**Trusted Source is a leading business and technology services provider based in Singapore. A wholly owned subsidiary of Temasek Management Services (TMS), it specialises in technology and end-to-end digital business services to enable customer success in increasingly disrupted industries and economies. In light of increasing customer demands and an evolving technological landscape, the company turned to Crayon, leveraging its Microsoft Azure offering to improve business agility, security and cost-efficiency.**

### **Adapting and Responding to Evolving Digital Needs**

Adapting and responding to evolving digital needs for over 30 years, Trusted Source has offered leading business and technology services that have empowered their clients' success. It delivers solutions to enable the effectiveness of business-critical functions, such as: Technology, Finance, Human Resources (HR) and Board.

In the face of today's digital disruption, Trusted Source discovered an urgent need to raise the level of business agility. "While digital has opened up new opportunities, it also creates its own set of challenges. Our customers today are facing rising pressure from their own clients and other competitors. As the bar is raised for their business, we must also seek ways to

respond faster, supporting their programmes and retaining their trust," said Peter Phan, Head of Innovation & Technology, Trusted Source.

The digital world also brings with it new threats. Major cyberattacks, like the Petya and WannaCry ransomware campaigns, mean that robust security has to be an integral part of Trusted Source's solutions. "Customer trust forms a core part of our service excellence. Hence, every service we offer must have security built-in. With the availability of choices in the market, any customer can select and migrate to another vendor. Hence, we must always secure the reputation of our offerings," Peter said.

### **Leveraging a Leading Cloud Platform with a Trusted Partner**

Trusted Source engaged with Crayon to enhance their business agility and security to meet these evolving needs. As a software partner, Crayon is able to offer Microsoft Azure - Microsoft's leading cloud computing platform. Azure allows Trusted Source to access vast compute and storage resources and value-added tools through the power of the cloud. It is also integrated with Microsoft Enterprise Mobility Suite, enabling the business and technology services provider to enjoy secure access, protect shared information and manage devices and apps conveniently.

“Trusted Source came to us to find ways to help them use technology in the best way possible. At Crayon, we apply a ‘SAM first, cloud first’ approach to our customers’ problems. In Trusted Source’s case, it means constantly looking for avenues to optimise their ROI with the cloud and making their business more agile,” said Sven Ische, Sales & Operations Director, Asia Pacific, Crayon.

With Crayon’s extensive experience in deploying and managing Azure, the decision was simple for Trusted Source. “The fact that I was able to migrate the majority of my systems from the data centre to the cloud in six months demonstrates Crayon’s capabilities. They came highly recommended by Microsoft for their professionalism and dedication. Crayon had the edge as their teams would respond to requests in one or two days while other vendors might take weeks,” Peter said.

### Building an Agile, Competitive Business

With Azure and Crayon’s support, Trusted Source has successfully managed to integrate more agility, security and cost-efficiency into their services.

The solution gives Trusted Source the capability to be even more responsive to customers. Peter highlights an example - “If a customer needs more compute or storage resources, traditionally we would have to deploy hardware, perform massive configurations or partner with a third party. Now with Azure, we can spin them up in a matter of minutes and carry on with our work.” Through Azure, Trusted Source teams are also able to remain productive anytime, anywhere.

They can access business-critical systems and files on the go, thanks to Enterprise Mobility Suite.

“To remain competitive, our services must match the speed of our customers. The suite makes BYOD initiatives painless and easy by allowing seamless information access and sharing for our employees,” he added.

Azure also allows Trusted Source to offer a broader and more secure range of services. The company is able to leverage the cloud platform’s wide variety of applications and solutions to enhance its portfolio. Services like data warehouse can be turned on in a matter of minutes for customers, a process which would have taken months conventionally. In addition, Azure’s reputation allows Trusted Source to win customer trust when it comes to security conversations around the cloud. “Usually, customers are reserved when it comes to migrating to the cloud. But when they know that we are leveraging Azure, they are more willing to come on board,” Peter said.

With Azure and Crayon, Trusted Source is able to keep teams and operational costs lean. The cloud platform allows the company to manage IT operations and devices from one source simply. Meanwhile, Crayon’s additional service support takes the burden off Trusted Source’s IT teams, enabling them to focus on value-added business objectives.

Trusted Source has successfully positioned itself as a more agile business that can take on the growing demands of its customers. The leading cloud platform, complemented with the support of Crayon, has freed the company to drive its business and continuously deliver on its customers’ success.



“The success of the transformation depended on cloud expertise, speed and cost competitiveness. Crayon’s teams ticked all three boxes. With their support, I was able to migrate most of my systems to the Azure cloud within six months.”

**Peter Phan**