

We need a PC that supports Japanese language for a new employee.

PC does not operate!  
Can we have it repaired...?

We wish to leave the whole IT maintenance management altogether to another company.

We wish to enhance PC security system and prevent viruses!

Kawatec always takes prompt actions and makes appropriate offers and suggestions that exactly meets your needs.

## Please feel free to use Kawatec as IT Department for your company.



Kawatec is an IT-specialized company, who always finds a solution to any trouble, with deep generosity mainly towards Japanese companies.

IT-expert Japanese staff who listen sincerely to the problem you are facing



Explains using simple words rather than technical terms



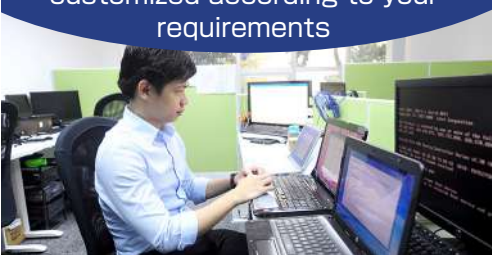
Our IT-specialized engineer solves your problem in one day at the shortest



Deals with a wide variety of more than 200 categories



IT maintenance management support service that can be customized according to your requirements



Able to handle major cases such as setting up your whole office



We act as IT Department of your Malaysia office and support your business to go smoothly.

We can handle a variety of cases from selling PC that supports Japanese language, PC repair, IT maintenance management service, to setting up IT for a whole office.

# +60-3-2110-3001

## Kawatec

Business Hours 9:00AM~18:00PM

Closed on Saturdays and Sundays, Public Holidays

Suite 17.05A, 17th Floor, Wisma Chuang, 34 Jalan Sultan Ismail, 50250 Kuala Lumpur, Malaysia

Price quotation  
for free





Kawatec has always been available in community-based way for those companies who do business in Singapore whenever they need.

## We offer a one-stop service to prepare a decent IT environment which is essential for your business

Kawatec is a group of professionals specialized in IT support services. Since its establishment in 2015 in Malaysia, we have been providing sympathetic services that match customers' needs with our sincere wish to create an environment where staffs in the customer company doing business in Malaysia away from Japan, can concentrate on their work without any worry. **There is nothing related to IT that we cannot handle.** We offer a one-stop service to prepare a decent IT environment which is essential for your business operations, from setting up and repair of PC, setting up server, Cloud environment to IT maintenance management.

**We are very well aware of IT matters in Malaysia, and deal with customers' problems sincerely in a wide variety.**



Kawatec deals with cases of **more than 200 categories at all times**, and completes all processes from setting up to maintenance. We make suggestions according to customers' needs. Those shown above are just a part of the services we provide. Please feel free to contact us for more details!

**We make sure your business is not forced to put on hold by taking actions promptly and making appropriate moves precisely.**

**Our professional engineers specialized in IT and staffs who take telephone calls from customers are pure native Japanese, and they deal with inquiries in Japanese.**

At Kawatec, pure native Japanese staff, who were born and raised in Japan, respond to inquiries in Japanese. Professional engineers specialized in IT are also Japanese, and inquiries on the phone are also taken by Japanese staffs. Our staff explain to you with sincere attitude one by one without using technical terms to make it easier to understand. Whenever you have a problem, please contact us and seek for help. Making an inquiry is free of charge, so please feel free to talk to us.

**We cover everywhere in Malaysia and solve a problem in just one day at the shortest..**

The area Kawatec provides services are island-wide.

Once all the arrangements are done with a customer, a problem can be solved on the day that the customer contacts us at the shortest with our prompt actions and quick moves. We work during customer's office hours, so we do not disturb your business operation.

**solve your trouble  
Just one day  
at the shortest**



**With our prompt actions and solid and distinct technical skills, we thoroughly prepare IT environment for your office.**



# Providing a prompt IT maintenance management support service – Strength of Kawatec

## Achievement of making IT maintenance support contracts with more than 100 companies.



Kawatec has made IT maintenance support contracts with more than 100 companies so far, and handles all matters related to IT support as a whole. We have gained support experiences and know-hows of handling a variety of IT issues.

## We always keep parts for IT maintenance in our own warehouse.



Since we keep IT maintenance parts in our own warehouse, we can take a prompt action when such trouble as malfunction of a network device etc. occurs. We try our best not to interrupt a customer's business operation.

## Help desk staff specialized in IT maintenance support are always standing by.



In our company, help desk staff specialized in IT maintenance support are always standing by. They respond to inquiries from customers by telephone calls or e-mails promptly, and solve the problems customers are facing. Services can also be provided remotely too.

## We send support engineers who specialize in problem solving



At specialized help desk, when it seems difficult to solve the problem remotely, it is handed over to a specialized visiting engineer, who then **immediately visits the customer and works on solving the problem.**

## ✓ We protect IT environment in your company with 3 types of support systems that can be chosen according to a customer's needs.

### 1. IT maintenance service by tickets

- ✓ Most popular among offices of 10 – 30 employees.

We ask a customer to purchase support tickets on hourly basis, and when a problem occurs, they have it solved by using the tickets.

### 2. IT maintenance support service on regular visit basis

- ✓ A particular designated engineer visits your office each time.

A designated engineer, who is responsible for your company, visits your office on regular basis. Frequency of the visit (once a week, once a month etc.) is to be decided in advance.

### 3. IT maintenance support service on round-the-clock basis

- ✓ Provide support service from the morning up until the end of office hours.

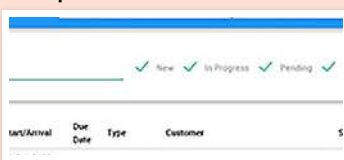
A designated engineer from our company stays in your company and Provide total IT maintenance service as if he is an employee of your company.

It is absolutely alright to know nothing about IT. We explain everything to you from the very basic level.

## ■ We have a system that makes us able to provide even more legitimate IT support service at even higher quality at quicker speed.

In order to sufficiently provide IT infrastructure maintenance management service to a customer, we visit the customer's office in advance and check what devices are used in what configuration etc., and create an exclusive record book of the customer's IT information. We promptly respond to customer's inquiries and do trouble shooting works using the system, with which we can keep detailed record of all the services provided in the past, such as "when", "for which customer the service is provided and what kind of problem occurred".

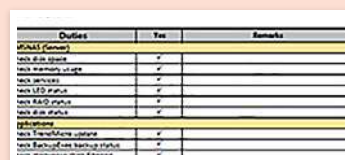
### Operation management of Help Desk



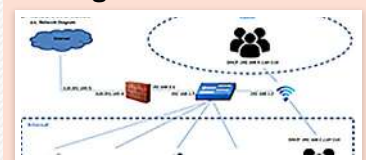
### Incident report



### Health check for IT devices



### Network configuration diagram



## Making small and medium-sized companies all over the world cheerful and lively through "KAWATEC services".

In our company, not one employee is an expat, but all the employees are locally employed in order to provide services in a community-based approach. Once we receive an order from a customer, we wish to continue a long-term relationship with the customer, and advance forward with the customer as their good partner in Malaysia. Please feel free to consider Kawatec as "someone to rely on in Malaysia".





# Company Profile

Company Name	Kawatec Malaysia Sdn Bhd
Company registration number	1169191-X
Managing Director	Kawabe Takao
Establishment Date	15-December-2015
Capital	RM 1,000,000
Number of employees	5 (including 2 Japanese staff)
Malaysia Office	Suite 17.05A, 17th Floor,Wisma Chuang, 34 Jalan Sultan Ismail, 50250 Kuala Lumpur, Malaysia TEL +60-3-2110-3001 FAX +60-3-2110-3002
Operation Hours	From Monday to Friday 9:00AM ~ 18:00PM
Closed day	Closed on Saturdays and Sundays, Public Holidays (We accept your E-mail 24 hours a day, 365 days)
Main Bank	Maybank Bank
Main Business	<ul style="list-style-type: none"><li>● Full IT infrastructure setup (design, construction, installation)</li><li>● IT maintenance &amp; operational support</li><li>● Microsoft product deployment (Microsoft 365, Microsoft Azure, Windows Server, etc.)</li><li>● IT security solutions (Firewall setup, MFA implementation, IT audit support)</li><li>● PC repair &amp; support services</li><li>● Data recovery &amp; secure data deletion</li><li>● Sales of computer hardware, software, and communication devices</li></ul>
Website URL	<a href="https://my.kawatec.com/">https://my.kawatec.com/</a>
Email Address	<a href="mailto:myinfo@kawatec.com">myinfo@kawatec.com</a>

## > There is also Singapore Office

420 North Bridge Road #03-20 North Bridge Centre Singapore 188727  
TEL +65-6743-4530 / FAX +65-6748-8117  
E-mail : [info@kawatec.com](mailto:info@kawatec.com)  
Business Hours : 9:00AM ~ 18:00PM  
Closed on Saturdays and Sundays, Public Holidays

5 minutes on walk from Bugis station MRT . The Office is opposite the National Library and it is the 3rd floor of North Bridge Center.  
Our professional engineer staff will support and consult for your IT issues.



## Access to Bukit Bintang Office

It's a very accessible location



Located on the 17th floor

- 3-minute walk from Bukit Bintang MRT Station
- 4 minutes walk from KL Monorail Bukit Bintang Station
- The building where our company is located (Wisma Chuang) has a private parking lot, so you can use it if you come by car.

Our building (Wisma Chuang) is located just behind the shopping mall "Pavilion Kuala Lumpur".

For more information, please visit the website  
URL : <https://my.kawatec.com/>