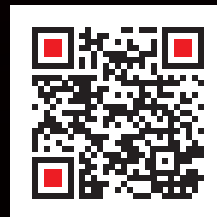


BLACKBIRD

TECHNOLOGY SERVICES

BLACKBIRD Technology Services delivers responsive, reliable and effective ICT services to maximize your business outcome.
We have the knowledge and experience to cater for all your ICT needs.



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COMPANY PROFILE 2023

RESPONSIVE
RELIABLE
EFFECTIVE



BLACKBIRD
TECHNOLOGY SERVICES

COMPANY PROFILE 2023

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About **BTS**

BLACKBIRD Technology helps our customers across the whole enterprise with specialised industry solutions. We modernize ICT, optimize networks, enhance security and scale private, public and hybrid cloud infrastructures.

We utilize nearly two decades of experience to delivery services and solutions for mission critical systems using the latest digital technologies to deliver enhanced business performance and results for our customers.

The company's extensive experience and the guiding principles which defines how we conduct business: Safety, Customer Focus, Sustainability, Inclusion and Integrity has seen us service and provide solutions to state owned mission critical infrastructures and world class Oil & Gas facilities.



Our **Mission**

is to make the world more connected and efficient through engineering, technology, and innovation.

Our **Vision**

is to be a global leader in innovation and development of new technological solutions to solve our customers' challenges.



Our Values

- ▼ Trust
- ▼ Integrity
- ▼ Innovation
- ▼ Safety
- ▼ Leadership

For over a decade, BLACKBIRD Technology Services has been working with large multinational organizations, providing our customers with bespoke ICT services, enterprise solutions and consultancy.

Through our philosophy of collaborations and innovations, we believe technology has the potential to revolutionize every aspect of our future.



Who **We** Are

BTS delivers ICT services and solutions across the Asia Pacific region, leveraging our expertise to optimize efficiency and effectiveness across a wide variety of industry sectors.

Our turnkey solutions span from engagement to resolution, complemented by dedicated service desks across multiple time zones to provide round-the-clock support in compliance with ISO and ITIL-4 standards.

We support our customers' unique requirements with flexible solutions including Project Workforce, Outsourced Support and Master Service Agreements. BTS' services include IT Service Desks, On-Site / FTE Support, Project Management, Procurement / Hardware Management, Cloud and Enterprise Solutions.

Services

- ▼ IT Support
- ▼ 24/7 Service Desk
- ▼ On Site Workforce
- ▼ Field FTE
- ▼ Cloud
- ▼ Aviation
- ▼ Infrastructure
- ▼ UAVs



Industries

- ▼ Oil & Gas
- ▼ Aviation
- ▼ Aerospace
- ▼ Banking
- ▼ Government
- ▼ Retail
- ▼ Manufacturing
- ▼ Maritime
- ▼ Construction





IT Support

BLACKBIRD Technology Services operates across the APAC region with a broad range of services offered across multiple industries.

Our highly trained and organized team provide IT field services, often remotely resolving issues as they emerge, or a comprehensive managed service agreement with full-time on-site engineers. We have the capacity and experience to ensure your business's continuity, 24/7.

24/7 Service Desk

The sun never sets on BLACKBIRD Technology Services. With our Service Desk solution, we harness global, 24/7, and multilingual support to offer a reliable single point of contact for your end users. Our aim is to ensure efficient monitoring, control, and resolution of your IT operations, aligning with the best practices outlined in ITIL v4 standards.

With an established, centralized Single Point of Contact, we provide a holistic approach to incident and service request management. Our service desk professionals offer remote resolutions where feasible, working in collaboration with on-site support engineers, your internal IT team or affiliated partners as required.



On Site **Workforce**

Businesses are only as good as the people they employ, and hiring a new staff member is a significant investment. With this in mind, it's important to get the right people and avoid the costs of retraining replacements. On top of that, an employee who feels capable and comfortable in the role will be more productive, engaged and satisfied.

Our Workforce Solutions provides an fully outsourced process that you can rely on, knowing that our staff are experienced and knowledgeable in the ICT industry. Each deployment is personalized to each individual requirement. You tell us your requirements and we will mobilize our technicians to where you need them to be.



Field **FTE**

Our BTS team operates on a global scale, delivering a broad range of services in safe and reliable manner. From fully managed infrastructure services to ad-hoc break fixes, BTS' team of highly trained and experienced professionals keeps your business technologies running smoothly. Working in conjunction with our Service Desk, BTS provides a single point of contact to make communications with our partners as easy as possible.

Cloud

For businesses looking to drive digital and business transformation, BTS can help you drive business value and build resilience. Our approach of putting your business first enables BTS to develop custom-tailored strategies to identify and address your business objectives.

Your digital transformation starts with BLACKBIRD Technology Services. Work with us to plan and build a modern cloud platform, embrace new technologies and drive growth. From data centre consultation, construction and maintenance to your business' cloud migration and modernization, BTS is your technology partner for the journey.

Aviation

For more than a decade, BLACKBIRD Technology Services has supported the aviation industry with all aspects of technologies. Bringing in-depth knowledge of the industry, including security compliances and a vast array of technology platforms, bundled together with our single point of contact Service Desk, BLACKBIRD Technology Services is your trusted aviation partner.

We support globally recognized, industry leading partners to ensure smooth airport/airline operations. Different technology platforms include:

- ▼ Passenger Processing (CUSS & CUPPS)
- ▼ Automatic / Self-Service Bag Drops
- ▼ Biometrics Solutions (Inc. CUSS, CUPPS & Security Interfaces)
- ▼ Security Solutions
- ▼ Backoffice Computer & Corporate Networks
- ▼ Off Site Passenger Solutions
- ▼ Communication Radios
- ▼ Hardware Refurbishment & Decommissioning
- ▼ Agnostic Support

"Agnostic support in a multi-vendor airport enables seamless integration of diverse technologies promoting flexibility, reducing vendor lock-in, and improving operational efficiency. This approach fosters healthy competition among vendors, leading to innovation and better services for airport operators and passengers alike."

Infrastructure

BTS has qualified professionals for infrastructure projects from office fit out, to greenfield projects. Our end-to-end professional services includes consultation at initial project stage, through to construction / implementation, then onto to on going support and upgrades. Our In-house OH&S Management System is ISO 45001 compliant, and safety is of the upmost importance on all of our projects. Infrastructure projects includes Ethernet and Fibre Optic cabling, Point-to-Point wireless connections, Data Center Support and custom 4G/5G – Satellite configurations.

UAV

BLACKBIRD Technology Services is a pioneering developer and manufacturer of Unmanned Aerial Vehicles (UAVs). With our R&D team spread across 3 different countries of Australia, India and Taiwan, our UAVs are developed by some of the best talents in the industry and are tested in some of the most unique and harshest environment in the world. Incorporated with our AI team, we offer custom technology platforms according to our partners' needs. BTS works closely with aviation authorities around the world to ensure complete compliance in any jurisdiction our partners need our products.