COMPANY PROFILE

PARTNERS WITH HEWLETT PACKARD, MICROSOFT, INTEL & LENOVO

NTS Computers SDN BHD
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COLOFON

WHO IS NTS?

NTS Computers SDN BHD is based in Kuala Lumpur, Malaysia and sells refurbished computer products on behalf of NTS Computers Technology, located in the Netherlands which is a leading whole-saler of used and new hardware. NTS has been a trusted supplier to resellers, endusers, government and consumers since 1998. Our customers are mainly located in Europe, Asia and the United States. From our Malaysian branch, we can offer our products to mainland Malaysia, Sarawak, Singapore, and Thailand. NTS is a business part-ner of Hewlett Packard, Microsoft, Intel and Lenovo.

Thanks to direct purchasing from HP and Lenovo, among others, we offer you consistently competitive prices. In the field of refurbishing and packaging used products, we are continuously looking for new and better solutions

OUR MISSION

NTS Computers aims to be a leading ICT Company in Malaysia ser-vicing the high-end refurbished computer and server market through outstanding product quality, maintenance and financial services

OUR CUSTOMERS

NTS Computers strives for optimal cooperation with our customers and partners in order to respond as best as possible to the demand of our customers and resellers for our products, solutions and services.

Companies and MNO's

NTS Computers provides IT solutions to all kinds of companies, particularly in the field of high-performance workstations and servers, desktops and notebooks..

Private Individuals

NTS also supplies to private individuals. Customers can inspect and pickup systems and parts from our warehouse Monday till Friday.

Government and Education

Many of NTS Computers' customers come from educational institutions, because of the affordable systems and workstations that we can supply. NTS can participate in tenders in Malaysia.

Resellers

Resellers make up a large portion of our customer base. NTS supplies to brokers and dealers from over 60 countries. Products can be picked up from our warehouse or sent via our logistical partners.

PRODUCTS-SYSTEMS

NTS Computers has a wide product range from major brands such as HP and Lenovo, Cisco and Microsoft.

Through direct purchasing channels, NTS can offer these refurbished products at a good price, but new products can also be ordered. Thanks in part to the refurbishing activities, a wide range of components is also available, often from stock

The custom boxes in which NTS ships products can also be ordered separately or in bulk. The boxes are free of branding and have no external features that reveal the contents.

Workstations
Powerful workstations from HP, Dell and Lenovo, among others, can be fully configured to your desired specifications with the System Builder in the NTS webshop. Workstations are packaged in custom-made boxes with sturdy white foam padding. The box includes space for power cables and a keyboard. The system itself is packaged in a plastic bag to protect it from dust.

Servers
NTS carries HP Enterprise, Supermicro and Lenovo servers, laid out to your specifications and shipped in sturdy, custom-designed boxes with foam padding and space for rail kits. The server is wrapped in a plastic bag for dust protection. Servers are shipped in boxes on pallets due to their considerable size.

PCs
NTS has a wide range of HP and Dell PCs to your specifications and in various form factors, including the compact mini-PC. NTS has also developed its own box for PCs with shock-absorbing buffers, which also has room for the accessoires.

Notebooks
Various HP notebooks for regular use and for education can be assembled in the System Builder of NTS and are available in large numbers. The notebooks can be pre-installed with Windows. Notebooks are packed with adapter in plug-in boxes with white foam buffers. The notebook itself is packed in an anti-static bag. Multiple notebooks are used shipped in an outer box.

PRODUCTS-PARTS & PACKAGING

Testing and Packaging Components
Refurbished components are checked for functionality and tested by NTS before they are sold or used in systems. Products are labeled on the antistatic bag for storage.

Labels
The labels that NTS assigns to products have 2 barcodes. The barcode above the product description is SKU: the assortment number of NTS. The bottom one is the serial number of the manufacturer. Furthermore, a location is assigned, which shows in which branch the product is located, as well as the rack and location. For memories and CPUs, even the location in the storage tray can be read. Any deviating grading will be noted under MFN.

Components
Video cards from nVidia, Kingston solid state drives, HP or Samsung memories, NTS can often offer components in secure custom packaging.

Network Products
Switches from HPE Aruba, Arista and Cisco are available both new and refurbished. Check our website for the specifications and features.

Videocards
Video cards are tested for functionality. The card is connected, all ports are checked and any defects are found in this way. Video cards are also stored in an antistatic bag sealed with a warning label. NTS has boxes with compartments. In these, the video cards are stored upright, resting on a double layer of bubble wrap for shock absorption. Location labels on the bags and boxes ensure that the cards can be easily found in the inventory system.

Memories
NTS has special packaging for memories in the form of trays with lids. These are also stored in these. These trays have the location label on the lid. Memories are functionally tested when preparing.

HDD/Solid state drives
Hard drives are tested using the HD Sentinel program (https://www. hdsentinel.com/). HD Sentinel creates a smartlog for each tested disk, which includes bad sectors, hours of spin time, and read-write errors. Approved disks are packed in an antistatic bag, which is sealed with a static electricity warning label. The product is then also given a location label, with which the storage location can be found in the inventory system. Packed hard drives are stored at NTS in sealed boxes with soft foam padding, which reduces the chance of damage during storage or dust

REFURBISHMENT

In recent years, many organizations have used leasing solutions for IT equipment. After the contract period, the used systems are returned to the leasing company. Technically and cosmetically, these products are of a very high level and are also generously sized to run current modern applications. Most of these systems are three to six years old and are from well-known brands such as HP, Lenovo, Dell, Samsung and Apple. These systems can deliver the performance you need at a favorable price.

Cleaning Method
The inside of the systems is dusted in our custom dust cabin. The outside is cleaned and where necessary provided with a new coat of paint by NTS for a uniform appearance.

Testing
NTS Computers uses extensive testing procedures for all systems sold.
This includes hardware testing, software testing, cosmetic quality checks, and uniformity checks.

Assembly
NTS Computers builds systems exactly tailored to the configuration needed by the customer, for both small and large orders. This could be affordable office PCs as well as high-end workstations.

NTS Computers is one of the leading companies in Europe in the refurbished workstation industry.

Installation
NTS Computers is a Microsoft Authorized Refurbisher (MAR). This allows NTS to offer pre-installed Microsoft Windows software such as Windows and Ms Office on refurbished computers at competitive prices. MAR licenses can only be issued without physical media on refurbished computers and are pre-installed on NTS systems. The software comes with fully legal licenses and a Certificate of Authenticity (COA).

Packaging
Systems are packed in specially made boxes with foam buffers. A workstation is packed in a plastic bag against dust and/or splash water individually per box with 2 foam buffers and accompanying accessories such as power cable and keyboard. These boxes are tested for optimal safety during shipping.

- Our refurbished products have been intensively tested and cleaned
- All devices sold by us will last for years to come to be able to work without any problems.
- The products are uniform, cosmetically and in terms of specificaions.
- NTS provides a minimum of 1 to 3 years warranty, depending on the product.
- A very competitive price. NTS is one of the leading companies in the refurbished field in the Benelux.
- Fast delivery, often from stock.
- Our refurbished products are maintained by our own technical department.

REPAINT

A new look for refurbished systems

Sanding and Filling
To allow the paint to adhere, the system covers are completely sanded and any scratches are filled. Systems are always sprayed completely, even with local irregularities. This keeps the paint layer uniform.

Spraying
In the spray booth, the systems are provided with a new layer of paint. This paint is a 2k topcoat on water basis, color matched with the original housing. Filters in the booth and for the air exhaust limit the emissions for the environment.

Drying
In our drying room, the paint layer on system hoods can harden using infrared lamps. The drying room is equipped with an extraction system to remove vapours from the drying process. After drying, the systems are ready for assembly.

The appearance of a computer is important. NTS guarantees the uniformity of your devices by providing them with a new coat of paint if necessary.

In our specially designed repaint facility, equipped with professional spray equipment to refurbish computer casings, the machines are sanded, cleaned and sprayed with a durable layer of lacquer, so that they look as good as new again.

THE REPAINT PROCESS

The process of repainting systems consists of the following steps. These are done in-house at NTS.
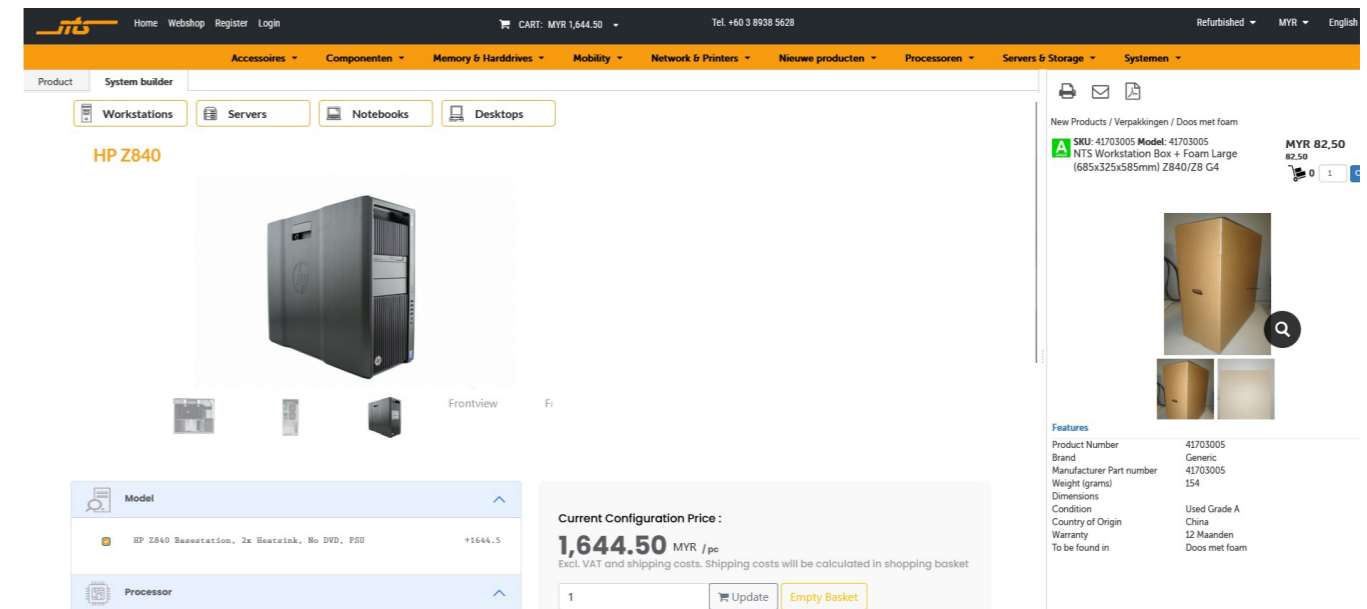
Cleaning
Before a system can be repainted, labels and adhesive residues from stickers are removed. This is done with an environmentally friendly cleaning agent. The system cover is cleaned so that no dust gets stuck under the paint layer.

SYSTEM BUILDER

The NTS System Builder is a way to easily assemble workstations, servers, PCs or notebooks, request quotes or place orders directly.

WORKING WITH THE SYSTEM BUILDER

In the System Builder of NTS, systems can be assembled component by component using convenient dropdown menus. The price of your selections is updated in real-time on the digital assembly slip.

The System Builder is available in the NTS webshop. You can configure products without logging in, but to request quotes, place orders, or export to PDF, you must be logged in with your NTS account. Simply choose your desired category, and the models will be displayed by brand.

INFORMED COMPONENTS CHOOSING

Can select the desired components from the dropdown menus. Any compatibility warnings will be highlighted in red. To view product information, simply hover over the product names with your mouse. Clicking on a product will display extended information.
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DIRECT INSIGHT INTO COSTS

The price list tracks the costsper system in real time and saves this information directly in your shopping cart. This ensures your settings are preserved even if you leave the page. Systems can be removed with a single click, without affecting the rest of your shopping cart..

QUOTES, ORDERS AND PDF

When you are satisfied with the composition and quantity, can request a quote or place an order directly. You will receive responses to quote requests and order confirmations via email. Additionally, you can save your assembly slip, including prices, as a PDF.

SERVICES

HELP DESK

Experienced technical staff is available during office hours to help you with any questions. Many problems can be solved by phone this way, saving time and shipping costs.

REPAIR

Our technical service can perform repairs. Troubleshooting, replacement of parts, often from stock, are among the possibilities that NTS can perform for you.

DESIGNATED ACCOUNT MANAGER

All our customers are assigned to a permanent account manager. This person will handle your questions or transfer them to the right contact person.

DELIVERY ON ACCOUNT

After a credit check has been found positive, NTS can deliver on account for 30 days. Government institutions within Western Europe can in principle always buy on credit.

WORLDWIDE TRANSPORT

Parcel or pallet, NTS delivers its products anywhere in the world using our transport partners, ensuring the customer receives the fastest and most cost-effective transport option.

TENDER QUOTATIONS

NTS can prepare tender quotes and special price requests from various Original Equipment Manufacturers, so you can always expect the most competitive prices. format securely.

TECHNICAL DEPARTMENT & HELPDESK

Helpdesk

NTS offers a helpdesk as an additional service to the customer. The helpdesk is a telephone helpline provided by our technical department, which you can reach during office hours and is a first troubleshooting option. Many problems can be solved quickly and efficiently, without the need for shipping costs. The helpdesk provides support for Windows installations/driver installations/hardware errors.
Fast, convenient and free of charge - helpdesk warranty is included with almost all NTS products. The helpdesk service is available for as long as the warranty on your product. If the helpdesk cannot solve your problem, you can of course always use the carry-in warranty agreements; the helpdesk also handles the RMA handling.

Imaging
NTS offers the service to image hard drives. This can be done upfront using Windows Deployment Services (WDS), or using Macrium after the customer has installed a sample system. Refurbished systems can be delivered with pre-installed Windows MAR licenses (Microsoft Authorized Refurbisher). The most common versions are Windows 11 Pro and Education. MAR licenses have no physical media, are available in all languages and cost significantly less than a commercial license. The license is linked to the HWHash of the device by NTS via Windows Deployment Services (WDS)
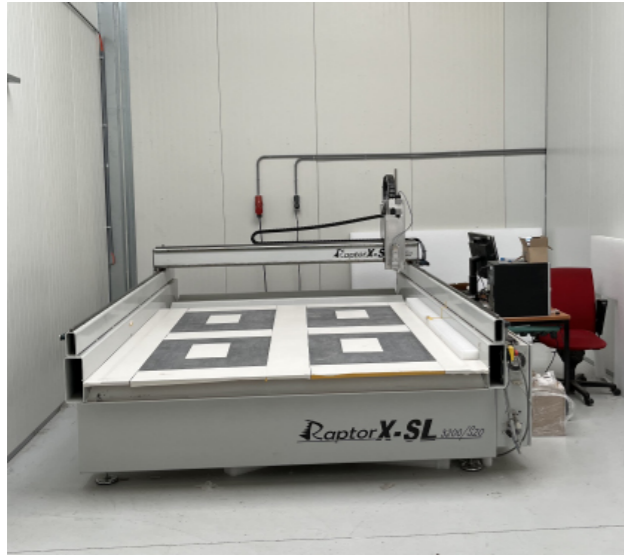
Intune Pre-Setup
Windows Autopilot offers a pre-provisioning service, which allows CSP partners (Cloud Solution Partners) such as NTS Computers SDN BHD to pre-register and provision a fully configured and business-ready Windows PC. An Intune subscription is required for this.

Microsoft Intune

Windows
MDT / WDS

STORAGE & PACKAGING

NTS provides the utmost care in shipping packaging for workstations. This not only ensures safety during transport, but also the like-new experience that NTS attaches great importance to. For all your packaging questions, please contact our Sales Department.

Packaging for components

For components, NTS has a range of safe packaging solutions that are also used during storage in our warehouse.

For CPUs and memories, NTS has various stackable trays and individual clamshells, depending on the number of packed parts. The CPU trays are specially designed for the common models. Numbers per tray differ depending on the type of product.

For video cards, NTS produces foam inlays for insert boxes with the CNC machine. For hard disks, there are slot fillings of soft gray foam for the shipping boxes so that larger quantities can be shipped safely.

Video cards, hard drives and plug-in cards are individually packed in antistatic bags.

All shipping packaging is also available separately in our webshop, whether it concerns memory trays in bulk or a small number of workstation boxes with foam buffer.

NTS has several models of shipping boxes with custom foam buffers for workstations, PCs, laptops, servers and TFT screens, so that products are always shipped in an optimally fitting box and the chance of damage during transport is minimized.

NTS manufactures the foam buffers themselves. These are cut from white foam sheets by means of a CNC machine, based on CAD design. This way there is always room to make improvements to the design. Workstations are packed in logo-free, double-layered corrugated cardboard boxes. The box offers space for accessories and rails. Systems are packed in a plastic bag to protect against dust.

Memory tray

CPU tray

Video card box
with foam inlay

Server box with buffers

Workstation box with
foam buffers

Laptop box with buffers

TRADING

Resellers are an important part of the total customer base of NTS Computers. NTS supplies to brokers and dealers from more than 60 countries. Resellers are not end users, but intermediaries with their own customers. NTS Computers focuses on resellers who trade in bulk.

In addition to our website, brokers and dealers can also find NTS Computers online at Lazada and Shopee.
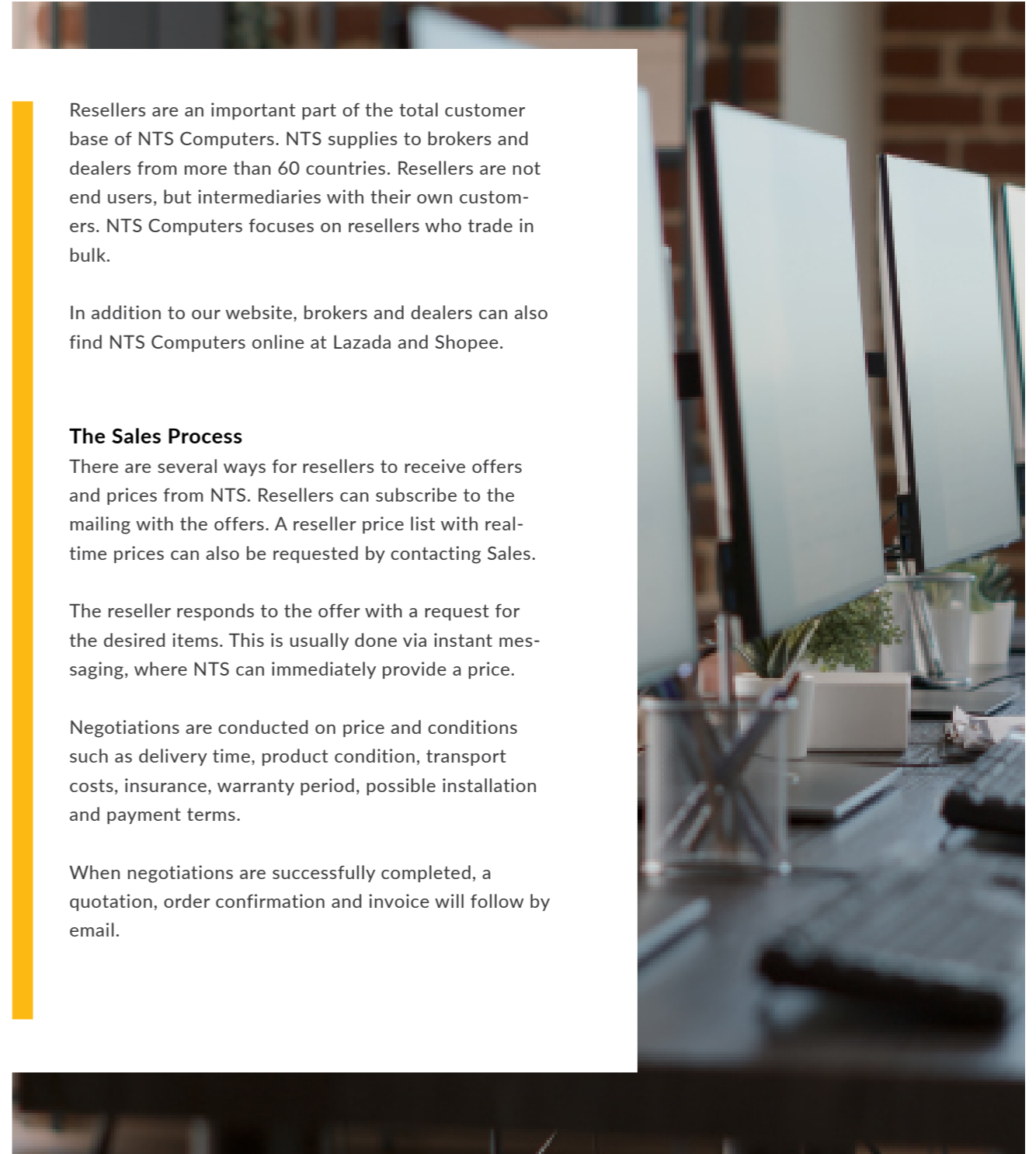
The Sales Process
There are several ways for resellers to receive offers and prices from NTS. Resellers can subscribe to the mailing with the offers. A reseller price list with real-time prices can also be requested by contacting Sales.
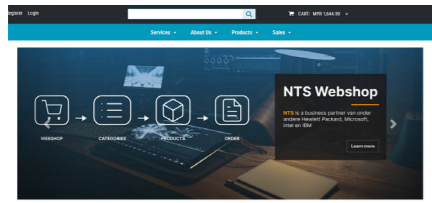
The reseller responds to the offer with a request for the desired items. This is usually done via instant messaging, where NTS can immediately provide a price.

Negotiations are conducted on price and conditions such as delivery time, product condition, transport costs, insurance, warranty period, possible installation and payment terms.

When negotiations are successfully completed, a quotation, order confirmation and invoice will follow by email.
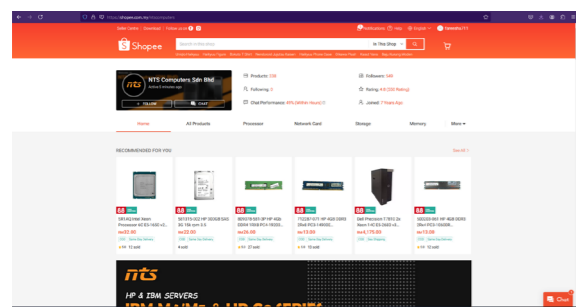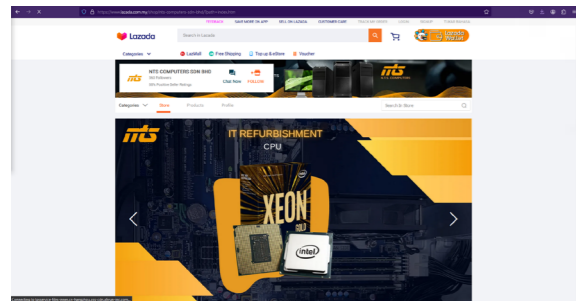
E-COMMERCE

NTS Website

The best option for information about NTS is https://www.ntscomputers.com.my/, our own website. Here you will find, in addition to company and product information, also help with the installation of components. In the webshop, use the handy System Builder, with which you can put together a system yourself and order it directly or request a first quote.

NTS Facebook

For news about promotions and offers, visit our Facebook page https://www.facebook.com/NTSComputersSdnBhd Here the most current promotions are announced and reels can be found about products and the system builder, for example.

Lazada

Visit our page on https://www.lazada.com.my/shop/nts-computers-sdn-bhd/?path=index.htm where can order online, browse a wide range of our products, with clear specifications and prices, add items to cart, and complete purchases all from the comfort of your home.

Shopee

Customers can also order online on shopee https://shopee.com.my/ntscomputers

LOGISTICS

Packaging for components

NTS has chosen City-Link Express for domestic shipping as their carrier because of their competitive pricing, prompt and efficient services within Peninsular Malaysia, from Peninsular Malaysia to East Malaysia. City-Link typically takes 1 to 4 working days for domestic deliveries within Malaysia and transports parcels upto 30kg.

NTS also use J&T as another carrier option as it covers Malaysia remote areas and provide real-time tracking for shipments

Packages to Thailand and Singapore also send via City-Link

NTS always sends tracking codes in the shipping confirmation email for package options

Pallet Shipment

Servers and high-end workstations are always transported on pallets due to their size and/or value.

Within Malaysia, for pallet shipments, NTS works with LalaMove.

LalaMove is a reliable partner with a wide range of shipping options. Vehicle choice and the option for same day delivery all depend on the size and type of shipment. As a standard, the driver will help move the shipment in and out of the vehicle. Tailgates are available at extra cost.

Products are placed on the pallet in such away that they do not fall outside the pallet edge

Products are secured to the pallet with tension straps. To protect the corners, they are protected with cardboard profiles.

For extra impact protection, the pallet is wrapped in bubble wrap wrapped

The whole thing is then wrapped in a layer of sealing foil. This provides protection and is splash-proof, so the products arrive dry.

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WELCOME

PLEASE CONTACT US FOR ALL YOUR IT QUESTIONS