





## Datacentre Infrastructure

Our datacentres are located in highly secure and controlled environment with carrier-grade facilities for housing enterprise's mission-critical equipment. The datacentres are certified with the latest ISO/IEC 20000-1:2011 (Information Technology Service Management) certification and ISO/IEC 27001:2005 (Information Security Management Systems) certifications.

## Security

TTAsia uses the most advanced technology for network security available today. Our servers are located in multiple datacentres that are physically secure (utilizing redundant and secure access points, multiple authentication procedures, redundant power supplies, and more). Service access control is limited to authorized personnel with SSL protection. TTAsia also utilizes multiple levels of firewalls and access controls ensuring that your data is safe, secure and available only to authorized user in your organization.

## Support and Service Level

TTAsia provides 7x24 support via phone, email or SMS. Any issue reported to NMC is logged into our Fault Ticket System and is constantly reviewed by the Quality Assurance team. A documented escalation procedure is closely followed to ensure issues are resolved promptly. Our services are backed by Service Level Agreement defining the service availability, goals and commitments.

## Benefits

- Relieve your precious IT resources from tedious network administration matters
- Committed round-the-clock support from our NMC whenever you needed
- No upfront investment in infrastructure and all-inclusive pricing model
- Proactive monitoring of network ensures immediate response when issue arise
- Maintain your business-critical equipment at maximum performance through proper maintenance regardless which system platforms and operation systems you are using
- Single point of accountability for all your IT needs around the globe
- Fault Ticket System keeping track of all IT issues with detailed report
- Solution is highly customized to the company needs from partial to complete IT outsource

TTAsia is a leading Managed IT Services Provider in Hong Kong and China with clients including listed companies, governments, SME and non-profit organizations. TTAsia is a member of the Shun Hing Group, a leading Hong Kong conglomerate established for over 60 years. Shun Hing Group has 1,800 employees with operations in engineering, technology and consumer electronics. It is the sole distributor of Panasonic products in Hong Kong and Macau.

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