



# Managed Services

## Need Experts to Ensure the Health of Your Systems?

### Overview

It is of vital importance to work with the right partners to offer an array of value-added services such as consulting, hardware monitoring, and proactive network audit services. Based on your business requirements, we can offer standard to premium level IT outsourcing services that offload IT equipment management work from your staff, allowing you to focus on your core business, and to benefit from a stable and secure global business communication platform.

Your network and servers are crucial to your operations, so you should monitor and manage them closely and take immediate action if any problems arise. The experts at HKNet release you from these time consuming and costly managed network tasks, ensuring the healthy operation of your business.

### Save Costs by Taking the Workload off Your Internal Resources

- By leveraging our expertise and work force, you can fully offload your routine and tedious IT monitoring tasks to us and focus your resources on your core business

### NTT Communications – The Best Managed Services Provider

- Our parent company, NTT Communications, was recognised as the Best Managed Services provider at the World Communications Awards and Telecom Asia Awards
- Inheriting the quality management and services approach of our parent company, HKNet is geared to providing the best managed services in the region

### Service Features

#### Proactive Monitoring and Support

- 24 x 7 monitoring on your infrastructure and proactive alerts by our professional team
- Versatile service provides you with hassle-free operation support, from configuration change request and fault handling to vendor coordination

#### Customer Portal

- Provides overview of real-time operations on online dashboard

#### Performance Reports

- Monthly report provides insights on utilisation and activities for your records

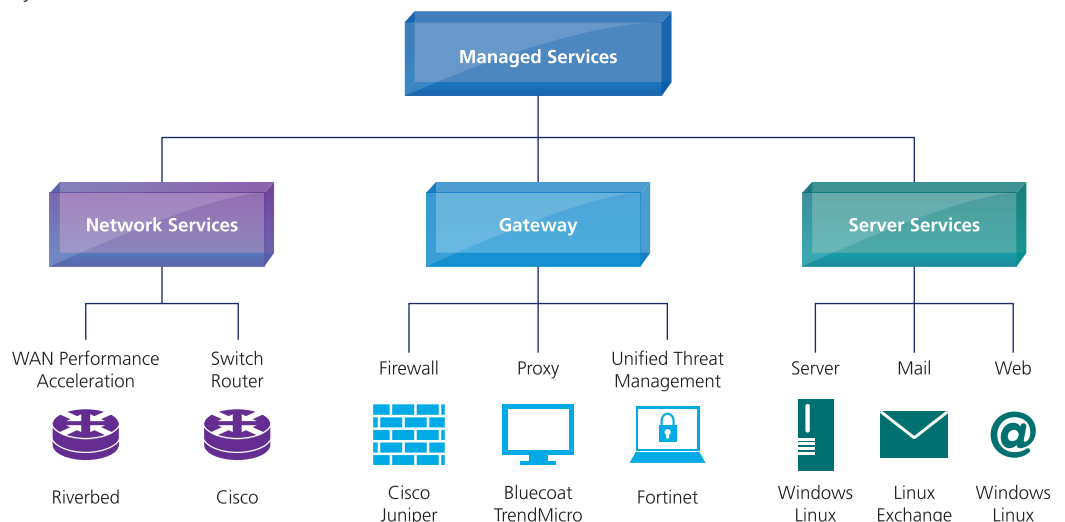
#### Cost Efficient

- Limited monthly charge provides unlimited change requests

### Why HKNet?

#### Flexible Options to Meet Your Unique Environment

- From our office hours to our 24 x 7 multi-language service levels, from our world-class data centre to onsite support at your office, from a single service to all-round IT infrastructure, we provide flexible managed server monitoring service options that fit your business needs



Overview of Managed Services



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## Service Index



### Global Connectivity

- Arcstar™ Universal One
- Arcstar™ Global Leased Line
- IPv6 and IPv4 Transit
- Content Delivery Network
- Global TeleConference Service

### Data Centre

- NTT Communications Hong Kong Data Centre
- Business Resumption Centre

### Enterprise Hosting

- Cloud Hosting
  - Global Virtualization Service
  - Virtual Desktop
  - Virtual Infrastructure Hosting
  - Virtual Server Hosting
- Infrastructure as a Service (IaaS)
  - Dedicated Hosting
  - Hosted Storage
  - Enterprise Backup
  - SSL-VPN Gateway

### Managed Services

#### Integrated Solutions

- Disaster Recovery & Business Continuity Plan



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### IP Connectivity

- SecureNet IP-VPN
- vIP-Net Premium Internet Service
- Internet Leased Line
- Commercial Broadband

### Data Centre

- HKNet Kwai Chung Data Centre

### Cloud Hosting

- Virtual Server Hosting
- Web Hosting

### Cloud Applications

- TeamWorks Web Collaboration Service
- SecureFence Email Filtering Service
- SecureVault Online Backup Solution

### Managed Services

#### Integrated Solutions

- vIP-Hosting
- vIPSec HK Gateway

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