



CHAMPIONING TECHNOLOGY INNOVATIONS

YOUR GATEWAY TO SMART SOLUTIONS

Keeping pace to the ever-changing technology in today's business IT environment is vital for enterprise. I-Net Solutions ("I-Net") is the trusted and committed partner who provides reliable and superior information technology expertise to support you in this business transformation.

Established in 2003, I-Net is one of the leading IT service providers with headquarters in Singapore and offices in Malaysia, Indonesia, Thailand and China. With our comprehensive suite of IT solutions consulting, systems integration, maintenance, IT outsourcing and managed services, driven by our core values of Commitment, Consistency and Competency, I-Net strives to be the advocate of technology innovations and delivers the best services to all our customers with the upmost integrity.

Conforming to Information Technology Infrastructure Library (ITIL) standards, we assist our clients in their IT resources by leveraging on technology, using comprehensive solutions and services, to achieve optimal efficiency and effectiveness. Our strong alliance with leading technology partners, in-depth technical knowledge and personable customer service, enable us to boost your business performance and amplify the cost-efficiency of your IT investment.

WE TAKE PRIDE IN

OUR PEOPLE

With an ever-expanding pool of certified and committed IT personnel, supported by I-Net's regional and international expertise, you can be assured that you are working with the team who knows your business and the market that you are in.

OUR CLIENTS

COMMUNICATIONS

Hutchison Global Communications
Pacnet Global (Singapore)
SingTel

CONGLOMERATE

Sunway Group
YTL Power International

EDUCATION

Institute of Technical Education
LaSalle
Nanyang Polytechnic
National University of Singapore
Ngee Ann Polytechnic
Universitas 21 Global

ENERGY & UTILITIES

Energy Market Company
Power Seraya
Tuas Power Generation

FINANCE

Aviva Asia
Fortis Bank
ING Bank
LGT Bank in Liechtenstein
Macquarie (Malaysia)
Raiffeisen Zentralbank Österreich AG (RZB)

GOVERNMENT

Agency for Science, Technology & Research (A*Star)
Economic Development Board
Inland Revenue Authority of Singapore
Intellectual Property Office Of Singapore
Ministry of Education
Ministry of Home Affairs
Monetary Authority of Singapore
Prime Minister's Office
Singapore Land Authority
Singapore Police Force

HOSPITALITY & LEISURE

eGenting
Hilton
Mandarin Oriental
Resorts World at Sentosa

- Dedicated to IT service excellence
- Motivated dynamics with technological aspiration
- Extensive in-depth product knowledge
- Diverse industries experience
- Customer-oriented
- Expertise in performing proof-of-concept
- Passionate in knowledge sharing and in-house training
- Well informed with latest technology with regular training and upgrades

HUMAN RESOURCE

Adecco Personnel
Kelly Services

MEDIA

MediaCorp
Yellow Pages

RETAIL

Soo Kee Jewellery
Swarovski

SHIPPING, TRANSPORTATION & LOGISTICS

BDP (Malaysia)
Rail Link Sdn Bhd
Sembawang Shipyard
SSC Ship Management

TECHNOLOGY & MANUFACTURING

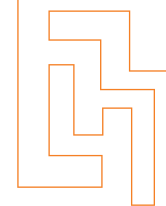
Creative Technology
Henkel (Malaysia)
Honeywell
Pratt & Whitney
PT Asahimas
PT Bln Bali
Sony
Toyota Motor Asia Pacific
UMW Equipment & Engineering

ROADMAP TO INNOVATION

I-Net believes in a strategic approach for building leading-edge systems which are robust and scalable for future expansion. We aim to offer solutions that respond to your company's unique environment as well as amplifying the cost-efficiency of your investment.

I-NET APPROACH

With a project methodology of Consultation (Investigate, Nail Down), Implementation (Enhance/Execute) and Evaluation (Tally), I-Net's step-by-step approach analyzes all the existing problems and, at the same time, proposes the most innovative and practical solutions.



I-Net offers a complete package of four distinct lines of businesses which look at the different stages of an enterprise IT infrastructure life cycle. Whether it is a network revamp or helpdesk outsourcing, I-Net caters to your requirements with customized solutions that are cost efficient and allows you to concentrate on your core business operations and opportunities.

OFFERING ONE-STOP SOLUTIONS & MORE

I-NET SOLUTION SUITE

FLEXI I-NET

Enterprise IT Solutions for Systems, Network, Storage & Security
Consultancy and integration services on critical business projects from initial analysis to full implementation and delivery.

OMNI I-NET

Enterprise IT Support & Outsourcing Services
Support programs tailored to help businesses handle their IT infrastructure functions such as helpdesk, on-site technical support, servers and network hardware administration, etc.

READY I-NET

Hardware Maintenance & Replacement Services
Efficient and affordable hardware maintenance programs on parts replacement and/or upgrades, combined with strategic partnership with key distributors for back-to-back maintenance support agreements.

MANAGED I-NET

IT Remote Monitoring & Notification Management
Entire spectrum of IT infrastructure monitoring and management on Systems, Networks, Security and Microsoft Applications which can be monitored remotely 24x7, all year round.

FLEXI I-NET

ENTERPRISE IT SOLUTIONS FOR SYSTEMS, NETWORK, STORAGE & SECURITY

With the dynamic nature of business today, companies need to continuously assess its IT environment to keep up with the growing demands for faster business responses. With meticulous analysis of our customer's business, IT requirement, cost and assessment of suitable technology, I-Net looks into enhancing our customer's capabilities and champions the best solutions.

Flexi I-Net provides the 3 key pillars essential for a successful enterprise IT operation:

SYSTEM & STORAGE INFRASTRUCTURE

With the accelerating growth in technology, it is essential for system & storage infrastructure to be designed in versatile and powerful way to perform at tip-top condition and support the demands of today's business operations.

- Highly scalable systems for future expansion
- Comprehensive systems and storage management solution
- Sophisticated Datacenter
- Backup Solutions with Disaster Recovery and Business Continuity Plan
- 'Go Green' concept server hardware
- Consolidation and Virtualization

NETWORK INFRASTRUCTURE

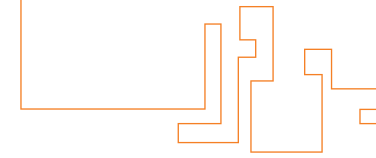
Fast and secure connectivity within an organization is vital for daily business communications and operations. Our network integration solutions promise that your network will work seamlessly and support the everyday communication needs of your company.

- Robust and scalable network
- Resilient load-balanced network
- Flexible connectivity – local and remote
- Network immunity and identification management
- Application-aware and bandwidth management
- WAN optimization

SECURITY INFRASTRUCTURE

Safeguard yourself against security issues with tools to detect and respond quickly to suspicious activities and malicious attacks before systems are compromised.

- Protection of critical business data
- Deployment of smart security management tools
- Secured accessibility of sensitive information
- Fortified infrastructure security and authentication solutions
- Data Leakage Prevention
- Security Incident and Event Management (SIEM)



It is important for companies to focus on core operations and business development to bring the business to greater heights. Conforming to ITIL and CMMI best practices, I-Net offers customized IT outsourcing program that provides industry standard services and collaborations to significantly reduce operational costs. Moreover, you will enjoy strategic consultative actions for long-term returns by having a blend of expertise from engineer to consultant levels.

OMNI I-NET

ENTERPRISE IT SUPPORT & OUTSOURCING SERVICES

I-Net professionals bring a wealth of experience to the table, with certifications that include:

- Check Point Certified Security Expert
- Check Point Security Administration
- Cisco Certified Internetwork Expert (CCIE)
- Cisco Certified Design Associate (CCDA)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- HP BladeSystem Accredited Integration Specialist
- HP StorageWorks Accredited Integration Specialist
- IBM Certified System Administrator
- IronPort Certified Security Professional
- Juniper Networks Certified Internet Associate
- Juniper Networks Certified Internet Specialist
- Microsoft Certified IT Professional
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Technology Specialist
- Microsoft Certified Trainer
- ProCurve Networking Accredited Systems Engineer
- ProCurve Networking Accredited Integration Specialist
- VMWare Certified Professional

LEVEL OF EXPERTISE

I-Net operates a managed and structured service framework. This framework consists of 1st level field support, 2nd level technical consultancy as well as principal level support.

IT Engineers

- Handles administrative duties such as documentation management and client support
- First level troubleshooting
- Helpdesk support

IT Specialists

- Equipped with specific products and technology knowledge
- Troubleshooting, configuration, installation and design
- Implement system integration

IT Consultants

- Carry out design, assessment and consultancy duties
- Assist clients in aligning business objectives with IT
- Take the strategic approach to analyzing problems
- Identify gaps

POWER SCHEDULE

I-Net provides 3 standard schedule plans for IT outsourcing and support services. However, we also offer customized packages to suit different organizations' unique IT operations.

Out-Tasking

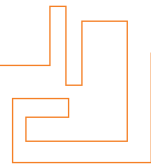
- Full-time on-site IT support. Engineers are deployed on site for any IT support and helpdesk tasks.

Whole Hours

- Gain maximum uptime by obtaining IT support and hardware maintenance on a regular basis. IT support is tabulated by the total number of hours clocked.

Events

- Companies can obtain a number of events where the amount of IT support rendered will be calculated by each visit made. This enables the flexibility of engaging different levels of expertise.



READY I-NET

HARDWARE MAINTENANCE & REPLACEMENT SERVICES

Hardware problems are always time-consuming to fix and a hassle in getting the right vendor to rectify the error within a short time. This program provides an efficient and affordable maintenance services without unpredictable charges on part replacement and/or upgrades. Upon failure of hardware devices, Ready I-Net guarantees speedy response for parts replacement and hardware maintenance.

Ready I-Net provides multi-vendor hardware support with a single point of contact. Our strong alliance with technology partners and comprehensive hardware depot ensure reliable and swift recovery. In addition, I-Net technical expertise is broad-based and possesses the experience for successful problem solving and client satisfaction.

READY I-NET MEASURES TRACKER

This report is generated after each site visit. It details the problem, documents the steps taken and outcome. With the service report, you can trace your company's progress and diagnose gaps in your needs and solutions.

GUARANTEED RESOLUTION

I-Net engineers follow through the problem life cycle to track and ensure that all reported problems are resolved in a timely manner.

READY-MADE MEASURES

At I-Net, all our IT experts are on standby, round-the-clock. We offer two standard plans for Ready-Made Measures. However, we can always tailor a Measure just for your IT needs.

Measure Plus

- 8 hours x 5 days x 4 hours response
- 8-hour support per day, Mon-Fri (exclusive of public holidays)
- From 8.30am – 5.30pm
- 4-hour response time
- Requests made after 4pm will be attended to on the next business day

Measure Extended

- 24 hours x 7 days x 4 hours response
- 24-hour daily support
- Inclusive of Saturdays, Sundays and public holidays
- 4-hour response time

Isn't it great that you can predict an outage and resolve the problem before it escalates into issues that will result in system downtime and eventual halt of critical business operations?

Managed I-Net offers 24x7, all year round monitoring and management of the entire IT infrastructure spectrum of Systems, Network, Security and Microsoft Applications and makes sure they are performing in tip-top condition at all times. Regular system health checks and prevention plans are in place to verify the status and availability of critical components to minimize system downtime and potentially loss of revenue.

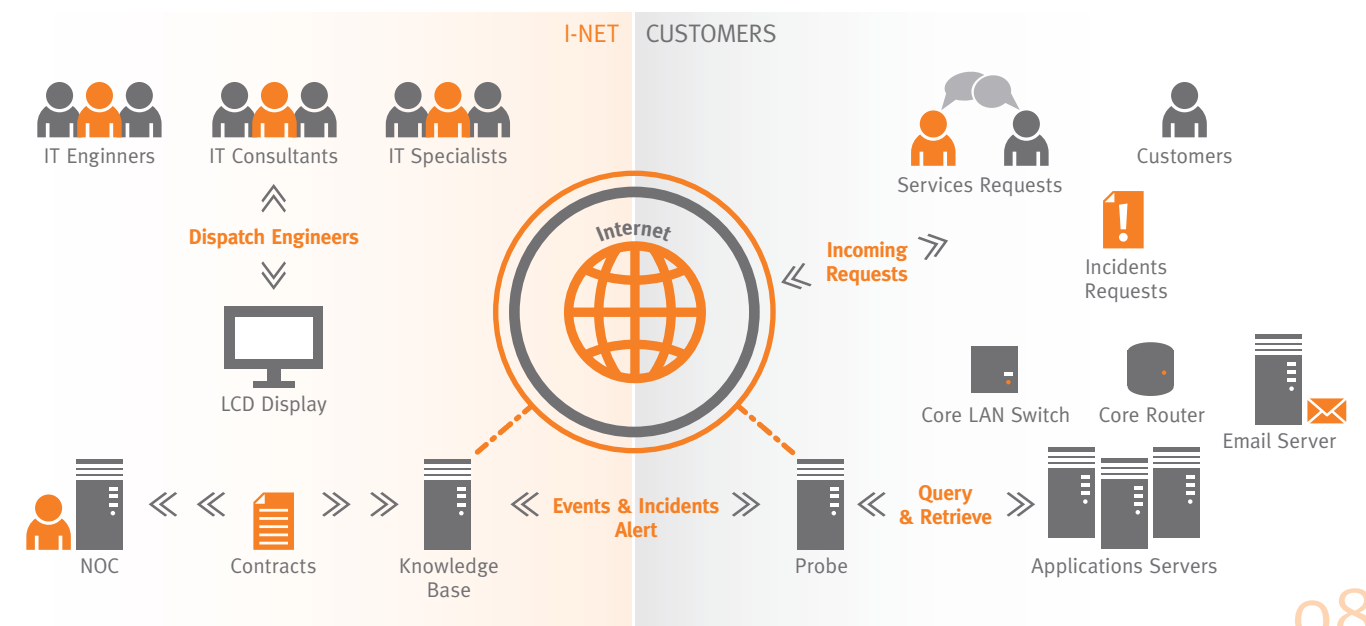
MANAGED I-NET

IT REMOTE MONITORING & NOTIFICATION MANAGEMENT

I-NET APPROACH

Managed I-Net consists of highly qualified helpdesk agents and engineers who operate from a dedicated Network Operation Center (NOC). The monitoring systems are housed in a secured room, equipped with security measures such as limited access key cards, surveillance cameras and alarms.

FLOW OF COMMUNICATIONS WITH MANAGED I-NET



BASIC SERVICES

Critical devices monitoring

- Regular polling of critical devices such as Servers, Core Routers, LAN switches, WAN, DNS, and wireless are used to monitor their status. If the monitored device is down, notification alerts are sent and events will be logged. Event logs can be reviewed via web portal service anytime, anywhere.

Windows services monitoring

- Windows services typically start automatically and are expected to stay running. Agentless windows service monitoring using WMI helps to oversee either locally or across multiple servers on the network. Automatic actions such as 'restart server' or 'restart services' can be performed whenever the services are disrupted.

Monitor exchange

- Exchange is crucial as businesses rely heavily on email and messaging systems. Managed I-Net is able to detect problems quickly, identify the possible points of failure to minimize downtime. The health of individual components is constantly monitored to identify potential problem and performance degradations.

Active directory monitoring

- Managed I-Net detects and resolves potential network problems before they arise so that users are not denied access to critical services. Proactive monitoring helps to retain control of the environment and pin-point the exact failure.

Threshold Settings & Alerts

- Key health parameters such as CPU, Memory and Media/Disk Space Utilization can be tracked and reviewed. By identifying degradations early, potential server/system downtime and service outage can be avoided.

Service Request & Problem Management

- Initiate requests through helpdesk email, phone or web ticketing. Management reports can also be retrieved to resource scheduling and tracking for shared services and planning of preventive maintenance activities.

ADVANCE OFFERINGS

Besides the basic package, Managed I-Net can also monitor MSSQL, Non-SNMP devices, equipment in a cluster environment and many more. In-depth assessment and analysis of the infrastructure is needed to determine the scope of implementation. Managed I-Net is able to customize its solutions to cater the different IT needs of organizations.

WHY CHOOSE US?

Simply because we are a group of technology-spired people who are passionate about bringing the best and practical solutions to our customers. We are your ideal partner who can offer world-class IT services and people wherever you are in Asia and beyond. We pride ourselves as a premium regional service provider with our innovative IT solutions customization, consistent successful deployments, responsive and reliable IT support and maintenance.

All projects need to be successfully planned, designed and implemented. What differentiate us from the rest is that we truly understand the IT industry and our customers' requirements that align to their business strategies. We provide personable customer service throughout the entire project life cycle and after. Our dedicated pool of certified IT experts make sure that you get all the support that covers all areas and levels of IT processes and operations.

With the right touch, I-Net champions the best and innovative technology to elevate your business to greater heights.

Contact us today and find out how we can work together to overcome your IT challenges!

OUR REGIONAL PRESENCE

I-Net enjoys regional presence in key Asia markets such as Singapore, Malaysia, Indonesia, Thailand and China. For enquiries, contact our respective offices or email us at marketing@i-net.asia.

Do visit our website at www.i-net.asia for more information.

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