*Smart***CLOUD**™ **Professional Service**

Fully Managing and Supporting Your IT Operation on SmartCLOUD™

Nobody knows SmartCLOUD™ better than we do. Why don't get CITIC Telecom CPC's professionals help you leverage its full power and potential, with a full team of certified experts to address even your most complex cloud requirements?
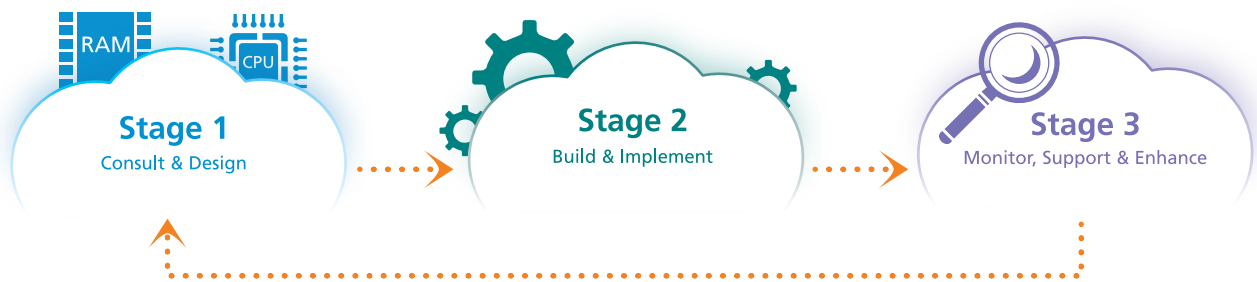
SmartCLOUD™ Professional Service supports businesses of all sizes and in a wide range of industries. We help customers plan and design best fit solutions to address their unique business requirements, and work directly with customers from project implementation to ongoing IT support, reducing their time to manage different vendors and project risks, and saving even more! CITIC Telecom CPC's experts handle details across the cloud, operating systems (OS) and applications, so you stay focused on your business.

HIGHLIGHTS

- Consultative approach to design and deploy your own solution from cloud, to OS and to application, ensuring that your requirements are fully addressed

- Professional consultation on system configuration, troubleshooting and other technical assistance and recommendations

- 24x7 service monitoring and ongoing support of your IT operations with 24x7 proactive alerts via email and telephone

- Premium support level backed by Engineers & Support teams who are 100% certified with international cloud, security and system management programs to ensure business availability

> **Global-Local Intelligent DICT Service Partner**

SmartCLOUD Professional Service Life Cycle

Stage 1
Consult & Design

Stage 2
Build & Implement

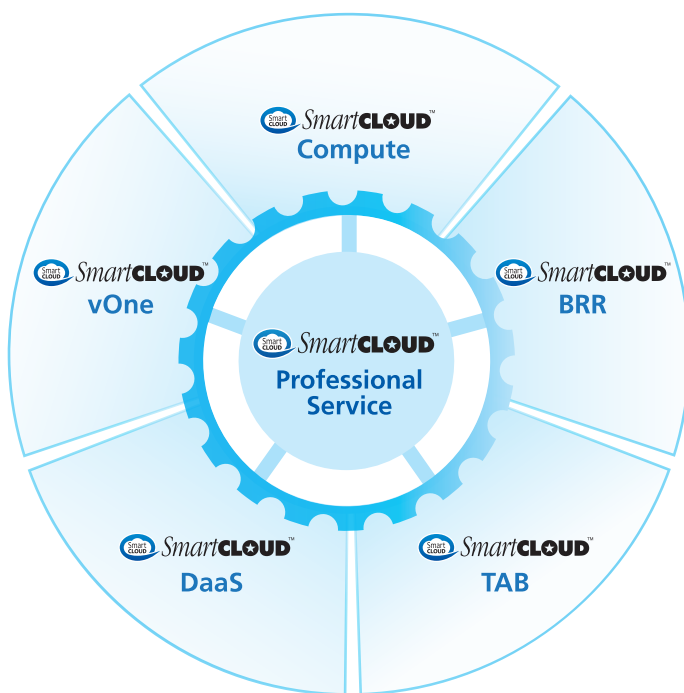**Stage 3**
Monitor, Support & Enhance

Our cloud specialists listen to your challenges and goals, understand your business requirements, and provide specialist advice with solutions that best-fit your business needs and plans.

Professional services team will work along with you to create a customized solution, from initial paper sketch to final operational implementation including applications. We minimize business disruption, completing deployment in a timely manner by using best practices.

Enjoy peace of mind with 7x24 monitoring and support from our pan-regional SmartCLOUD™ Service Centers. We provide proactive alerts and advice for immediate corrective actions to safeguard your business and get you ready for future IT enhancement.

A True Total Solution supported by a Trusted ICT Partner

Seamless integration with multiple CITIC Telecom CPC's Solutions

SmartCLOUD™
Compute

SmartCLOUD™
vOne

SmartCLOUD™
BRR

SmartCLOUD™
Professional Service

SmartCLOUD™
DaaS

SmartCLOUD™
TAB

Superior Customer Value

Peace of Mind

CITIC Telecom CPC helps you identify potential issues quickly across cloud, operating systems and applications, which minimizes risk and downtime while maximizes your business continuity and availability.

Optimize Your IT Investment

Assists you to understand the system utilization and prepare the capacity planning with predictable costs. Thoroughly supports your evolving business needs with regular professional services reviews.

Stay Business Focused

CITIC Telecom CPC's one-stop service reduces your overhead for IT operation and vendors management, and bypasses time and distraction of IT maintenance.