

# SmartCLOUD™ Service Profile

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|  <p><b>SmartCLOUD™ Compute</b></p> <p>High-performance Virtual Private Cloud Service</p> |  <p><b>SmartCLOUD™ vONE</b></p> <p>Dedicated Private Cloud Service</p>                        |  <p><b>SmartCLOUD™ BRR</b></p> <p>Managed Backup, Replication and Disaster Recovery Service</p> |
|  <p><b>SmartCLOUD™ DaaS</b></p> <p>Click and Play Desktop-as-a-Service</p>               |  <p><b>SmartCLOUD™ M@il</b></p> <p>Enterprise-Grade Cloud Email &amp; Collaboration Suite</p> |  <p><b>SmartCLOUD™ TAB</b></p> <p>Managed Traffic and Application Balancing Solution</p>        |
|  <p><b>SmartCLOUD™ VC</b></p> <p>Cloud-based Managed Video Conferencing Solution</p>   |  <p><b>SmartCLOUD™ Professional Service</b></p> <p>Managed IT Operation Service</p>         |  <p><b>SmartCLOUD™</b></p>  |



**SmartCLOUD™ Cloud Computing Solutions**



Smarter, Faster and High Performance



Your Global Local ICT Solutions Partner

# Revolutionary Cloud Services at Your Total Command

Cloud computing is emerging as the ultimate solution to boost enterprise performance and productivity. Now, any organization can rapidly benefit from powerful IT resources without high cost, complexity or deployment delay. This not only shortens time-to-market for large enterprises but also enables any-sized organizations to take advantage of world-class IT resources. With 15 Cloud Services Centers worldwide and complemented with the company's TrueCONNECT™ private network and TrustCSI™ managed security services, CITIC Telecom CPC offers a comprehensive suite of SmartCLOUD™ solutions that enable companies to substantially reduce cost and maximize flexibility without compromise in enterprise-grade security, privacy or availability.

## Your Trusted Cloud Computing Service Provider

Adopting cloud services may not be a simple matter if a company wishes to maximize advantage and minimize negative impact. Even though cloud computing is a major trend in the business environment today, any organization looking for cloud services must be well-prepared with in-depth understanding of their needs. CITIC Telecom CPC takes into consideration all of the above, in addition to business processes, change management, service-level management and configuration management of enterprises. All these ensure companies can streamline their IT implementation while enable business users to rapidly improve productivity with minimum operational disruption.

### Professional Cloud Specialist Team

Our cloud professional can help to design and develop the best fit cloud strategy tailored to your business goals and unique requirements. A dedicated cloud specialist team (validated with CCSP, CCSK, VCAP, VCP, VTSP, VSP+ and other certifications of professional excellence) will be responsible for managing end-to-end cloud deployment, from service consultation, solution design, to service delivery and other extensive cloud services essentials. This hands-on expertise is crucial to proper migrating your existing systems and applications as well as service maintenance and Disaster Recovery (DR).



### Superior Service Availability and Smart Reporting

Cloud computing is all about efficiency and availability. Our extensive system and network monitoring system keep watch round-the-clock and ensure 99.99% service availability. Anomalies and disruptions are immediately investigated, with prompt action to rectify any problems. Customers are also kept informed of status over phone or email by our customer service team.



### Comprehensive Protection of Cloud Data

CITIC Telecom CPC is also staffed with a team of security professionals responsible for value-added TrustCSI™ managed security solutions. The team complements Security Operations Centers (SOC) that deliver 24 x 7 services monitoring to ensure all business data and sensitive information are secured in the cloud.



### Instant and Dynamic Resource Allocation

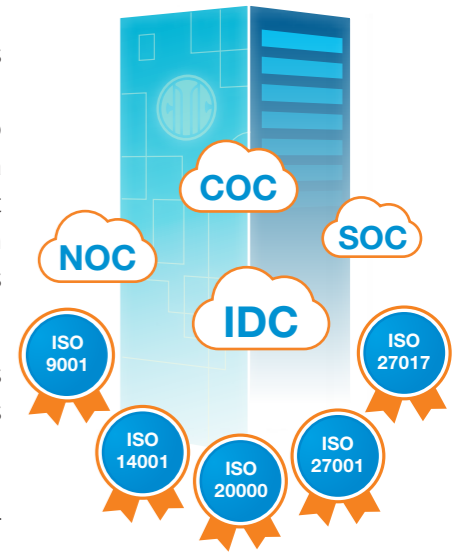
SmartCLOUD™ gives businesses full control of management and monitoring via a dedicated service portal, SmartCLOUD™ Compute PA, which enables IT to combine pooled CPU, network, memory and storage resources as a catalog offering, and helps IT organizations to deliver resources in real-time to internal users as virtual data centers.



## A Trustworthy Cloud Infrastructure - High Performance Cloud Solutions

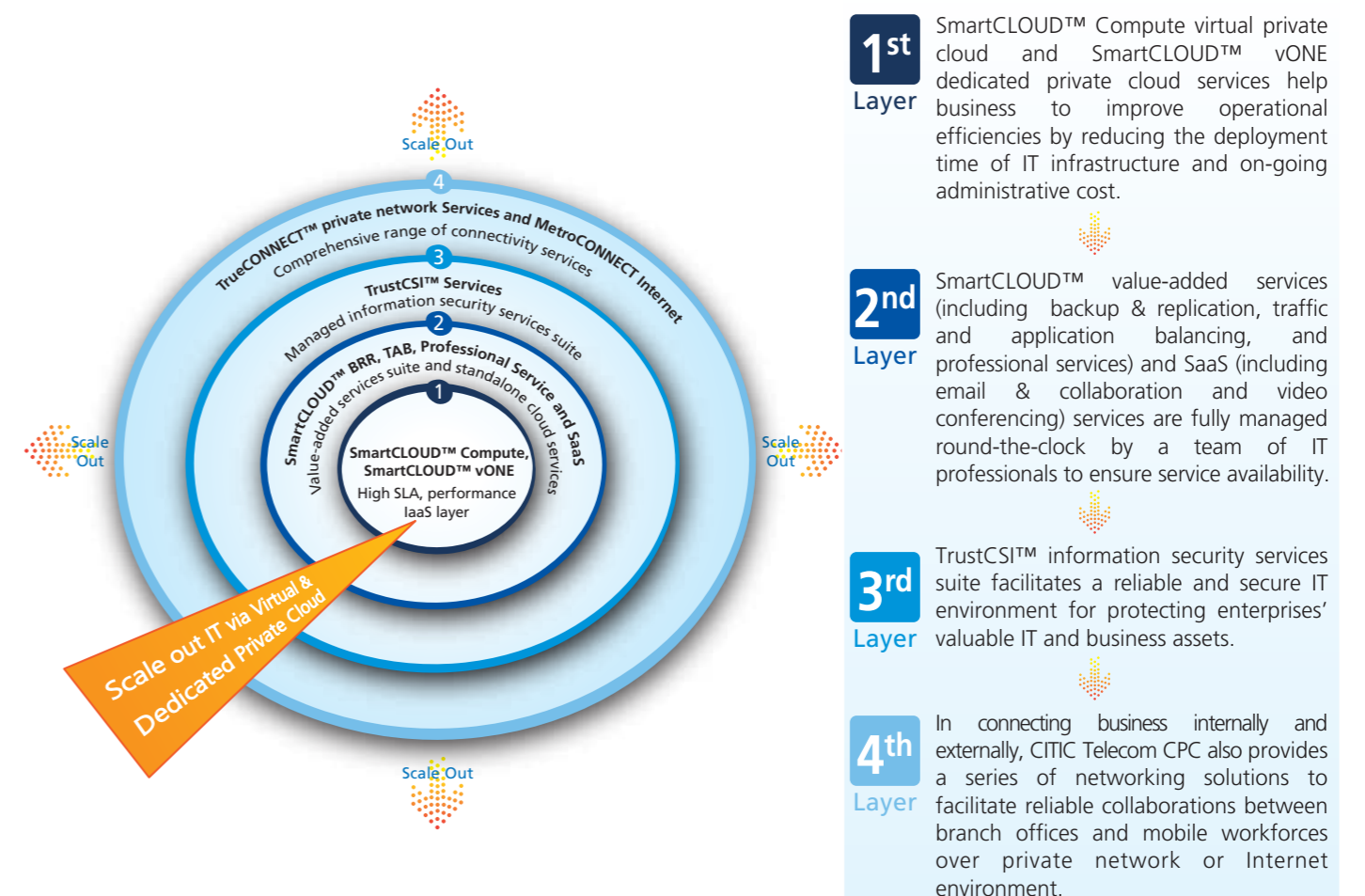
SmartCLOUD™ cloud computing solution is built on top of the company's carrier-grade Data Centers and complements with Cloud Operations Centers (COC), Network Operations Centers (NOC) and Security Operations Centers (SOC). To create a trusted cloud infrastructure for customers, CITIC Telecom CPC's Data Centers have achieved 5 ISO certifications, including ISO9001 Quality Management System, ISO14001 Environmental Management System, ISO20000 Information Technology Service Management System ISO27017 Information Security Controls for cloud services and ISO27001 Information Security Management System.

We understand security is a top priority to all enterprises that demands consideration at every level, from security for data information, business applications to physical facilities and network security. Certified with ISO27001 demonstrates the company has implemented the internationally recognized information security controls defined in this standard, as well as reaffirms our commitment to delivering a trustworthy cloud computing solution.



## Scale Out IT with Virtual and Dedicated Private Cloud Solutions

With CITIC Telecom CPC's range of managed services, any enterprise can enjoy layered performance that easily scales according to their needs. With SmartCLOUD™ virtual and dedicated private cloud services as core solutions, companies can choose from among a series of other managed ICT solutions to streamline operational efficiencies, connect with and accelerate operational performance between branches and regional offices, and interact with other external parties. CITIC Telecom CPC makes it easy to simply add on additional performance and functionality without high complexity or upfront capital investment.



**1st Layer** SmartCLOUD™ Compute virtual private cloud and SmartCLOUD™ vONE dedicated private cloud services help business to improve operational efficiencies by reducing the deployment time of IT infrastructure and on-going administrative cost.

**2nd Layer** SmartCLOUD™ value-added services (including backup & replication, traffic and application balancing, and professional services) and SaaS (including email & collaboration and video conferencing) services are fully managed round-the-clock by a team of IT professionals to ensure service availability.

**3rd Layer** TrustCSI™ information security services suite facilitates a reliable and secure IT environment for protecting enterprises' valuable IT and business assets.

**4th Layer** In connecting business internally and externally, CITIC Telecom CPC also provides a series of networking solutions to facilitate reliable collaborations between branch offices and mobile workforces over private network or Internet environment.