CITIC TELECOM CPC

*Smart***CLOUD**™ Professional Service

Fully Managing and Supporting Your IT Operation in the Omni-Cloud Era

With the maturity of cloud computing, many enterprises are deploying cloud solutions across multiple service providers for handling their IT operations, allowing them to scale up and down applications, computing resources, data mobility on the fly. The trend of omni-cloud is developing but this also adds complexity on monitoring and managing across cloud platforms.

SmartCLOUD™ Professional Service supports 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 multi-cloud platforms, virtual machines (VM), 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 VMs, OS and applications, 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**

中信國際電訊(信息技術)有限公司
CITIC TELECOM INTERNATIONAL CPC LIMITED

中信國際電訊集團成員
A member of **CITIC Telecom International**

SmartCLOUD Professional Service Life Cycle

Stage 1
Consult & Design

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 across different platforms and clouds.

Stage 2
Build & Implement

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.

Stage 3
Monitor, Manage & Support

Enjoy peace of mind with 7x24 monitoring, management and support from our SmartCLOUD™ Service Centers. with proactive alerts and advice for immediate corrective actions to safeguard your business and future IT enhancement.

Superior Customer Values across different service modules

SmartCLOUD™ Professional Service offers different level of monitoring and management services depending on your business needs.

⟩ Monitoring Module:

Enterprises could choose our monitoring module for hassle-free round-the-clock monitoring and supporting your OS and applications on our SmartCLOUD™ platform. Notiifcation email will be sent to the customer immediately for taking fast investigations and actions.

⟩ Managed VM Module:

Support multiple cloud platform hosts

The service scope extends from SmartCLOUD™ platform to customers VMware private cloud and third-party public cloud platform.

Comprehensive management at both the operating system and application levels

Provides the customers with cloud service(VM) installation and configuration, 24x7 monitoring and technical support hotline, as well as management of operating systems and applications on various cloud hosts.

Comprehensive operation and maintenance reports

Customers will receive standard monitoring reports every month, including detailed monthly monitoring data. We will also provide monitoring analysis reports for exclusive customers*, our engineers will analyze the data and provide cloud host optimization suggestions.

*Exclusive customers are those who subscribe for more than 50 managed VMs.