

# PRODUCTS & SERVICES OFFERING

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CATALOGUE

# OUR STRENGTHS

01

## STRONG PARTNERSHIP

Harness our Veeam-powered services & all VMware's Enterprise flagship features

02

## A WINNING FORMULA- DATA SOVEREIGNTY

AVM Cloud's Tier III certified data centres have robust data security protocols, standards & encryption

03

## HYBRID CLOUD READY & COMPLIANT

Equipped with Enterprise Grade equipment & PCI-DSS certifications

04

## PERSONAL TOUCH IN LOCAL SUPPORT

Dedicated VMware Certified support team for fast response, status checks and troubleshooting 24/7

05

## COMPREHENSIVE CLOUD SYSTEM

Scalable and flexible hardware, software, management, storage and support

06

## COST-EFFICIENCY

Custom cloud computing solutions delivers better performance as well as cost and time savings



# A NEW FRONTIER IN DIGITAL TECHNOLOGIES

Incorporated in 2010, AVM Cloud Sdn Bhd (AVM Cloud) is a pioneer of cloud computing services in Malaysia, with over 200 corporate customers and 250 cloud tenants across various industries. Presently, AVM Cloud is a part of the TIME dotCom Berhad (TIME), a leading telecommunications player in Malaysia and throughout Southeast Asia. The synergy has transcended stronger reach and market positioning in the region with winning combinations of advanced solutions, product offerings, commercial models, and partnerships. With AVM Cloud's slogan – 'Your Cloud Done Right', the company strives to enable organizations to be 'future-ready' in achieving business vital priorities and building tomorrow's organization.

Leveraging Veeam and VMware's cloud and virtualisation solutions, we deliver a full spectrum of reliable, industry-leading cloud-computing services and products. We pride ourselves on being the first VMware Authorised Consultant and Premium Partner in Malaysia and among the nation's first VMware Verified Cloud Partners.

# SOVEREIGN CLOUD

## FUTURE OF CLOUD TRANSFORMATION

### WHAT IS SOVEREIGN CLOUD?

Protects and unlocks the value of critical data (e.g., national data, corporate data, and personal data) for both private and public sector organizations.

- Delivers a national capability for the digital economy
- Secures data with audited security controls
- Ensures compliance with data privacy laws
- Improves control of data by providing both data residency and data sovereignty with full jurisdictional control

### WHY IS SOVEREIGN CLOUD IMPORTANT?



Sovereign  
Ownership



No external  
jurisdictional  
controls on  
Data



All Data resides  
in Sovereign  
nation



Operated by  
Sovereign  
citizens



Compliant with  
local laws &  
security  
standards

### WHAT ARE THE USE CASES FOR SOVEREIGN CLOUD?

Identifying sovereign cloud workloads and opportunities in regulated industries.

- Secure critical data in the cloud to protect your business.
- Ensure compliance with unique and changing local laws & security standards.
- Control access and flow of sensitive and restricted data across borders.
- Future proof against cloud lock-in and changing laws / geopolitics.
- Deliver social value to local communities and economies.

We are

vmware®  
**CLOUD™**  
VERIFIED



SOVEREIGN CLOUD

# 4 CORE PRODUCTS

## OF AVM CLOUD



## VIRTUAL PRIVATE CLOUD

### WHAT IS VIRTUAL PRIVATE CLOUD?

A Virtual Private Cloud is a public cloud offering that lets an enterprise establish its own private cloud-like computing environment on shared public cloud infrastructure. A Virtual Private Cloud gives an enterprise the ability to define and control a virtual network that is logically isolated from all other public cloud tenants, creating a private and secure place on the public cloud.

A Virtual Private Cloud's logical isolation is implemented using virtual network functions and security features that give an enterprise customer granular control over which IP addresses or applications can access particular resources.

### VALUE PROPOSITION

A Virtual Private Cloud provides greater control over a virtual machine's network. Additionally, it provides increased security because you can define a gateway virtual machine to handle inbound traffic as well as internal virtual machines that cannot send or receive internal traffic.

### TARGET SEGMENT

- Organizations who want to modernise their legacy systems but are looking for a more cost-effective solution
- Businesses that seek to expand but lack the IT expertise and manpower
- Organizations who require a cloud solution for business continuity and disaster recovery.
- Organizations who require compute and storage resources rapidly and for a limited time

### BENEFITS

- OPEX model
- Lower total cost of ownership
- Easy to use and setup
- Scalable & reliable



## DEDICATED CLOUD

### WHAT IS DEDICATED CLOUD?

A Dedicated Cloud (DC) is a secure, isolated private cloud that can run code, store data, host websites, and do anything else they could do in an ordinary private cloud, but the Dedicated Cloud is hosted remotely by a cloud service provider.

### VALUE PROPOSITION

AVM Cloud allows organizations the opportunity to have the best of both worlds by being able to have a fully customizable hybrid cloud environment with a "pay-as-you-go, pay-as-you-grow" OPEX Model. Your data will be stored in the AVM Cloud Tier 3 Datacenter with some of the strictest certifications (PCI DSS, ISO, ISMS), providing you with top-notch security and 24/7 support via multiple channels.

### TARGET SEGMENT

- Organizations who want to modernise their legacy systems but are looking for a more cost-effective solution
- Businesses that seek to expand but lack the IT expertise and manpower
- Organizations who require a cloud solution for business continuity and disaster recovery.
- Organizations who require compute and storage resources rapidly and for a limited time

### BENEFITS

- OPEX Model
- Optimal Performance
- Advanced Security
- Suitable for meeting license compliance



## CLOUD-IN-A-BOX

### WHAT IS CLOUD-IN-A-BOX?

Cloud-In-A-Box is a type of private cloud solution that can be quickly or instantly provisioned, deployed, and integrated within an IT environment or organization. It enables the delivery of a complete private cloud solution in a relatively short period of time. Typically, such solutions contain pre-tested and preconfigured hardware, software, storage, and other resources essential for deploying and operating a private cloud.

### VALUE PROPOSITION

AVM Cloud allows organizations the opportunity to have the best of both worlds; being able to have a fully customizable hybrid cloud environment with a "pay-as-you-go, pay-as-you-grow" OPEX Model.

### TARGET SEGMENT

- Organizations that are new or unsure about Cloud journey and are concerned about the enormous "effort" required to migrate to the Cloud
- Organizations that are required to meet particular regulations and compliances (Government, FSI, etc.)
- Organizations who desire to migrate only their non-essential data/workload to the cloud while keeping complete control over their critical data/workload in their on-premise DC (Oil & Gas, Manufacturing, etc.)

### BENEFITS

- OPEX Model despite the huge investments needed
- Fully equipped with AVM Cloud
  - Managed Services
  - Flexible infrastructure model with Rate Card Consumption



## FUSION

### WHAT IS FUSION?

AVM Cloud's Fusion is essentially a hybrid cloud data protection solution that backs up and replicates your data to AVM Cloud. In the event of data loss, you can restore data directly from our Fusion physical appliance or via AVM Cloud DR. Following the occurrence of a major disaster, all your critical data and systems will be powered up at AVM Cloud to ensure your business continuity.

### VALUE PROPOSITION

What makes us different is that we only charge our customers' Disaster Recovery (DR) usage based on 10 days per package per annum. In addition, we will use AVM Cloud DR Managed Services and a shared 100Mbps internet bandwidth for data backup and replication to AVM Cloud.

### TARGET SEGMENT

- Any enterprise that sees IT as crucial for their survival
- Enterprises that have recovered from a disaster
- Organizations that rely on data for revenue
- Organizations that can't perform without data

### BENEFITS

- Ability to restore the data from your local server directly with lightning speed
- Optimum DR & Backup Performance
- Comply with 3-2-1 backup rules



# MANAGED SERVICES

## THAT WE OFFERED

01

### 24/7 SUPPORT CENTER

- All tickets are assigned with a tracking number until the case is closed
- Daily Check List (VM Resources Check, Security Check, Backup Status Check)
- Weekly Reporting
- Monthly Reporting

02

### OS INSTANCE ADMIN

- Action on OS Administration Service
- Request (user account creation and parameter setting)
- Perform event log backup and purge
- Virus scanning and disk space check
- Perform OS Patching
- Monthly Health Check

03

### BACKUP & DR

- Monitor and ensure successful backup
- Diagnose and troubleshoot any problem arises from backup system
- Change backup schedule
- Restore services based on Service
- Request Managed Storage Replication
- Manage AS/400 OMS Replication services
- Perform DR process and DR execution

04

### ALERT MONITORING & OS INVENTORY

- Nagios OS and Co-Location equipment monitoring 24 x 7 monitoring services
- Vendor management on AS/400 and MyKris Submit Capacity Planning report

05

### SECURITY PATCHING, UPDATES & PROVISIONING SERVICE

- Schedule OS patching as agreed with Client Provisioning of new VM
- Removal of VM upon Client request
- Monthly Reporting

# ADD-ON SERVICES

## PLATFORM-AS-A-SERVICE

AVM Cloud is a hyper-scale platform and cloud management portal that provides flexible, dynamic, and comprehensive solutions for businesses across the globe. With everything available in one place, we help you streamline operations, reduce costs, and save time. We provide the following cloud solutions through our unified and secure infrastructure:



Compute



Disk



Network &  
Security



Co-location



Data Protection  
Services



Connectivity



Kubernetes



Marketplace



Insight Analytics



AVM Enforce  
Managed Services



License  
Subscriptions



Digital  
Workshop



Customised  
Subscriptions