



BREITKOM Network Sdn Bhd

Corporate Profile

ICT Connectivity, Solutions and Provision

AGENDA

- BREITKOM Network Sdn Bhd
 - *Corporate Overview*
 - *Our Products & Services*
 - *Telco Products & Solutions*
- Our Services
 - *Systems Integration & Implementation*
 - *NOC Monitoring*
 - *Nationwide Managed Services*
- Why BREITKOM
- Q & A Session

Corporate Overview

- ❑ BREITKOM is an IT solution and service provider in these areas :
 - ❑ Network Consulting & Solutions
 - ❑ Data Center Solutions
 - ❑ System Integration Services
 - ❑ Project Management and Implementation
 - ❑ Outsourcing Services & Management
 - ❑ Support Center (Network Operation/Helpdesk Support)
 - ❑ Nationwide Support Service
- ❑ Partner With Time Telekom, Telekom Malaysia, TSGN Satellite and Redtone Telecommunications
- ❑ Certified Telekom Malaysia Elite Partner, Solution-Team to TM Enterprise Department for SD-WAN / Hybrid infra solutions to TM customer for network enhancement, multi-homing and resiliency
- ❑ Turnkey Solution to TM Enterprise : Supply hardware, project management, implementation, NOC 24 x 7 monitoring and maintenance for 3 to 5 years

Our Products & Services

Switching

- Ethernet Ring Protection
- Spanning Tree Protection

Routing

- Router
- Load Balancer

Data Security

- Firewall
- IAM

Wireless

- Indoor Access Point
- Outdoor Access Point

Power

- UPS
- Single/Three Phase

Cooling

- Precision Cooling
- InRow Cooling

Racking

- Server Rack
- Network Rack
- Cage type Racking System

Cabling

- Fiber
- UTP

Monitoring

- Network Monitoring
- Call Center Solution

Our Products & Services

Seamless solutions across connectivity, ICT and managed services

Products & Services

Core Competencies

Service Capabilities

Enablers

Connectivity

- MPLS / Metro-E
- IPVPN
- DIA / DOME
- Broadband Fiber / ADSL
- Data Center
- Link Aggregation / Bonding

ICT Solutions

- LAN / WAN Solutions
- Systems Integration Services
- Project Management
- Nationwide/Global 128 Countries Deployment
- Wireless Solutions

Managed Services

- NOC Services - SPOC
- Help-desk
- Warranty Management
- Spare-parts Management
- Service & Repair
- Nationwide/Global 128 countries Support

Technology Integration and Implementation

Consulting Services

Our Products & Services

Seamless solutions across connectivity, ICT and managed services

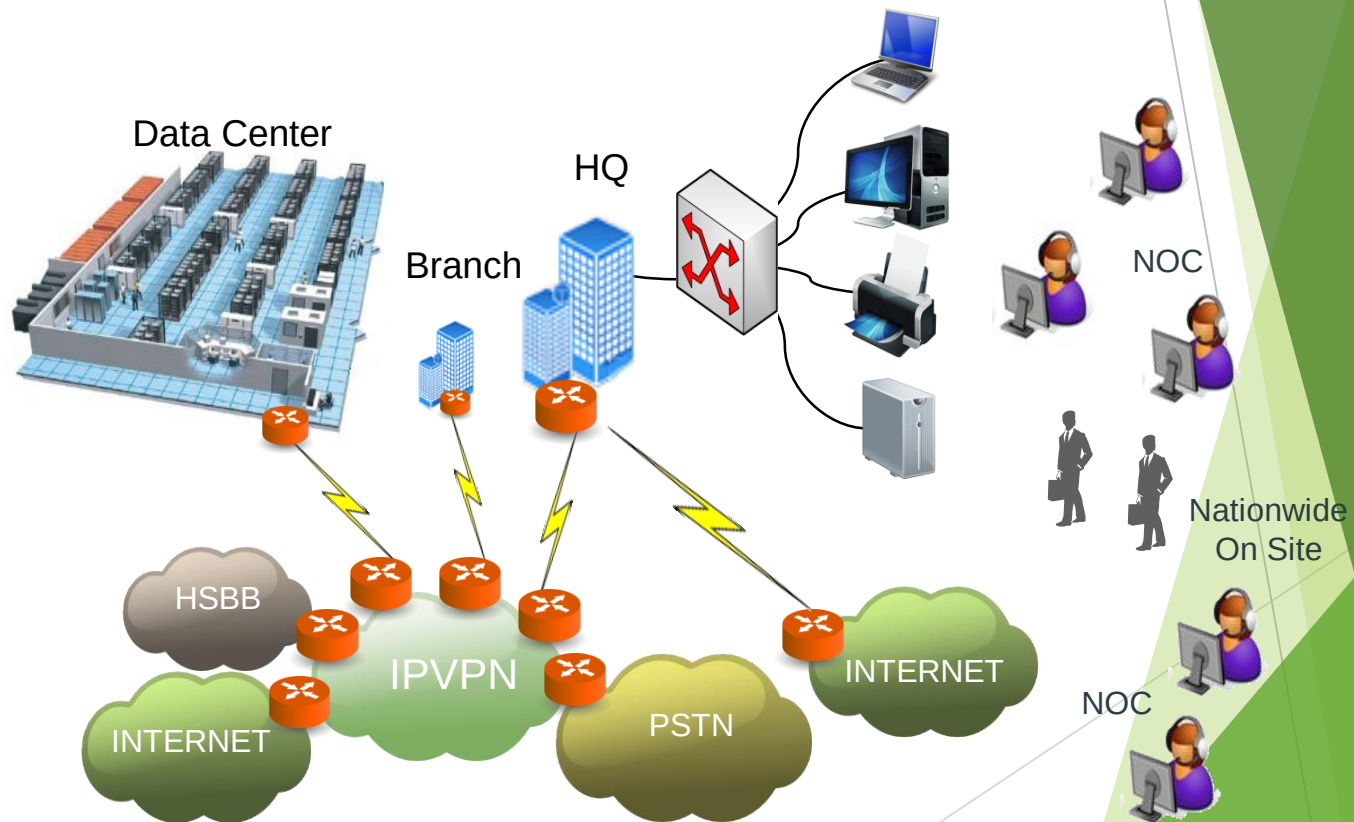
Connectivity

ICT Solutions

Managed Services

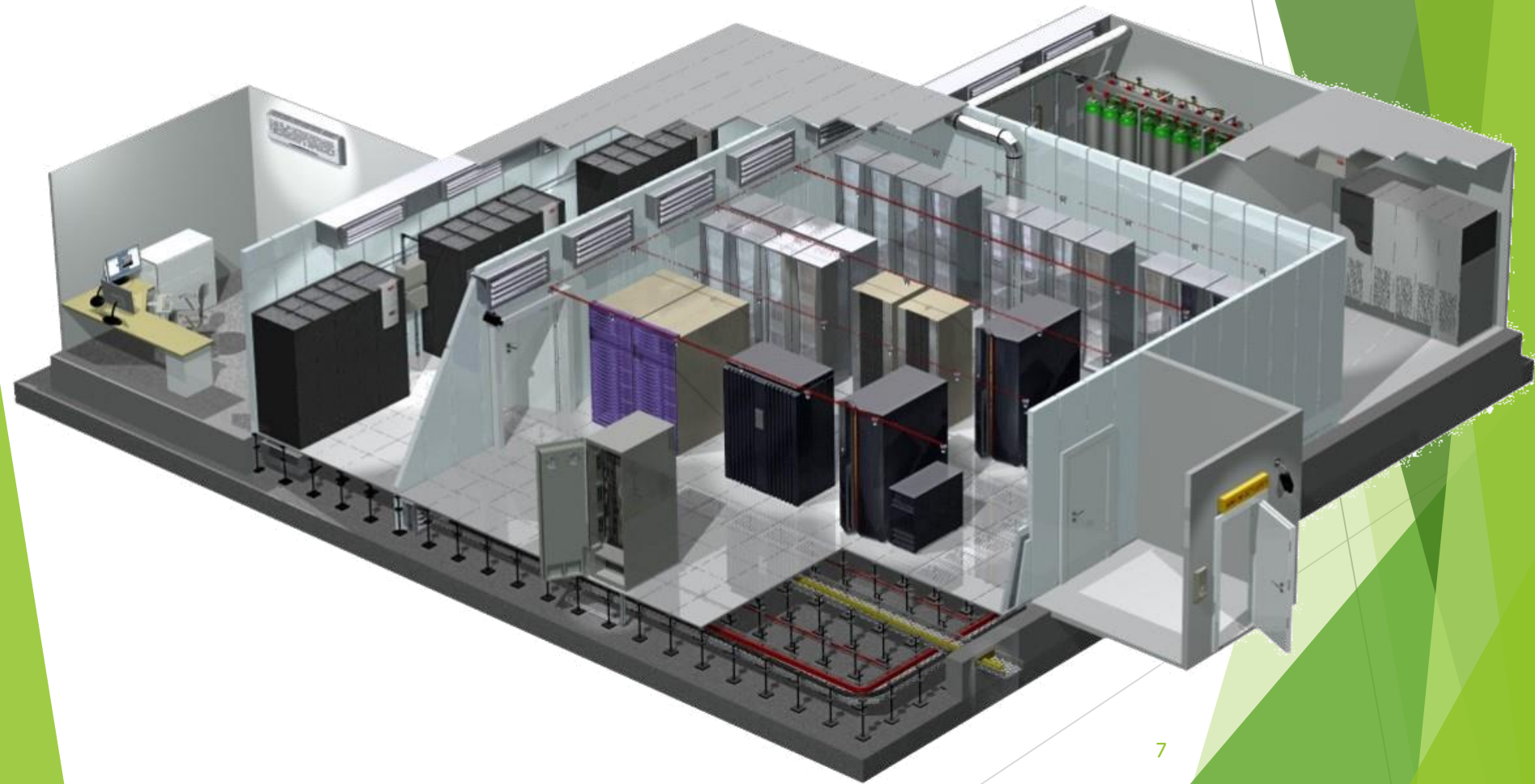
ICT
Solutions

Voice,
Data,
Internet



Our Products & Services

Data Center Infrastructure



Our Products & Services

Data Center Solutions

- Data Center Planning & Pre-Design & Feasibility Studies & Project Cost Budgeting ([refer to page 9](#))
 - Racking System & Raised Flooring & Cable Management & 3D Drawing
- Data Center Power Stabilizer System & UPS & Cooling Systems ([refer to page 10](#))
- Fire Rated Partitioning and Fire Fighting System ([refer to page 10](#))
- Data Center Availability & Risk Assessment
- Data Center Site Selection
- Business Continuity & Disaster Recovery
- Data Center Relocation Evaluation & Planning
- Technology Master Format Planning
- Builder's work, feasibility study, consultation
- Environment Monitoring System Design and Feasibility Study ([refer to page 11](#))

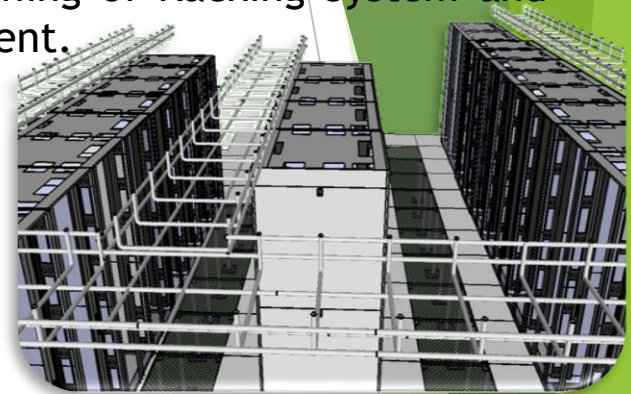
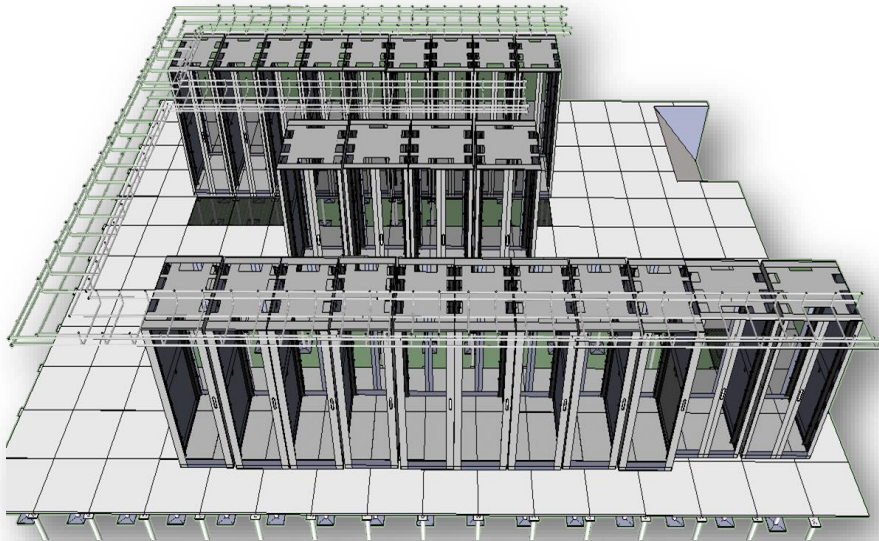
Our Products & Services

Data Centre Solutions - Raised Flooring, Racking, and Cable management design, 3D drawing and feasibility Study

Below diagram shown are the calculation of right positioning of Racking System and Cable Management for Best Western Data Center requirement.

Cable Management

Cable Management on the shown diagram are Cable Basket Concept that provide a clean and easy cable management solution for Data Center.



Raised Flooring

A 3D flooring is design upon proper and accurate flooring system to be install in a Data Center to avoid wrong positioning of Racking & other Data Center Equipment.

Racking System

A proper Racking system plays important state in Data Center is the proper positioning, as the diagram shown a clean and right location is coordinated with the Raised Flooring & Cable Management System.

Our Products & Services

Data Centre Solutions



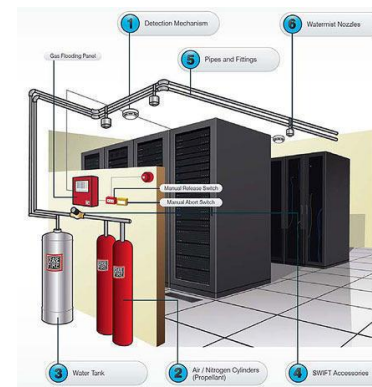
Power Stabilizer System



Cooling Systems



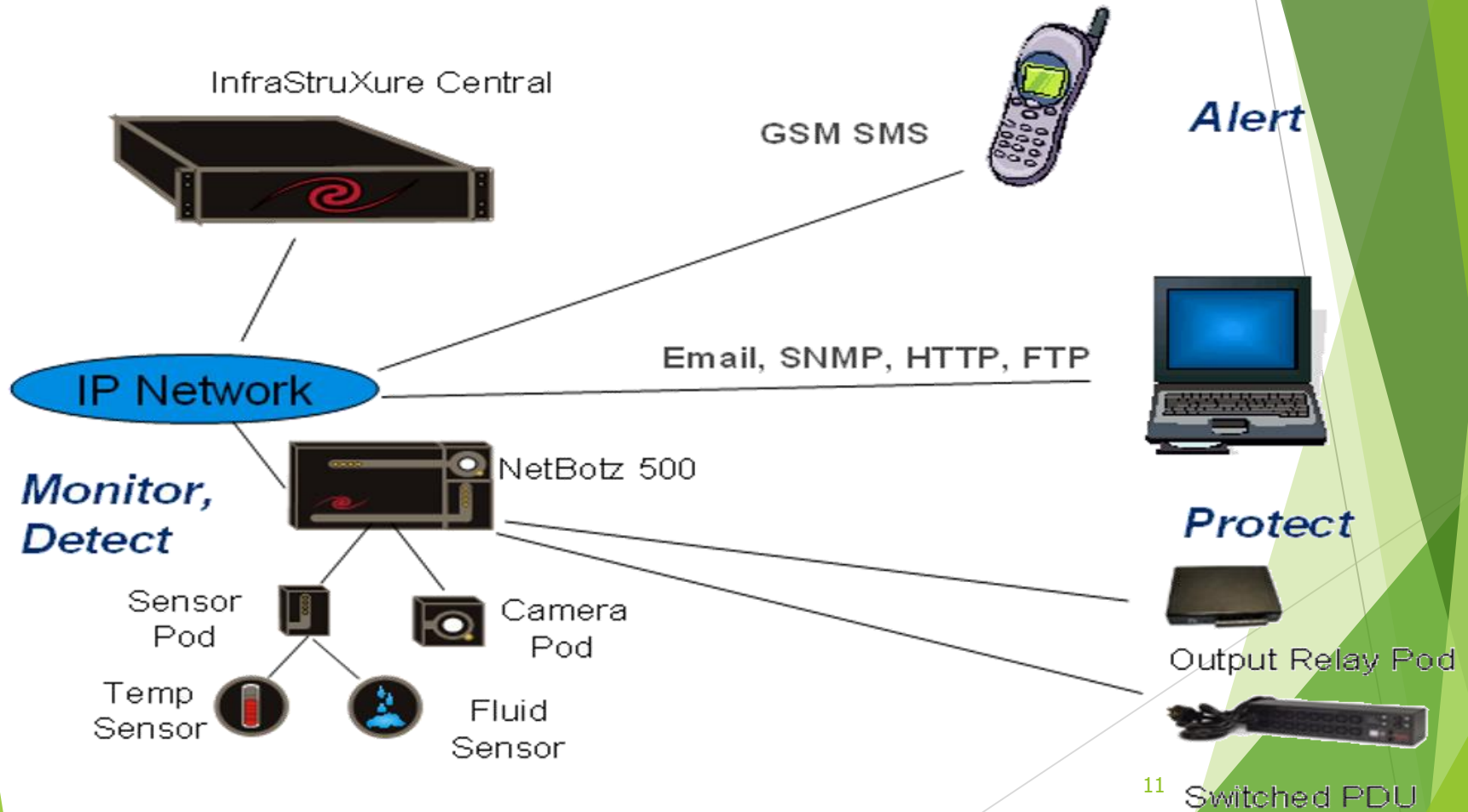
Fire Rated Partitioning



Fire Fighting System

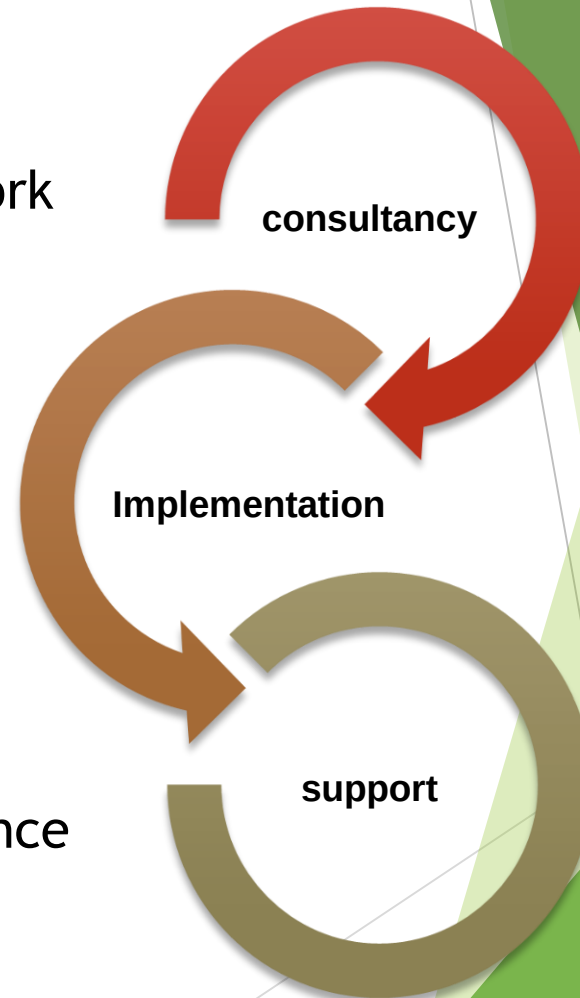
Our Products & Services

Data Centre Solutions - Environment Monitoring & Services



Systems Integration & Implementation

- ▶ ***Pre Sales Consultancy*** network consulting design
- ▶ ***Project Management*** implementation roll out
- ▶ ***NOC Support & Nationwide Managed Services*** network monitoring and performance reporting



Product & Services

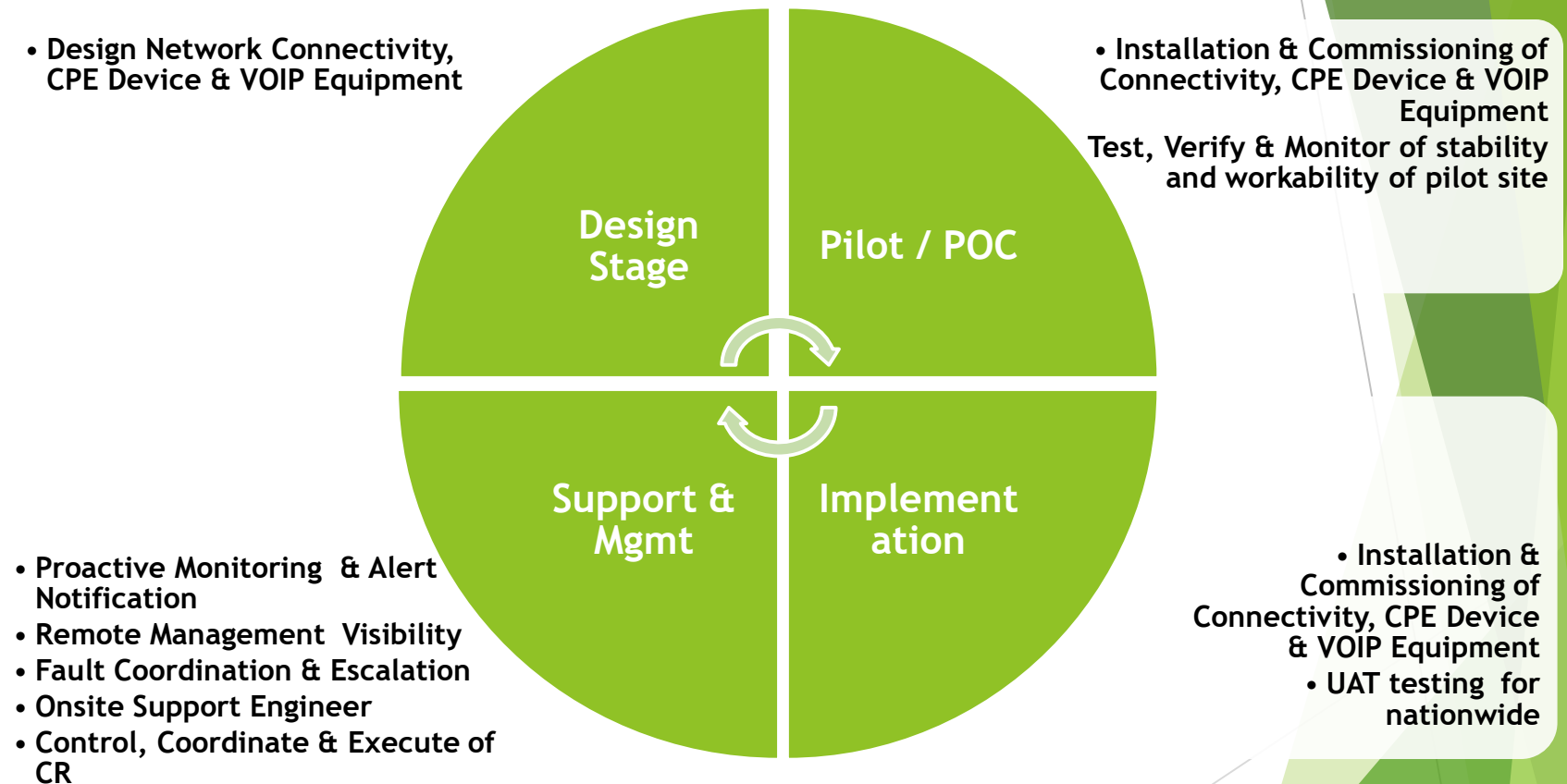
Telco network solution services:

1. Direct Internet Access
2. IPVPN, Leased Lines MPLS
3. Metro Ethernet Fiber
4. Fixed Wireless Access
5. Multi-telco link bonding / aggregation
6. Satellite Access
7. Voice Business Solution

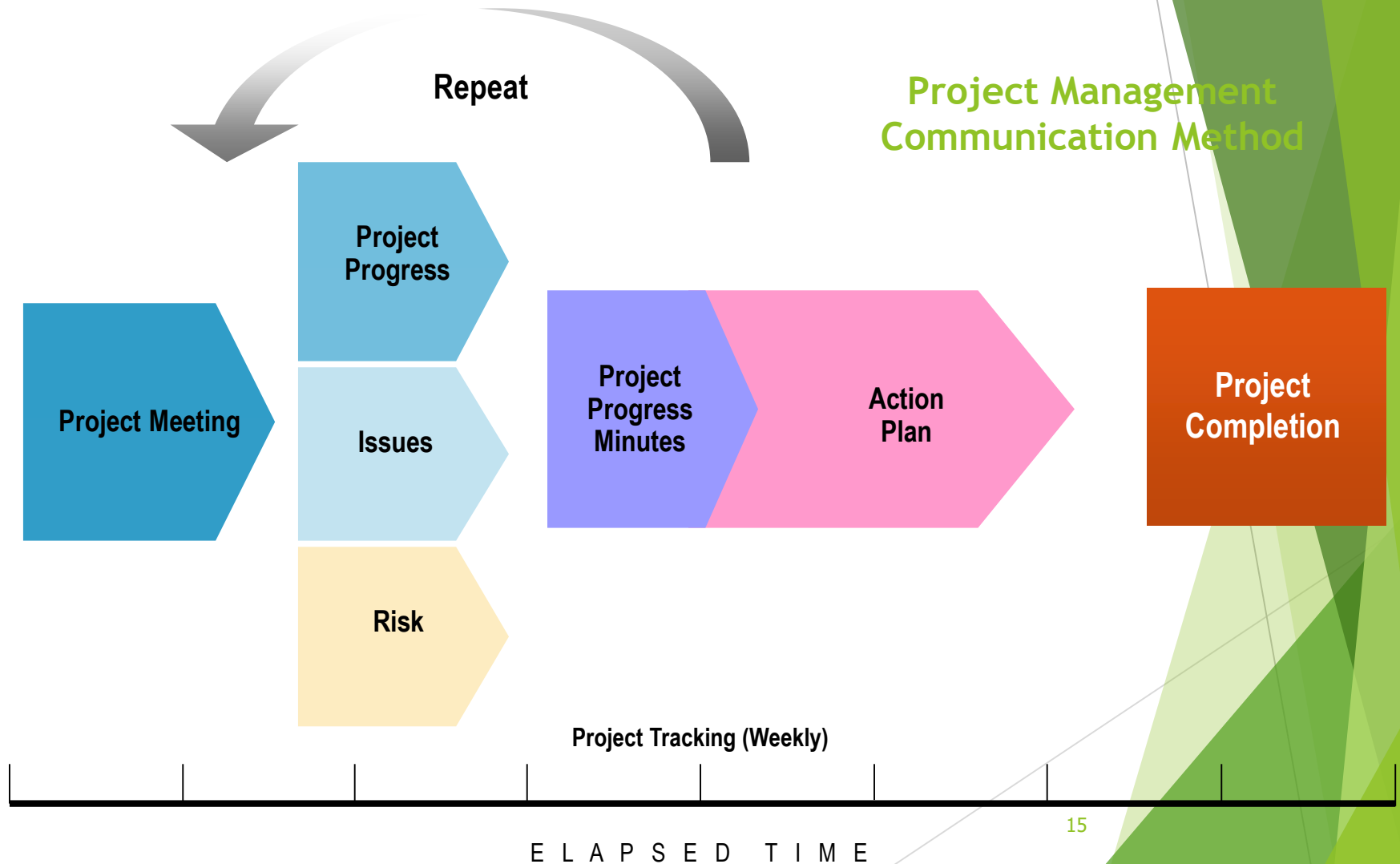
Network Centric Solutions:

1. Network Systems Integration
2. Network Security Solutions
3. Managed Network Services

Systems Integration & Implementation



Systems Integration & Implementation



Systems Integration & Implementation

➤ ***Expertise***

- Switching, Routing. Data Security, Traffic link load balancing, In/outdoor WiFi solution, Outdoor Wireless Backhaul Solution

➤ ***Personnel***

- Overall of 50 years of technical experience
- Senior engineers to provide pre and post support

➤ ***Pre-Support Solution***

- Supply hardware equipment
- Project management
- Installation, testing and commissioning

➤ ***Post-Support Solutions***

- Nationwide : West and East Malaysia
- Advance Hardware Replacement
- 8 x 5 and 24 x 7, same or N.B.D support
- Email, phone and remote login support

Systems Integration & Implementation

► *Pre Sales Consultancy*

- LAN, WAN and Intranet design, integration and consultation

► *Project Management*

- Project meeting
- Feasibility study and consultation
- Documentation
- Project planning
- Project supervision
- Project assessment
- Risk management and fall back plan

► *NOC Support & Nationwide Managed Services*

- Network monitoring
- Performance monitoring and reporting
- Bandwidth utilization
- Link fault reporting

NOC Monitoring

Helpdesk/NOC Roles

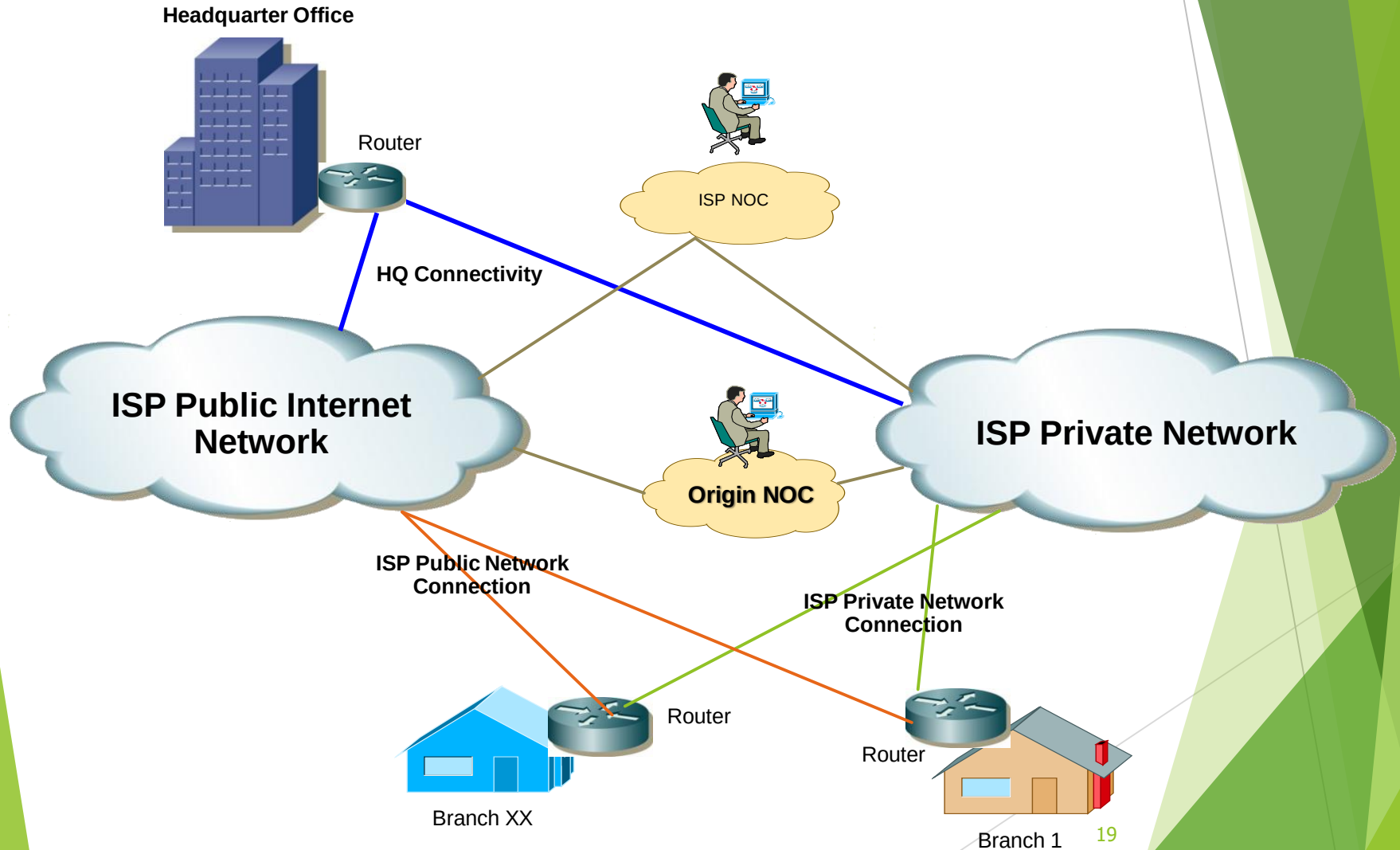
NOC performs the following 4 functions:

- ▶ Proactive monitoring - 24 x 7 x 365
- ▶ Single Point of Contact - ensure Service Level Assurance (SLA) is met
- ▶ Reporting - monthly for performance of overall network
- ▶ Network Health Check - to ensure availability of network

Value Added Services from the NOC

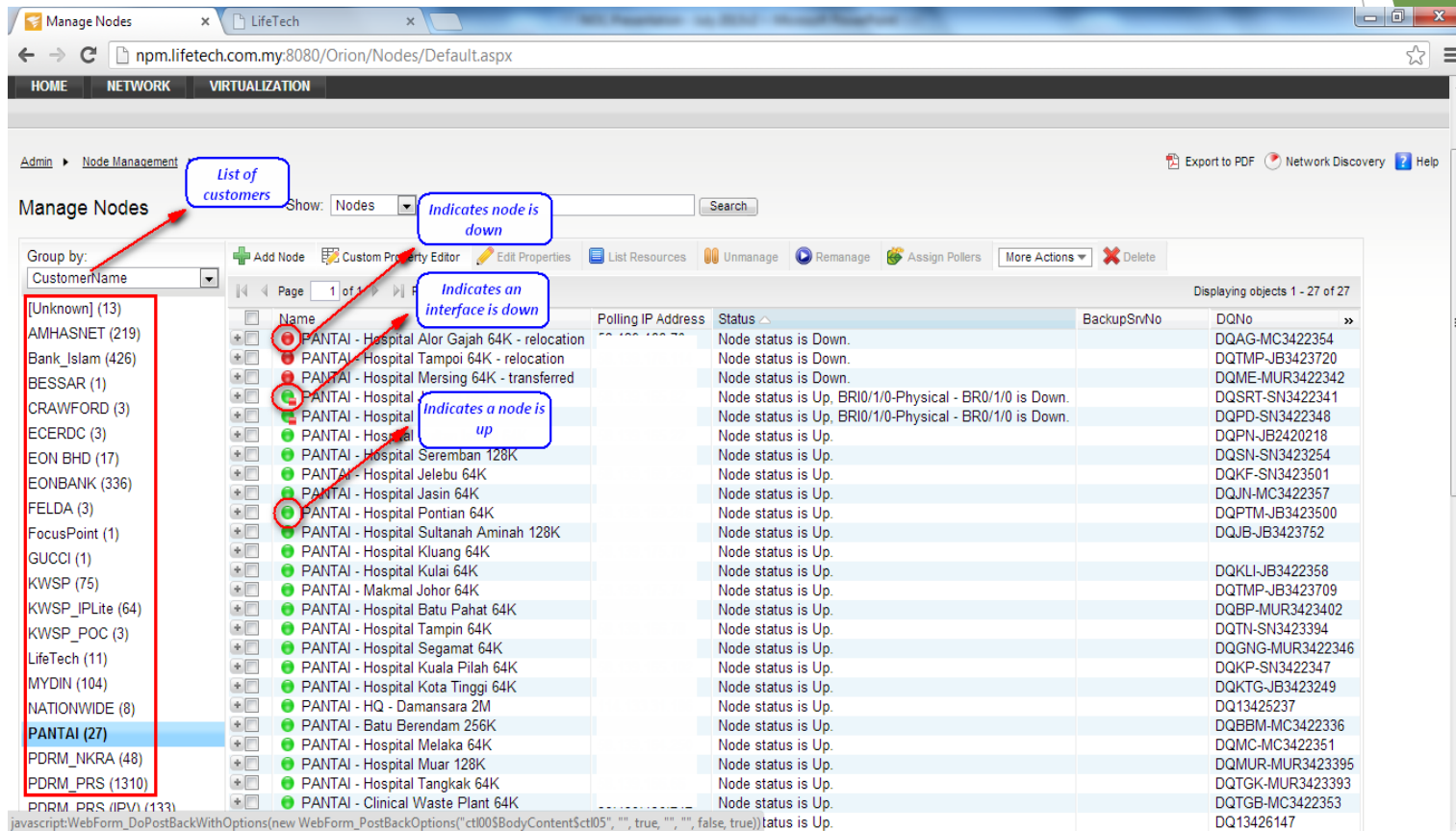
- ▶ Providing consultancy services on network traffic pattern and usage of the network.
- ▶ On-site support for network issues that warrants the engineer's presence.
- ▶ Ensuring full support from business partners
- ▶ LAN/WAN/Application performance management analytics

NOC Monitoring & Management



NOC Monitoring - NMS

- . Tool used to monitor network health proactively
- . Alerts network when connectivity is down or has issues



Manage Nodes

Group by: CustomerName

Search

Displaying objects 1 - 27 of 27

Name	polling IP Address	Status	BackupSrvNo	DQNo
PANTAI - Hospital Alor Gajah 64K - relocation		Node status is Down.		DQAG-MC3422354
PANTAI - Hospital Tampoi 64K - relocation		Node status is Down.		DQTMP-JB3423720
PANTAI - Hospital Mersing 64K - transferred		Node status is Down.		DQME-MUR3422342
PANTAI - Hospital		Node status is Up. BR10/1/0-Physical - BR0/1/0 is Down.		DQSRT-SN3422341
PANTAI - Hospital		Node status is Up. BR10/1/0-Physical - BR0/1/0 is Down.		DQPD-SN3422348
PANTAI - Hospital		Node status is Up.		DQPN-JB2420218
PANTAI - Hospital Seremban 128K		Node status is Up.		DQSN-SN3423254
PANTAI - Hospital Jebebu 64K		Node status is Up.		DQKF-SN3423501
PANTAI - Hospital Jasin 64K		Node status is Up.		DQJN-MC3422357
PANTAI - Hospital Pontian 64K		Node status is Up.		DQPTM-JB3423500
PANTAI - Hospital Sultanah Aminah 128K		Node status is Up.		DQJB-JB3423752
PANTAI - Hospital Kluang 64K		Node status is Up.		
PANTAI - Hospital Kulai 64K		Node status is Up.		DQKLI-JB3422358
PANTAI - Makmal Johor 64K		Node status is Up.		DQTMP-JB3423709
PANTAI - Hospital Batu Pahat 64K		Node status is Up.		DQBP-MUR3423402
PANTAI - Hospital Tampin 64K		Node status is Up.		DQTN-SN3423394
PANTAI - Hospital Segamat 64K		Node status is Up.		DQNG-MUR3422346
PANTAI - Hospital Kuala Pilah 64K		Node status is Up.		DQKP-SN3422347
PANTAI - Hospital Kota Tinggi 64K		Node status is Up.		DQKTG-JB3423249
PANTAI - HQ - Damansara 2M		Node status is Up.		DQ13425237
PANTAI - Batu Berendam 256K		Node status is Up.		DQBBM-MC3422336
PANTAI - Hospital Melaka 64K		Node status is Up.		DQMC-MC3422351
PANTAI - Hospital Muar 128K		Node status is Up.		DQMUR-MUR3423395
PANTAI - Hospital Tangkak 64K		Node status is Up.		DQTKG-MUR3423393
PANTAI - Clinical Waste Plant 64K		Node status is Up.		DQGB-MC3422353
				DQ13426147

NOC Monitoring - Alert Tracking System

- Automatically generates trouble ticket pro-actively when alerts are raised based on parameters
- All tickets are tracked, monitored and closed based on SLAs
- Depository for customers network and related database

Origin NOC

New Tickets

0

In Process

24

Closed Today

248

Onhold

96

Current by Clients

client	new	active	closed
PDRM_PRS	-	-	20
PDRM_PRS (IPV)	-	-	6
TH_IPUTE	-	2	40
KWSP_IPUTE	-	-	40
STM	-	16	27
BANK_ISLAM	-	3	15
FORBANK	-	1	14
STOTO	-	-	6
TH	-	-	6
AMHASNET	-	-	5
THESTORE	-	1	5
PERDOLJA	-	1	5
PANTAI	-	-	2
RHDOPA	-	1	1
PDRM_NKRA	-	-	-
MYDIN	-	-	1
KWSP	-	-	-
Bank Islam (M) Berhad (Branch)	-	-	2
SCOMI	-	-	-
HLBB	-	-	-
CITIBANK	-	-	-
Unknown	-	-	-

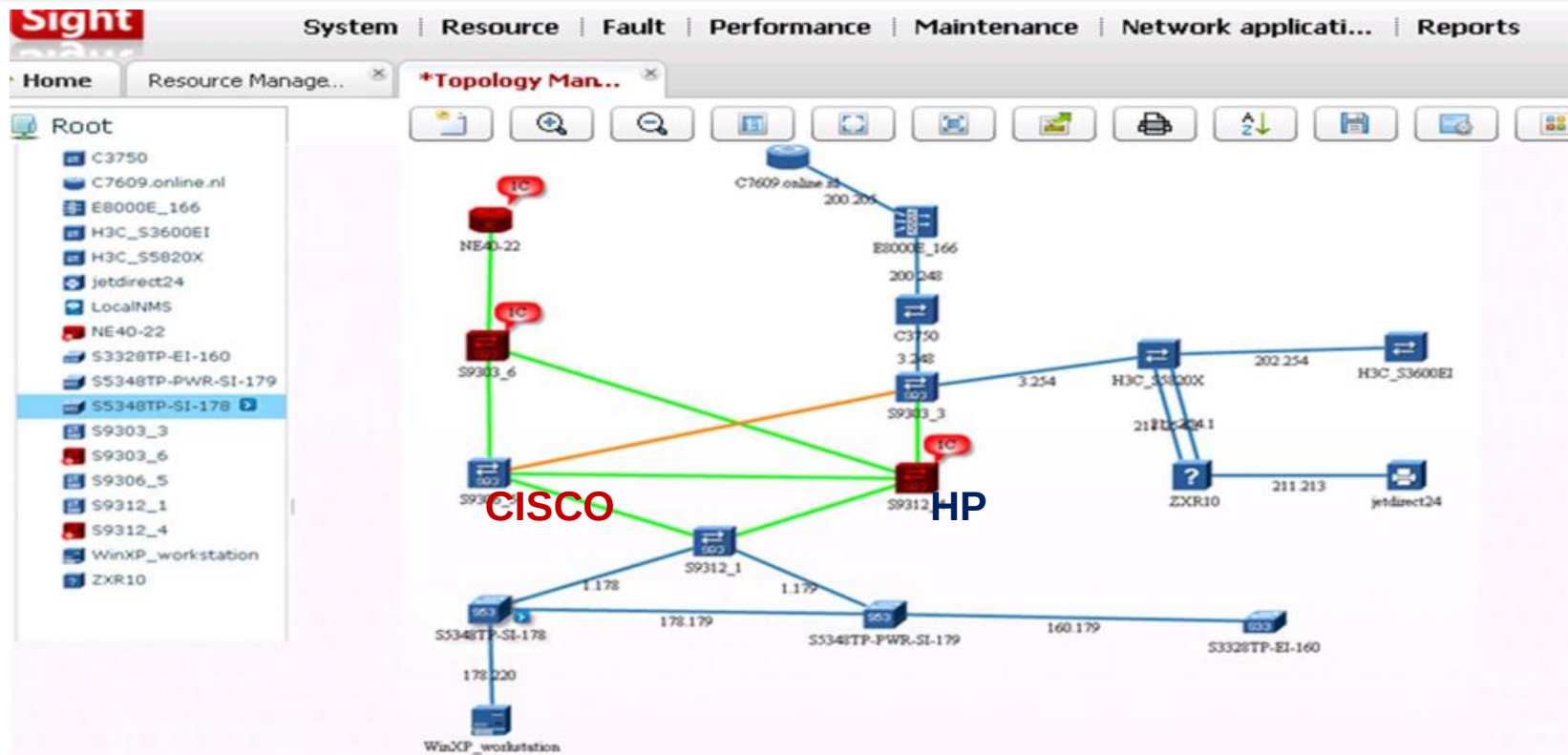
Latest Tickets

onhold	15:44	-	PDRM PRS IPV SBH - IPK Sabah	
onhold	15:43	-	PDRM PRS TRG - Balai Kuala Jengal (DQ8K-TG4429172)	
onhold	15:40	-	2012 - PDRM PRS JHR - BATALION 5 SPG RENGAM (DQ5RM-KU4449669)	
onhold	15:38	-	PDRM AM SBH - BN 17 PGA Lahad Datu	
onhold	15:35	-	2012 - PDRM PRS SBH - Batalion 17 Lahad Datu (DQLHD-KBU4444146)	
onhold	15:27	-	2013 - PDRM PRS JHR - IPD LEDANG/BALAI TANGKAK (PS1006202183)	
active	15:17	Mohamed Syahmi	STM - KLG 423 Jln Kapor	
onhold	15:16	Mohamed Syahmi	STOTO-351-CF01-KBUJ01.sohum.my	
active	15:15	Mohamed Syahmi	SBH 201 Foo Loong Complex	
active	15:14	Mohamed Syahmi	SDH 302 Jln Kalam	
active	15:14	Mohamed Syahmi	STM - SWK 370 Twin Tower Ctr	
onhold	15:11	Mohamed Syahmi	STOTO-148-CE01-TRM01.sportsstoto.com.my	
active	15:11	Mohamed Syahmi	STM - R/S 185 Dato' Abdul Rahman	
active	15:11	Mohamed Syahmi	PHG 148 Jln Besar Karak	
active	15:08	faizal	PRK 091 Jln Kampar	
closed	15:07	-	PANTAI - MDH Cyberjaya DQ13430067	
onhold	15:05	Mohamed Syahmi	STOTO-002-CE01-SP901.sportsstoto.com.my	
closed	15:00	-	PDRM PRS IPV SBH - IPK Sabah	
closed	14:57	Mohamed Syahmi	Tabung Haji - KDH Langkawi - IP Lite	
onhold	14:51	-	PDRM PRS KL - Depoh Simpanan Kenderaan PUJAROI (DQTA8-BBF4429010)	
closed	14:44	-	PDRM PRS IPV SBH - IPK Sabah	
active	14:43	diyana	Bank Islam - OPA Peseraya Yawata	
closed	14:40	diyana	Bank Islam - OPA Caellygel, Teluk Intan (Penak)	
closed	14:28	Mohamed Syahmi	HLB OPA - 140 ex EBB Sutera Mall	
closed	14:28	Mohamed Syahmi	PANTAI - Hospital Tangkak SAK	

10.0.1.53:3000/tickets?current=trn&q%5Bstatus%5D%3Dnew

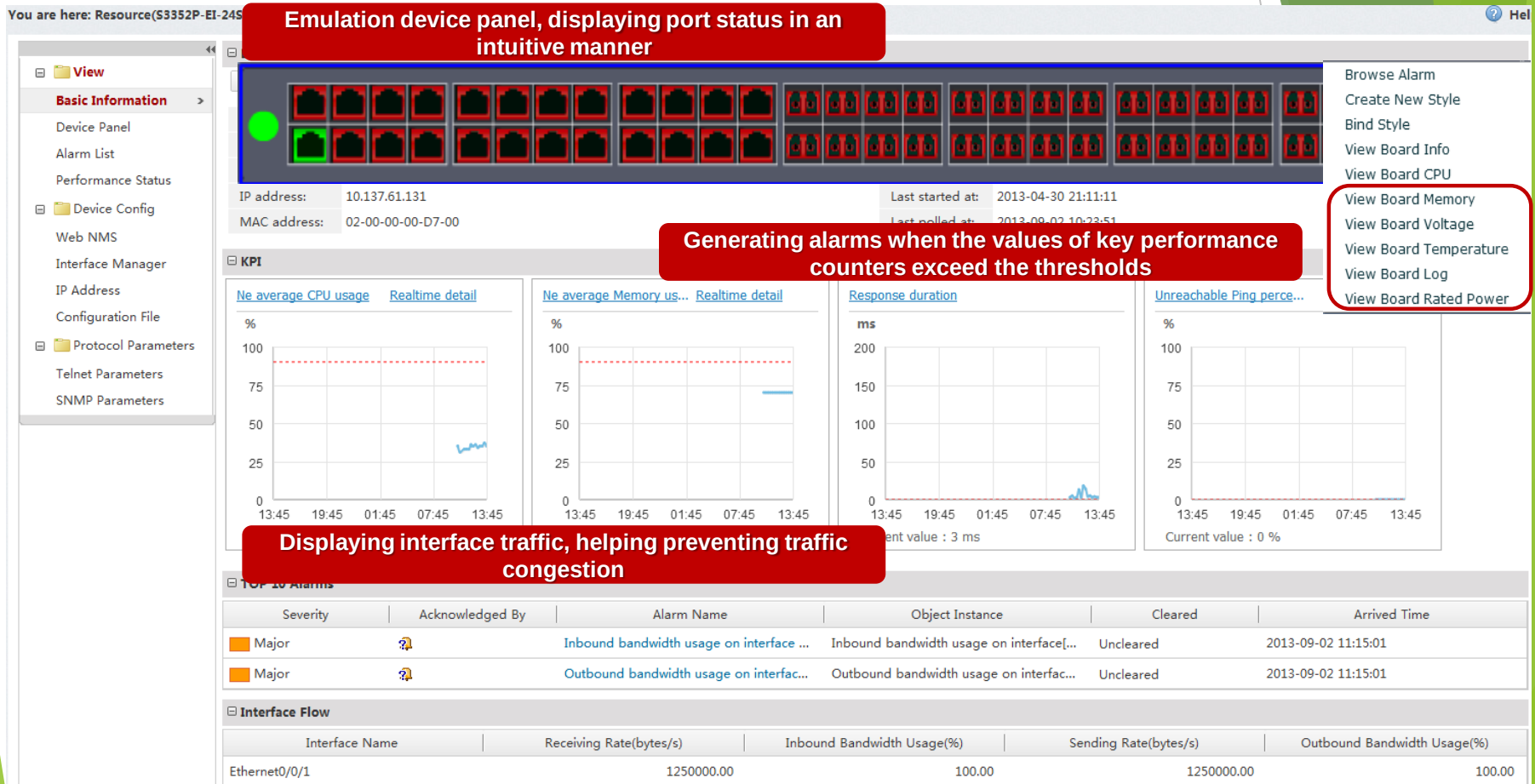
NOC Monitoring

Integrated management platform



Integrated management: network topology, alarms, performance, and configuration file

NOC Monitoring - Troubleshooting



Monthly Reports



DIGITALIZATION PROJECT

IR2
Central Region (Klang/KL/PJ/KJG)
Southern Region (Seremban)
East Coast Region (Pahang)
Northern Region (Kedah/Perlis/Perak)
Northern Region (Penang)
Sabah Region (Sabah)
Sarawak Region (Sarawak)

Monthly Local Access Usage Report
(1 June 2013 - 30 June 2013)

Produced by
Network Operation Center
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Dear Customer:

Subject: Monthly Network Health Report - June 2013

Enclosed is the monthly network report for June 2013. The report highlights on the following areas:

- a) Statistics of service downtime
- b) Monthly fault report
- c) Summary of network utilisation

For June 2013 there are 233 trouble tickets opened. There are 6 outstanding trouble tickets for June 2013. Local line related problem, there is 55 occurrences of TMS power failure, 11 of Local access, 18 of exchange problem, 56 of transmission link problem, 23 hardware/equipment problem and 29 other problem such as PMW activity, clear while localised problem. ISDN Backup line related problem, there is 39 line failure and equipment / hardware problem, and 0 other problem. ADSL Backup line related problem, there is 1 line failure and equipment / hardware problem, and 0 other problem. VSAT + GSM line related problem, there is 0 line failure and equipment / hardware problem, and 1 other problem.

In overall network utilisation for Sports Toto Digitalization Project is healthy. For the month of June 2013, the average utilisation for HQ / branches is below 5%.

We have briefly summarised the overall network Health Check for the month of June 2013. We hope you will find this report useful in assisting you to better understand your network behavior and current issues. Please do not hesitate to let us know if you have further concerns.

Thank you.

Prepared By:

Verified By:

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Network Support Executive

Christina Anis
Asst. NOC Manager

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Nationwide Managed Service

On-Site Technical Support

1. Hardware and Software Support
2. Restoration of Connectivity
3. Change Request Support

Spare Parts Management

1. Nationwide Parts Management
2. Strategic Parts Placement - SLA Requirement
3. Return to Base or On-Site Parts Logistics

Preventive Maintenance

1. Annual PM Management
2. Network Migration Management

Nationwide Managed Service



Spare units of router are keep in Regional Support Centre

- Standby Engineer at each states
- Shorter Replacement time
 - Easily mobilized
- Minimized customer downtime

Why BREITKOM

- BREITKOM has **experience in implementing and servicing** critical customers in financial & insurance industries, government sectors, multinationals company and energy & utilities related organization.
- BREITKOM has shown its **creativity and experience** through the thoughtfulness of its design which distinguish our team from others.
- Through our direct **partnership with best in class equipment vendors** we bring the benefits of direct support for all equipment provided by BREITKOM throughout Malaysia including East Malaysia. This ensure fast response time as well as single point of contact for all services proposed by us.
- **Systems, People and Policies** are key to BREITKOM Life Cycle success. We invest in the best to produce the best for our clients.



THANK YOU

BREITKOM Network Sdn Bhd

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