



## ASL ANNOUNCES THE OPENING OF ITS NEW SERVICE CENTER

# Provides 24-Hour Year-Round Services Supported by Robust IT Infrastructure Delivers Customer Service Excellence through Enhanced Standards

(Hong Kong, 29 July 2016) – **Automated Systems Holdings Limited** ("ASL" or "the Group") (HKEx stock code: 771), a trustworthy and professional IT services and solutions partner in the region, has announced the opening of its new Service Center offering a higher level of customer experience.

The new Service Center is a central point of contact for our comprehensive and integrated IT services and solutions encompassing Infrastructure, Security, Data Intelligence, Mobile and Cloud. In addition, it acts as a hub to connect both customers and ASL's IT experts all year round.

The new Service Center is designed with upgraded facilities such as more advanced IT Service Management ("ITSM") tools and enhanced telephone system functions, in order to meet the increasing demand for ITSM services. Equipped with a robust IT infrastructure, the new Service Center can provide speedy support to customers on various IT issues on a 24-hour basis all year round, thereby enhancing the customers' experience. The new Service Center is scalable to adapt to fast-changing digital technology trends.

Along with the fully implemented ITSM processes and tools, the new Service Center has attained ISO 20000-1:2011 IT Service Management certification, and ISO 9001 Quality Management System certification. Both certifications are testimony to the high standard of IT services delivered by ASL.

The Group has been a pioneer in setting up this comprehensive Service Center to focus on IT-related support which has evolved from call center to an advanced service desk nowadays. The new Center marks a further expansion and an enhanced competence to implement more complicated projects and provide more extensive support. With more than a decade of service excellence offered by the Center, the Group has earned a solid reputation among customers in both the private and public sectors. Looking ahead, ASL plans to continue to more efficiently provide a wider range of enhanced quality and innovative services to customers so as to strengthen its industry leadership position.

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### **Photo Captions:**



ASL opens a new Service Center, a hub to connect customers with ASL's comprehensive IT services.



Supported by robust IT infrastructure, the newly opened ASL Service Center can provide speedy support to customers on a range of IT issues on a 24-hour basis all year round.

#### **About Automated Systems Holdings Limited**

Automated Systems (H.K.) Limited was founded in Hong Kong in 1973 and was listed on the Stock Exchange of Hong Kong Limited under the name of Automated Systems Holdings Limited ("The ASL Group" or "the Group") (Stock Code: 771) in November 1997. The ASL Group's ultimate controlling shareholder is Beijing Teamsun Technology Co., Ltd. ("Teamsun") whose shares are listed on the Shanghai Stock Exchange (Stock Code: 600410). The Group is a member of the Teamsun Group which recorded turnover of more than RMB5.0 billion and has more than 5,000 employees. The ASL Group, consisting of Automated Systems (H.K.) Limited, ELM Computer Technologies Limited, CSA Automated (Macau) Limited, Guangzhou Automated Systems Limited, ASL Automated (Thailand) Limited. In addition, i-Sprint Innovations Pte Ltd is our associate company. The Group offers professional information technology services to corporate clients worldwide, particularly in the Greater China and Asia covering Hong Kong, Mainland China, Taiwan, Macau, Thailand, Singapore, Malaysia, etc. After more than 40 years of success, the ASL Group has established its reputation as a trustworthy and professional IT partner in Asia.

With its strong commitment to quality services, the ASL Group has been winning well-known clients such as government agencies, prestigious universities, telecommunications giants, transportation enterprises, major financial institutions, and leading international corporations.

For more information, please visit our web page at <a href="http://www.asl.com.hk">http://www.asl.com.hk</a>.

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