



UNIFIED
OPERATION CENTER

UNIFIED OPERATION CENTER

Unify Operations to
Connect Your Business



With the new normal upending every industry, the constant flux in market dynamics heightens the urgency to digitally transform. Businesses require greater agility to manage fast-changing customer expectations and marketplace disruptions, while adopting Cloud, automation, the Internet of Things (IoT), Artificial Intelligence (AI) and more. There are also additional challenges to streamline and enable remote IT operation, whilst combating increasingly malicious cyberattacks.

In today's mobile-first, cloud-native environment, consolidating one's technology infrastructure and IT operations is the first step to transform digitally. However, the journey can be arduous and complex when handled by in-house IT teams.

Now is the time to consider outsourcing to a professional and trustworthy IT services provider like Automated Systems (H.K.) Limited (ASL), which has more than 48 years of proven track record. By unifying DevSecOps and delivering as-a-Service business model, we are here to help you reap greater cost efficiencies. Your decision can make all the difference in times of global uncertainty.

Overview

ASL Unified Operation Center

The ASL Unified Operation Center (UOC) is an integrated, cloud-based services platform which showcases ASL's industry-leading DevSecOps capabilities in application (app) development, cybersecurity and omni-channel managed services. It has been designed to automate and remotely manage enterprise IT operations to sharpen your competitive edge, empower customer experience and enable digital transformation.

Backed by the ASL agile development methodology, the ASL UOC multi-cloud management service platform is also powered by our ASL Threat Intelligence Protection Portal (A-TIP) and omni-channel services delivery for optimal business outcomes. It is strategically located in Equinix's world-class data center to accelerate cloud-native adoption.

At ASL, we have invested heavily in supervised machine learning and analytics to deliver world-class, AI-enabled operation support. Our commitment to leading-edge technologies is evidenced by our deep industry-specific experience and wide cross-platform knowledge.

By successfully automating and accelerating threat detection and correlation, the ASL UOC helps businesses lower risks with real-time operation performance management. This is made possible by identifying threats quickly, performing remote incident management and speeding decision-making for timely incident response. Leave it to ASL to customize and automate your IT operations with specific alerts and actions for your unique requirements.

Endowed with some of the brightest minds in the industry, ASL UOC stands ready to unify your IT operations and better connect your business using as-a-Service model. It is time to entrust your day-to-day IT operations, and management needs to ASL UOC.



3 Pillars of Strength

Powering Your IT Operations

As ASL's first in Asia-Pacific, the ASL UOC transforms your data into actionable insights for greater operational efficiencies. It embodies ASL's proven DevSecOps expertise and IT best practices to deliver IT Operation as-a-Service across 3 pillars of strength:



ASL AGILE DEVELOPMENT (DEV)

Team:

80+ certified Scrum masters,
90+ data scientists and 1,000+
IT professionals with strong
integration capabilities across
8 delivery centers

Capabilities:

- Enable hyper-automation of agile development processes with custom app deployment and support
- Ensure app agility, technology integration and smarter enabling of mobile apps
- Simplify big data management to speed up cloud-native adoption

ASL THREAT INTELLIGENCE AND PROTECTION (SEC)

Team:

Experienced security experts
armed with 120+ certifications
in security solutions, domains
and integration expertise

Capabilities:

- 10+ years of Security Operation Center (SOC) experience in delivering real-time cybersecurity protection
- Powered by AI-enabled monitoring and threat analysis
- Backed by A-TIP which aggregates world-class threat intelligence

ASL OMNI-CHANNEL SERVICE (OPS)

Team:

1,000+ IT professionals with
wide-ranging competence
from foundational to next-
generation development
expertise

Capabilities:

- 48+ years of comprehensive domain knowledge as trusted advisor in technology or platform design and IT operations
- Provide one-stop, platform-agnostic IT services from consulting, solution design, to deploy, maintenance and monitoring
- Empower better capacity planning, incident management and adoption of multi-cloud management
- Powered by AI-enabled service desk and chatbots with intelligent natural language recognition that transforms user experience, cross-platform capabilities, industry-specific domain expertise, ITIL best practices and more

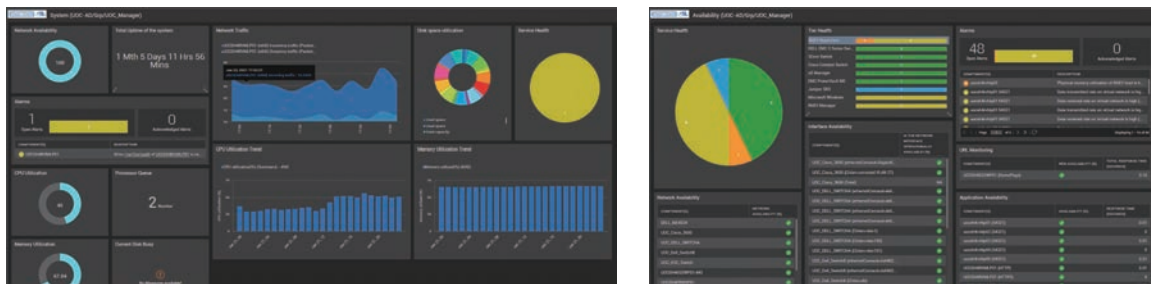
Highlights

Key Features

UNIFIED MONITORING HUB

Enhance visibility into demanding day-to-day IT operational requirements across apps, security and infrastructure by proactively monitoring:

- **Application Performance (Dev)**
Oversee app performance from databases, automation tools, business analytics to IoT, Cloud, AI and more
- **Security Monitoring (Sec)**
Qualify threats, analyze and contextualize risks, and prioritize responses with ASL SOC's A-TIP, to extend visibility across cyber risks and ensure end-to-end enterprise security across apps, data, endpoints, networks and more
- **Platform Healthiness (Ops)**
Monitor, detect and track parameters on service availability, including network and infrastructure performance, across the enterprise network from devices to data centers



UNIFIED DELIVERY HUB

Automate IT operational management and decision-making with single-pane-of-glass that leverages:

- **Omni-channel Service Delivery**
Transform service efficiencies with AI-enabled service desk and chatbots that enhance user experience with natural language recognition. Simplify workflows across operations, benchmarking and business analytics. Proactively identify potential issues, manage and resolve incidents, while enhancing IT operational efficiencies and platform healthiness
- **ITIL-certified Best Practices**
Experienced team employs systematic, standards-based approach from incident and problem management to knowledge base and service level commitment for better service delivery
- **Unified DevSecOps Automation**
Automate operational incident recovery to accelerate response and resolution. Integrate command and control over apps, threat protection, data center and desktop onto one platform

Benefits

ACCELERATE CLOUD ADOPTION

Gain peace of mind with easy multi-cloud workload migration and management which speeds up hybrid cloud adoption. With effective virtual architecture and containerization, IT efficiencies are enhanced. With our pay-as-you-go subscription, it helps eliminate complex capacity planning and better meets your dynamic requirements.

ENSURE CYBERSECURITY PROTECTION

Strengthen security posture with real-time, round-the-clock monitoring of software, endpoint devices, network and more. This enhances end-to-end-visibility across threat lifecycle which empowers proactive threat management with automated threat correlation, detection and prioritization.

SPEED TIME-TO-MARKET WITH CUSTOM APP DEVELOPMENT AND DELIVERY

Enable efficient app development cycle which accelerates market entry. Gain assurance and eliminate worries about system and platform compatibility, readiness and capabilities.

INCREASE IT OPERATIONAL EFFICIENCY

Lower Total Cost of Ownership (TCO) with flexible and scalable OPEX subscription model, while simplifying management with single contract and streamlined pricing. With a single-pane-of-glass dashboard-view, you will gain increased visibility into IT asset performance.

ACCELERATE DIGITAL TRANSFORMATION

Reinvent and automate IT operations which frees up resources to focus on innovations that achieve greater impact. Speed up digital transformation, by renewing IT environment, through optimizing existing assets and integrating with new technologies and services.



Why ASL

TRUSTED ADVISOR WITH GLOBAL PRESENCE

Largest quality professional services contract provider for the Hong Kong Government, with strong accolades across the Financial Services and Insurance, Healthcare, Education, and Transportation sectors. Successfully empowered global enterprises with proven and trusted IT advisory spanning Hong Kong, Macau, Taiwan, Mainland China, Thailand, Singapore, Malaysia, the United States and Europe.

PROVEN INDUSTRY AND TECHNOLOGY EXPERTISE

Benefit from one of the region's most proficient application developers, security experts and IT professionals.

COMMITMENT TO TECHNOLOGY INNOVATION

Equipped to deliver certified leading services across Cloud, security, infrastructure, automation to data management, smart applications, containerization, open source and more.

 <p>International Standard Governance</p>	 <p>ISO/IEC 27001 : 2013 Security Operation Center</p>	 <p>38+ ITIL Certified 8 ITIL Experts 4 ITIL Professionals</p>
 <p>ISO 20000-1 : 2018 IT Service Center Security Operation Center</p>	 <p>ISO 9001 : 2015 Service Delivery</p>	 <p>ISO/IEC 9001 : 2015 Sales Operation Division</p>
<p>No. 1</p> <p>HK Gov't SOA-QPS Provider</p>	<p>Top 3</p> <p>HK IT Services Provider</p>	 <p>Global Coverage End-to-end Integration</p>

TRIED AND TESTED PROCESSES FOR GREATER ASSURANCE

Leverage ASL's proven methodologies and best practices across vendor-agnostic ecosystem of 70+ technology partners.



Trusted Advisor Proven Track Record

Now is the time to streamline your IT operation for greater agility by leveraging ASL UOC's seamless managed services platform. As your trusted unified technology services partner, ASL is a steady pair of hands to help you maximize your business potential and accelerate your digital transformation for future-readiness.

CONTACT US

Automated Systems (H.K.) Limited

15/F, Topsail Plaza,
No. 11 On Sum Street,
Shatin, Hong Kong

☎ +852 2608 6399

☎ +852 2601 6936

🌐 <http://www.asl.com.hk>

✉ enquiry@asl.com.hk



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