



GLOBAL MANAGED ICT SERVICES FROM CHINA TELECOM AMERICAS

With the help of our global partners, China Telecom builds and manages service platforms and delivers cost-effective, professionally managed ICT services to customers in key metro areas across 72 countries worldwide.

Partnering with industry leaders: Cisco, Juniper, Microsoft, Amazon, FSNetworks, IBM, Dell, HP, VMware, POLYCOM, FORTINET, Huawei and others, we are able to offer comprehensive integrated solutions including network management, CPE management, cloud application management, IP PBX management, voice gateway management, video conferencing system management, network boundary and security equipment (UTM) management and more.

Our customers have successfully leveraged China Telecom Americas as a one-stop-shop, network and managed services provider to free up internal resources so IT staff can devote skills and attention toward high priority, high value-added IT operations.

About China Telecom Americas

China Telecom Americas, a wholly-owned US-based subsidiary of China Telecom Corp. Ltd. (NYSE: CHA), is an international telecom provider for data, IP and voice wholesale services to multinational companies, organizations and international carriers requiring China domestic services and international access to China & throughout Asia-Pacific.

With headquarters in Herndon, Virginia and offices in Chicago, Los Angeles, New York, San Jose and subsidiaries in Toronto and São Paulo, China Telecom Americas continues to expand its strength and reach to serve our growing customer base with locally-based, one-stop-shop, turn-key solutions for everything from China domestic and international data circuits to IDC services, network management, equipment management, system integration and more.

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Overview

China Telecom Americas offers complete, end-to-end managed ICT services so you can focus on your core business rather than committing human resources to network management. Our value added managed services utilize expert personnel, rigorous processes and China Telecom's unified customer network management platform to proactively deliver real-time network monitoring and troubleshooting to clients. The China Telecom's industry certified NETCARE team manages maintenance and warranty services for Customer Premise Equipment (CPE) owned by the client or we can implement a scalable, outsourced IT infrastructure plan with leased equipment from either global or local suppliers that aligns to your Asia-Pacific growth strategy.

Managed Service	Characteristics	Benefits
WAN	<ul style="list-style-type: none"> Fully managed VPN connecting sites in the US, China and worldwide Offers tools & support necessary to help you monitor and manage data traffic on your multisite network Proactive fault detection & trouble shooting Network analysis & optimization Near real-time network reporting & analysis Conveying information in video, audio and other formats 	<ul style="list-style-type: none"> Reduce costs by sharing resources across sites Provide LAN-like applications for remote clients Ability to re-route application data as network conditions change Ability to automate path selection based on configuration rules to prioritize mission critical applications 24/7 global support by CCIE certified multilingual engineers
Infrastructure & CPE	<ul style="list-style-type: none"> Local IT equipment sourcing, leasing, maintenance and repair Managed configuration changes, lock downs and updates Onsite hardware maintenance, upgrades & optimization Software configuration changes & updates IT Infrastructure Design, Deployment & Systems Integration Infrastructure Project Execution & Management On-premises service availability across China and key metro areas in 72 countries 	<ul style="list-style-type: none"> Turnkey circuit provisioning / CPE solution with centralized management and control Increased flexibility, scalability without CAPEX Seamless integration with Managed Security (NetCare) IT professionals can allocate their internal resources to other priorities 24/7 certified multilingual customer service and dedicated project management teams
Security (NetCare)	<ul style="list-style-type: none"> Real-time network security monitoring, alert and response service Secure Internet access (SSL / IPsec VPN) with media and signaling encryption Firewall security solutions with Intrusion Detection / Prevention Systems (IDS / IPS) Web Content Filtering & Anti-virus Protection Network Boundary & Security Equipment (UTM) Management DDoS Mitigation Cloud security solutions Hardware audit & logistics management 	<ul style="list-style-type: none"> Proactive event risk discovery, alarms, rapid emergency response with simple log access with multiple network views Weekly / Monthly security analysis reports Remote configuration capability Monthly subscription allows low initial investment 24/7 data analysis & threat monitoring 24/7 customizable event alarm with SLA 24/7 global support by multilingual certified security experts
Data Center	<ul style="list-style-type: none"> 300+ IDCs in China and 50+ Tier III & IV facilities worldwide Simplified cross-regional integrations Custom colocation service offering from facility lease to overall construction, operations and maintenance Extensive security measures Server operations monitoring Disaster recovery service provides real-time, cross-border dual-way back up High capacity bandwidth for data synchronization 	<ul style="list-style-type: none"> Rapid data center infrastructure development, testing, deployment and launch Intelligent terminal support Stable network with SLA guaranteed uptime Low operational and maintenance Costs with x86 servers ISO 27001, 20000, 9001 facility management certifications 24/7 certified engineers and dedicated project support teams
Cloud	<ul style="list-style-type: none"> End-to-end managed private, public & hybrid cloud resources 10+ global cloud sites covering APAC, the Americas and EMEA Application management for the entire cloud lifecycle AWS & Azure Cloud Connectivity Managed Desktop Managed Server 	<ul style="list-style-type: none"> One-stop hosting includes standardized product formats for rapid deployments and up/down scalability Enterprise grade security Full IT stack visibility and resource monitoring Pay as you go service reduces CAPEX 24/7 managed service with end-to-end multilingual support
UC	<ul style="list-style-type: none"> IP PBX Management Voice gateway management IP video gateway solution and IP PBX solution IP phone value-added application Phone, video and mobile applications Device management 	<ul style="list-style-type: none"> Site guarantee for important meetings RMA way of the priority of spare parts Professional service team Regular service report Remote support at anytime 24/7 managed service with end-to-end multilingual support
Video	<ul style="list-style-type: none"> Hardware/Network selection, installation and implementation support Interoperability between telepresence rooms, mobile devices, desktop systems and more Telepresence system – virtual face to face, real-time meeting Polycom video conference system – proper configuration of meeting rooms of all sizes Bridge & Dive Management 	<ul style="list-style-type: none"> Standard and custom packages Conference scheduling and resource reservations online or over the phone Database administration Management reporting Fault reporting and management 24/7 helpdesk support during your video conference