

ICT Service

Technology Support Solutions Overview



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Table of Contents



ICT Service Coverage

ICT Service Portfolio

ICT Case Studies



Who Are We?

China Telecom Americas Corporation (CTA)

China Telecom (Americas) Corporation (CTA) provides customized, cost-effective and integrated network and communication solutions to its diverse base of customers. As a leading facility-resale carrier with unique access to providers in Asia and the Americas, we offer a wide range of services such as direct internet access, internet transit, data services, data center, ICT services, mobile voice, professional services and industry solutions.

CTA is headquartered in Herndon, Virginia, with offices in Chicago, Dallas, Los Angeles, New York, Panama City, San Jose, Sao Paulo and Toronto. Enterprises throughout the Americas trust CTA's one-stop, turnkey solutions to meet the challenges of today's complex business environment.

- Established in 2001
- Headquartered in Herndon, VA
- 250+ Employees in US, Canada, and LATAM
- 7 Regional Sales & Support Offices
- 2 Network Operations Center in LA & HK
- 21 Channel Master Partnerships
- 100+ Customers in the Fortune 500
- 100+ Carrier Partnerships
- 22 Points of Presence in N. America
- 12 Points of Presence in S. America



ICT Service Coverage



ICT Service Coverage



Mainland China **100%**

Hong Kong **100%**

Singapore **100%**

Asia Pacific **90%**

Other Regions **Case-by-case**

ICT Service Portfolio



Hardware / Equipment Resell

Routers

Cisco
Juniper
HPE
Arista
Nokia
Ericsson

Switches

Cisco
Juniper
HPE
Arista
Nokia
Ericsson

Servers

Dell
HPE
H3C
Cisco
Inspur
IBM
Lenovo

Firewalls/Security

Cisco
Checkpoint
Fortinet
Palo Alto
Barracuda
Symantec
Imperva
RSA

PBX/Voice

Cisco
Polycom
Avaya
Yealink

Load Balancing

Cisco
F5
Citrix
A10 Networks
Radware

SD-WAN

Silver-Peak
Versa Networks
Cisco Viptela
Cisco Meraki
Cisco iWAN

Storage (CI/HCI/NAS)

Cisco
Dell EMC
NetApp
Nutanix

Wireless

Cisco
Aruba
Meraki
Extreme
Ubiquiti
HPE

Other

Monitoring Software
Virtualization Software
Memory & NICs
Transceivers
Rack Systems /Cabling
UPSs & PDUs

Hardware Challenges



Purchase from US and ship to China?

- **Warranty Coverage** - Manufacturer's warranty may not apply to equipment purchased overseas
- **Feature Limitations** - Some features in equipment such as licenses, cloud management platform / UIs may be limited across global regions
- **Customs Delays** - There is a risk of customs challenges that may cause lead time delays and/or lost goods



Lack of in-country resources for hardware?

- Don't know where to quote for hardware
- Don't know if the vendor is qualified
- Don't know if the price is competitive

CTA Solution



Local procurement and local delivery

- Accurate delivery time without dealing with customs inspection, and possible overseas shipping delays
- Register the hardware under your local entity so you have full control of your devices
- Deploy and repair within warranty terms and period using local, in-country expertise



Strong local relationship with manufacturers

- Long-term relationship with multiple major manufactures and local qualified hardware vendors
- Excellent discounts on hardware

ICT Professional Services



Token Scheme On-site Support

- 4 hour / token
- Onsite 5x8x4 SLA
- 1 year token package



Project Based On-site Support

- Always combined with equipment resell
- Unbox, mount, configure and test



Full Time On-site Support

- Full time IT staff outsourcing
- CTA provides candidate, customer interview
- Directly report to customer
- Annual contracts / renewal

Support Challenges



No technical personnel to do remote hands?

- Employees in office don't know IT
- Employees in office can't clearly describe the problem
- Employees in office can't assist troubleshooting



Doing IT support from overseas with time difference?

- Non-efficient response time for user requests
- US-based IT must respond outside local business hours
- Non-efficient communication due to language barriers



Have local IT but need extra help with mounting, racking and installation?

- Hard to find local labor resource to assist integration
- Need to deliver the project faster
- Need professionals to help with cabling and mounting

CTA Solution



On-call local Remote Hand Services

- On-call onsite service working with your US IT team as a remote hand
- Qualified network engineer makes the troubleshooting efficient



On-call local IT support

- Save IT resources with local co-managed or fully-managed services
- IT Help desk and network troubleshooting



Project based onsite installation service

- Provide you enough help to finish the project on time
- Professional engineers for configuration and cabling

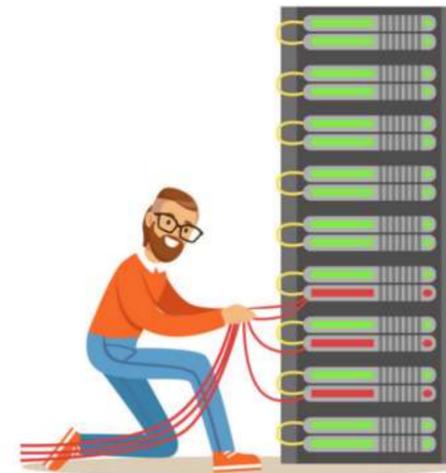
Office Integration = Equipment Resell + Support Service



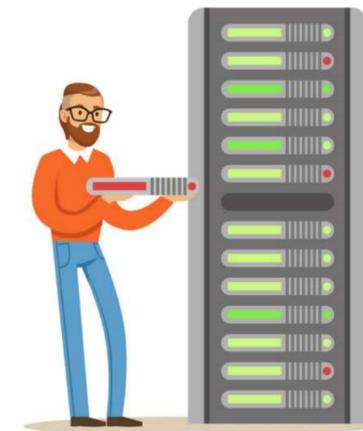
Equipment Resell



Installation



Low Voltage Cabling



Configuration

Common Use-Cases: Wi-Fi / WLAN Solutions, Equipment Refresh Projects, New Office Setup

Business Challenges



Too many vendors for different systems?

- Complicated vendor management
- Need different vendor working on the same problem
- Too many invoices from different vendors



Want flexible billing / local billing?

- US headquarter want to bill in USD
- China office need to pay in RMB



Demand IT infrastructure standardization and a unified procurement process?

- US headquarter doesn't know if overseas office is using qualified vendors
- Overseas office network infrastructure is a black box for headquarter.
- Overseas office network infrastructure doesn't comply with company standards.

CTA Solution



One-stop shop, single point-of-contact

- Single POC for end-to-end ICT solutions in China and Asia/Pacific
- Improve IT management & service delivery
- Reduce technical debt and TCO



Billed with the currency of your choice

- CTA accepts billing in both USD and RMB



Work with headquarter, deliver locally

- CTA can work with both US headquarter and local office on solution design & product selection
- Strictly comply with headquarter standards and local regulations
- CTA provides qualified hardware and professional services from certified engineers

ICT Case Studies

Media Company Office Integration
Finance Company IDC Integration
Retail Store Integration

Media Company Office Integration

Project Background

Customer built a new office in Shenzhen, China. The project required fully integrated Wi-Fi, VoIP, and A/V conferencing systems and a standard server room on premises.



Wi-Fi Solution

Cisco Meraki MX MR series cloud-managed switch and AP



Unified Communication Solution

Dell desktop, workstation and accessories, Xerox printer



Server Room Equipment

Server rack, UPS, cable management



A/V Conferencing Systems

Audio/Video system (TV, speaker)



Implementation/Management

System Implementation, structured cabling, project management

Finance Company Data Center Integration

Project Background

Customer required a new DC to be set up locally in Beijing with 15 racks (6 in active / 9 in reserve), including multiple network devices and servers for Day 1 use and those for future expansion. Designed using spine-leaf architecture for better stability, scalability and capability for multiple parallel paths using customer's global standard.



Networking

Overall network architecture design including the Routing / Switch model selection



Server/Storage

Overall server and storage architecture design including Server / NAS model selection



Security/Load Balance

Network security design and integration including security gateway, Intrusion-detection (IDS), Traffic Monitoring and Load Balancer model selection



Implementation/Management

System Implementation, Project Management and Managed Services

Retail Store Integration

Project Background

Customer needed a reliable service provider to upgrade legacy network to Cisco SD-WAN solution across 80 stores in China, Taiwan and Hong Kong on strict SLAs, with RMB billing, MSAs and dedicated support teams in the United States and Asia-Pacific.



Networking

Overall Network Architecture Design including the Routing/Switch model selection



Implementation/Management

System Implementation, Project management and Managed services



Wi-Fi Solution

Cisco Meraki MX MR series cloud-managed switch and AP

Thank You



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