

Volume #1

December 2020

J&T Express Sdn Bhd Case Study | 2

Discover how i-Tech helps J&T Express Sdn Bhd migrate and re-provision their IT infrastructure without data loss and interruption using Alibaba Cloud technology.

Empower Your Business' Digital Transformation | 5

Accelerate digitalization with FREE Alibaba Cloud credit worth up to 300 USD*!

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Get an overview of the fast-changing cloud computing landscape, the overall industry's growth and its evolution in scale.

SAFEHOUSE

SAFELETTER- Volume #1

A Word from the CEO



Dear Valued Customers and Suppliers,

I hope that you and your family continue to stay safe and well.

The COVID-19 pandemic is a reminder that we are all connected as inhabitants of this planet and that spirit of togetherness is what gives us hope to

overcome adversity. I want to take this opportunity to thank our employees who have worked tirelessly to support and serve our customers throughout this difficult time.

Companies and organizations around Malaysia are rapidly accelerating their own digital transformation journeys fast-tracked by the ongoing pandemic, and i-Tech is proud to be at the heart of those transformations. While we certainly did not envisage a coronavirus crisis, we now believe that society has a unique opportunity to experience the potential of the cloud to rapidly scale and also deploy new services, particularly in relation to remote working, another change forced upon us because of the pandemic.

As we navigate the economic effects of COVID-19, there is no better time for businesses to ensure any response measures that had to be put in place quickly are now robust and of "enterprise-grade". This will allow organizations to continue to accommodate long periods of remote working among their dispersed workforce.

The pandemic could easily bring business processes and productivity to a halt. Yet, IT managers and business owners have demonstrated how they make use of cloud services to adapt and respond to the unprecedented challenges of COVID-19. The cloud has long been touted for its long-term sustainability and profitability, and its rewards have quickly become apparent.

Contact Us

Company Name

i-Tech Network Solutions
Sdn Bhd

Street Address

Level 18, Wisma Mont'
Kiara No 1, Jalan Kiara
Mont' Kiara 50480 Kuala
Lumpur Malaysia

Phone

03-6411 6288

Email

info@itns.com.my

Website

<https://safehouse.com.my/>
<https://itns.com.my/>

I know that the road ahead will continue to be hard for many, but I feel confident that humanity will recover. We will use technology to break down barriers, connect with each other, and find better days ahead. I am optimistic because since the establishment of our company 17 years ago, we have seen – and mastered – many challenging moments.

And I am convinced that we will overcome this one too.



Yap Ket Bin

Chief Executive Officer

i-Tech Network Solutions Sdn Bhd



J&T Express Sdn Bhd Case Study: Finding a Reliable IT Partner in i-Tech Network Solutions Sdn Bhd

“Working with i-Tech Network Solutions Sdn Bhd has been a very pleasant experience due to their industry expertise and deep knowledge of Alibaba technology.”

Johnny - IT Project Manager

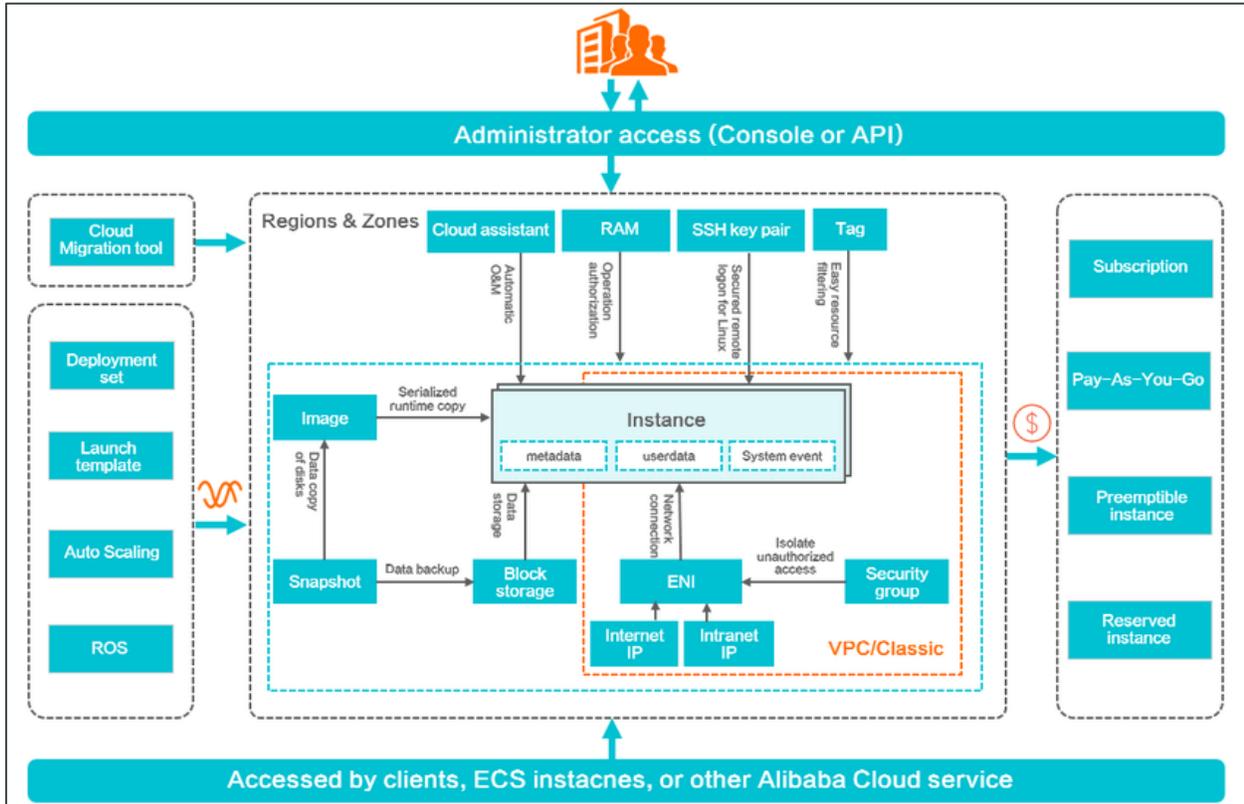
Founded in 2015, J&T Express is a tech-based logistics company that has expanded swiftly in the Southeast Asia region with express courier delivery as its core business. To date, with more than 7000 workers, 450 drop points and 15 gateways nationwide, J&T Express Malaysia strives to be one of the top three express courier services in the country.

J&T Express has witnessed a surge in demand for fast and timely delivery of medical goods and online shopping amid the coronavirus crisis, as such they are looking to streamline IT operations to save time, minimize errors, and also stay organized.

Most companies are aware that technology will give them the competitive advantage needed to remain relevant in a crowded industry, but few are aware of the potential pitfalls should they start their journey off on the wrong foot. Any missteps at the beginning of the migration could result in unplanned downtime, data breaches, which can result in reputational and financial losses to the company.

Teaming up with Alibaba, i-Tech provided complete visibility to the entire migration journey before we initiated the process. It is vital for the migration of any IT infrastructure to be handled with care and expertise, and that is exactly what our engineers did. The high caliber of our IT engineers ensured this complex transition was successful and frictionless; and with minimal disruption to J&T Express' operations.

Architecture



Infrastructure as a Service (IaaS) is an instant computing infrastructure, provisioned and managed over the internet. It is one of the four types of cloud services, alongside Software as a Service (SaaS), Platform as a Service (PaaS), and serverless.

IaaS quickly scales up and down with demand, letting you pay only for what you use. It helps you avoid the expenses and complexity of buying and managing your own physical servers and other data centre infrastructure. Each resource is offered as a separate service component, and you only need to rent a particular one for as long as you need it. A cloud computing service provider, such as Alibaba, manages the infrastructure, while you purchase, install, configure, and manage your own software—operating systems, middleware, and applications.

Instances are managed by SSH Key Pair (public key) for enhanced security compared to traditional SSH username/password. The motivation for using public key authentication over simple passwords is to enhance security. Public key authentication provides cryptographic strength that even extremely long passwords cannot offer. With SSH, public key authentication improves security considerably as it frees the users from having to remember complicated passwords.

In addition to security, public key authentication also offers usability benefits. It allows users to implement single sign-on across the SSH servers they connect to. Public key authentication also

allows automated, password-less login that is a key enabler for countless secured automation processes that execute within enterprise networks globally.

J&T Express utilized Alibaba Cloud snapshot service for their migration exercise. It allows users to create crash-consistent snapshots for all disk categories. Crash-consistent snapshots is an effective solution to disaster recovery or migration use case. It is also used to backup data, create custom images, and implement disaster recovery for applications. Block Storage under Alibaba's Object Storage Service is used to keep snapshots and backed up images for migration and for backup purposes.

Closing Thoughts

Managers often focus on the sales KPIs to meet corporate goals. However, they tend to neglect the fact that a robust IT infrastructure is also critical in ensuring smooth company operations.

As a trusted Alibaba Partner, i-Tech has the experience and knowledge to streamline your company's operation through migration, implementation, continued support and beyond. This, in turn, will take the burden off your shoulder while you focus on what you do best.

Accelerate Digitalization with FREE Alibaba Cloud Credit Worth Up to 300 USD*!



ALIBABA CLOUD
GIFT VOUCHER

FOR ALL NEW CUSTOMER | **300 USD***
VALUE

THIS VOUCHER IS VALID UNTIL :
31 DECEMBER 2020

* Terms and conditions apply

SAFEHOUSE is here to help you succeed with your cloud adoption!

We are offering FREE Alibaba Cloud credit worth up to **300 USD*** when you engage our service to digitally transform your business operations.

Need time to think about it? Sure, take your time, but remember — this offer is only valid until **December 31st 2020!**

If you have any doubt regarding which solution best addresses your business challenges, please do not hesitate to contact our cloud expert for a FREE consultation.

Mr. Eric Cheong

SVP, Cloud & Data Centre Services

Mobile : +60 12 2915 220
Office : +60 3 6411 6288
Email : Eric.cheong@itns.com.my

**Terms and Conditions Apply*

INFOGRAPHIC

Cloud Adoption Statistics You Need to Know

1. MORE THAN \$1.3 TRILLION IN IT SPENDING WILL BE AFFECTED BY THE SHIFT TO THE CLOUD BY 2022.

SOURCE:
[HTTPS://WWW.GARTNER.COM/EN/NEWSROOM/PRESS-RELEASES/2019-11-13-GARTNER-FORECASTS-WORLDWIDE-PUBLIC-CLOUD-REVENUE-TO-GROW-17-PERCENT-IN-2020](https://www.gartner.com/en/newsroom/press-releases/2019-11-13-gartner-forecasts-worldwide-public-cloud-revenue-to-grow-17-percent-in-2020)

2. 66% OF ENTERPRISES ALREADY HAVE A CENTRAL CLOUD TEAM OR CLOUD CENTER OF EXCELLENCE.

SOURCE:
[HTTPS://WWW.RIGHTSCALE.COM/BLOG/CLOUD-INDUSTRY-INSIGHTS/CLOUD-COMPUTING-TRENDS-2019-STATE-CLOUD-SURVEY#94%20PERCENT%20OF%20RESPONDENTS%20USE%20CLOUD](https://www.rightscale.com/blog/cloud-industry-insights/cloud-computing-trends-2019-state-cloud-survey#94%20percent%20of%20respondents%20use%20cloud)

3. 94% OF ENTERPRISES USE CLOUD

SOURCE:
[HTTPS://MEDIA.FLEXERA.COM/DOCUMENTS/RIGHTSCALE-2019-STATE-OF-THE-CLOUD-REPORT-FROM-FLEXERA.PDF?ELQTRACKID=372B6798C7294392833DEF6EC8F62C5C8ELQAT=45888ELQAT=26_GA=2.75255952.381106268.1556868633-1445624021.1556868633](https://media.flexera.com/documents/rightscale-2019-state-of-the-cloud-report-from-flexera.pdf?ELQTRACKID=372B6798C7294392833DEF6EC8F62C5C8ELQAT=45888ELQAT=26_GA=2.75255952.381106268.1556868633-1445624021.1556868633)

4. 94% OF SMBS APPRECIATE THE UPGRADE IN SECURITY THAT COMES FROM ADOPTING THE CLOUD.

SOURCE:
[HTTPS://INFO.MICROSOFT.COM/RS/MICROSOFTDEMANDCENTER/IMAGES/DRIVING-GROWTH-TOGETHER-SMALL-BUSINESSES-AND-CLOUD-INFOGRAPHIC.PDF](https://info.microsoft.com/rs/microsoftdemandcenter/images/driving-growth-together-small-businesses-and-cloud-infographic.pdf)

5. THE HYBRID CLOUD IS THE WEAPON OF CHOICE FOR 45% OF ENTERPRISES

SOURCE:
[HTTPS://MEDIA.FLEXERA.COM/DOCUMENTS/RIGHTSCALE-2019-STATE-OF-THE-CLOUD-REPORT-FROM-FLEXERA.PDF?ELQTRACKID=372B6798C7294392833DEF6EC8F62C5C8ELQAT=45888ELQAT=26_GA=2.75255952.381106268.1556868633-1445624021.1556868633](https://media.flexera.com/documents/rightscale-2019-state-of-the-cloud-report-from-flexera.pdf?ELQTRACKID=372B6798C7294392833DEF6EC8F62C5C8ELQAT=45888ELQAT=26_GA=2.75255952.381106268.1556868633-1445624021.1556868633)

6. 41% OF SMBS FAVOUR THE PUBLIC CLOUD

SOURCE:
[HTTPS://MEDIA.FLEXERA.COM/DOCUMENTS/RIGHTSCALE-2019-STATE-OF-THE-CLOUD-REPORT-FROM-FLEXERA.PDF?ELQTRACKID=372B6798C7294392833DEF6EC8F62C5C8ELQAT=45888ELQAT=26_GA=2.75255952.381106268.1556868633-1445624021.1556868633](https://media.flexera.com/documents/rightscale-2019-state-of-the-cloud-report-from-flexera.pdf?ELQTRACKID=372B6798C7294392833DEF6EC8F62C5C8ELQAT=45888ELQAT=26_GA=2.75255952.381106268.1556868633-1445624021.1556868633)