

# SAFELETTER

I-TECH NETWORK SOLUTIONS | JUNE 2021

VOLUME - #2



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Identify and repel more threats than ever before with Microsoft Advanced Threat Protection, Azure Security, and Azure Sentinel.

# SAFEHOUSE

## SAFELETTER- Volume #2

### A Word from the CEO



Dear Valued Customers and Suppliers,

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

It is hard to imagine a world without cloud technology. And it truly is everywhere – in our e-wallets, food delivery applications, email services and social media accounts.

After all, it has changed the way we live! For instance, can you imagine spending a day without using any apps on your smartphone?

SAFEHOUSE's mission has always been to enable our customers to leverage on cloud offerings for their IT requirement, and the Full Movement Control Order (FMCO) has not stopped us for a second. Computing, storage and networking are too fundamental to our society and economy to be curtailed just because we are working from home or have travel restrictions imposed on us.

As a cloud service provider, we understand the critical role our technology plays in your day-to-day business operation. I would like to assure you that our team remains fully committed and are more determined than ever to help our customers get through tough times, both in terms of short-term as most of you are working remotely, and in the long-term as you plan for what the future holds.

We realize that in these uncertain times, you would likely need quick and secure access to the right resources wherever you find yourselves working, and our technical team is working hard to deliver reliable uptime while controlling spikes in demand to ensure minimal disruption to your business operation.

In the meantime, it is also important to mention that our sales team is always here to help, and we encourage you to reach out for any fulfilment related enquiry. Please get in touch with us if there is any way we can be

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of assistance, big or small, customary or unusual, in regards to your business.

Once again, please stay healthy and safe, and thank you for doing all that you can to be the difference in our effort to curb the spread of COVID-19 in Malaysia.

With my very best wishes,

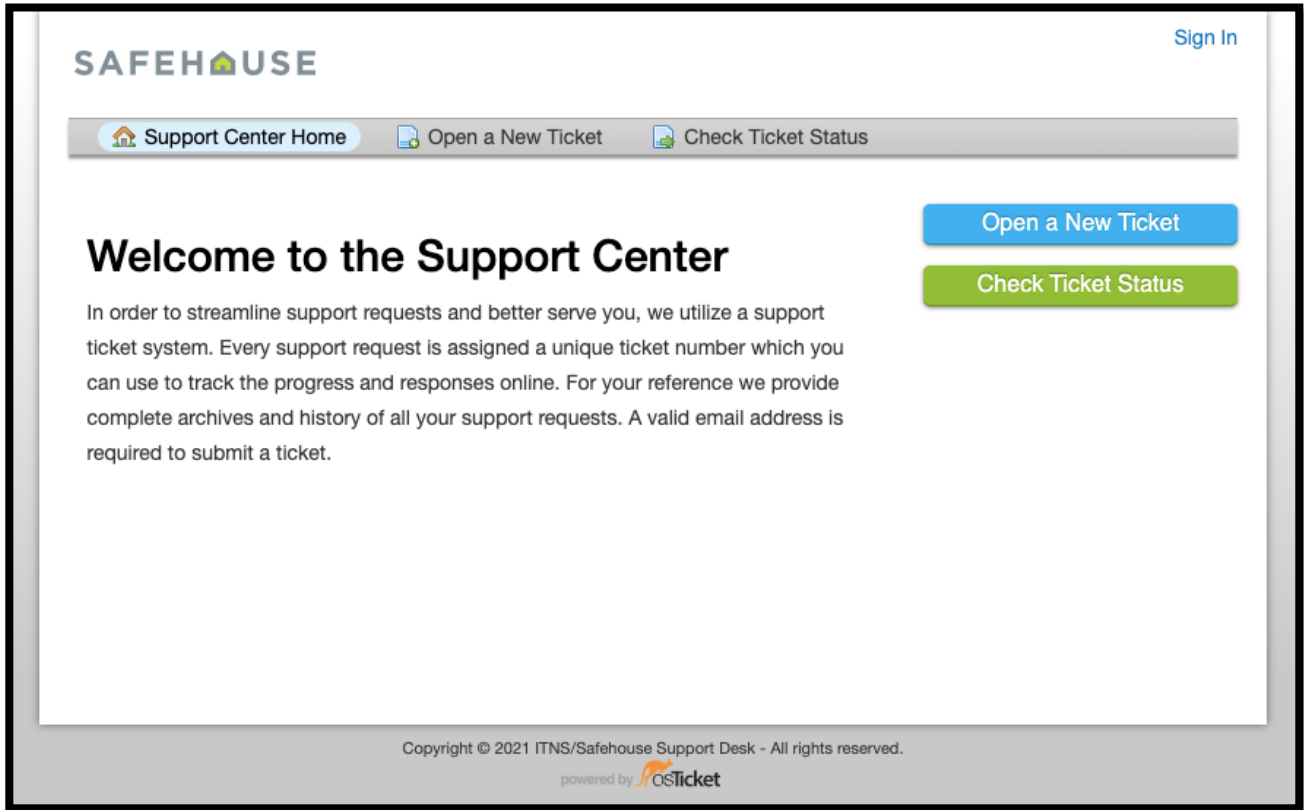


**Yap Ket Bin**

Chief Executive Officer

i-Tech Network Solutions Sdn Bhd

# Announcing SAFEHOUSE's New Helpdesk Ticketing System!



As part of our ongoing effort to provide better customer service, our technical team has decided to invest in creating a new helpdesk ticketing system (<https://ticket.safehouse.com.my/>) to improve our responsiveness and better tracking of our customers and staff so that we can provide tailor-made support.

It enables us to track every incident you report to us whether it concerns enquiries or internet connectivity issues (e.g. speed, data centre visitation, PC hardware and software issues, remote file server access, etc.)

We now have both a structured and granular understanding in regards to your enquiries, suggestions and complaints, built up over years of listening to our customers. These data enables us to categorize, consolidate and prioritize our efforts to better meet the needs of our customer and colleagues.

Every ticket submission is recorded and handled either on the spot by one of our expert staff or escalated, as appropriate, to the relevant tech personnel for further action. When your issue needs to be escalated, we will ensure they are appropriately vetted before being sent to the right member of our team who can provide the best support.

Our ticketing system is designed with you in mind. It is meant to simplify your life by making sure that cases can be logged with just a few clicks at your fingertips. No longer do you have to worry about losing track of your issues, or feeling neglected while waiting for a reply or an update.

Rest assured, you will receive timely updates on progress and we are committed to ensuring that your issues are addressed and resolved as quickly as possible.

We are also committed to continuously improve your experience with exceptional customer service, listening to your suggestions and feedback in order to scale and streamline our customer service.



# Azure Stack HCI - For Your IT Agility and Maximum Efficiency

**SAFEHOUSE**  
by IT-TECH NETWORK SOLUTIONS

**AZURE  
STACK HCI**

VDI  
Data Center Modernization  
Remote Office  
SQL Server

**FOR YOUR IT AGILITY AND  
MAXIMUM EFFICIENCY**

Azure Stack HCI offers the best performing Hyperconverged Infrastructure (HCI) solution on the market, with Pay-Per-Use Cloud Solution Provider (CSP) licensing for the 20H2 version.

Although it is well known that cloud technology helps drive business agility, many businesses still prefer to invest in on-premise infrastructure. There is a misguided view that local hosting is still the best (and sometimes the only) choice for a small business environment, data locality and control of the asset. This need not be the case today. Cloud is constantly evolving and innovating, and it delivers more than what you might expect.

Microsoft world class HCI stack ensures a secure virtualization platform for Windows and Linux guests. With enterprise storage virtualization built-in, and disaster recovery is available through stretched clusters. This stack is robust and ready for all workloads.

Azure Stack HCI has great flexibility of hardware options from your preferred vendors, which means you may not even need a new purchasing contract! From integrated systems to repurposed hardware, flexibility, Azure Stack HCI allows you to modernize your data centre by refreshing aging virtualization hosts.

With a low entry price point, Azure Stack HCI makes it affordable to deploy switchless to node clusters for multiple remote locations. That way, you can have both high availability and stored resiliency while managing all of your distributed clusters from a single pane of glass.

### **Are You Facing These Dilemmas?**

- High CAPEX with Depreciation Concerns?
- Inflexibility and Inability to Scale Out?
- Locked Down by Current Vendor or Technology?

### **Azure Stack HCI is Here for Your IT and Digital Transformation Needs!**

#### **1) Optimized Infrastructure Costs**

- Solutions are based on industry-standard hardware
- Compute and storage are merged into one solution
- Only pay for what you use and scale-up as your needs grow
- Stay lean with a smaller and more efficient IT team

#### **2) Simpler Management**

- Reduced number of manual processes
- No need for siloed expertise
- Combined resources enable central management with more intuitive tools

#### **3) Good Performance for Multiple Workloads**

- Mix of flash/spinning disks bringing good performance for sequential and random workloads
- Easy to scale by adding nodes

What are you waiting for? Get in touch with our cloud expert for a FREE consultation now!

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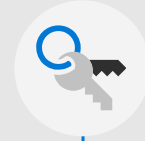
## Secure the future: Four key areas of intelligent security

Identify and repel more threats than ever before with Microsoft Advanced Threat Protection, Azure Security, and Azure Sentinel.



### Secure the front door

Protection from identity-driven breaches, email attachments, and attacks targeting the OS



### Secure content

Protect content at the time of creation, in transit, and during consumption



### Secure devices

Protect against workplace issues or unsecured BYOD devices



### Great employee experience

Maintain strong productivity without compromising security

