



Infrastructure

As the cloud and other technologies transform the digital landscape, infrastructure is becoming more important, expensive and complex. Spanning IT Service Management, IT Operations and Infrastructure Management, HKBN JOS Managed Services are designed to help companies offload some of this growing IT burden – cutting costs and leaving in-house IT teams free to focus on the future!

IT Service Management

Effective governance, with well-defined processes and carefully measured Service Level Agreement (SLA), are critical to the success of any IT Service Management solution. That is precisely what the HKBN JOS IT Service Management offering delivers. Key ingredients include:



SLA Management

Pre-defined SLAs based on your business requirements are complemented by statistics-driven monthly reviews covering operational matters, response metrics and service level performance. Regular reviews, with recommendations on service improvement, complete the picture.



IT Process Management

ITIL compliant process to manage and govern infrastructure change requests. Supports business initiatives, problem fixing and service enhancements, with ongoing reviews to improve effectiveness.



Vendor Management

With a full partner portfolio, extensive skillset and certified professionals, HKBN JOS has developed a strong track record for efficiently managing complex vendor relationships. As a result, customers are free to focus on strategic initiatives instead of administrative work.



Single Point of Contact

HKBN JOS provides a single point of contact to quickly address and resolve IT-related issues, along with regular performance reviews to ensure satisfaction and identify areas for improvement.

IT Operations



Monitoring Management

Proactive monitoring determines the performance and availability of all IT components, from the network and servers to applications and even changes in the physical environment. So, problems can be identified and dealt with efficiently.



Configuration Management

Comprehensively documented, ITIL-compliant configuration management keeps track of relationships, dependencies and changes in individual hardware and software components.



Data Recovery

Data backups are crucial to any IT operation. Monitoring and automatic alerts confirm that backups are successful, and regular restore tests ensure that system failures do not lead to service interruptions, embarrassing data loss or costly reputation damage.



Asset Management

When it comes to ensuring compliance and making decisions on maintaining, refurbishing, replacing or disposing of ageing equipment, an accurate record of IT assets is essential. Proven processes also eliminate unlicensed or unauthorised software and prevent security breaches, while annual reviews provide recommendations on hardware and software end-of-life.



Standard Service and Support

Ideal for carrying out routine tasks and day-to-day operations, this offering provides a basic level of support required to prevent minor issues turning into significant disruption.



16,203+ ▲
7,410+ ▲
4,991+ ▲
2,007+ ▲



Infrastructure Management



Technology Domain Expertise

After more than six decades in the business, HKBN JOS has built up tremendous industry expertise and experience, covering everything from databases, networks and mobile devices to server infrastructure, as well as technology refreshment and cloud deployment.



Patch and Vulnerability Management

As many as 9 out of 10 security breaches are caused by failure to implement patches for known vulnerabilities. HKBN JOS Patch Management applies up-to-date service packs and security fixes to operating systems, databases and appliances to make sure your business does not become a statistic.



Capacity Management

The goal is to optimise the capability and cost-effectiveness of the IT Infrastructure supporting the organisation, so that it delivers a sustained level of availability that enables the business to satisfy its objectives.



Service Continuity Management

Each IT domain faces specific risks to availability. HKBN JOS provides solutions designed to keep all IT services running smoothly, prevent outages from occurring, and reduce the impact of any failures if they occur.



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