Taking outsourcing and managed services to the next level

PCCW Solutions supports companies throughout their digitization journeys

By Nancy Ho

IT outsourcing strategies of Hong Kong companies have changed in recent years. This is also changing their expectations on outsourcing and managed services providers.

In the past, many local companies were focused on off loading all or part of their IT operations to managed service providers. In doing so they saved costs while focusing on their core businesses. In today's digital era, local companies require outsourcing service providers not only to look after their legacy IT systems, but also to help them digitize their businesses.

Enabling digital transformation

"Enterprises are looking for partners to refresh their technology into the digital world and make their digital interactions a fundamental cornerstone of their IT systems, processes, and people mindset, rather than a complimentary or isolated set of systems," said Ramez Younan, managing director at PCCW Solutions.

To this end, outsourced or managed services providers have to level up to meet customers' needs or expectations.

"Service providers are required to have a certain level of maturity in managing transformation of technology, process and people," he noted.

On top of this, they also have to achieve certifications and adopt industry best practices.

He said PCCW Solutions' services meet international standards such as CMMI Level 5, ITIL for service

Younan from PCCW Solutions: We partner with enterprises in their "run-the-business" and "change-the-business" initiatives

management, ISO27001 IT information and security management, and project management methodologies like PRINCE2 and PMP.

Younan said digital skillsets, industry focus and regional service coverage have kept PCCW Solutions at the forefront of the outsourcing and managed service space. This also allows the company to win in the IT outsourcing & managed services provider category of *Computerworld Hong Kong* Awards for three consecutive years.

With years of experience in serving enterprises across multiple industries, he said PCCW Solutions' industry-focused services have allowed them to partner with

IT OUTSOURCING & MANAGED SERVICES PROVIDER

Winner: PCCW Solutions

2ND PLACE: DIMENSION DATA

3RD PLACE: FUJITSU

enterprises in their "run-the-business" and "change-the-business" initiatives.

Over the past year, PCCW Solutions extended its geographical service coverage to other countries in Asia. Younan noted an extensive regional service network helps Hong Kong enterprises transform their business beyond Hong Kong to other new markets in the region.

Next generation outsourcing

Hybrid cloud and cloud-based technologies have already been adopted by many enterprises. New technologies like artificial intelligence (AI) and robotic process automation are increasingly affecting customer experience and service delivery.

Younan expects these new technologies to become an integral part of next-generation outsourcing service design and delivery. PCCW Solutions will continue to invest in these areas.

"By leveraging the scalability of cloud services and adoption of increasingly sophisticated AI and process automation, we see significant changes in how infrastructure outsourcing services will be delivered in the future," he concluded. ◀

Powering business decisions

PCCW Solutions offers multi-module analytics to meet different industry needs

By Nancy Ho

Data analytics is becoming important for almost every business. With the advent of artificial intelligence (AI) and machine learning technologies, data analytics becomes more advanced. They help enterprises to make quicker and better decisions to achieve their business goals.

As an IT service provider in Hong Kong, PCCW Solutions aims to help local enterprises make data-driven decisions via big data and cloud technologies.

"We help customers gain insights and derive business value from a variety of sources with big data and cloud technologies," said Brian Groen, senior vice president of digital, cloud and data center solutions at PCCW Solutions. "We start with a user requirement study to assist customers to define their needs. After evaluation, a recommendation is given to them on the most appropriate technologies for big data analytics."

All the devices, analytics and visualization tools used by customers are connected to the company's Infinitum cloud platform.

A multi-module offering

PCCW Solutions provides a multi-module big data analytics offering including predictive analytics, social media analytics and video analytics. This offering has won the *Computerworld Hong Kong* Awards in the business intelligence and analytics category this year.

According to Groen, each module meets specific industry needs. Retail companies use predictive analytics modules to anticipate emerging trends

> ## BI AND ANALYTICS
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> **Winner: PCCW Solutions Predictive Analytics, Social Media Analytics and Video Analytics**
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> 2ND PLACE: CLUSTERTECH
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> 3RD PLACE: MICROSOFT

and consumer behaviors. Organizations from the insurance, banking, media and the public sector deploy social media analytics as a social listening tool to monitor social dialogues. Companies from the retail and transportation industries leverage video analytics to get a comprehensive picture of in-store data for facilities and security management or marketing promotions.

Data analytics roadmap

He added that AI and blockchain are the two major focus areas in PCCW Solutions' data analytics roadmap.

On the AI and deep learning front, the company aims to improve the accuracy and speed of analytics, and neural network algorithms to create new innovations.

"We are engineering our analytics products to adopt deep learning technologies utilizing hardware GPU cards to improve accuracy and efficiency," he said.

He explained that with the use of hardware GPU (graphics processing unit) cards as accelerators in deep neural networks, object recognition in both static images and real time video streams

Groen from PCCW Solutions: AI and blockchain are two major focus areas in our roadmap

becomes easier and faster.

Object recognition via video analytics can be applied for various uses. Road traffic monitoring is one such example. Companies can monitor real time traffic conditions on roads, detect abnormal situations like traffic accidents, and even perform vehicle counting.

On the blockchain side, the company plans to build blockchain applications such as smart contracts in the areas of crypto-payment, anti-money laundering, know-your-customer with digital identity management, and auto loan. ◄

Building a SaaS ecosystem

PCCW Solutions delivers flexibility to meet digitization needs

By Nancy Ho

The adoption of software-as-a-service (SaaS) in Hong Kong is maturing. With an upsurge in digitization and IoT deployments among enterprises of all sizes, more software applications are available through a SaaS model to support these new initiatives.

According to Brian Groen, senior vice president of digital, cloud and data center solutions at PCCW Solutions, the company's approach to SaaS is flexible.

"We can deploy heterogeneous software applications on a public, private cloud or on-premises, while ensuring end-to-end security, even in a multi-tenancy environment," he said.

> **We can deploy heterogeneous software applications on a public, private cloud or on-premises**
> — **Brian Groen, PCCW Solutions**

PCCW Solutions received the most votes in the software-as-a-service provider category in this year's *Computerworld Hong Kong* Awards.

Groen noted that an open ecosystem connecting various parties to address industry and customers' needs is particularly important for developing IoT and digital services.

"We will continue to develop strong partnerships with software application vendors, cloud infrastructure and communication service providers to deliver truly end-to-end solutions to customers," he said.

AWS: a developer's treasure trove

The 10-year old cloud pioneer offers a myriad of tools

By Carol Ko

Amazon Web Services (AWS) has been a pioneer in providing public cloud services, since its official launch in 2006.

"We believe that eventually, the majority of companies will run almost all of their IT workloads in the cloud," said Alex Yung, AWS Greater China corporate vice president and managing director. "It has always been a priority for us to make it easy for customers to run AWS as a seamless extension of their existing on-premise infrastructure."

This year, AWS became *Computerworld Hong Kong* readers' favorite platform-as-a-service (PaaS) provider.

AWS launches different new products and feature updates each year at its flagship re:Invent conference. To help developers take advantage of these new technologies, AWS's PaaS offerings support application centric development and data-centric development.

AWS' Yung: Most companies will eventually run all of their IT workloads in the cloud

For application centric development, Yung said AWS supports Java, Node, Python, Ruby, PHP, .NET and Docker workloads.

For data-centric development, AWS fully managed relational databases, non-relational databases, in-memory data grids, event processing and Hadoop-as-a-Service.

These capabilities is one of the reasons for Gartner to note AWS provides "the richest array of IaaS features and PaaS-like capabilities," Yung concluded.