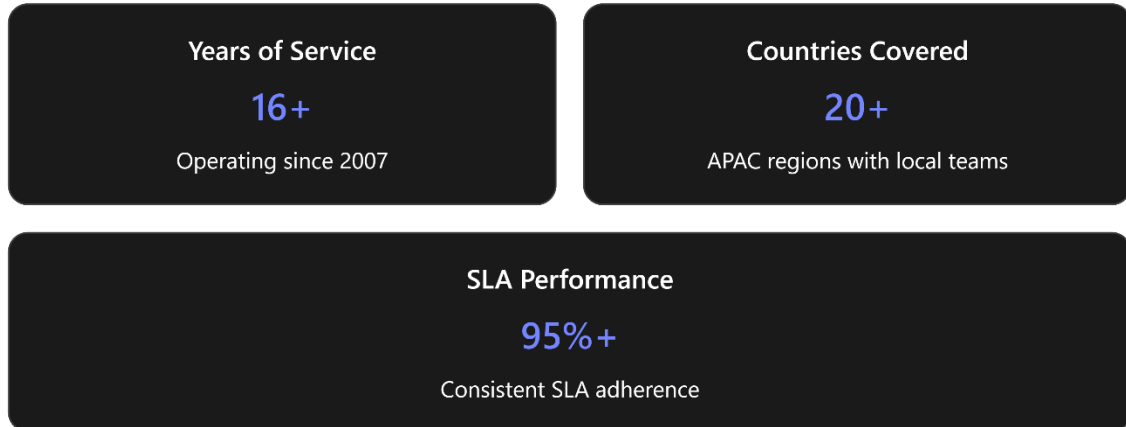**AdventEdge Technologies Group of Companies – Reliability & Strategic Roadmap**

Introduction: Our Reliability and Trustworthiness

Performance Data (Asia) Pte Ltd is a highly reliable IT support partner, known for consistent excellence and trust built over 16+ years of service. We deliver **robust, multilingual, 24x7 support** across Asia-Pacific, underpinned by a proven track record since 2007[1]. Several key factors demonstrate our reliability:

- **Proven Track Record:** Established in 2007, we have continually enabled seamless service delivery for diverse clients. Our **long history and experience** mean we've encountered and overcome countless IT challenges before[1]. Industry leaders like **Lenovo and Alibaba** have trusted us to support their operations, attesting to our dependable performance[1].

- **Consistent High Performance:** We pride ourselves on stringent service quality. Our engineering teams **consistently exceed 95% SLA compliance** across all regions – meaning we meet or beat response and resolution targets virtually every time[1]. Rigorous **QA-driven training** and regular audits keep our team at peak performance to maintain this high standard[1].

- **24x7 Always-On Support:** Reliability requires being there whenever needed. Our support infrastructure operates **24 hours a day, 7 days a week, 365 days a year**, without exception[1]. We have round-the-clock engineering and logistics teams and well-defined escalation protocols, so urgent issues are addressed immediately even in the middle of the night[1]. With **multilingual support** capabilities, we assist users in their preferred language, ensuring nothing is lost in translation[1].

- **Broad Regional Presence:** We serve clients locally and promptly. Operating in **20+ APAC countries with over 600 on-ground professionals**, we offer a vast geographic reach and localized expertise[1]. Whenever a client has an issue, a skilled engineer is likely nearby, enabling quick on-site response. Our widespread presence eliminates delays and reinforces consistent service quality across regions.

- **Cross-Vendor Expertise:** Our teams are **certified across all major OEM platforms** – from Cisco and Dell to HPE, IBM, and more[1]. This breadth of expertise means we can reliably support heterogeneous IT environments without having to "learn on the job." Clients rely on us as a one-stop support partner, confident that we have the know-how to fix any part of their infrastructure.

- **Rapid Response & Logistics:** Downtime is minimized by our robust backend support systems. We maintain **distributed inventory hubs** across Asia-Pacific, allowing **same-day dispatch of critical parts** in key cities[1]. This logistical

strength, combined with efficient ticketing workflows, ensures that when hardware replacement or on-site support is needed, it happens fast. We align our operations to strict SLAs so that clients experience swift incident resolution and peace of mind[1].

Years of Service	Countries Covered
16+	**20+**
Operating since 2007	APAC regions with local teams

SLA Performance
95%+
Consistent SLA adherence

Thanks to these strengths, **our clients trust that every issue will be handled promptly and effectively**. We have built our reputation on reliability – from maintaining high uptime for critical systems to providing attentive support for each end-user, day or night. This reliability is not just historical; it's an ongoing commitment we uphold with every ticket resolved and every project delivered.

Strategic Roadmap: Future Plans to Serve You Better

While we are proud of our past performance, we are **forward-looking** and continuously improving. Our strategic roadmap for the next few years focuses on enhancing our services and expanding our capabilities – all with the goal of **providing even more value and assurance** to our clients. Below is an overview of our future plans and key initiatives:

2025 – Enhanced Intelligent Support

We are elevating our support toolkit with smarter technology. In 2025, we are extending our **AI-driven diagnostics and predictive maintenance** capabilities to resolve issues even faster and prevent problems before they occur. This includes deploying intelligent chatbots for instant Tier-1 support and advanced monitoring systems that alert us to anomalies in real time. Clients will experience quicker turnaround and more proactive service as we leverage automation and AI to augment our 24x7 support team.

2026 – Service Innovation & Expansion

By 2026, we plan to launch **new advanced service offerings** and broaden our reach. Building on our 24x7 SOC and compliance expertise, we will integrate deeper **cybersecurity and consulting services** into our support packages to offer a more holistic IT partnership. We are also preparing to **expand into new regions and markets**, extending our reliable support model beyond Asia to wherever our clients grow. For our customers, this means more capabilities under one roof – from strategic IT advisory to enhanced on-site services – and the comfort of knowing we can support their operations in new geographies with the same quality we provide in Asia.

2027 – Global Expansion & Leadership

By 2027, our goal is to become a truly **global, one-stop support partner** for our clients. We aim to establish a **presence in emerging regions (such as Africa)** and solidify alliances that extend our service network worldwide. Concurrently, we will embrace next-generation support technologies (for example, augmented reality for remote field support and further AI enhancements) to continue leading the industry in innovation. By executing these steps, we ensure that as our clients evolve and expand, we are right there with them – providing reliable support in every new venture and maintaining the highest quality standards without compromise.

Through this roadmap, together with **Infinity Cybersec Pte Ltd (Icyber)** capabilities and solution and, **Performance Data (Asia)** coverage, the group demonstrates a clear strategic vision: *we will not only maintain the reliable service you count on, but also invest in new capabilities to meet your future needs*. Our plans are designed with our clients in mind – to give you confidence that partnering with us is a long-term win. We remain adaptable to changing technology trends and client priorities (such as cloud adoption, security compliance, or geographic expansion), ensuring our roadmap stays aligned with what matters most to you.

In summary, our reliability is the foundation, and our innovative roadmap is the future – together, they ensure we continue to deliver exceptional support and value to our clients for years to come.[1]