Group Solutions and Services
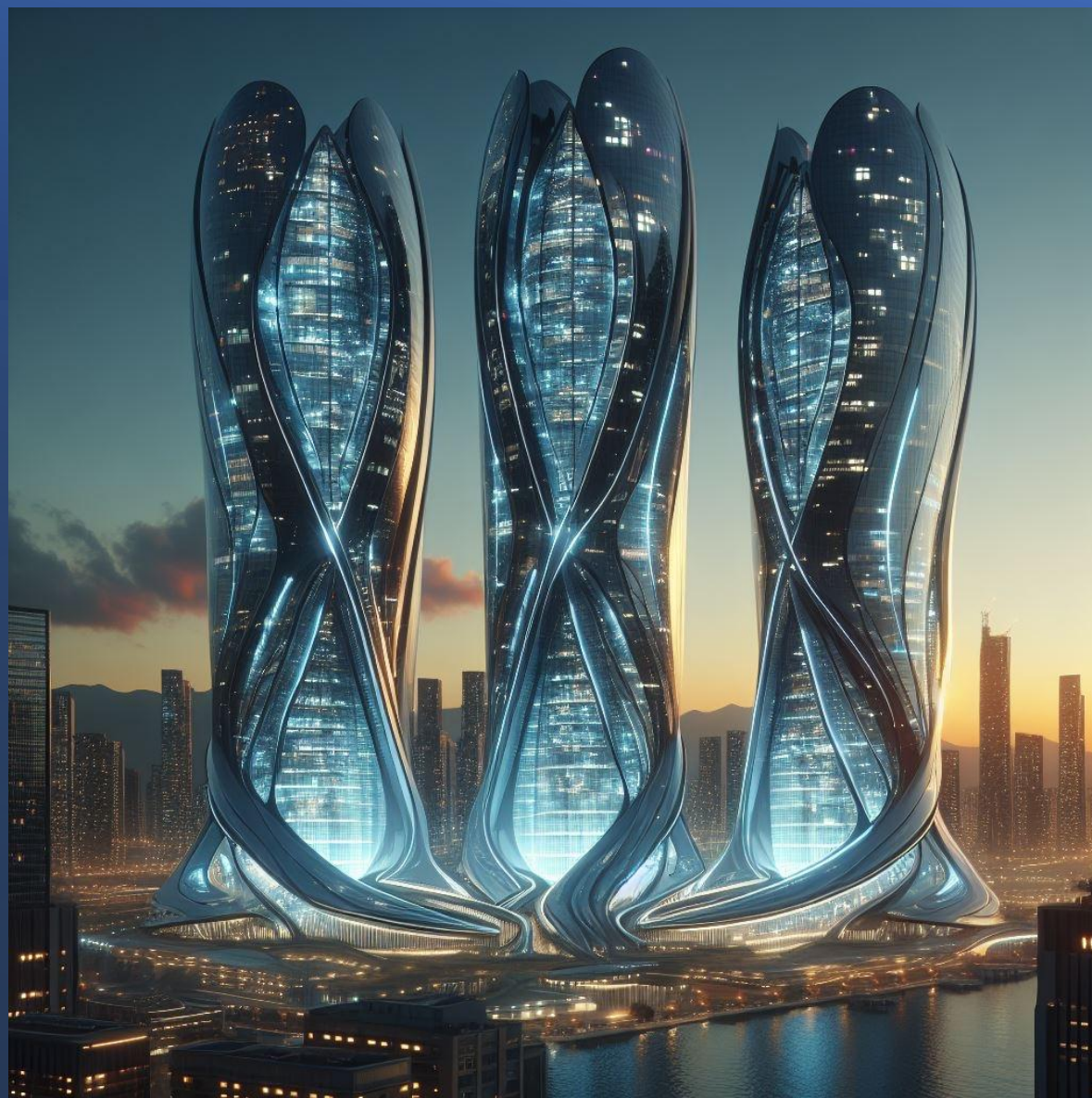
Vision:

To be the most sought-after partner with the most comprehensive coverage in skillsets and footprint in Asia

Date: 21st May 2024
Presented by James Lim, Group CEO
Contact number: +65 92304050
Contact email: james.lim@icyber.com.sg

Mission Statement

Empowering clients to thrive in a dynamic technological landscape by navigating present dynamics and strategizing for upcoming trends as a trusted regional partner

Core Values

Integrity: Take pride in upholding honesty and ethical conduct

Professionalism: Take pride in ensuring expertise, reliability, and accountability

Customer Satisfaction: Take pride in prioritizing client needs and expectations

Key Differentiators

- End-to-End Solution under one roof

- Multiple Countries to support global or regional businesses
    - Local Security Operations Center (Data Sovereignty)
    - The ability to provide critical support that requires timely responses locally
    - Swift transition for projects or service contracts across the region
    - Knowledge in local regulations and working cultures
    - Cost advantage for multiple site projects and contracts

- Single-point of Accountability for sensitive business requirements and processes

Company Standards

Qualifications

CRESTRegistered Penetration Testers (CRT)

CRESTPractitioner Security Analyst (CPSA)

EC-CouncilCertified Incident Hacker (ECIH)

EC-CouncilCertified Security Analyst (ECSA)

CertifiedEthical Hacker (CEH)

OffensiveSecurity Certified Professional (OSCP)

SplunkCore Certified Power User

SplunkEnterprise Certified Admin

SplunkEnterprise Certified Architect

SplunkCore Certified Consultant

Tenable.ioCertified Specialist (TCS-SC)

Tenable.ioCertified Specialist (TCS-IO)

SwimlaneCertified SOAR User

SwimlaneCertified SOAR Administrator

SwimlaneCertified SOAR Developer

Certified Nutanix Partner

Certified MicroFocus Partner

Certified Synopsis Partner

Certified CISCO/AppDynamics Partner

Certified Aqua Security Partner

Certified Contrast Security Partner

Certified Jfrog Partner

Certified Grafana Partner

Certificate in IT Service Management(ITIL)

Certified Information Systems SecurityProfessional (CISSP)

Certified Information Systems Auditor(CISA)

Certified Information Systems Manager(CISM)

Certified Project Management Professional(PMP)

Point of Presence

24 x 7 Cybersecurity

- Singapore
- China

Digital Transformation

- Singapore
- Vietnam

24 x 7 Managed Services

- Singapore
- Japan
- Malaysia

24x7 Data Center Support

In-house
- Singapore
- Malaysia
- Japan

Accredited Partners
- Australia
- China
- Hong Kong
- India
- Indonesia
- New Zealand
- Philippines
- South Korea
- Taiwan
- Thailand
- Vietnam

Cybersecurity

Cybersecurity Services

ADVISORY   IMPLEMENT   MANAGE   MONITOR   RESPONSE

Cybersecurity Stages

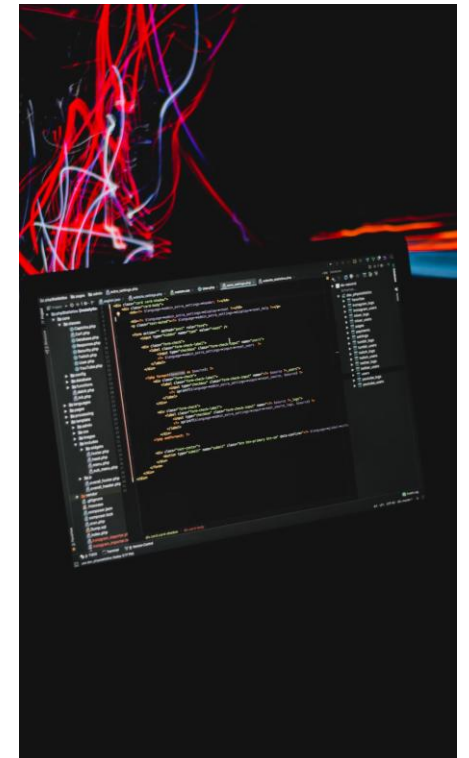| Phase	Description
Advisory	Cybersecurity experts assess the organization's current security posture, identify risks, and provide recommendations for improvement.
Implement	Deployment and configuration of security solutions and controls based on advisory recommendations.
Manage	Ongoing management of security measures, including patch management, vulnerability assessments, access control, and incident management.
Monitor	Continuous monitoring of network traffic, system logs, and security events to detect and respond to threats in real-time.
Response	Containment, mitigation, and recovery from security incidents, following established incident response plans and procedures.

24x7 Security Operations Center

Advance Technologies Security Operations Center (ATSOC) Platform

- ATSOC provides clients with 24x7 monitoring services

- Continuous and efficient security monitoring

- Operation management services

- Real-time security threats detection and response

- Additionally, ATSOC incorporates Machine Learning (ML) and Artificial Intelligence (AI) to perform some repetitive processes, which can be further enhanced based on clients' needs

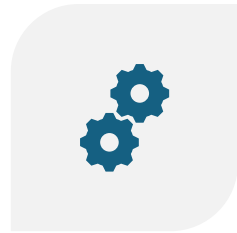ATSOC is developed by our Cybersecurity Business Tower

Digital Transformation
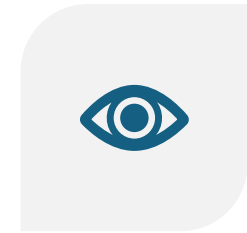
Digital Transformation Services

ADVISORY   IMPLEMENT   MANAGE   MONITOR   OBSERVE

Digital Transformation Stages

Phase	Description
Advisory	Engage stakeholders, assess business needs, provide strategic advice, and develop a roadmap.
Implementation	Execute the transformation plan, deploy technologies, and integrate systems and processes.
Management	Oversee day-to-day operations, ensure alignment with goals, and manage resources and budgets.
Monitoring	Implement monitoring tools, identify issues, and conduct regular reviews and audits.
Observability	Enhance monitoring with analytics tools, gain deeper insights, proactively identify improvements, foster a culture of adaptation.

Managed Services

Digital Transformation and Cybersecurity Managed Services

Managed Services Offerings	Description
AI Integration and Training	Services to integrate AI tools into business operations and provide necessary training to ensure effective use.
Holistic Cybersecurity Services	Comprehensive cybersecurity services, including vulnerability assessment, patch management, and proactive threat intelligence.
Augmented Intelligence Services	Services that leverage AI and ML to enhance service delivery, operational efficiency, and problem-solving.
Proactive Cybersecurity Management	Proactive strategies, predicting and preparing for potential threats to provide better protection.
Hyper-converged Infrastructure Management (with ESG focus integrated)	Services to implement and optimize HCI solutions, managing complex IT systems efficiently for businesses.
DevOps Integration	Integrate DevOps practices to improve collaboration, agility, and software delivery.
Zero-Trust Security Implementation	Implement Zero-Trust Security models, focusing on continuous authentication, strict access controls, and micro-segmentation.
Data Analytics Services	Provide insights, optimize operations, and enhance decision-making with Data Analytics.

Managed Services

| Managed Service Offerings	Service Description
Managed IT Services	Comprehensive IT support and management, including network, server, and device management.
Managed Cloud Services	Management of an organization's cloud infrastructure, including setup, monitoring, and maintenance.
Managed Security Services	Proactive management of an organization's security systems and procedures, including threat detection and response.
Managed Network Services	Management and support of an organization's network infrastructure, including setup, monitoring, and troubleshooting.
Managed Communication Services	Management of an organization's communication systems, including VoIP, video conferencing, and instant messaging.
Managed Data Services	Management of data storage and backup solutions, ensuring data integrity and security.
Managed Mobility Services	Management of mobile devices, applications, and security in a corporate environment.
Managed Software Services	Management of software deployment, updates, and licensing in an organization.
Managed Disaster Recovery Services	Management of disaster recovery strategies and solutions, ensuring business continuity in the event of a disaster.
Managed Print Services	Management of an organization's print infrastructure, including printers, scanners, and related devices.

Hardware Support

24x7 Global Call Centre

24/7 Support

Round-the-clock availability to support customer needs

Comprehensive Services

Level 1/2/3 support
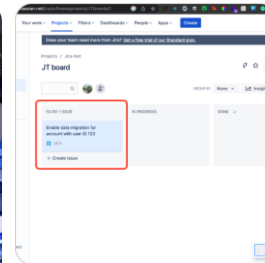
Efficiency

Ticket management application and streamlined process to deliver fast and efficient services

Multi-Channel

We offer diverse communication channels (phone, email, group chats)

CISCO
- CISCO UCS
- CISCO Network

DELL
- PowerEdge Servers
- PowerVault
- Equallogic
- Compellent
- EMC Clarion
- EMC VMX/SYMMETRIX
- EMC DataDomain/Isilon/Avamar

Hitachi
- HP XP (VSP/AMS/USP)

NetApp
- FAS
- E-Series

SUN/STK/ORACLE
- StorageTek
- Oracle Sparc
- Oracle x86 and x64
- StorageTek Disk Storage

HPE
- MSA/EVA/XP
- Integrity RX
- PA RISC
- 3000
- Proliant
- AlphaServer/DEC VAX

IBM
- zSeries
- pSeries
- iSeries (AS400)
- xSeries/Lenovo
- Enterprise Tape Storage
- Enterprise Disk Storage
- Storewize

24x7 Hardware Expert Services

Staff Augmentation

Engineering Talents

- **Tailored Solutions:** Customized placements for skilled engineers, catering to the needs of our clients.

- **Extensive Talent Pool:** Access our vast database of top engineering talent, curated to meet the requirements of diverse client profiles.

- **Flexible Engagements:** From long-term commitments to short-term projects, our placements are designed to adapt to the unique demands of your organization.

- **Strategic Partnerships:** Partner with us to enhance your engineering capabilities and achieve mutual success in your projects and endeavors.

Let's meet!

Our addresses:

Singapore

- 1 Tai Seng Avenue, #02-09, Tai Seng Exchange, Singapore 536464
- 50 UBI Crescent, #01-08, Singapore 408568

Malaysia

- No 5-2 Persiaran Syed Putra 3 Taman Persiaran Desa seputeh 50460 Wilayah Persekutuan Kuala Lumpur Malaysia

Japan

- 3-19-13 Higashi-Nakano, Nakano-ku, Tokyo 164-0003 Japan