

Hosted Infrastructure Services, boosting business competitiveness with professional datacenter solutions

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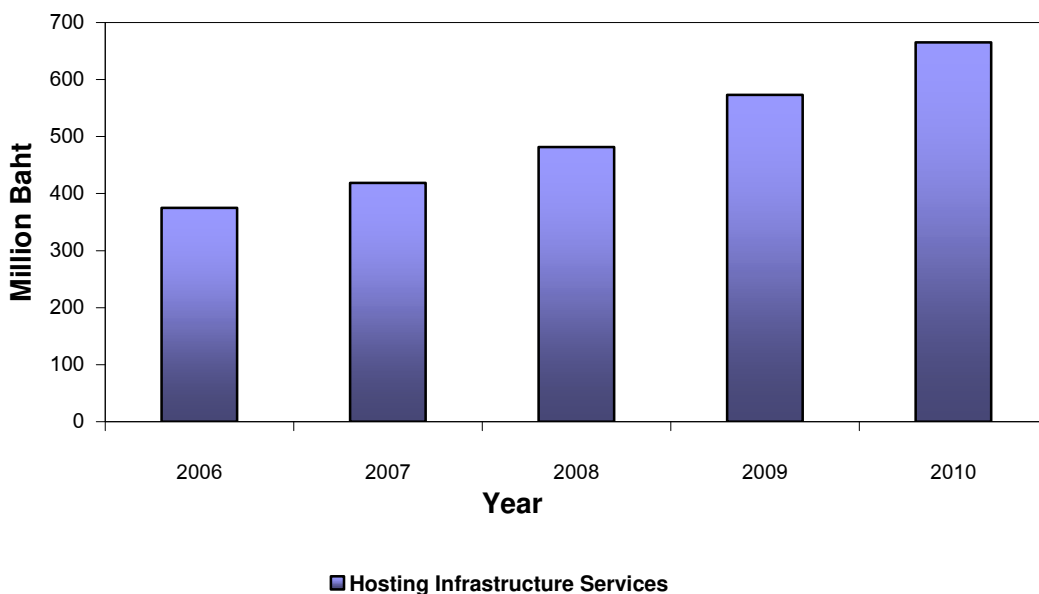
Situation Overview

Hosting Infrastructure Services (HIS), a management of servers and networking solutions at the third-party or enterprise datacenter location. Comprising of management of shared or dedicated web presence, the facilitation of e-commerce, content, and security issues. It also includes co-location and related remote network and system management.

With Enterprises seeking professional datacenter service providers with abilities to manage, and support business functions e.g. operations, content, security, data backup, and recovery. HIS are gaining more traction in various business sectors. This growth is attributed also by the wide spread adoption of Internet technology, and upturn in storage solutions.

From the IT market perspective, Thailand IT Services including HIS projects positive growth over the next 5 years. In 2006, the market value for this service stood at 375 million baht. The YoY growth rate is about 11.5% in 2007 and will reach 16.06% in 2010. (see figure 1). It has become a challenging task for service providers to penetrate into this market and fulfill the services gap within the industry. Hence, colocation is an integral part of Hosting Infrastructure Services spending in Thailand.

Figure 1 Thailand HIS, 2006–2010 current forecast



Source: IDC, 2007

T.C.C. Technology Co., Ltd. (TCCT)

TCCT is one of Thailand's largest providers of commercial managed hosting and infrastructure solutions. Their datacenter services include Colocation, Managed Services, and a Disaster Recovery Center (DRC).

TCCT provides the space for colocation with focus on mission critical areas of businesses. In addition, positioning itself as a "Carrier-Neutral Datacenter", enabling clients' flexibility to utilize the services of multiple vendors, and complying with most Multinational companies' policies that stipulate freedom from dependence on a single entity.

The following section shows two customer opinion pieces on how TCCT delivered professional colocation and infrastructure services, and adding value proposition to their customers.

Customer Opinion 1: TCCT services add value to NIIT

NIIT Technologies, a fully owned subsidiary of NIIT Technologies, global IT solutions organization servicing customers in North America, Europe, Asia and Australia, offers professional IT solutions and services under its portfolio, including Applications Development and Management, Managed Services, Enterprise Solutions and Business Process Outsourcing. Established in 1997, NIIT in Thailand, has made a good presence and developed relationships with renowned domestic and international clients, namely, Holcim, Toyota Motors, Tesco, ISUZU, General Motors, to name a few.

NIIT's primary goal is to concentrate on its key competency i.e. delivering professional IT solutions and services and relies on its trusted relationships with other partners be it software, hardware or infrastructure to bridge the gaps to become a single point of solution delivery for its customers. Accordingly, for delivering Managed Services, to its customers in Thailand and APAC, NIIT chose to partner with Thailand's leading infrastructure services provider, which offered the levels of infrastructure availability, reliability, and security that NIIT needed for its Service Level Assurance to its customers.

Why NIIT chose TCCT's Datacenter?

"Since we primarily aimed at delivering world class IT Managed Services to our customers, we wanted a reliable and strategic infrastructure partner to provide us with a state-of-the-art available, reliable and secure infrastructure to meet our objectives." – **Deb Bhattacharjee, Country Manager, NIIT Technologies Ltd.**

NIIT chose TCCT due to its clear and proven ability to provide world-class facilities like state-of-the-art fully redundant, available, resilient, scalable and secure physical (including all subsystems i.e. power, air-conditioning, fire suppression etc.), and communication infrastructure to meet its end-to-end infrastructure and communication service requirements, as compared to other players in the market.



TCCT in its endeavour to be the best continuously invests on upgrading its facilities to meet international standards. Specifically from the security standpoint, TCCT offers high-end security platform for its datacenter, which has been successfully assessed and verified in NIIT's recently concluded ISO 27001 certification. TCCT provides an extensive support model by dedicating on-site technical specialists to ensure smooth and uninterrupted business operations and communications to support 24x7x 365 operations.

Besides high standard facilities, TCCT is flexible and responsive in meeting ad hoc or custom requirements. *"During a crisis that hindered our employees to enter datacenter, TCCT helped*

arranging logistics and managed our employees to reach and access the datacenter. TCCT's responsiveness and help in such critical situation simply impressed us."

"The reasons that we have chosen TCCT 's datacenter because TCCT understands our commitments to our customers and provides the desired levels of availability, reliability, and security that we require to meet the better than industry standard Service Level Assurances that we commit to our customers", says **Deb Bhattacharjee, Country Manager**

"It's all about establishing a trustworthy relationship at the end. We know we will get what we want from TCCT and our working relationship with TCCT over the past 6 years has more than proved that belief. TCCT has always excelled with their services," he added.

Customer Opinion 2: TCCT services exceeds Infonet (Thailand) Datacenter expectations

Infonet (Thailand) supplies value-added communications services to telecommunications, FSI, and Retail customers, such as BT Global Services. The company offers intranet services like frame relay and voice, IP VPN such as MPLS, and IP voice services. Over the past 18 months, Infonet (Thailand) has been successfully operating via TCCT's co-location and infrastructure services in Thailand. BT recognizes Reuters as one of its noteworthy clients at worldwide level for providing MPLS Services and Access Services using TCCT resources and services through Infonet (Thailand).

Why Infonet (Thailand) chose TCCT's Datacenter?

Due to its client's, BT Global Services, strict requirements on quality and design specifications, Infonet made strenuous efforts on short-listing datacenter providers in Thailand. The company also assessed their international standards, ability to manage risks and previous records.

According to **Infonet (Thailand) Business Manager Mr. Saran Snongjati**, *"Because of the increasing complexity and demand of seamless business operations, we rigorously hunted for a Data Center that could meet international standards of serving our clients better. As a result, TCCT's services were the closest to the criteria of our clients and international partners as well as the most preferred choice among other datacenter providers."*



TCCT is considered as the Carrier-Neutral Datacenter service provider that concentrates on system stability, power management, security and risk management issues (i.e. cabling, infrastructure, and access management), whereas other datacenter providers mostly give priority to power consumption and helpdesk services only.

The company provides a risk free operating environment with complete diversity in communications cabling, power cabling so as to ensure that their clients receive services with resiliency that they need.

"As compared to other datacenters across the region, TCCT has exceeded our expectations by enhancing our company's credibility through continuous maintenance without any power failure and without any down time whatsoever," added **Mr. Snongjati**.

In addition to maintaining international standards and optimal environment, TCCT's headquarter is strategically located in downtown Bangkok. Its Strategic location, including all aspects of superb design engineering and construction ensures that customers get the reliability, redundancy, and resiliency, amongst numerous Thai and Multinational clients.

"Through TCCT's continuous support, not only were we able to provide a stable environment to our clients, but we could also generate more co-location demand from our potential and existing customers," concludes, **Mr. Snongjati**.

ABOUT THIS ANALYST

Attaphon Satidkanitkul, A Senior Analyst, is responsible for IT Services research and the analysis of dynamics and trends, vendor strategies, and competitive landscape of Thailand's IT Services market. These services included IT Business Consulting, System Integration, Hardware and Software Maintenance, and IS Outsourcing. In addition, he is also actively involved in project management and consulting services to the ICT division of the Thai government.

He holds a Master's degree in Information Technology (MSIT), a focus on Networking and IT Project Management from the School of Information Technology at King Mongkut's University of Technology Thonburi (KMUTT) with IT professional certifications such as Cisco CCNA and CompTIA Network+.

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