ASL and Teamsun jointly wins "Central IT Service Centre" project from MTR
Continual achievement to support MTR to expand business into Mainland China

A number of subsidiaries and joint ventures of MTR Corporation Limited (MTR) has been operating their railways progressively starting from 2010 in various cities in Mainland China. A number of IT applications, day-to-day IT operations and other IT services are required to support their daily business.

To enable running of business operations and supporting business processes, traditionally, these subsidiaries and joint ventures need to set up IT infrastructures, technical support teams and associated IT management processes to support and maintain all computer hardware, software, network and other technical environment to ensure they are reliable, available and secure. This traditional approach usually involves significant efforts and time to develop a competent IT teams and operations. In view of this, MTR took an alternate approach by setting up a "Central IT Service Centre" (The IT Service Centre) to suit its business expansion.

Leverage ASL-Teamsun Synergy to Deliver High Quality Project
Backed by Teamsun's technical expertise and resources, ASL's subsidiary in Guangzhou (ASL Guangzhou) and Teamsun won MTR's Central IT Service Centre for China Operations project, a cost-effective approach to address MTR's business needs. This project was to establish a Central IT Service Centre (including a centralized Data Center) which can provide IT systems (including computer hardware, software and network) and value-added IT services for all subsidiaries and joint ventures of MTR in Mainland China. The Centre is located in MTR Shenzhen Headquarters at Longhua/ Long Shing to support subsidiaries and affiliate companies of MTR in different cities such as Shenzhen, Hangzhou and Beijing.

In the project, ASL Guangzhou was responsible for the supply, delivery, design, installation and implementation of IT infrastructure, systems and facilities. Apart from the provision of environmental friendly hardware, software and the captioned services, ASL will also be responsible for the provision of 5-year maintenance service for all the proposed software and hardware products with technical support service on software.

Demonstrate an Excellent Project Management
The project had several challenges for ASL to overcome. One of the biggest challenges was to complete the project under a tight timeframe (within 60 days) by the commencement of Lunghua service on 16 August, 2011. The other challenge was the unreadiness of the raised floor of data center for the installation of IT infrastructure. To ensure project running smoothly,

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ASL Guangzhou formed a strong team of sales and technical professionals involving ASL's Hong Kong headquarters, ASL's Mainland China's operations and Teamsun. Besides, the combined team set up a temporary network. Such network can link the Central IT Service Centre with all office locations, MTR stations and depots of Shenzhen Line 4. ASL set it up by deploying a high speed Local Area Network (e.g. Gigabit Ethernet) to ensure speedy and secure data transmission. Furthermore, the network enables remote access to IT services provided by IT Service Centre, and also links the IT Service Centre with MTR Headquarters in Hong Kong for remote support and maintenance too. Upon commencement of Lunghua services, ASL will migrate users from temporary network to permanent network, enabling cross-border travellers to continue to enjoy the professional, caring service they have come to expect from MTR.

Thanks to ASL professional experience in data center set up and project management, ASL successfully tackled the challenge of managing over 10 vendors, covering different areas from racking to cabling; from power supply to cooling system; from servers, backup to storage running on heterogeneous IT platform.

In this project, ASL also deployed virtualization technology, with high security standard and resilient network, servers and applications to segregate computing resources for different users, such as business applications, e-mail systems, and windows domain etc.

In line with our quality assurance commitment, all services delivery in this project comply with ASL's market-proven process and the worldwide professional standards, including IT Infrastructure Library– ITIL best practices.

Facilitate MTR's Best Service in Mainland China

Before the launch of the data center, ASL carried out a comprehensive testing to ensure 100% readiness for the launch of Metro services. With large-scale cross-territorial support and deployment services in Mainland China, ASL completed the project successfully before 16 August, 2011. Meanwhile, Shenzhen Metro Longhua Line (Line 4) has also been put into the services on schedule and smoothly, providing the best services to the public.
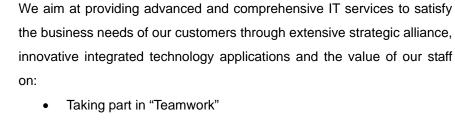
Quality Services Commitment of ASL

We aim at providing advanced and comprehensive IT services to satisfy the business needs of our customers through extensive strategic alliance, innovative integrated technology applications and the value of our staff on:

- Taking part in "Teamwork"
- "Strive for excellence" through continual improvements
- "Problem solving" for customers with Group's strengths and synergies
- Being "Accountable" on each one's area of responsibilities towards the Group's goal

The Central IT Service Centre will provide operational support to some of the new and upcoming railways systems of MTR in Mainland China, including the Shenzhen Metro Longhua Line (Line 4 in red of the system map)

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