

Service Brief

1. Analyze the tiers of your existing data center based on global TIA942 standard;
2. Evaluate your existing data center efficiency based on PUE or DCiE measurements;
3. Recommend alternatives for improvements in your IT Infrastructure and design framework;
4. Enable a flexible and scalable IT Infrastructure to cope with your dynamics & ever changing business;
5. Mentor key staff on IT infrastructure success factors

DCL Professional Services

DCL's Professional Services Approach

Our IT infrastructure expert works with you and your team to understand your company's specific business needs, your IT Technology strategy, and your long terms system/application needs. Based on such view, DCL analyses the existing versus required performance, availability, scalability, security, and manageability of your current IT Infrastructure, then identifies alternative approaches for improvements. The goal is to identify the IT infrastructure parameters that help you achieve high performance and scalability to support your company's growth. DCL Consultants provide comprehensive written reports on the findings and recommendations of the assessment.

Our Methodology: Quality Solution Selection Criteria (QSSC)



Typical model of the workflow on DCL Assessment Services:

1. User Requirement
2. Assess Existing situation like power, cooling, fire, water, construction, network, etc
3. Interpretation of bench mark based on Market Best Practices
4. Gap analysis
5. Risk Analysis based on business requirement
6. Recommendation of Improvement Plan

Our Key Differentiations

The Industry Specialist who really knows the technology.

DCL has a team of veterans who are very familiar with the latest technology in the market and provide the best solutions for the benefit of customers. For instance, we have applied both TIA942 data center construction guidelines & the Green Grid measurement like PUE & DCiE in our deployed projects.

The emphasis on customer consulting and education.

It has been DCL's culture to address all customers' requirements through in-depth education and consulting processes. Most of the cases, our consultants will provide gap analysis between existing infrastructure status to market best practices, and via such exercises, our customers will have a better understanding & interpretation of the real situation, hence select the best solution that matches their business and IT strategies.

Quality built into the solution delivery process.

DCL has a straightly defined quality procedure called the Quality Solution Selection Criteria (QSSC: Fulfillment, Standardization, Manageability, Upgradeability, Flexibility and Contingency Plan) that every sales engineer & solution consultants are enforced to follow during the planning & designing stage. Quality assurance initiative is instigated in each stage of the solution deployment. The project managers of DCL are chartered to monitor and direct the whole quality process via our Professional Service Process (PSP).

Certified customer service ensuring maximum system uptime.

We are committed to provide, in conjunction with industry, the Continuance Service of IT infrastructure to our customers by the implementation and maintenance of a Quality Management System complying with the ISO 9001:2008 requirements.

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Business Case Sharing:

Case (1): Liaison Office of the Central People's Government in the HKSAR

Background information:

To cope with their growth in HKSAR after the political transfer in 1997, Liaison Office has to develop and establish a new campus at Sheung Wan, with a total number of 26 floors. DCL was appointed as their IT Infrastructure Consultant for handling such project.

Scope of Services covered by DCL Consultant:

- ❖ IT requirement preparation
- ❖ Tender document preparation
- ❖ Tenderer selection process
- ❖ Project monitoring & quality assurance review
- ❖ Assist client for User Acceptance Test from awarded vendors

Case (2): Philips Semiconductors

Background information:

One of Philips Semiconductor's subsidiary in Malaysia invites their Technical Team to provide consultation advice to their networking infrastructure. The main point is to deliver Philips Corporate standard to their subsidiary and make any recommendation as deemed necessary. Being Philips Semiconductor's IT business partner, DCL was appointed to take up such challenge with them.

Scope of Services covered by DCL Consultant:

The key objectives and deliverables of our roles are to co-work with Philip's IT team to provide the following checklist.

- ❖ Structure Cabling Design inclusive of trunking recommendation & optical fiber connection;
- ❖ Review of existing network infrastructure and make appropriate suggestion in vulnerability and security areas;
- ❖ Specification submission;
- ❖ Drawings and Documentation

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