

We Accelerate Your Business To Achieve Transformational Growth

Q i n e t i c s M S P S d n B h d

About Us

Qloud MSP is dedicated to adopting the latest technology to help businesses achieving transformation. Over **24 years'** of experienced working with companies of all sizes and different industries, we have equipped ourselves with the skills and solutions to get you to where you are going.

Proven track record empowers our clients making better decisions, saving cost and time, grow with better productivity, but most importantly, customer's trust towards your company.



Our Vision

We aim to become a valuable **Next Generation Managed Services Provider** by offering quality but affordable solution to accelerate our customers' business.

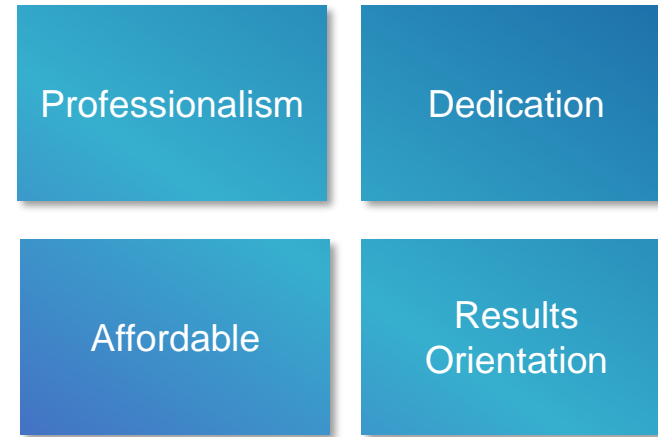


Mission

- Becoming a valuable Next Generation MSP
- Offer comprehensive but affordable **end-to-end** solution
- To accelerate our customer's business
- Maintain highest service levels
- Innovative, hardworking and approachable

Core Value

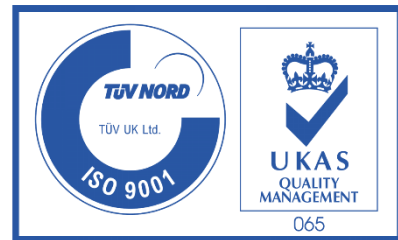
- Value Service Level Objectives
- We offer **enterprise grade** solution but affordable
- Maintain highest service level
- Innovative, hardworking and approachable



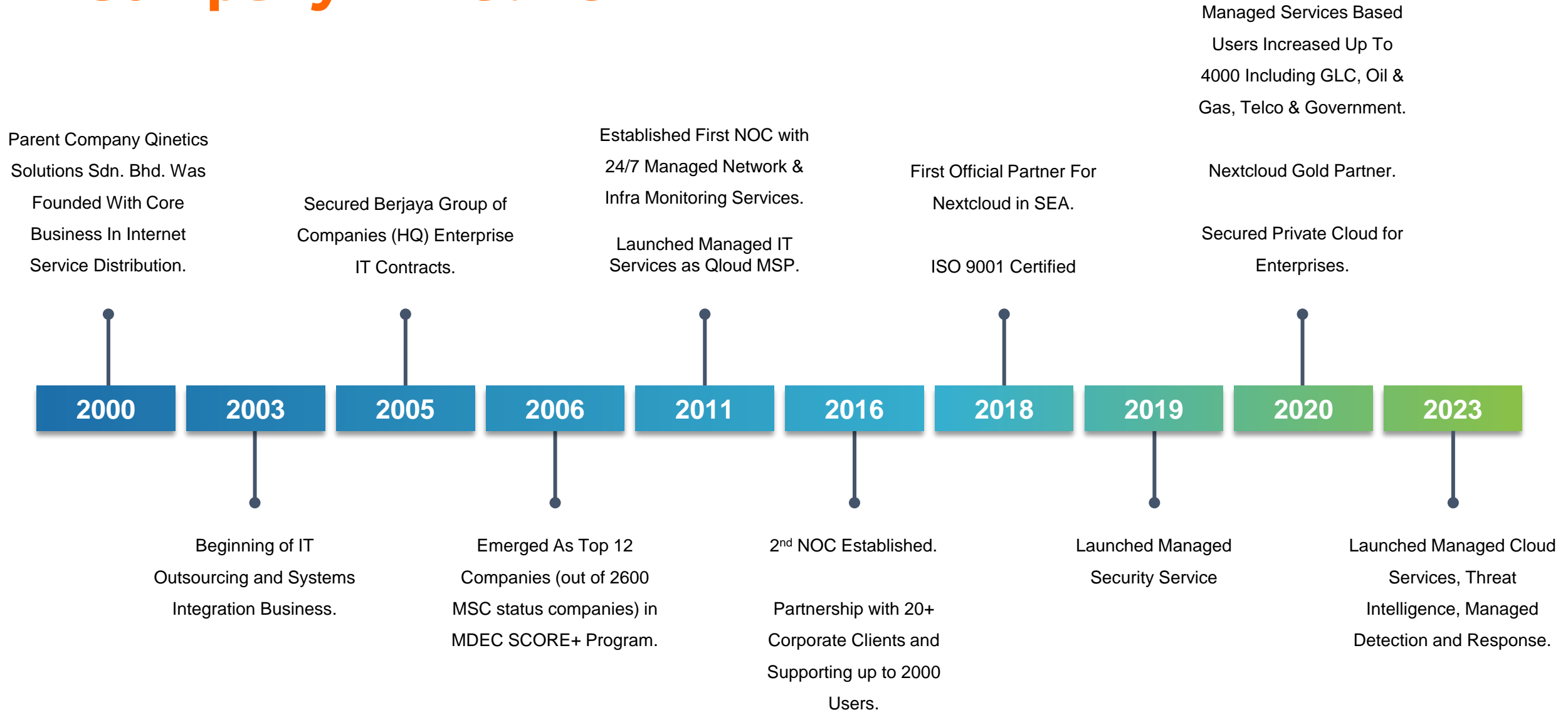
Quality Policy

Our quality management process maintain our work based on these standards:

- Quality Control
- Quantity Control
- SLA
- Continuous Service Improvement



Company Timeline



Average 97% CSAT

Established
Since **2008**

100+
Professionals

3500+
Satisfied
Users

2 NOCs
In Malaysia

Ready
24/7

Managed Services Capabilities

Our Services

Next Gen Managed Services

Proactive Managed Services that cover most aspects of IT operational needs. Leveraging on comprehensive Managed Remote Monitoring to deliver best support to business.



Managed Cloud Services

Provide secure, scalable and cost-effective cloud solutions with on-going management, monitoring, and support from our team of cloud specialists.

Managed Microsoft 365

Cover everything from migration to daily administration, security, and optimization of your M365 setup.



Managed Cyber Security

End-to-end Cybersecurity solution from Endpoint to Managed SOC with a complete set of Cybersecurity strategy and technologies to protect against the latest threats

Managed Network Services

Connectivity requires monitoring and management. We can monitor, operate remotely, and maintain enterprise LAN to SD-WAN technologies.



Business Applications

Offering the best fit digital-first strategy apps to drive your ultra-competitive business environment like CRM, ERP, Cloud Storage, Workflow management and Professional Services Automation.

Workplace and Team Collaboration

Empowering workforce collaboration for better productivity with full suite Cloud or Private Cloud unified communication platform.



Anything as a Service

Our XaaS offer most of our MSP and Cloud solutions from pay-as-you-grow or project financing model to reduce your Capex headache, remain scalable and cost effective.

Next-Gen Managed Services



What is Next-Gen MSP?

Traditional MSPs

Reactive Support (Break/Fix)

Service according to customer's request

May provide standard monitoring for Networks

Scheduled technical support and preventive maintenance

Focus on Incident , Backup, Patch and Security Management

Next-Gen MSP

Proactive Support (RMM)

Provide planning and consultation to maximize customer's business performance

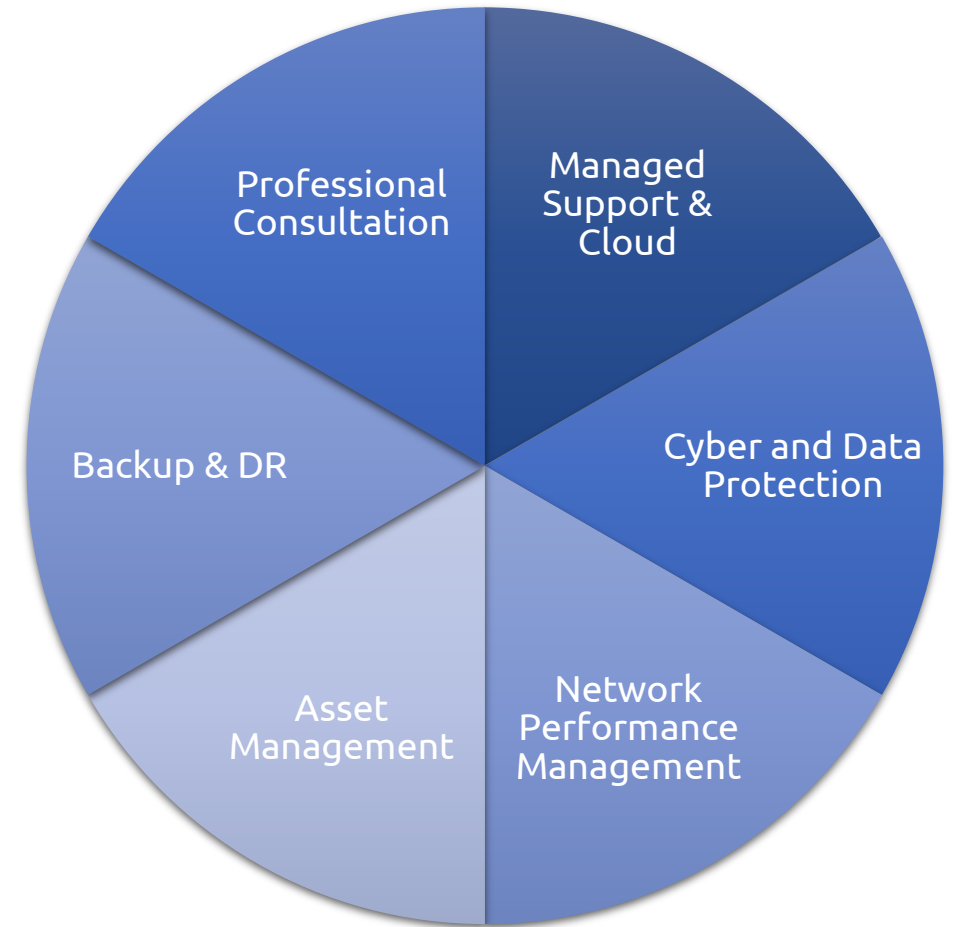
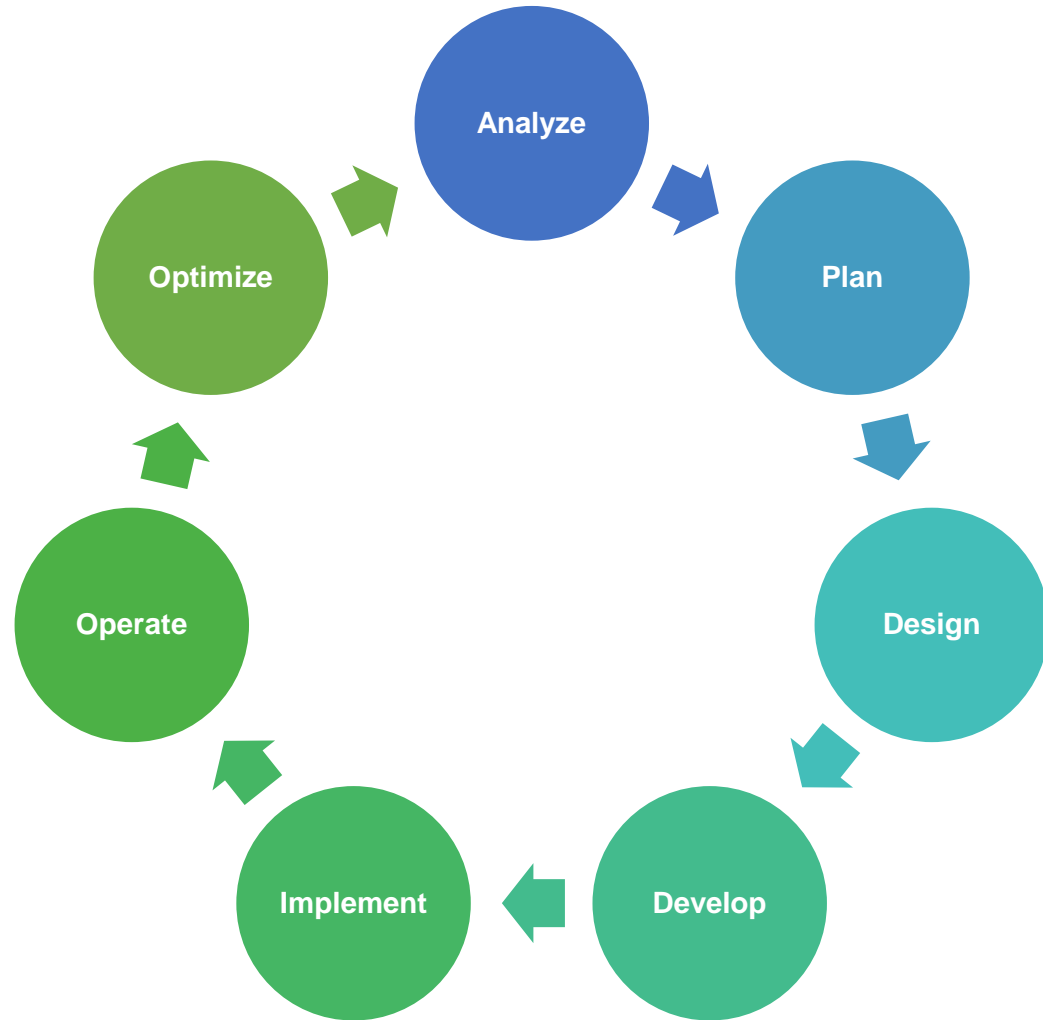
Monitoring with detail Analysis and Reporting

Changing role from vendor to advisor

Focus on customer's ROI & IT Efficiency

Cloud, DevOps/SecOps, Intelligence, Process Automation

Operating & Services Model



Our Pricing Model

We provide a flexi pricing model that fits your business structure.



TIERED

Different tiers of bundled packages of services. Pricing will increase from tier to tier as increasingly comprehensive services are provided.



FLAT RATE

Flat monthly fee covers all remote and on-site support. Customer can budget IT support costs and avoid billing fluctuations



PER USER

Charge based on a flat fee billed per end user/month, covering all the end user's device problems and clear all user headaches.



CUSTOMIZATION

Based on discrete services that focus on specific customer needs. Offers customer greater flexibility.



PER DEVICE / SERVICE

We will charge based on a flat fee for each type of device supported. Pricing is easier to quote and change as the customer adds devices or services.

Qcloud MSP's Next-Gen Managed Services Value

- Broad range of services that help businesses increase **productivity**, **security**, **knowledge** and **efficiency**.
- Use the latest **technologies** and tools to manage and **optimize** business processes.
- Proactively **monitor**, **identify** and **prevent** problems. Remediate problems using predefined processors.
- Capable to support and manage latest technologies.
- Allows businesses and Internal IT to focus on their **core activities** without worrying about the stability or security of their technology infrastructure.
- **Comply** with industry standards.



“ Traditional MSP may have full control over your systems for support and maintenance purposes, however, lack of visibility for you.

Here in **Qcloud MSP**, we enable our customers a self-service capability to monitor and change with the guidance of our experts. This means System Administrators do not lose the control to perform backup, configurations and restart a server while next-gen MSP handles complex security, ensures best practices, design and delivers right consultation to you.

”

General Manager

-- CW Wang



The Essential For Every Business



Threat Intelligence & Attack Surface Management





Brand Listening and Dark Web Monitoring

Protect your company reputation and data breach from dark web and vulnerabilities hidden within your attack surface.

- Rogue Application
- Phishing Domain
- Website Impersonation
- Social Media Threats
- Credential Leaks
- Infected Systems
- Dark Network
- Credit Card Leaks





PhishProtection

Protect your business from phishing, impersonation, and ransomware attacks with the most effective and affordable email security solution in real-time.

- CxO Fraud Protection
- Powerful Advanced Threat Protection
- M365 Integration
- Awareness and Simulation
- DMARC Reporting
- Secure Outbound Protection



6 Complete Email Protection Technologies in One



Real-Time Link Click Protection

Check emails for malicious links before they hit your inbox or every time you click.



Smart Quarantine

Notifying the sender that their message was quarantined and giving them secure access to release the message themselves without Email Admin intervention.



Domain Name Spoofing Protection

Block cybercriminals attempting to spoof internal emails, which is the greatest threat against executives at your company, giving them spear phishing protection.



DuoCircle



Display Name Spoofing Protection

Prevent display name spoofing by alerting recipients when a display name in an email is similar to the display name of an executive.



Malicious Attachment Blocking

Scans non-executable files for embedded macros and scripts and zips files up to nine levels deep with user notification.



Real-Time Access to Mail Queue & Activity Log

Offers you complete situational awareness of your system from a single unified web-based console with real-time access to the activity log and email queue to complete your protection.



Cloud and Network Security



Total Security Protection

Complete on-premises, multi-cloud security coverage and environments.

- Provide full Visibility, Governance, and Compliance
- Protection from LAN to WAN and latest technologies
- Protect infrastructure regardless of brands and design
- Enforce policy based on necessity
- Managed Services, Reporting and Monitoring
- Single platform management
- 24x7 SOC with Intelligence Analysis



Managed Detection and Response (MDR)



The essential of protection requires new revolution for servers and workstation

- Endpoint Detection and Response (EDR)
- Extended Detection and Response (XDR)
- Anti-Ransomware
- Exploit Prevention
- Zero Trust Network Policy
- Multi-Factor Authentication
- Mobile Device Security



SANGFOR



CHECK POINT™

SOPHOS Certified MSP

Other Cybersecurity Services



Professional Services that becoming an essential part of business continuity

- SOC & MDR – partnership with independent certified providers
- Vulnerability Assessment
- Cybersecurity Framework Compliance Check (NIST, CIS, ISO27001)
- Network Monitoring



SANGFOR



CHECK POINT™

SOPHOS Certified MSP



MANAGED CLOUD SERVICES





What is Managed Cloud Services?

If you want to optimize your cloud environment, our comprehensive solution is what you need. **Qcloud MSP** partnership enables us to offer expert management services for your **public / private cloud** infrastructure, covering migration, configuration, optimization, and more.

Our Managed Cloud Services



Migration



Configuration



Security



Cost Optimization



Backup & DR



Support &
Maintenance



Business Collaboration and Data Management

Managed M365 | Managed Zoho Workplace

With Qloud MSP, you can trust that your business collaboration tools, including Microsoft365 and Zoho Workplace, are fully managed from start to finish.

Boosting Productivity and Collaboration

- Planned Migration
- Customizable Sharepoint Deployment
- Seamless Integration with Existing System

Streamlined Administration and Security

- User Provisioning and Management
- Enhanced Security Compliance
- Data Loss Prevention

Optimizing Costs and Resources

- License Management and Optimization
- Automated Patch Management and Updates
- Performance Monitoring and Reporting



Our Qualification



Microsoft[®]
CERTIFIED
IT Professional

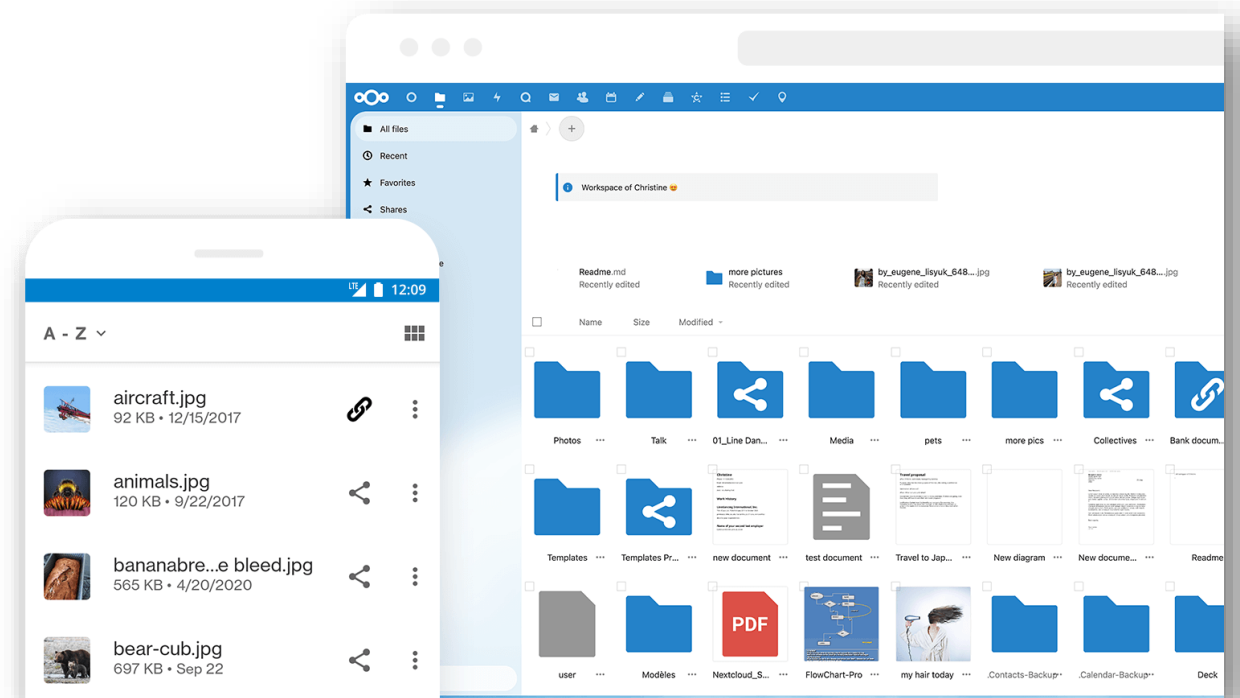


Microsoft[®]
CERTIFIED
Systems Engineer

Managed Nextcloud Enterprise Services

The Most Customizable and Scalable Collaboration Apps

- On-premises or Private Cloud
- Empower Full Privacy and Data Control
- Open Standard and Integrations
- Deploy, Support and Managed Locally
- Recommended for Government and Enterprises in Data Sovereignty



Capabilities

- File sync and share using secured mobile, desktop and web clients
- World class web user interface with a very high adoption rate
- Access to all data in your organization fast anywhere securely
- Seamless collaboration and communication built-in with support for calendar, contacts, mail & online meeting
- Highly compatible with Outlook and MS Office integrations



Remote Work

The pandemic has shown the need for efficient, remote collaboration technology in small and large enterprises.



Compliance

Legal and practical risks are mounting for public cloud storage, especially when crossing country borders.



Paperless Office

The potential efficiency productivity benefit of online team collaboration can not be ignored.

ERP & PSA



Enterprise Resources Planning

- ✓ Production, Engineering and Manufacturing
- ✓ Accounting
- ✓ Tangible Assets
- ✓ Reporting and Analysis
- ✓ Budgeting

Professional Services Automation

- ✓ Improve and managing daily operating business process
- ✓ Can be integrate with ERP
- ✓ Intangible assets
- ✓ Project Management and Services Delivery
- ✓ Easy to Implement

Why ERP?



Used by organizations to manage and integrate day-to-day business activities such as accounting, supply chain, operations, reporting, manufacturing, and human resource activities.

Simplify process with greater control and able to generate detail reporting for management

planning.

Why PSA?

PSA help business to improve project management, time tracking, invoicing, resource planning, business intelligence and collaboration.

It serves as a much more complete CRM to deliver your service to the client and aim to manage and improve sales opportunity via

automation.



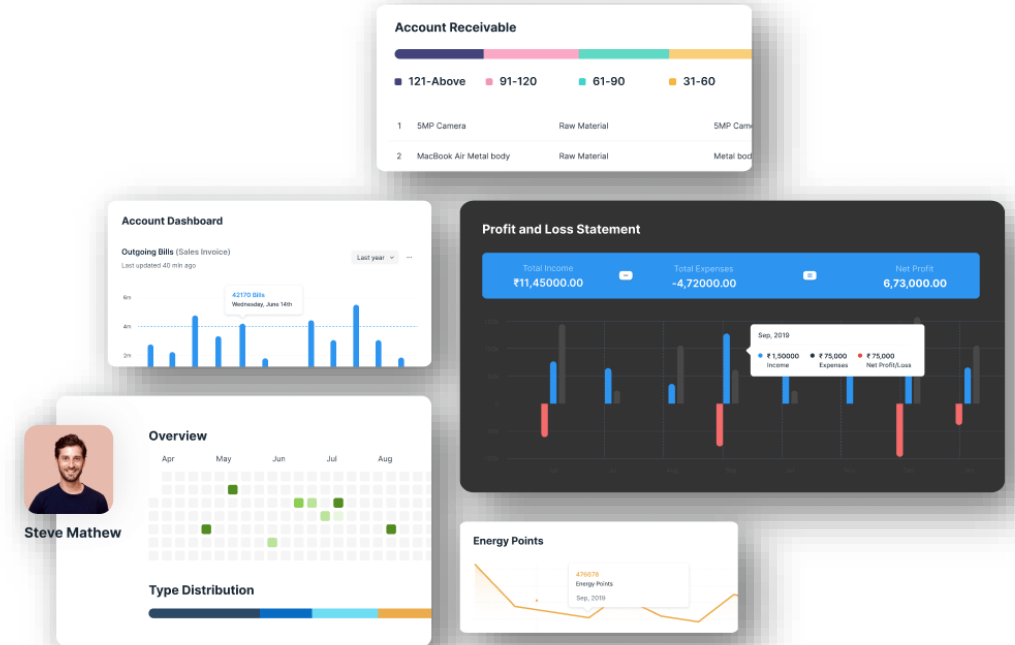
Both in one solution with Qcloud MSP agile implementation is possible

Complete, versatile and powerful

Designed for both, simplicity and power

Almost everything you need

Comes with wide range of 3rd party integration and open standards



Next Generation ERP with Customization To Fit Your Business



Financial Accounting

Get a real-time view of your cash flow. Full-fledged accounting module covering every aspect of bookkeeping.



Order Management

Increase productivity and lower costs by managing your sales and purchase cycles, from purchase to sales orders



HR and Payroll

Manage full employee life cycle right from onboarding, payroll, attendance, expense claims, assets to separation.



Manufacturing

Effectively maintain and manage multilevel bill of materials, production planning, job cards & inventory.



CRM

Win and retain more customers by optimizing the sales process. Track leads, opportunities, and send the quotes on the go.



Projects

Deliver both internal and external projects on time, budget, and profitability. Track tasks, timesheets, and issues by project.



Helpdesk

Deliver a better service experience with an intuitive issue tracker and an integrated knowledge base.



Asset Management

Maintain and Manage details of assets, their movement, value adjustment, and depreciation.



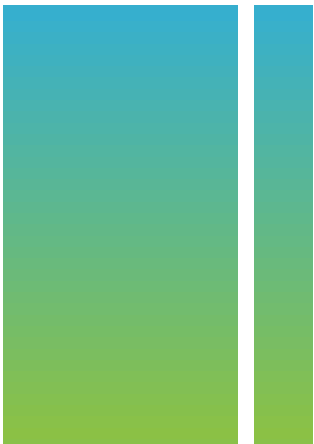
Website

ERPNext comes with fully-featured content management with blogs, web pages, and forms.



Anything as a Service (XaaS)

Improve your IT expense model



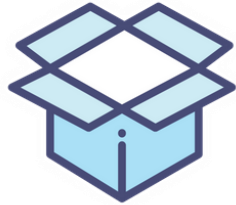
Anything as a Service (XaaS)

- ✓ Charge based on consumption / pay-as-you-grow / Lease model
- ✓ Reduce TCO and Capex
- ✓ Best for Cloud adoption
- ✓ Low start up cost
- ✓ Managed by Service Provider
- ✓ Customizable, Scalable based on usage and business demand

Managed XaaS Model



Devices /
Services



Deployment
& Migration



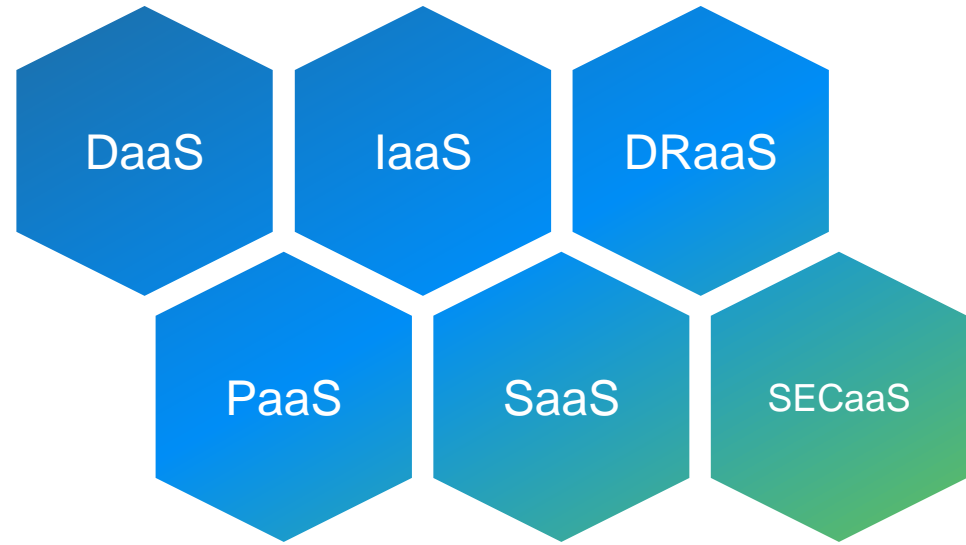
Support &
Maintenance



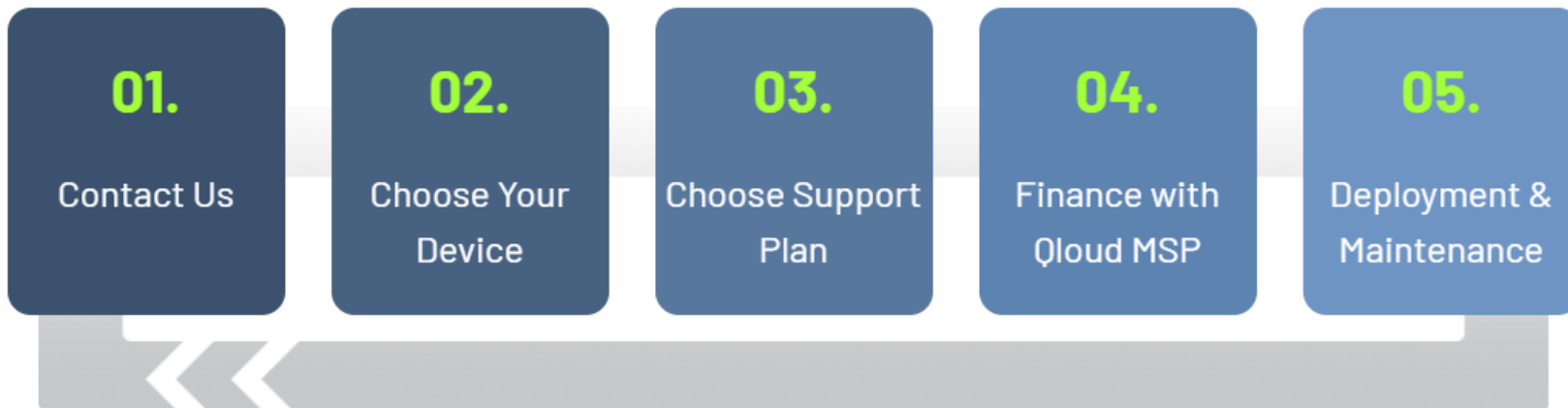
Asset
Management



Contract
Terms



Hassle Free Life Cycle



Business Focus Benefits

Cost Saving & Affordable

- No heavy upfront investment.
- Free up your cash flow.

Latest Technology

- Provide software-on-demand.
- Eligible for upgrade to the latest software version.

Simplicity

- Eliminate multiple vendors comparison.
- Single point of contact and invoice.

Life Cycle Management

- Handle your asset from purchase till return.
- Allows IT to focus on its core functions.

Scalable & Flexible

- Easily scale up or down.
- No timeline commitment, whether it's a short term or long term project.

Proactive Support

- Assets management
- Data protection
- Preventive maintenance
- Data migration
- Warranty handling
- Technical support

Trusted Partner



Our Recent Success Case

Industry / Company	Services
Property Development (Malaysia)	Design, Implement and Support Disaster Recovery Site for One of the Largest Conglomerate in Malaysia up to 55 Servers
Telecommunications (Malaysia)	Managed Services – Helpdesk, Workstation and Network at 2000 users
Oil and Gas (Malaysia)	Managed Infrastructure Services and Disaster Recovery
Prime Minister Department (Malaysia)	Email, Network, Network Security, Secured File Management and Disaster Recovery
Automotive (Japan-Malaysia)	Team Collaboration and Secure File Management
Food and Beverage (Malaysia & France)	Team Collaboration and Secure File Management
Ministry of Education (Malaysia)	Managed Network and Wi-Fi Services
Musical Instrument (EU)	Team Collaboration and Secure File Management
BJ CORP (Malaysia)	Managed Services, DRaaS, Email, Managed Cybersecurity

Why Us?



We may not be the largest IT Service or Managed Services provider in the region, but driven by a group of capable and hardworking people that prioritize our customer's needs to support your transformational plan.

Terima Kasih



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