



IT Solutions



IT Solutions you can Trust

Who is SSBG?

Founded in 1999, SSBG - IT Solutions is a leading IT solutions provider for small to medium enterprises in China. From the beginning we have built a service model that focuses heavily on compliance with both international standards and the needs of our multi-national customer base. We are constantly developing new ways that we can better service the needs of our customers by creating new service products and stronger internal processes.

SSBG provides IT Solutions to both new and established enterprises in China. We deliver top quality customer service wrapped around in-depth knowledge and understanding of international technologies and applications. SSBG has the flexibility to serve corporate IT needs, from partial to full outsourcing, with a scope of work ranging from planning, to design, implementation and long-term maintenance. SSBG also hosts, sources and supports a full range of hardware, software, and specialty network equipment.

SSBG was established in direct response to:

- Increasing reliance on IT networks & technology for modern business needs
- Increasing complexity in the design, implementation, and maintenance of IT systems;
- Increasing difficulties and expense in finding and keeping skilled IT staff.

SSBG is a one-stop-source, capable of providing virtually all IT related services required to compete in today's modern business environment. We have developed a broad range of core competencies and strategic partnerships with specialists within the IT industry. The SSBG focus is Service, and the hardware/software components we source are based on client requirements and preferences that best meet the needs of our customers.

SSBG's Sales, Customer Support and Technical groups include both English and Chinese native speakers. Our commitment is to excellent customer service and comprehensive IT solutions, summed up by "SSBG - IT Solutions you can Trust".

The SSBG Promise

SSBG is committed to being the top IT Solutions Company in China; the provider you can really Trust. We will strive to provide services and solutions that exceed your expectations. Our objective is not just to satisfy, but to truly impress, and to build long-term relationships based on trust and outstanding performance.



Service and Maintenance



SSBG's Service & Maintenance Solutions provide you with cost-effective scheduled and unscheduled technical support plus emergency response. The aim is to maintain and support your IT systems so that you can concentrate on running your business.

There are various levels of service offered, including Corporate IT Maintenance with options for remote helpdesk, phone support, comprehensive reporting, and consultation on how to develop your system to best meet the needs of your business. Each customer is assigned a dedicated account manager to ensure efficient communication and an effective working relationship.

The benefits of SSBG's Service and Maintenance coverage include:

- Dedicated Account Representative
- On Time Delivery of Service
- International Communication
- Multi-national Technical Support Team
- Comprehensive Reporting and Documentation
- Professional IT Consultants
- Helpdesk / Remote Support / Emergency Response
- Professional Sourcing Team
- Corporate Security Policy
- International Standards for Service Delivery

In addition to the above, Maintenance clients are assigned a core team of technicians to ensure an in-depth knowledge of their system and coverage when needed. Service is available 24x7 every day of the year. Service Level Agreements and an on-line Issue Tracking system help define requirements and guarantee timely responses to assigned work activities.

SSBG also has extensive Project Management and Technical Consulting expertise to handle expansion projects as your business grows. Our technical support staff is experienced at assisting International IT Departments to maintain their remote systems in China with hands-on support, local IT knowledge and timely feedback.

In summary, you can trust SSBG to keep your IT system running at peak efficiency, help it grow, and be there if things go wrong.



New Office Setup



By combining our technical skills with extensive project management experience, we can effectively work with your design company and ensure the requirements for a reliable IT Network and phone system are fully met.

Setting up a new office can be a daunting task, especially if you are unfamiliar with China. After locating a suitable office space you generally need to decorate and equip it for your needs. Finding reliable and competent IT and telecommunications suppliers who understand not only the need for professional design, but also how to integrate these components into the overall design can be extremely difficult.

Recognizing these needs, SSBG has built a team of professionals dedicated to helping companies plan, manage and implement their office moves, fit-outs, and upgrades. We have the technical skills necessary to design and install international IT networks and phone systems.

■ IT Networks

SSBG will work with your design company in the initial stages, specify requirements, approve designs and, very importantly, approve all materials used during the construction of the network. Whether you choose structured cabling (CAT5e / CAT6 / Fiber) or wireless, we will use our experienced teams to carry out and project manage all related fitout work on-time and as specified.

■ Telephone Systems

SSBG can assist you to specify, supply and install either Analog or Digital PABX systems and source other equipment such as handsets, headsets, fax machines, VOIP dialers, etc.

■ Telecom Research & Application

This includes both phone and internet lines for your new office - Roll-over switching, phone numbers, trunk lines, E1 Lines, ADSL, FTTB, PRI etc.

■ Hardware and Software Sourcing

SSBG can specify, supply and install all elements of your IT system including workstations, laptops, servers, routers, printers and other network devices. Simply specify your preferred requirements and SSBG will quote and deliver to your new office on-time, every time.

■ Security Systems

SSBG can arrange for the design and installation of security systems including door entry systems, and cameras to keep your office secure.

■ Long Term Maintenance

SSBG offers a variety of maintenance options designed to support the long-term effectiveness of your IT system.

AMP



POLYCOM®

NORTEL

FLUKE®

Consulting and Security

Systems Consulting

SSBG has experience over a wide range of IT technologies for modern offices. Our IT Service customers range from small individual companies to multinational organizations with offices located in China.

With this background we are ideally placed to use our experience of IT in China to manage projects from simple installations to full systems integration of multi-function systems. SSBG can design the systems, recommend and source equipment, manage suppliers of specialized services, manage the installation and set up, and then maintain the systems once installed.

- ERP / CRM / MRP System Consulting – SSBG can help you to research, select, negotiate and implement a suitable database package, and then work with your supplier to support and administer the system long-term.
- IT Infrastructure Consulting – SSBG can work with you to plan, recommend, specify and configure upgrades to your system such as VPN, VOIP, Network Storage, and Bandwidth Management.

Network Security Solutions

Securing your network and data from unauthorized access, virus attacks, and other dangers present in today's IT environment is key to maintaining trouble free operation of your system. Protecting a company's network and data resources requires a "multi-layer" approach in design and implementation of security solutions.

Our network security solutions can start with helping a company to develop its own localized corporate IT policy. From there we can assist you with the following Security Consulting options:

- System Audit / Inventory
- Vulnerability Scanning
- Domain Control & Management
- VPN and Firewalls
- Encryption and Data Integrity
- Antivirus Systems

Critical Data Backup

SSBG can help you design and implement an appropriate level of backup and emergency preparedness for your China operations. Based on your specified needs, we can perform regular backups of your key data as part of your regular planned maintenance program or on an as needed basis. Data can be stored on a variety of tape, disk or alternative media and then stored off-site as needed.



Hosting and e-Commerce



Your server, and the systems and data held in it, are critical to your business. Servers need to be in a secure, clean, temperature controlled environment for optimum reliable performance. Many offices simply do not have the control or bandwidth to provide an ideal server environment. Recognizing this need SSBG provides the following services to help you protect these valuable business resources.

Server Co-Hosting

Servers are housed in a purpose built Internet Data Center (IDC) with high speed Internet access data lines from multiple Telecom providers. Access to the IDC is strictly limited and the environment is fully controlled to give optimum conditions for the safe and stable operation of all equipment. Service options include Managed Co-hosting / Backup Administration / Server System Administration / Emergency Hardware Replacement / Dedicated Bandwidth Leasing / and Firewall Security.

Website Hosting

SSBG rents space in one of its servers located in the IDC to host your website. Bandwidth to your domain is included with this service, as well as 24 hour secure FTP access to allow for user changes and updates. Network services supported by this hosting solution include: HTML, Java, ASP, ASP.Net, Cold Fusion MX, Flash and MS SQL – Linux & Windows systems available. Hosting packages include Standard Web Hosting / Advanced Web & Db Hosting / Virtual Server hosting.

Database Hosting

In addition to hosting websites SSBG also rents server space to hold one or more databases. Databases can be operated using ASP, Access or SQL and are entered via a secure administration web interface giving 24 hour access to authorized users.

Email Hosting

Operating an effective email system for China can be challenging. Internet access, line speed, spam and firewalls can impact both reliability and speed when hosting outside of China, or from regular offices within China. One solution to this is to host your company email with SSBG. We provide email services from servers located within IDC's both in China and Hong Kong to ensure fast, secure email to your offices in China and abroad. Advantages include:

- Custom domain name
- Anti-virus filtering
- Spam controls
- Fast set-up
- Managed solution

Website / Database Administration

While most companies prefer to administer their website in-house, SSBG also offers service packages to those customers that wish to use our Team of professional technicians to support and maintain their websites and online Db systems for them. Other available options include general Email & Domain System Administration Services / Ecommerce Site Management and SQL Db Administration.



SSBG Team

Customer Service Manager

Frank first came to work in China in 1999. His background is in Manufacturing Engineering and Quality Assurance Management in the UK. He has been with SSBG since 2001 and has focused on developing the Customer Service Dept to meet and exceed the expectations of our clients.



Frank Wood



Ivy Li

Finance Manager / Partner

Ivy has been working for SSBG from its start in 1999. She came to us with a background of 5 years in the Import / Export Business, and 6 years in Business Development. Her area of specialty is in understanding the local regulations and operating environments of small and medium businesses in China and Hong Kong.

Project Manager

Mark has 8 years experience in Administrative Management and 5 years experience in IT Project management and Sourcing. He holds a degree in Management from SaShi University.



Mark Li



Samuel C. Ritter

Consulting Manager

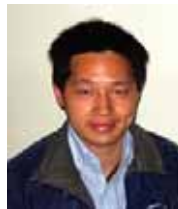
Sam has been working for SSBG from its start in 1999. He holds a Masters from the Univ of South Carolina, and has spent the last 15 years working in Asia. For the last ten years, he has specialized in IT Integration Projects that require a strong understanding of Business and Process Management.

IT Manager

Sudin has been in the IT field more than 7 years in China and a short period in Germany. Prior to SSBG, he worked at SBH AG, BOSCH. He is pursuing his Ph. D. and holds a Masters in Computer Science. MCSE, MCDBA and Watchguard certified. Fluent in English, Mandarin, Nepalese and Hindi.



Sudin Shrestha



Wallace Zhou

Tech Service Team Leader

Wallace is a technical specialist with more than 4 years experience with administering MS and Cisco Network Systems. Holds a degree from the Wuhan University of Technology and Science, a CCNA and an MCSE. Specializes in Network/VPN System implantation and Server Administration.



www.SSBG.com.cn & www.SSBG.cn

Toll Free 800-988-1161

☎ +86 21 5404-3999

☎ +86 21 5404-7759