

ASIA
PACIFIC
LAND

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APL, Small Team Manages Huge Assets in Asia

Our company, Asia Pacific Land (APL) specializes in real estate investment and asset management in The Asia Pacific Region. We were founded in 1994 in Hong Kong and now have two offices in China and one office in Taiwan. Our Tokyo office opened in 1997. We currently have about 60 employees as an entire company, 15 in our Hong Kong Headquarters, 25 in Tokyo, and 20 across our other locations.

Over the years and as the business has grown, we have been outsourcing our IT related requirements to selected vendors specialized in certain aspects of this field. This business style has allowed us to not hold excessive IT resources or staff and it makes our IT investment flexible and efficient. I started my career at APL in 2011 and this IT management style & philosophy has not overly changed since then.

In APL, a Finance Management ERP and a Financial Information Terminal are the most critical IT systems. Our offices in each location are relatively small but we deliver huge investment business using multiple IT solutions in close coordination with analysts in each location. In this regard, it is not too much to say that **to have a stable and reliable IT environment at all times is of the highest priority to APL.**



Information Technology
Manager
Mr. Tabata

Long-Term Relationship with Trusted IT Vendor

systemsGo has been providing us with professional IT Infrastructure and End User Support since 2009. We had been outsourcing those tasks to several other IT vendors prior to 2009 but now most IT assignments and ongoing requirements within APL are taken care of by systemsGo.

In 2014, we assigned systemsGo as an IT consultant for APL Hong Kong & Tokyo Data Center Collocation Project. They successfully delivered the project for us including requirements such as; IT Design & Project Management, Procurement, Vendor Negotiation & Management, and, IT Engineering tasks - such as making excess devices and equipment redundant etc.

In addition to successfully working together with systemsGo on ad-hoc Projects such as that I described, on a day-to-day basis we have also been able to partner so as to avoid various kinds of problems or failures by identifying potential vulnerabilities in advance. This is now largely powered and managed by the systemsGo *SMART Monitoring Solution*. systemsGo has also in the process helped trim down our systems which had been bloating year-by-year.

“I can feel assured to leave all those tasks entirely to systemsGo because of the mutual trust and alignment which has been built up across a long term professional and business relationship. This rings true on both the IT Engineering Support side and the Account Management side of our relationship.”

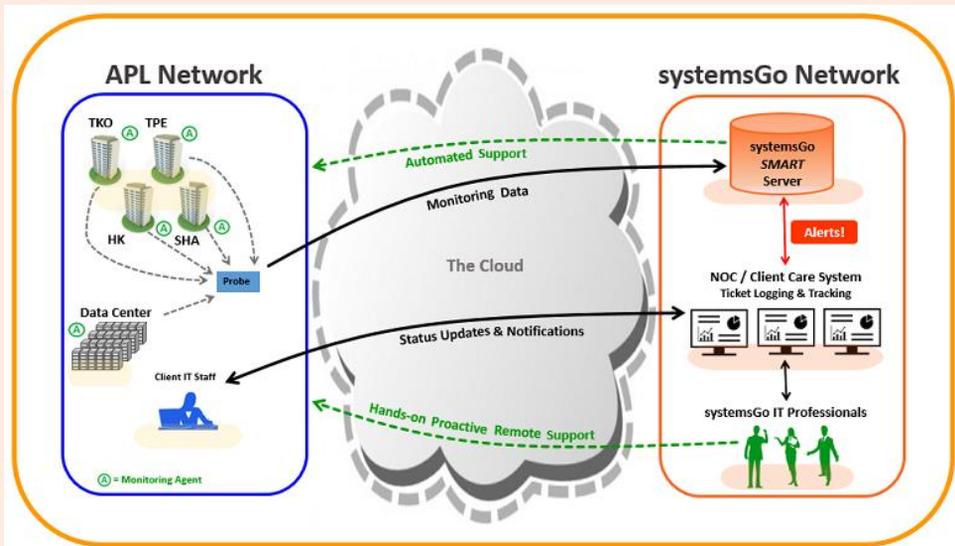
“System Monitoring Can Be A Great Solution”

Before systemsGo *SMART* had been implemented across our company network and devices, I had to check to make sure all the servers and NAS were working as required by looking at a line of LCD monitors on my desk early every morning, even on holidays. What I was mainly able to check however were only defects in items such as RAID or memory and the remaining capacity of a hard disk. To check items other than these basic ones, such as CPU temperature, fan speed, redundant NIC or power supply, required me much more time.

As a result I sometimes had to leave some of the check-list items out. That sometimes made me anxious afterwards thinking I had overlooked some critical items.

The concept of monitoring and the subsequent implementation of systemsGo SMART Solution was originated by way of a quick conversation with a systemsGo Consultant, who assured me that “with SMART successfully in-place, I could be assured that my network and devices were being monitored real-time 24/7 and that issues could even be caught ahead-of-time”.

I was very interested and thus requested an official proposal from them. This looked very attractive and so it all then moved to become a reality.



I think one of the best things about SMART is that I do not have to voluntarily go to check all the check-list items but know and feel assured that SMART is doing all that for me. It can even email me an alert if any issue arises. systemsGo Support Centre is of course monitoring these alerts too, and Engineers are already pro-actively resolving any potential issue as they believe may arise.

I thought this type of solution is an essential tool for a company like us who has branches in diverse locations with inadequate IT resources on-site. It seemed to me a very practical tool to improve my work efficiency. Moreover I was confident that it was worth investing in it before the worst happened. I feel that systemsGo is mutually-aligned with me, and doing everything in their power to ensure my business is supported and stable. Having a reliable system also means our end-users & management are happy too.

systemsGo SMART Mitigates Risk. High Efficiency Becomes a Reality

I had discussions with our Regional Facility and Property Manager about my tasks that occurred frequently during out-of-office hours. He showed full understanding and empathy to my situation and positively approved the implementation of the systemsGo SMART Monitoring Solution.

systemsGo already had all the necessary information regarding our IT equipment in use, so from there, there were not many tasks required for me to handle for the actual implementation. The system then successfully started operation in each office location, and is now actively monitored from the systemsGo Network Operations Centre (NOC) in combination with their Regional Help Desk & Support Center.

Now systemsGo SMART can do more than my visual-check could ever have hoped to achieve. It can also detect small defects and failures within the network equipment, servers, NAS, CUCM, workstations, printers and other devices etc. which allows me to handle resolution of issues before they arise - because I have advanced knowledge of what has breached pre-set tolerance levels. systemsGo SMART is monitoring these in conjunction and an Engineer can contact me to confirm if required.

Let me describe by way of an example, an incident that happened one day after SMART had started its operations on our system;

I received an alert informing me that there was a defect of a primary NAS we had in the Hong Kong Data Center. The NAS contains critical data for our business such as backup data of our Financial Management ERP. Therefore we must avoid having any trouble with it. Immediately after receiving the alert, systemsGo Hong Kong APL Team and SMART Team collaborated, taking action by cutting out the primary NAS and then setting-up the secondary NAS as a primary. Everything went well. We kept downtime to absolute minimum and could continue with all regular work without any disturbance, without any loss of data or business continuity. I was greatly relieved. It also confirmed my belief that having SMART in place and operating on my network is essential to have for my business, job, and personal peace-of-mind.

In summary, I guess what should be credited to systemsGo SMART is that we were very easily able to;

- **Be alerted to real risks in advance of them actually arising, thus avoiding critical problems from actually happening**
- **Ensure Business As Usual by minimizing any downtime or user inconvenience**
- **Keep investigation time of an issue to a minimum due to specifically accurate alert information being generated**
- **Keep troubleshooting costs and call-out cost requirements to zero or an absolute minimum**
- **Manage multi-location IT assets in an efficient & cost-effective manner**

“systemsGo SMART which can monitor our entire infrastructure system at all times has now become an absolutely essential business tool for us. In modern day business, this type of solution is indispensable.”

Proactive response creates mutual trust

We, IT Managers, are not only expecting IT vendors to resolve problems that have already happened, such as under the old and costly “Break/Fix model” of IT Support, but in fact to identify potential threats in advance, and proactively handle those issues seamlessly on our behalf.

In addition to the SMART MANAGER REPORT we receive on our systems health, the solution provided really is indispensable and has proven itself a very sound investment for us.

Overall this strong relationship of mutual alignment brings deeper commitment and greater understanding and trust between an IT manager and their IT vendors. As if we are in it together.



APL and systemsGo have been creating a relationship of mutual trust through systemsGo meeting our requirements and expectations. I would go so far as to say - exceeding them by a significant margin.

They well understand our missions and duties and always provide us the best solutions.

systemsGo SMART has been extremely valuable to me, our systems, and in providing our users with professional business support. A solution we can be assured of.

I would recommend IT Managers to try systemsGo SMART and make your infrastructure management more efficient and easy - starting today.

 **Call Now!**

For more details or to arrange a free consultation with one of our professional Consultants (JPN/ENG).



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