



(From left) TM One vice-president of sales Mohd Roslan Mohd Rashidi, Azizi and TM One vertical head of banking, financial services and insurance Muhammad Ghadaffi Mohd Tairubi at the unveiling of the Klang Valley Core Data Centre

## TM One sees growing demand for data centres with RMIT taking effect in June

Less than six months after the completion of TM One's Klang Valley Core Data Centre (KVDC), 30% of its 90,000 sq ft space has already been taken up. Completed in late January, the facility is equipped with state-of-the-art technology designed to cater for the increasing demand for data centres. Demand is expected to accelerate when Bank Negara Malaysia's Risk Management in Technology (RMIT) policy comes into effect on June 1, says Ir Ts Azizi A Hadi, CEO of TM One, the enterprise and public sector business solution arm of Telekom Malaysia Bhd (TM).

Last September, the central bank issued an exposure draft on RMIT, listing its expectations and the minimum standards for financial institutions' technology risk management framework and practices.

RMIT specifically states that the infrastructure of a data centre must be certified by the authorities and international bodies to meet Tier-3 requirements, Azizi explains. "Our data centre is certified by Uptime Institute as Tier-3 in terms of facility and design. There are only three Tier-3 data centres in the country and two belong to TM — KVDC and Iskandar Puteri Core Data Centre (IPDC)," he adds. Uptime Institute is an advisory organisation that provides independent certification for data centre design, among other things.

Including KVDC and IPDC, Azizi says TM One has 12 data centres throughout Malaysia, and one each in Hong Kong and the US.

IPDC is strategically located between Singapore and Kuala Lumpur, and is positioned to capture a slice of the regional market, he says. Together with KVDC, it will enable TM One to provide high-value managed services, including cloud computing, virtualisation workspace and collaboration services.

"With banks moving into digital services, a lot of data will be collected as more activities are done online, and data needs to be processed quickly. Our data centres are able to cater for high-density data centre requirements," Azizi says.

TM One, together with TM, is entrusted by the government to build and offer infrastructure services and the data centres will be among the enablers to achieve the aspiration of a digital nation, according to him.

TM One is currently bringing customers, based on



**TM One's 90,000 sq ft Klang Valley Core Data Centre, which was completed in late January, is equipped with state-of-the-art technology and able to cater for high-density data centre requirements**

their respective clusters, to visit KVDC to showcase the data centre's capabilities, security features, high-power high-density support, cooling system, disaster recovery support and strong seamless back-up power supply during a power outage.

As part of the crucial IT infrastructure, Azizi says KVDC has almost zero downtime, thanks to its uninterruptible power supply electrical apparatus that provides instantaneous emergency power during a power outage before the diesel-powered generators kick in to keep the facility functioning with 48 hours of on-site standby diesel fuel.

"Over the years, we wanted to be more focused on our customers. What we have done in 2017, after I took over, was to consolidate our resources to be more focused and to understand the needs of our customer.

"We realigned ourselves into verticals in late 2017. We had 12 verticals to start with, and in 2018, we were still operating in 12 verticals. After we understood a lot more about our customers, we streamlined into seven verticals," he says.

The seven verticals are banking, financial services and insurance (BFSI); oil and gas; real estate; public shared services; health; education; and defence and security.

"These are the seven key verticals where we are seeing a lot more digital transformation happening, hence we want to focus on them. At the same time, we are strengthening

our product portfolio. On top of the traditional connectivity, we also have call centre services, strong data centre and cloud services, smart services and managed security services," says Azizi.

"With more and more customers migrating to digital services, managed security services become critical, hence there is a need to offer a complete portfolio to our customers. We want to ensure our customers are protected as they undertake their digital transformation programme."

As most of TM One's data centres are within Malaysia, the company's services stand out from those of its competitors by ensuring data sovereignty and protection to customers, he adds.

Apart from data security, TM One's solutions help customers to be more cost efficient.

"KVDC goes beyond data protection. When we spoke to our customers, they shared with us that the operating expenditure to host their own data centre was high, and building their own data centre today, and ensuring it was Tier-3 certified would take some time," he says.

Azizi says TM One's KVDC-IPDC twin core data centres are committed to minimal delays and routing in processing big data.

He explains that data can be processed locally with TM One Azure Stack and aggregated in Microsoft Azure Public Cloud for further analytics in near real-time, leading to swift business decisions.

Azure Stack is a hybrid cloud platform that integrates private and public cloud services, offering the benefit of public cloud features and the security and privacy of a cloud platform.

TM One is one of Microsoft's Azure Stack service providers in Malaysia, partnering Hewlett-Packard Enterprise. TM One's twin core data centre provide hybrid cloud solution capabilities, connecting a virtual private cloud to Microsoft's Azure Public Cloud.

Enterprises with a data strategy that have to strictly comply with regulatory rules can store their data within TM One's twin core data centre. Data-sensitive verticals, such as the public sector, BFSI and healthcare, can host their data on a private cloud while continuing to have on-premise data and infrastructure in view of privacy and security issues.

For enterprises that need to deploy a hybrid cloud due to network connectivity and data latency, Azure services from TM One's twin core data centre can reduce overheads and costs.

Azizi says the KVDC project comprises two phases, and should market demand grow rapidly, TM One will begin construction on phase two.

"KVDC is a huge investment. It is an investment that we think is needed, not just for us, but for our country," he sums up.