



# SYSNET GROUP OF COMPANIES



Cloud Computing



IT Cyber security



IT Infrastructure



## One stop IT solutions

**1** 24/7 Helpdesk Support

**2** IT Outsourcing Services

**3** VOIP Solutions

**4** Software Developments

## Together We can make IT



CERT NO.: IS27-2019-0066  
ISO/IEC 27001 : 2013

ISMS NO :2019-01



## COMPANY OVERVIEW

Sysnet System and Solutions Pte Ltd, is a Singapore based fast growing Information Technology company focusing on empowering businesses with cutting-edge technology solutions. Founded in 2004, it has evolved from a small team of round the clock entrepreneurs to a structured pool of certified engineers with different IT skills to handle complex requirements of IT needs. Meeting and exceeding the expectations of our customer's is our prime motto and we always strive to excel in this to differentiate ourselves in line with our guiding principles. Our customers are from various industries including Financial Services, Manufacturing, Government, Infotainment, Services, Logistics, Trading & Transport.

Sysnet is a one-stop ICT solution provider for Systems and Network support services covering Windows, Unix, Linux, Databases, SAN Storage, Network Equipment's, IT Cyber Security, Disaster Recovery, 24/7 IT Helpdesk, Software Development, VOIP, Cloud computing and other managed services.

Head-quartered in Singapore with regional presence in India, Malaysia, Myanmar, Cambodia,UAE, UK and USA. Certified in ISO-9001:2015 for Quality, ISO-27001:2013 for Cyber Security & Singapore, BizSAFE Level 3.

## Core Values, Vision & Mission



## Our Core IT Solutions Portfolio

### IT Infrastructure Solutions



We provide complete IT Infrastructures solution in both Windows and Unix platforms & Managed services

### Software Development Solutions



We provide Custom Made Software Development Solution for various industries

### Network & IT Cyber Security Solutions



We offer end to end solution in Network & Security areas to secure our customer's data

We provide above solutions in both **on-premise** as well as in **cloud** environment.

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| <b>MICROSOFT AZURE</b><br><a href="https://azure.microsoft.com">https://azure.microsoft.com</a> | <b>NUTANIX</b><br><a href="https://www.nutanix.com">https://www.nutanix.com</a>                 | <b>ORACLE</b><br><a href="https://www.oracle.com">https://www.oracle.com</a>                   | <b>PALOALTO NETWORKS</b><br><a href="https://www.paloaltonetworks.com">https://www.paloaltonetworks.com</a> |
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| <b>RAPID7 X NEXPOSE</b><br><a href="https://www.rapid7.com">https://www.rapid7.com</a>          | <b>RSA SECUR ID</b><br><a href="https://www.rsa.com">https://www.rsa.com</a>                    | <b>SOLARWINDS</b><br><a href="https://www.solarwinds.com">https://www.solarwinds.com</a>       | <b>SPLUNK</b><br><a href="https://www.splunk.com">https://www.splunk.com</a>                                |
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| <b>SYMANTEC</b><br><a href="https://www.symantec.com">https://www.symantec.com</a>              | <b>TENABLE</b><br><a href="https://www.tenable.com">https://www.tenable.com</a>                 | <b>THALES GEMALTO</b><br><a href="https://www.thalesgroup.com">https://www.thalesgroup.com</a> | <b>VERINT</b><br><a href="https://www.verint.com">https://www.verint.com</a>                                |
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| <b>VERITAS</b><br><a href="https://www.veritas.com">https://www.veritas.com</a>                 | <b>VMWARE</b><br><a href="https://www.vmware.com">https://www.vmware.com</a>                    | <b>VXL</b><br><a href="https://www.vxl.net">https://www.vxl.net</a>                            | <b>WATCHGUARD</b><br><a href="https://www.watchguard.com">https://www.watchguard.com</a>                    |



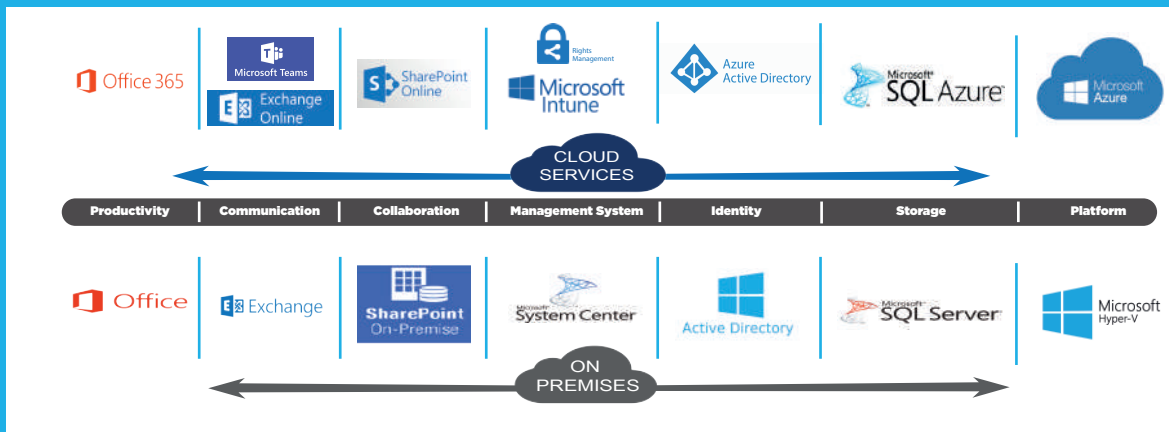
## IT Infrastructure Solutions:

At Sysnet, our engineers will carefully understand your business and different functional requirements to design the perfect IT infrastructure, which includes implementation of Servers for both Windows and Unix system, Network configurations, Cyber security solutions and Cloud solutions along with required rationale for such design including the ability to grow and expand with ease as demands from expansion place greater expectations on performance from all.



## Microsoft Windows - Intel Solutions

We are providing complete Microsoft Solutions from Simple Server OS Start-up Service to Windows on-premise Active Directory, Azure Active directory , SQL Server , Share-point server ,Hyper-V Server, Office 365 setup , Microsoft System Center suite, Microsoft Team, ADFS, In-tune and Exchange Setup, Migration from lower version to latest version by using Microsoft best practices with minimum down time.



Our wide range of Microsoft services and specialisation includes:

## Microsoft AD and Exchange Server Solutions

We offer full range of Microsoft AD and Exchange Design, Installation, Migration, Maintenance and Support for all version of Microsoft Exchange products. Our Microsoft Exchange & AD Expert team can help you with any design issues or questions you may have regarding your Exchange Software, Server Operating System or Server Hardware itself.

## Microsoft Team (Skype for Business) Solutions

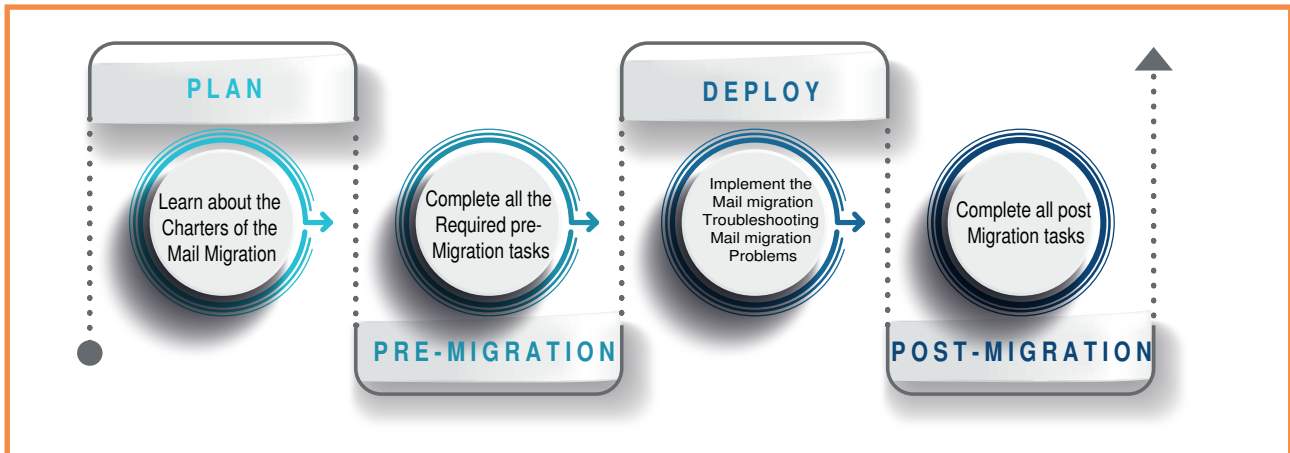
We have lot of experince on implementing Microsoft Team which is an enterprise-ready unified communication platform. Team connects people everywhere, on Windows and other operating systems including mobile devices, as part of their everyday productivity experience. Team provides a consistent, single client experience for Presence, Instant Messaging, Voice, Video and a great meeting experience. Team users can connect to anyone on Skype, enabling rich communication with hundreds of millions of people around the world.

## Microsoft System Center Solutions

SYSNET will design, Install, Support and Upgrade services for the Microsoft System Center Suite of products to empower user productivity, simplify administration and unify our customer IT management infrastructure.

## Microsoft Office 365 Cloud Email Setup and Migration Services

We manage the end to end process of planning, pre-migration, actual deployment and post migration services for Microsoft Office 365 setup and migration from legacy email environments to a modern, secured, highly available Office 365 cloud email tenancy with best possible way to meet your business needs.



### Thin Client Solutions

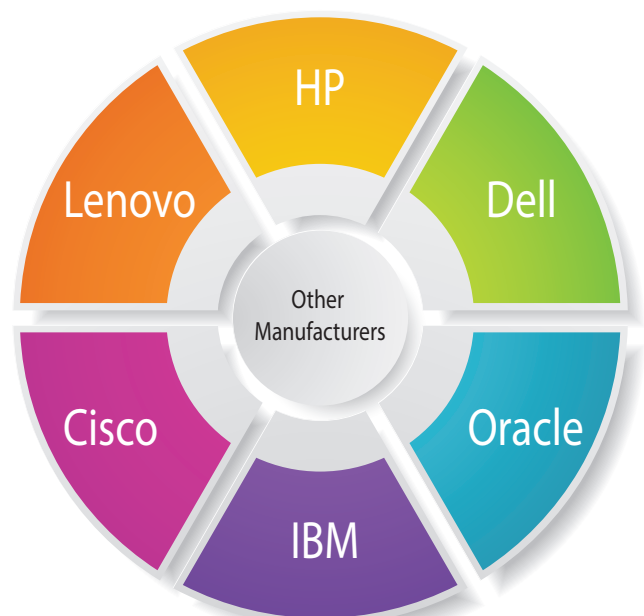
We provide complete thin client Hardware, Software and implementations services for Thin Client solutions. In thin clients, users do their computing on a virtual desktop residing on the central server. Users access the environment through a thin client – a simple computing device that contains no hard drives or other moving parts and relies on the server for all computing resources.

### Server, Network & Data Center Relocation services

Sysnet offers complete business IT relocation services that alleviate the complexity and disruptive nature of an office move. We evaluate your specific challenges due to the move and design a plan that will reduce your effective downtime to its lowest level. Our in-house technical team is highly experienced in IT relocation delivering the result with good quality to meet your deadlines.

### Multi-Vendor IT Products Supports

We do provide single point of contact for all your multi-vendor products. Since our clients have multiple hardware and software products from a variety of technology vendors in multiple places all around the world, they all need to work together to meet our clients business goals and provide a solid foundation as you move to new technologies - including cloud solutions BYOD devices and virtualisation. But these multiple products and vendor solutions have created unintentional complexity. Imagine how easy it would be if you had a single point of contact to manage everything and the answer is Sysnet. Sysnet's core strength enable us to support multi-vendor products as we have lot of certified engineers to meet these challenges.




Save Money and Time with a single point of contact for all of your IT support needs

## Voice-Over-Internet-Protocol (VOIP) Solutions

Sysnet can Design, Implement and provide 24/7 Support Services for Voice-over-Internet-Protocol (VoIP) solutions which can deliver significant cost savings for enterprises. IP telephony solutions are cheaper to maintain and operate in the long run than traditional implementations relying on analogue or switched digital phone service. There will be significant cost savings over the long term when using IP telephony solutions.

**We do provide End to End VOIP solution on both On-Premises as well as Cloud . Our VOIP solution can be Integrated With CRM ,Meeting Room ,Video Conference, IVR,Call Accounting System & SIP Trunking .**




Sysnet provides VOIP solutions with Unified Communication, Contact Centre Solutions, SIP Trunking Solutions, Call Recording Solutions, Call Accounting Solutions with needed business productivity options of CTI integration with CRM Solutions. We are also providing VOIP integration with Video Conferencing and Microsoft team for business collaborations.

## Linux and Oracle's Sun Solaris Consultancy, Installation and Support Services

We provide a single point contact for the support of Linux, Oracle/Sun Solaris OS Software, Oracle / Sun hardware, Database and other technologies employed in the data centre.

Our expertise provides you with a convenient single source to help you build and maintain a secure and robust cross - platform network and communications infrastructure that combines Windows with popular variants of Linux platforms such as RedHat, SuSE and oracle OS system.



Exadata Database Machine    Private Cloud Appliance    Exalytics Inmemory Machine    Database Appliance    Supercluster Minicluster    Supercluster Big Memory Machine    Exalogic Elastic Cloud    Database Recovery Appliance    Big Data Appliance

**ORACLE**  
Gold Partner



We provide end-end Oracle, Sun Solaris and Linux System Design, Implementation and Support Services with needed backup, disaster recovery, OS hardening, high availability system setup and support services.

# Network Infrastructure Design, Implementation and Support Services



At Sysnet, our engineers will carefully understand your business and different functional requirements to design the perfect Network infrastructure, that includes Next Generation Firewall (NGFW) ,WIFI Controller with Access Point ,Router ,Switches , VPN,Web Application Firewall ,Hardware Load balancer and Network Proxy systems etc .

NGFWs use deep packet inspection techniques to examine traffic for anomalies and known malware. However, these devices are optimised so that packets need to be examined only once, rather than processed through multiple engines.

## Physical Security - Door Access & CCTV

With our experienced Physical security consulting services, we discuss your business needs rather than simply selling you a common product or service.

Whether business size is small business or largest enterprises, our team brings experience and extensive knowledge to the table in finding the right Physical Security solution Which including Door Access ,Surveillance Camera with centralised Command Center that meets your unique requirements.



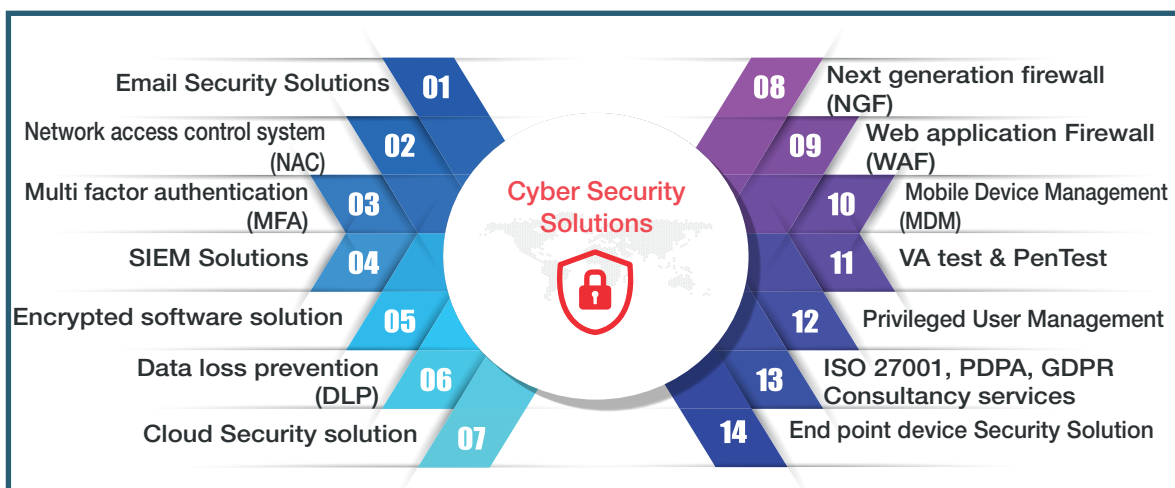
We do provide End to End Physical Security System Which includes Network Cable , CCTV Surveillance Camera, Trunstiles System ,Door Access with Biometric fingerprint , Card Access and Face Recognition .

We can Integrate Door Access system with IP Phone and HR Application .

## IT Cyber Security Solutions and Services

We are providing end to end Cyber security solution which will ensure that your network, employees and data are protected from potential threats by providing end to end Cyber security solution:

Permanent security fix is important rather than giving a temporary fix to withstand the ever-changing threats in today's advancing digital world of technology.





## Data Loss Preventions:

Sysnet can design and implement complete DLP Solutions. It's important not to wait until a breach occurs to implement data leakage solutions. Without a comprehensive security structure to your network, you may not even know if security breaches are occurring. We at Sysnet want to help you understand how your company should be protecting its most important information and providing DLP solution by best possible approach .

## Vulnerability Assessments and Penetration Testing

Our Cyber security certified expert team provides VAPT for Servers, Applications and Network devices. Which will provide base-line and discovery reports. Products of vulnerability assessment, decide other facets of the endpoint, which include open ports, running services and protocols, applications and operating system etc.

Penetration testing is a series of activities undertaken to identify and exploit security vulnerabilities. The vulnerability assessment and network penetration testing services are conducted by Sysnet's certified Engineers to always ensure the maximum level of security and effectiveness.



## Privileged User Monitoring and Management Services

Sysnet provide the tools helps on privileged access management to reduce your enterprise's exposure to these risks as well as to improve overall IT reliability and reduce IT costs. We can tackle the security risks, both inside and outside the organization and reduce the ultimate cost of IT operations.

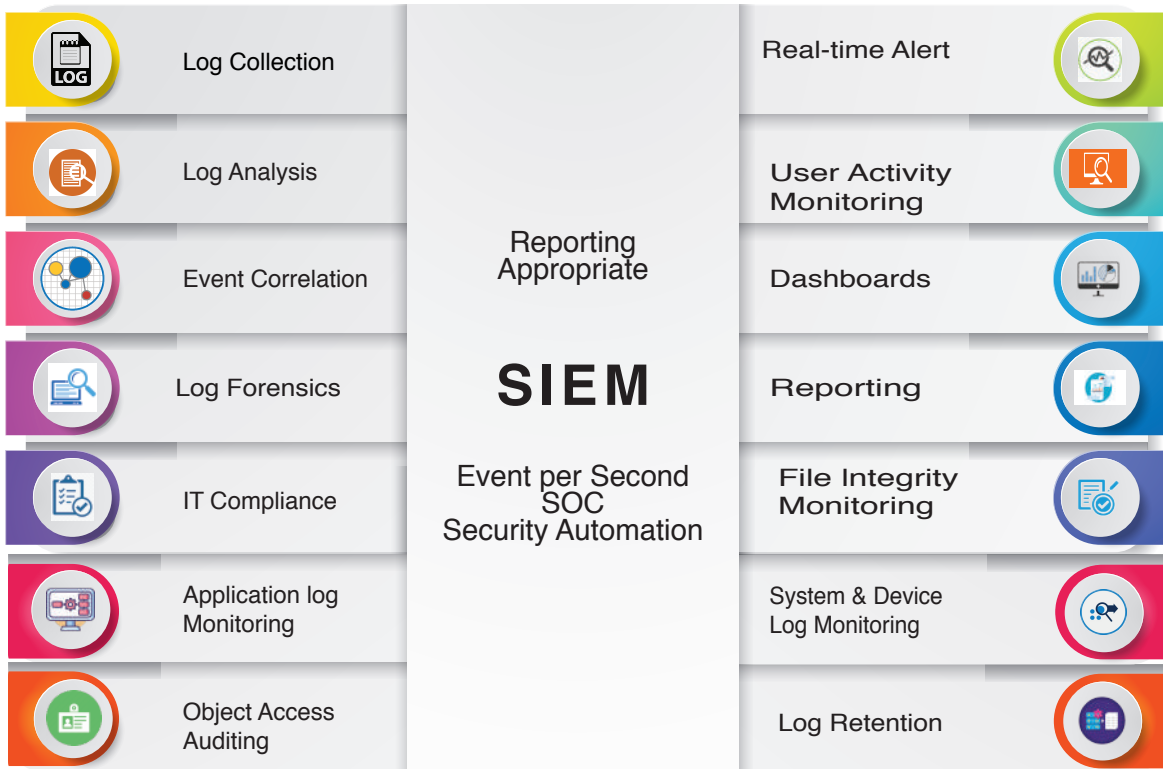


Privileged account security solutions can protect your most critical assets and meet the ever increasing, complex set of IT compliance requirements.



## Security Incident & Event Monitoring Solutions (SIEM)

Almost every business is bound by some sort of regulations, such as PCI-DSS, HIPAA and Sarbanes-Oxley (SOX). Attaining and maintaining compliance with these regulations is a daunting task. SIEM technologies can address compliance requirements.



### Network, Server OS and Application Hardening Services:

We provide Network, Server OS and Application System hardening services besides the usual setup, support, installation, configuration, troubleshooting services, emergency help, remote assistance, and maintenance for new and existing server infrastructures.

Our hardening services is based on the best practices and we strongly follow ISO 27001 security guidelines and Centre for Internet Security (CIS) benchmarks or based on specific company or industry guidelines like MAS Singapore

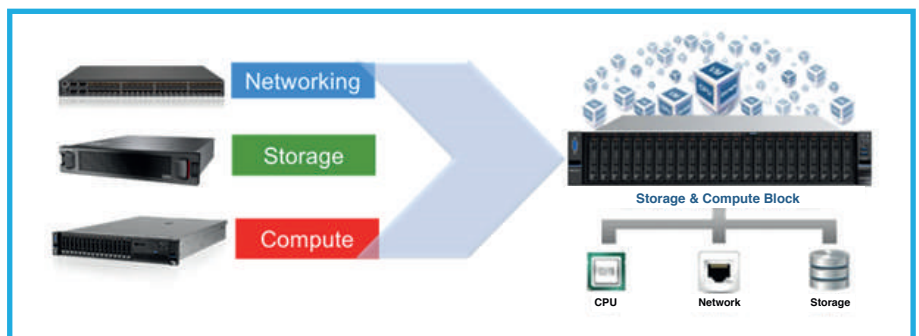
### Automated Patch Management Service:

We provide automated Patch Deployment Services for various Operating Systems, including the deployment of hotfixes/ patches that are released from time to time. With networks becoming more and more vulnerable to malicious attacks, software vendors keep releasing updated patches to secure networks and systems that run their applications. We can implement various patch management system by Microsoft SCCM, SolarWinds, Symantec, MacAfee and other vendor patch management to secure your IT business system.

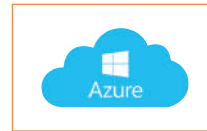
## Latest IT Solutions

### Hyper Converged Infrastructure (HCI) Services

We are providing consulting, Setup and migration of traditional three-tier architecture server system (compute, storage, and networking) into a single system with hyperconverged infrastructure (HCI). This simplified solution uses software and x86 servers to replace purpose-built hardware so that you can simplify operations, reduce TCO, and scale up rapidly



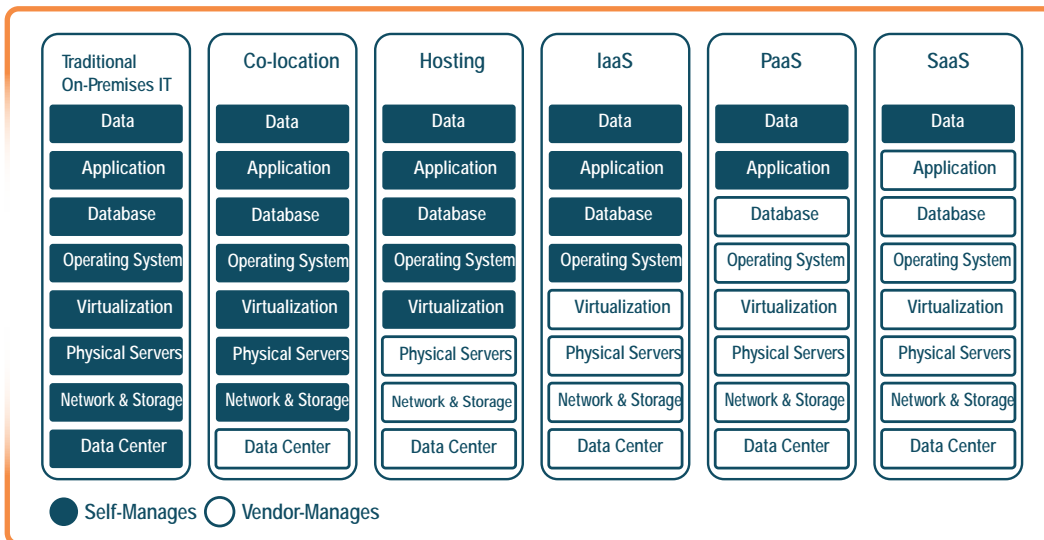
## Cloud Setup And Migration Services



We help you to choose , architect and migrate on-premise workloads to optimized cloud platform (Public, Private and Hybrid) as per your need with three categories of cloud computing services as follows:

- 1) Infrastructure as a Service (IaaS): This service provides the infrastructure like Servers, Storage, Operating Systems, Virtual Machines & Networks on usage basis.
- 2) Platform as a Service (PaaS): This service is used in development, testing and maintenance of software solutions. PaaS is same as IaaS but PaaS also provides additional tools like DBMS and BI service.
- 3) Software as a Service (SaaS): This service makes the users connect to the applications through the Internet on a subscription basis.

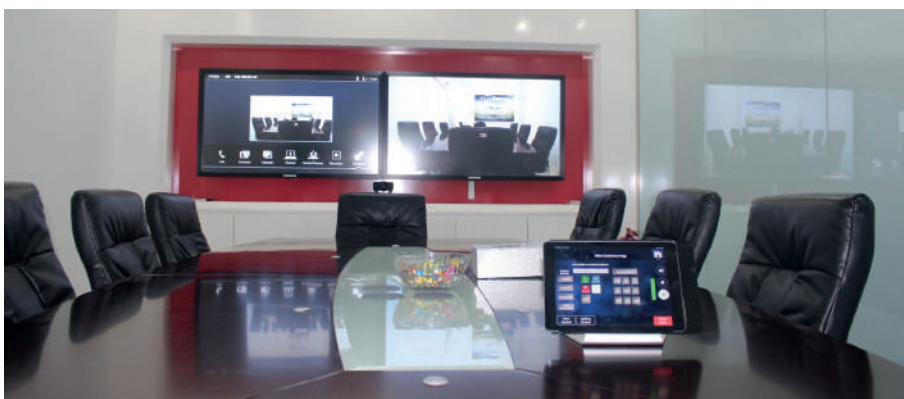
We provide Hybrid-cloud and Multi-cloud management and support services to handle variable workloads in an efficient and cost-effective manner by using tools like terraform and other DeveOps oriented tools.



Our Cloud Certified Expert team will thoroughly analyse your Active Directory, Email System, Application System Design and Security needs and then carry out a detailed planning on choosing the right cloud option and suitable cloud provider.

## Automated Meeting Room

We are providing system integration services in the audio, visual, office automation and video-conference systems. We have partnered with technology providers like Projection Design (high performance projectors), Cnario (digital signage), Crestron (control systems), Extron, Kramer, Polycom, Samsung, Avaya and various Room Booking System with complete integration with other meeting room equipment's to provide the end to end AV solution to automate the meeting room devices to enhance meeting room productivity



## Contact Centre, SOC & NOC Solutions

We provide Contact Centre solution which offers a complete end-to-end Unified communication solution to mid-market and large enterprises requiring multichannel contact centre functionality and features. The package includes full featured integrated IVR, ACD, call recording, real time and historical reporting etc.

We design, build, Operate and Manage SOC and NOC for our customers based on their business needs with ISO 27001 based security guidelines.



Our security operations centre, or SOC, is a team of Cyber security experts and the facility in which they dedicate themselves entirely to high-quality IT security operations. A SOC seeks to prevent Cyber security threats and detects and responds to any incident on the computers, servers and networks in scope.

With Our 24x7x365 network, server and application monitoring service will constantly scan your IT Infrastructure assets, alerting us on any potential issues and allowing us to respond even before it becomes a real issue impacting the business.

## Mobile Device Management Solutions (MDM) :

Sysnet can design, implement and provide managed services of Mobile Device Management (MDM) solutions. MDM is a software that allows IT administrators to control, secure and enforce policies on smart-phones, tablets and other endpoints. The intent of MDM is to optimize the functionality and security of mobile devices within the enterprise while simultaneously protecting the corporate network.



## Software Solutions

### Custom Software Development:

We design, develop and implement custom made software's specifically to meet the unique requirements of a given organisation and functions.

Each business organization whether it is small, medium or large has its own business-model and in-house processes. As a result, software needs to be developed and designed in such a way that it can align with the business model and follow the in-house processes. This is where custom software development services can help to optimize your business processes.



- Business Process Automation • Product Development Service • Fit for Purpose Solutions
- API Customization • Re-Engineering IT • QA / Testing Services • RPA Solutions • POS

## Software Based Solutions for IBMS Automation



Our custom developed IBMS system is simple, yet powerful and it has seamless experience on web and mobile devices too.

IBMS features at high level:

1. Centralized dashboard for IBMS (Integrated Building Management System) incidents
2. IBMS alarm notification and escalation by SMS, E-MAIL, Voice and Mobile-Push notification
3. IBMS situational dashboard for Major BMS incidents
4. Automated SOP management for BMS incidents
5. Automated Incident ticket creation & Notification for BMS faults and alerts
6. Manage & Monitor IBMS system from anywhere by mobile access
7. API based integration for various BMS providers
8. It can be integrated with various other systems like CCTV, Door Access, Visitor Management System and building facility management system (FMS).
9. Automated BMS's Vendor performance measurement

## Smart Building Using IOT



We integrate BMS infrastructure to the latest smart building Solutions leveraging new technologies such as IoT, big data, cloud computing, data analytics, deep learning and artificial intelligence for the benefits of saving energy, reducing operational expenditures, increasing occupancy comfort, and meeting increasingly stringent global regulations and sustainability standards.

We can use IOT to Prevent building equipment's downtime, reduce costs and improve safety and sustainability. Expand profitability with a centralized platform for corporate real estates and capital projects.



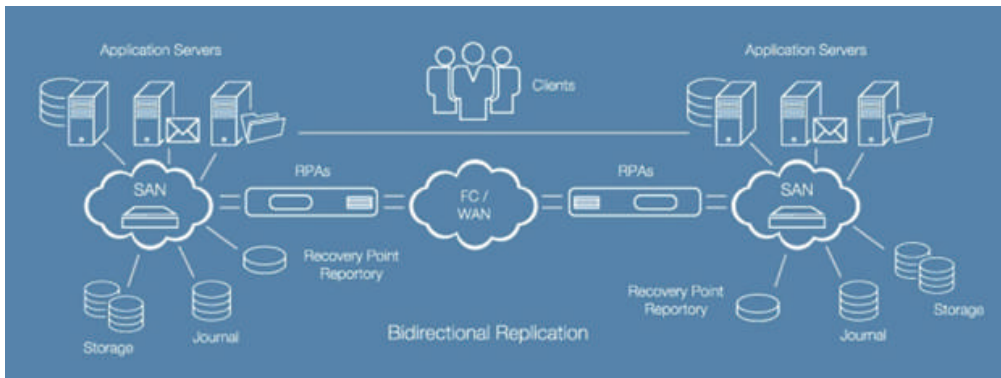
## HRMS - Human Resource Management System and Solutions:

Our HRM software, has been designed to automate all the human resource business processes like, Leave Management, Claim transactions, Payroll Management, Mobile Attendance and Compliance. HRM systems allow companies to focus on people management by streamlining all workforce software into one business automated solution.



HRM system has employee self-service module that allows employees to query HR related data and perform some HR transactions over the system. Employees may query their attendance record from the system without asking the information from HR team. This system enable supervisors to approve leave requests and other claims requests from their subordinates without overloading these tasks on HR team.

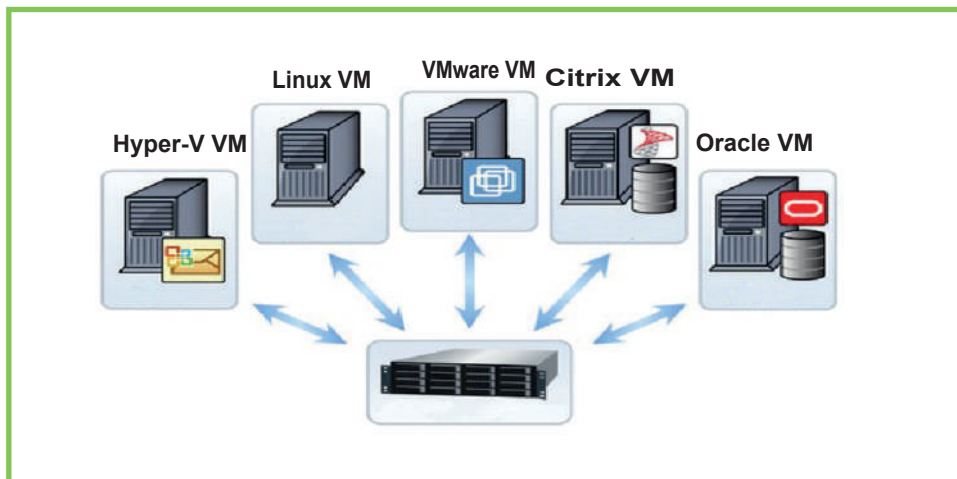
## High Availability (HA) Solutions:



Sysnet can provide HA solution on various products including HA on VMware, Microsoft Exchange, SQL Server, CA ARC serve, HA for multi-platform and Oracle Databases by Oracle RAC, DATA Guard, Automatic Storage Management (ASM), Flashback, Recovery Manager (RMAN), and Online Reorganisation.

## Virtualization Solutions Implementation and Support Services.

Sysnet provides complete virtualization solutions on VMware, Microsoft Hyper-V, Citrix, Oracle VM, and Sun LDOM with lot of HA solutions on virtualised systems.



Virtualization provides unmatched flexibility, performance and utilization by allowing you to move server workloads from one virtual workspace to the next, maximizing server resources on the fly based on your needs.

## Synet Managed Services

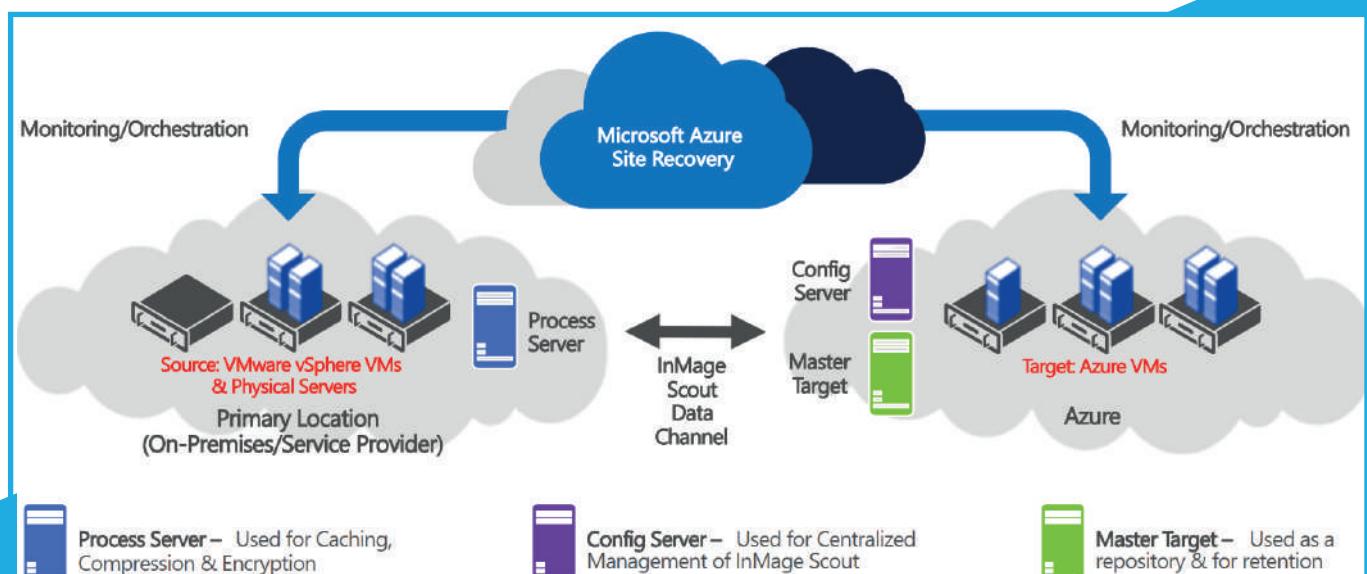
It's important to understand how Sysnet managed services works and how it is different from traditional outsourcing. Managed services are considered an outsourcing solution because it also involves the hiring of a third-party IT vendor for services or expertise. However, Sysnet managed services provide a more comprehensive service than a simple outsourced vendor. Sysnet becomes part of your business by partnering with you to help achieve your business goals and identify areas for improvement.



## Backup, Business Continuity (BCP) and Disaster Recovery (DR) Solutions and Services.

We provide end to end Backup, Business continuity and Disaster recovery solutions for your mission critical business solutions by both on-premises to on-premises and on-premises to cloud systems.

Replicate primary VMs and physical servers to a secondary Datacenter or Cloud

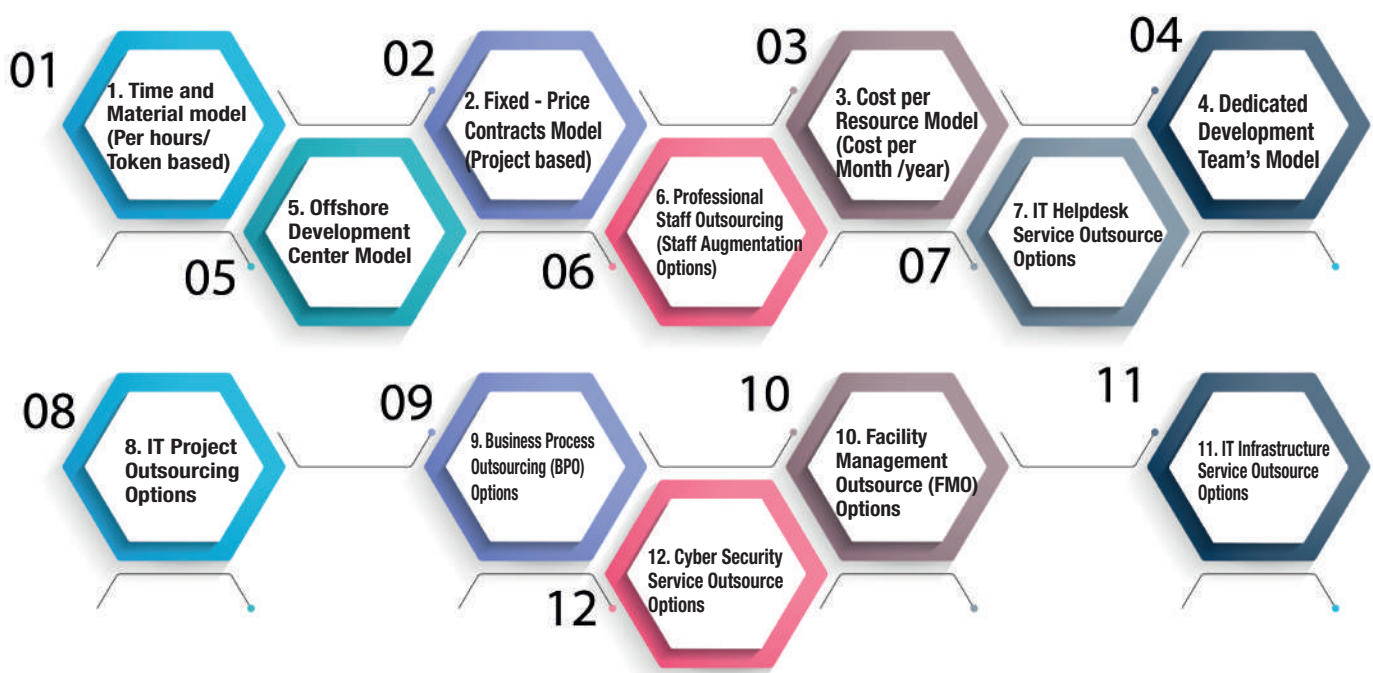


## Sysnet Outsourcing Options :

Sysnet outsource service model can improve business efficiency, reduce costs, speed up project delivery which allows companies to focus on their "Core Business".

In today's internet world with latest technology in place, an organization can hire the exact person or team that they need for a specific project and it doesn't matter if that person or team is located anywhere in the world. Thanks to modern technology and the internet, access to technical experts is easier and more affordable than ever before.

We provide various types of outsourcing models based on your unique business needs as below:



## 24/7 Helpdesk & ServiceDesk Service

Sysnet Help Desk is the single point of contact for customers requesting IT services and support. Sysnet Service Desk resolves or escalates requests to its respective support teams. It also serves as the primary point of communication for the status of pending requests, service outages, and maintenance activities within the IT environment.



We are providing a secured, centrally-managed, 24/7 call management system for the IT Service Desk. This service includes inbound call management, call routing, remote telephony using a desktop or laptop computer and conventional phone, and access to reports database allowing customers to generate their own custom reports. Our service desk agents are committed to deliver exemplary service quality for the best possible user experience. We are empowered not just to fix problems, but to identify root causes. This avoids problems recurring and eliminates unnecessary user downtime.

As part of our business expansion, our group of companies present across the globe to serve the wide range of our customers .



**HEADQUARTERS: SINGAPORE**

SYSNET SYSTEM AND SOLUTIONS PTE. LTD.  
No. 237, Pandan Loop, #03-07,  
Westech Building,  
Singapore 128424.  
TEL: +65 67730273  
sales@sysnet.com.sg  
www.sysnet.com.sg

**USA**

SYSNET SOLUTIONS AND SERVICES LLC  
2575 Encanto Way,  
Dublin, CA 94568.  
TEL: +16504666652  
sales@sysnetsolutions.us  
www.sysnetsolutions.us

**INDIA**

SCHEMA SYSNET AND SYSTEMS PVT LTD.  
Aalam Centre, #145, 2<sup>nd</sup> Floor, J.N.Road,  
Arumbakkam, Chennai,  
India 600106.  
TEL: +9144 42027415  
sales@sysnetsystem.in  
www.sysnetsystem.in

**MALAYSIA**

SYSNET SYSTEM AND SOFTWARE SDN. BHD.  
No. 63, Persiaran Wah Keong,  
Taman Wah Keong, 31400 Ipoh, Perak  
TEL: +6055470000  
sales@sysnet.com.my  
www.sysnet.com.my

**DUBAI**

SYSNET SYSTEM AND SOFTWARE FZCO  
3202, Mazaya Business Avenue,  
BB2, Jumeirah Lake Towers,  
PO BOX: 73916, DUBAI, UAE  
TEL: +97142443417  
sales@sysnet.ae  
www.sysnet.ae

**UK**

SYSNET SYSTEM AND SOFTWARE LTD  
5 Wakerley Close,  
London, E6 5PS.  
TEL: +442030867314  
sales@sysnetsystem.co.uk  
www.sysnetsystem.co.uk

**CAMBODIA**

SYSNET SYSTEM AND SOFTWARE CO. LTD.  
No. 54C,E0, Street 440,  
Sangkat Toul Tom Pong II, Khan Chamkarmon,  
Phnom Penh 12311  
Cambodia  
TEL: +855 23881223  
www.sysnetsystem.com

**MYANMAR**

SYSNET SYSTEM AND SOLUTIONS CO. LTD.  
222/226, Rm G/04/05, Bo Myat Tun St.,  
Bo Myat Tun Tower, Township: Botahtaung,  
State: Yangon Region, TEL : +95 977532227  
sales@sysnet.com.mm  
www.sysnet.com.mm