# TECHDIRECT

# COMPANY OVERVIEW

**SINGAPORE | PHILIPPINES | THAILAND**

30/8/2023

# About Us

We are a regional Zero-Trust Managed Service Provider based in Singapore.

**Incorporated since 2012**

**SG Bidding Gebiz: S8 Financial Capacity 10 Million SGD**

**Singapore, Thailand, Philippines, Malaysia, Taiwan, Vietnam**

**Has Supported Projects Across: ASEAN, HK, TW, CN, JP, KR**

# TECHDIRECT

# Why Us

## HUMAN CAPITAL

### Certified Engineers
Since our inception in 2012, we have maintained a culture of retraining our engineers; to obtain certifications & keep updated with the latest industry SOPs.

### Technical Sales Engagement
Our sales technicians are equally adept with diversified knowledge to accurately diagnose and direct solutions for your consideration.

## COMPANY COMPETENCIES

### Nimble and Flexible
Our team of self-autonomous engineers and technicians allow us to accept projects of variable complexities.

### Multi Languages
With our office hubs situated across Singapore, Philippines and Thailand, our staff will connect you with local industry networks without communication errors or unwanted faux pas.
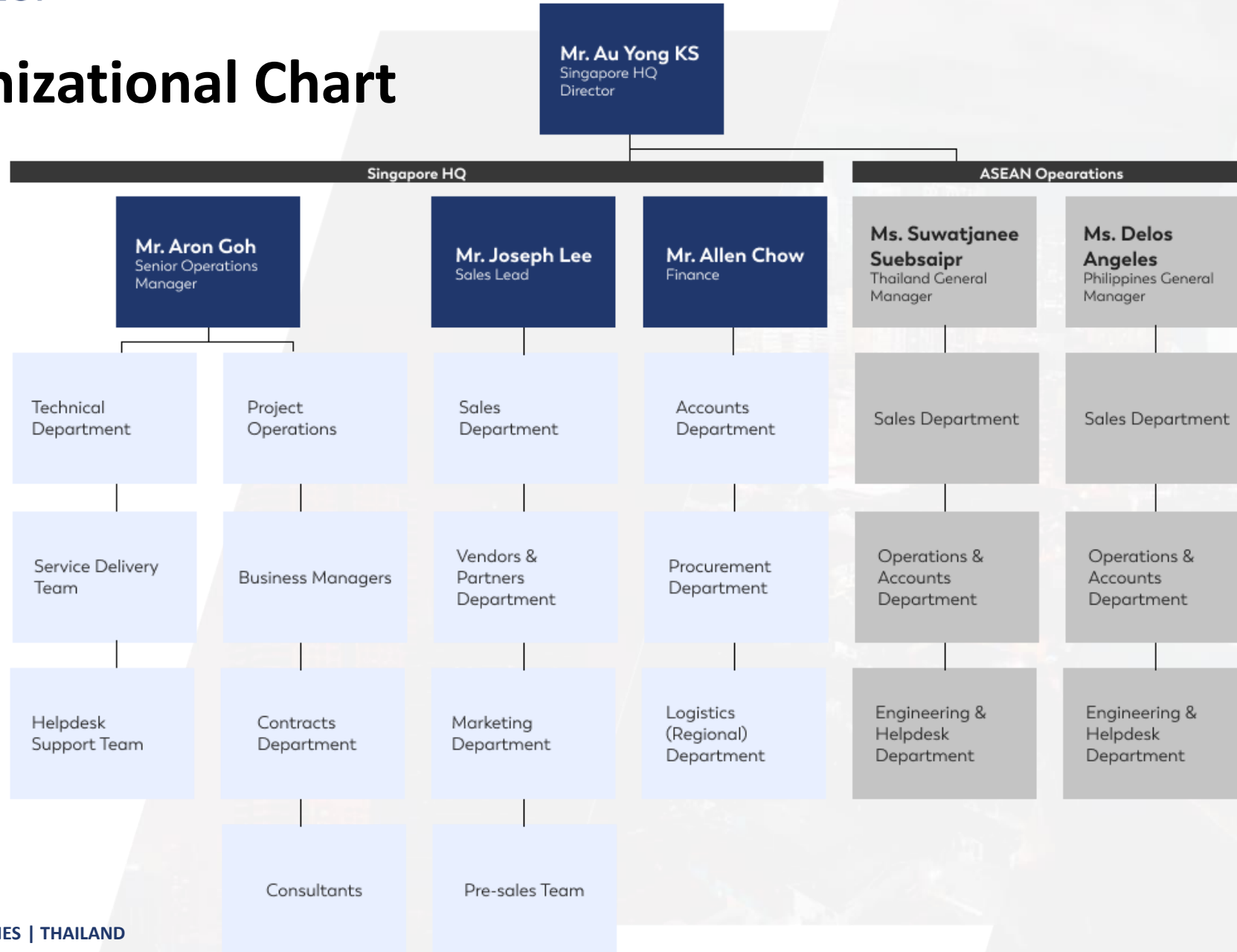
### Customer Focus
We pride ourselves with a strong customer focus. Delivering to you what you most require.

### Good Track Record
From day one, we have cultivated a habit of prioritising professional service. This has served us back with a clean service track record and returning customers.

# Organizational Chart



**TECHDIRECT**

**Mr. Au Yong KS**
Singapore HQ
Director

**Singapore HQ**

**Mr. Aron Goh**
Senior Operations
Manager

**Mr. Joseph Lee**
Sales Lead

**Mr. Allen Chow**
Finance

**ASEAN Opearations**

**Ms. Suwatjanee Suebsaipr**
Thailand General
Manager

**Ms. Delos Angeles**
Philippines General
Manager

| | | | | |
|---|---|---|---|---|
| Technical Department | Project Operations | Sales Department | Accounts Department | Sales Department / Sales Department |
| Service Delivery Team | Business Managers | Vendors & Partners Department | Procurement Department | Operations & Accounts Department / Operations & Accounts Department |
| Helpdesk Support Team | Contracts Department | Marketing Department | Logistics (Regional) Department | Engineering & Helpdesk Department / Engineering & Helpdesk Department |
| | Consultants | Pre-sales Team | | |

SINGAPORE | PHILIPPINES | THAILAND

# Cloud

- Architecture Consultancy

- Backup & Disaster Recovery

- Cloud Active Directory

- Cloud Migration

- Cloud Security

- Managed Services

# Security

- CDN, WAF & Anti-DDos

- Cybersecurity Compliance

- Firewall and IPS

- IOT Vulnerability Management

- Managed Detection & Response

- Privileged Access Management

- Security Information and Event Management

# Security

# Seven Major Components
## Of a Zero Trust Architecture

**Users**
1. Establish a corporate identity
2. Enforce MFA for all applications

**Endpoints and Devices**
1. Implement MDM/UEM to control corporate devices
2. Implement endpoint protection
3. Inventory all corporate devices, APIs and services

**Internet Traffic**
1. Block DNS requests to known threats
2. Block threats behind SSL/TLS

**Networks**
1. Segment user network access
2. Use Internet backbones for branch to branch connectivity
3. Close all inbound ports open to the Internet for application delivery

**Applications**
1. Monitor inbound emails and filter out phishing attempts
2. Inventory all corporate applications
3. Zero Trust policy enforcement for Applications
4. Protect applications from Layer 7 attacks (DDoS, injection, bots, etc)
5. Enforce HTTPS and DNSsec

**Data Loss Prevention and Logging**
1. Establish a process to log and review traffic on sensitive applications
2. Define what data is sensitive and where it exists
3. Stop sensitive data from leaving your applications (e.g. PII, CCNs, SSNs, etc)
4. Identify misconfigurations and publicly shared data in SaaS tools
5. Establish a SOC for log review, policy updates and mitigation
6. Stay up to date on known threat actors

**Steady State**
1. Employ a DevOps approach to ensure policy enforcement for all new resources
2. Implement auto-scaling for on-ramp resources

Internet Traffic

| Users | Applications |
| --- | --- |
| Endpoint & Devices | Networks |

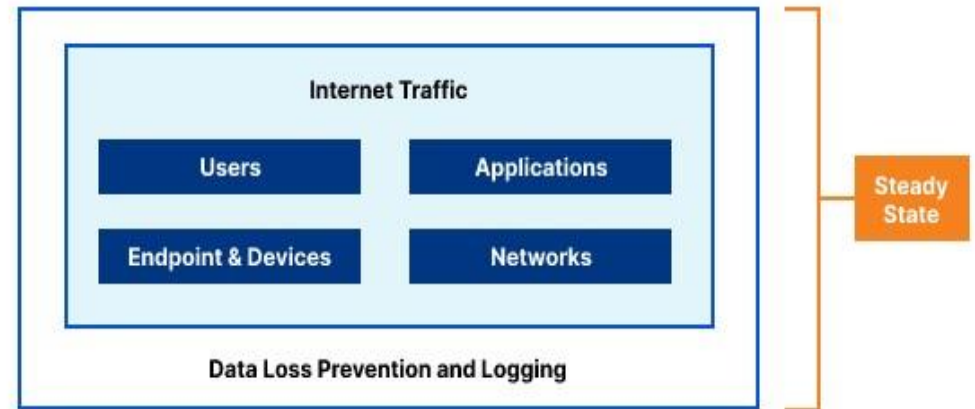Steady State

Data Loss Prevention and Logging

Photo Source: www.zerotrustroadmap.org

# Zero Trust Architecture Roadmap

**Zero Trust: A Security Approach that Assumes no trust and Requires Strict identity Verification for Every Access Request.**

A Step-by-Step Guide to
Network Transformation
& Security Modernization

# ZERO TRUST SOLUTION STACK

## Detection And Response

SOPHOS
CROWDSTRIKE
VECTRA

## Identity And Access

Quest
SailPoint
Azure Active Directory
BeyondTrust
jumpcloud

## TECHDIRECT

### SERVICES

DEVOPS

API CUSTOMIZATION

BACKUP & RECOVERY

RESIDENT ENGINEERS

NOC / SOC

PROFESSIONAL SERVICES

MANAGED SERVICES

## Security And Compliance

paloalto NETWORKS
CLOUDFLARE
zscaler
Edgio
XM Cyber

## Automation And Cloud

aws
Azure
everbridge
SAMSUNG
NUTANIX
HUAWEI
Red Hat

TECHDIRECT

# Services

## Professional Services

- Deployment
- Configuration
- Migration / Integration
- Staging
- Logistic Management

## Maintenance and Support Services

- Phone/Email Support
- On-site Engineering Support (8x5x4 / 24x7x4)
- Ticketing System
- Troubleshooting and Resolving

## Managed Services

- L1/L2/L3/L4 Support
- Change request
- IT Ops
- Log management

## Project Management

- Initiation
- Planning
- Execution
- Monitoring and control

# TECHDIRECT

# Managed Services – Support Structure

## Level 1

### Phone & Email

- Basic technical knowledge & troubleshooting
- Basic configuration such as IP addressing to enable remote management
- Command line or graphical interfaces

## Level 2

### Phone, Email & Remote

- Perform more complex troubleshooting with appropriate assistance

## Level 3

### Phone, Email & Onsite

- Deployment for complex projects
- Advance troubleshooting
- Technical consultant on specific technology areas

## Level 4

### Customised Support

- This tier only exists in a multiple vendor case.
- This tier will involve vendor support

# Project Delivery Framework

## Best Practices for Project Delivery

| Project Initiation | Project Planning | Project Execution | Project Monitoring |
|---|---|---|---|
| • Project Charter<br>• Key stakeholders<br>• Communication planning<br>• Risk management planning | • Scope of work<br>• Schedule planning<br>• Site readiness<br>• Technical preparation | • Gap analysis<br>• Quality validation<br>• Timeline review<br>• SoW ownership | • Track issues<br>• Performance report<br>• Knowledge transfer<br>• UAT<br>• Documentation<br>• Project Closure |

# Clients

| Education | FSI | Enterprise | Commercial | Transport | GLC | Government |
|-----------|-----|------------|------------|-----------|-----|------------|
| NUS National University of Singapore | NETS | Canon | FARRER PARK HOSPITAL SINGAPORE 新加坡斐瑞医院 | foodpanda | SMRT | HOUSING & DEVELOPMENT BOARD |
| NIE NATIONAL INSTITUTE OF EDUCATION SINGAPORE | SOMPO INSURANCE | MUSIM MAS | Resorts World SENTOSA SINGAPORE | Audi | mediacorp | TransitLink adding value always |
| ISEAS YUSOF ISHAK INSTITUTE | CIMB | maxeon | CITYNEON | TOWER TRANSIT | Singapore POST | sentosa where discovery never ends |
| SUSS SINGAPORE UNIVERSITY OF SOCIAL SCIENCES | income made yours | UNISTEEL | Mewah Global Brands, Local Favourites | COMFORTDELGRO | TEMASEK HOLDINGS | Land Transport Authority |
| NGEE ANN POLYTECHNIC | GREEN LINK DIGITAL BANK 绿联国际银行 | FUJIFILM | Parkway Hospitals SINGAPORE | BOEING | SURBANA JURONG | Agency for Science, Technology and Research SINGAPORE |
| SMU SINGAPORE MANAGEMENT UNIVERSITY | 中国太平 CHINA TAIPING | ConocoPhillips | GREYFORM | BW OFFSHORE | ST Engineering | jtc |
| SUTD SINGAPORE UNIVERSITY OF TECHNOLOGY AND DESIGN | PhillipCapital Your Partner In Finance | OUE | BIOTRONIK excellence for life | BOC AVIATION | Singtel | AGC SINGAPORE ATTORNEY-GENERAL'S CHAMBERS |

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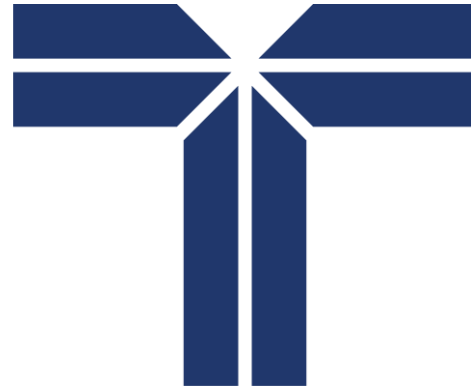
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