
GLOSSARY OF TECHNICAL TERMS

This glossary of technical terms contains explanations of certain technical terms used in this document. As such, these terms and their meanings may not correspond to standard industry meanings or usage of these terms.

“AI”	artificial intelligence
“AI Agent”	a system enabled by agentic AI technology that operates autonomously to perceive its environment, process information and execute actions toward achieving defined objectives, either as software or embedded within hardware
“AI model”	mathematical algorithms which can take unstructured data as input and transform them into informative outputs through its “intelligence,” namely, the capability of perceiving the world, transcribing and organizing information, enhancing or generating contents, or making decisions
“AIOps”	artificial intelligence for IT operations, the use of artificial intelligence, machine learning, and big data analytics to improve operational efficiency
“AIoT”	the artificial intelligence of things, the combination of AI technologies with IoT infrastructure to achieve more efficient IoT operations, improve human-machine interactions and enhance data management and analytics
“AI workloads”	computational tasks generated in the development and deployment of AI systems, including data preprocessing, model training, model inference and related large-scale computational operations
“algorithm”	a procedure or formula for solving a problem, based on conducting a sequence of specific actions, especially by a computer
“API”	application program interface, a computer programming approach for facilitating exchange of information and executing instructions between different computer systems
“app”	application software designed to run on smartphones and other mobile devices
“architecture”	the structure under which an information system’s hardware, software, data and communication capabilities are put together
“ATM”	automated teller machine, an electronic telecommunications device that enables customers of financial institutions to perform financial transactions
“bastion host”	a special-purpose computer on a network specifically designed and configured to withstand attacks
“CAGR”	compound annual growth rate

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“cloud”	a network of remote servers hosted on the internet or intranet and used to store, manage, and process data in place of local servers or personal computers
“cloud computing”	a model of computing where computing resources such as servers, storage, databases, networking, software, and more are delivered over the internet to offer faster innovation, flexible resources, and economies of scale
“CMMI”	capability maturity model integration, an advanced framework designed to improve and integrate processes across various disciplines such as software engineering and systems engineering
“CMMI5”	capability maturity model integration, level 5 certification
“colocation”	a data center service model under which enterprises place their own servers and equipment in third-party data centers and use the data centers’ power supply, cooling, network and other infrastructure
“computer vision”	a field of AI that uses machine learning and neural networks to teach computers and systems to derive meaningful information from digital images, videos and other visual inputs
“computing power”	the ability of a computer to perform computing tasks
“CPU”	central processing unit, the central processor in a computer responsible for executing program instructions and handling general-purpose tasks. While efficient for general computing, CPUs are typically less effective than GPUs and TPUs for specialized workloads like AI and graphics rendering
“CRM”	customer relationship management, a software system used to manage customer data and interactions, sales processes and customer services throughout the customer lifecycle
“curation”	in terms of data curation, the process of collecting, cleaning, labeling, organizing and maintaining data sets to ensure that they are accurate, consistent and suitable for AI model development and training
“deep learning” or “DL”	utilizing multi-layered neural networks to perform tasks such as classification, regression, and representation learning
“digitization”	the process of converting analog information, physical assets and offline business processes into digital form to improve efficiency and enable automation and intelligent management
“DMZ”	demilitarized zone, a physical or logical sub-network that acts as a secure buffer between a trusted internal network and an untrusted external network, such as the internet
“edge”	hardware or services that brings computation and data storage closer to where the data is produced
“end users”	enterprise-level users that have used or may potentially use our solutions offered through system integrators as our customers

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“end-to-end”	the process from users beginning to interact with a machine till the machine has completed the generation of outcomes, and specifically includes the procedures of noise reduction, voice recognition, semantic understanding, searching and voice synthesis
“ERP”	enterprise resource planning, an integrated enterprise software system used to manage and coordinate core business processes, including procurement, production, finance, supply chain and human resources
“foundation model”	AI model trained on vast, immense datasets and can fulfill a broad range of general task
“FPGA”	field-programmable gate array, a semiconductor device that can be reprogrammed after manufacturing. FPGAs are used for custom hardware applications, such as signal processing and high-performance computing, where flexibility and specialized hardware are required
“full-stack”	in terms of AI technology solutions providers, the capability of delivering end-to-end support for AI technologies ranging from computing power services and algorithm and model trainings to software-hardware integration and AI applications
“GA38–2021”	a national standard for China’s banking financial institutions, which sets forth a unified framework to regulate and guide the construction and management of security measures and surveillance systems for key bank areas such as offices, business outlets, self-service equipment, self-service banks, safe deposit vaults and data centers, helping to proactively prevent and respond to a variety of security risks
“GPU”	graphic processing unit, a processor primarily designed for rendering images and video. It is also widely used for parallel computing tasks, such as AI and machine learning, where it significantly accelerates complex computations
“heterogeneous resource scheduling technology”	a class of scheduling technologies that coordinate, allocate, and manage different types of computing or system resources with diverse architectures, performance characteristics, and functional capabilities in a unified manner, so as to optimize overall system efficiency, performance, and resource utilization
“High-performance Computing” or “HPC”	the use of powerful computing clusters and specialized hardware to perform large-scale, computationally intensive tasks such as AI model training, simulations and complex data analysis
“HTTPS”	hypertext transfer protocol secure, the secure version of the Hypertext Transfer Protocol (HTTP), used to encrypt data sent between a user’s browser and a website
“IEC”	International Electrotechnical Commission, a non-governmental international organization that develops and publishes international electrotechnical and electronic standards
“IoT”	Internet of things, the extension of internet connectivity into physical devices and everyday objects

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“ISO”	International Organization for Standardization, an international standard-setting body composed of representatives from various national standards organizations
“ISO14001”	a set of standards put forward by the ISO focused on environmental sustainability
“ISO45001”	an international standard for health and safety at work developed by national and international standards committees independent of government
“ISO9001”	an international standard that sets out the requirements for a quality management system
“large language model”	a large-scale model that is trained with more than 1 billion parameters and is able to perform multi-domain tasks, understand and generate humanized text
“lighthouse customer”	influential early adopters whose engagement with a product or service provides critical validation and direction for broader market adoption
“machine learning” or “ML”	a subset of AI focused on developing algorithms that allow machines to learn from data and improve their performance over time without explicit programming for each task
“model optimization”	the process of improving the performance, efficiency or accuracy of AI models through techniques such as algorithm tuning, architecture adjustment, compression, pruning or hardware acceleration
“multi-modal” or “multimodal”	methods or systems that utilize or integrate multiple modes of data, communication, or representation, such as text, images, audio, and sensor inputs, in order to capture richer contextual information and generate deeper insights
“natural language processing” or “NLP”	a branch of artificial intelligence that helps computers understand, interpret and manipulate human language
“OCR”	optical character recognition
“open-source”	a source code that is made freely available for possible modification and redistribution
“operators”	highly optimized computing routines in the context of AI computing
“RFID”	radio-frequency identification, a wireless communication technology that uses electromagnetic fields to automatically identify and track tags attached to objects
“RoCE”	RDMA over Converged Ethernet, a network protocol which allows remote direct memory access (RDMA) over an Ethernet network. RDMA is a direct memory access from the memory of one computer into that of another without involving either one’s operating system
“RSA”	a public-key encryption algorithm that uses an asymmetric encryption algorithm to encrypt data
“SaaS”	software as a service, a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted

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“sensor”	a device, module, machine, or subsystem whose purpose is to detect events or changes in its environment and send the information to other electronics, frequently a computer processor
“SDK”	software development kit, a collection of tools, libraries, documentation, and code samples that developers use to create software applications for specific platforms
“SM4”	a block cipher, standardized for commercial cryptography in China, used in the Chinese National Standard for Wireless LAN WAPI (WLAN Authentication and Privacy Infrastructure), and with Transport Layer Security
“TPU”	tensor processing unit, a specialized processor optimized for machine learning, particularly deep learning tasks. TPUs efficiently handle tensor operations, providing higher performance and energy efficiency compared to traditional CPUs and GPUs
“VDM”	virtual domain, a virtualization technology for network security devices that partitions a single physical appliance into multiple independent virtual instances
“Vertical AI”	AI technologies and solutions that are specifically designed and customized for particular industries or application scenarios, such as finance, healthcare, manufacturing or transportation
“VLAN”	virtual local area network, a logical segmentation of a physical network, allowing devices to act as if they are on separate networks even when connected to the same switch