GLOSSARY OF TECHNICAL TERMS

This glossary contains explanations of certain terms, definitions and abbreviations used in this [REDACTED] in connection with our Group and our business. The terms and their meanings may not correspond to standard industry meaning or usage of those terms.

"AIX"	Advanced Interactive eXecutive, a series of proprietary UNIX operating systems developed and sold by IBM for several of its computer platforms
"business intelligence"	a set of techniques and tools for the transformation of raw data into meaningful and useful information for business analysis and decision making purposes
"Cloud" or "Cloud computing"	an internet-based computing in which large groups of remote servers are networked to allow centralised data storage, and online access to computer services or resources
"CPU"	central processing unit
"database"	a structured and organised collection of information and data stored in computer systems that can be easily accessed, managed and updated
"database management"	a set of techniques which make use of databases to store, retrieve, add, delete, modify, and manage access of data
"enterprise server"	a type of computer server system which is designed for corporate use
"ESS"	a computer imaging system designed for handling of signature images
"hardware"	physical elements that constitute a computer system, such as CPU, monitor, mouse, keyboard, hard disk, etc.
"high availability"	a system design approach and associated service implementation that ensures a prearranged level of operational performance will be met during a contractual measurement period
"ISO"	International Organization for Standardization, a non-governmental organisation that develops and publishes international standards
"IT"	information technology
"IT integration solution"	a design and implementation service in which different computing systems and software applications are either physically or functionally linked together to act as a coordinated whole
"IT infrastructure solutions"	the assessment, design and implementation of IT infrastructure of customers through third party products
"Linux"	a free and open-source UNIX-type operating system

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"local area network"	a computer network that interconnects computers in a limited area such as a home, school, computer laboratory, or office building using network media
"network"	the linking of a number of devices, such as computers, workstations and printers, into a network (system) for the purpose of sharing resources and information
"operating system"	a master control programme that manages and coordinates a computer's internal functions and provides a means of control to a computer's operations and file system
"QM"	quality management
"QMS"	quality management system
"recovery system"	a system that allows the user to revert their computer's state (including system files, installed applications, Windows registry, and system settings) to that of a previous point in time, which can be used to recover from system malfunctions or other problems
"router"	a system that controls message distribution between multiple optional paths in a network, which uses routing protocols to gain information about the network, routing metrics and algorithms to select the "best route"
"server"	a running instance of application software capable of accepting requests from the client and giving responses accordingly
"software"	any set of machine-readable instructions that directs a computer's processor to perform specific operations
"storage"	an electronic memory device for storing data
"storage system"	a computer hardware consisting of computer components and recording media used to retain digital data
"topology"	the arrangement of the various elements (links, nodes, etc) of a computer network
"UNIX"	a trademark of a multitasking, multiuser computer operating system. Originally, Unix was developed by Bell Laboratories. Nowadays, Unix exists in many variants, such as Apple's OS X, Red Hat Linux, etc.
"virtualisation"	the act of creating a virtual (rather than actual) version of something, including but not limited to a virtual computer hardware platform, operating system, storage device, or computer network resources

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"virtual tape library backup solution"

a data storage virtualisation technology used typically for backup and recovery purposes

"Windows"

an operating system developed by Microsoft Corporation, a US-based multinational computer technology corporation