
GLOSSARY

This glossary contains explanations of certain terms used in this document that relate to our business and the industry in which we operate. These terms and their meanings may not always correspond to standard industry meaning or usage of these terms.

“AI”	artificial intelligence
“big data”	extremely large data sets that may be analysed computationally to reveal patterns, trends and associations, particularly relating to human behaviour and interactions
“cloud” or “cloud services”	internet-based computing services in which large group of remote services are networked to allow centralised data storage and online access to computer services or resources
“cybersecurity”	computer security, which is to safeguard IT systems from attack, damage, unauthorised access, intrusion as well as disruption and misdirection
“database”	a structured and organised collection of information and data stored in computer systems that can be easily accessed, managed and updated
“enterprise IT solutions”	enterprise-grade design and implementation solutions and services provided to corporate customers in which different computing systems and software applications are either physically or functionally linked together to act as a coordinated whole
“ERP system”	enterprise resource planning system, an IT system which helps organisations integrate and manage core business processes
“Fin-tech”	financial technology, which is an emerging industry which uses technology to improve activities in finance, such as the use of smart phones for mobile banking and cryptocurrency
“firewall”	a product used to maintain the security of a private network, which blocks unauthorised access to or from private networks and are often deployed to prevent unauthorised parties from gaining access to private networks connected to the internet
“hardware”	physical elements that constitute a computer system, such as central processing units, monitor, server, mouse, keyboard, hard disk, etc.

GLOSSARY

“IoT”	internet of things, a type of network that realises intelligent identification, positioning, tracking, monitoring and management of targeted objects achieved by exchange of information and communication between such targets and the internet via intelligent terminal products under pre-determined protocol
“ISO”	the International Organisation for Standardisation, a non-government international organisation based in Geneva, Switzerland, for assessing the quality systems of business organisations
“IT”	information technology
“IT solution” or “IT solution services”	an aggregation of IT products and services, which generally include design of IT solutions, development and/or implementation of IT products, system integration and technical and maintenance supporting services for satisfying the IT needs of customers, as opposed to a single, direct IT product
“managed services”	solution delivered by a third-party IT service provider that manages and assumes responsibility for providing a defined set of services to its clients and such services may include the remote monitoring and management of servers, desktop and mobile devices
“mobility solutions”	software or applications that allow enterprises to manage productivity remotely through a variety of mobile devices
“server”	a hardware capable of accepting request from the client and giving responses accordingly
“SOC”	security operation centre, a centralised facility that monitors, detects, investigates and responds to cybersecurity incidents
“software”	any set of machine-readable instructions that directs a computer’s processor to perform specific operations
“system vendors”	vendor companies engaging in the manufacturing and/or selling, mainly through their authorised distributors, of IT hardware, its associated system or software to the market
“user acceptance testing”	formal testing to determine whether or not an IT system or solution meets the requirements specified in the contract
“virtualisation”	the act of creating a simulated or virtual computing environment as opposed to a physical environment, which often includes virtual computer hardware platforms, storage devices, and computer network resources