



## DELIVERING WORLD CLASS IT SERVICES

### Book a free consultation

Unit 2604, 26F, Hopewell Centre,  
183 Queen's Road East,  
Wanchai, Hong Kong

+852-3658 5000

[hello@ptsconsulting.com.hk](mailto:hello@ptsconsulting.com.hk)

[www.ptsconsulting.com.hk](http://www.ptsconsulting.com.hk)

Choose PTS Managed Services to drive your business success through advanced technology and exceptional service. We are first and foremost an IT consultancy and IT services business, we design, deliver, and run complex, mission critical technology for our clients

---

We focus not only on designing and delivering your IT systems but also on maintaining your operations efficiently and securely around the clock, supporting your employees, technology, and growth



# Infrastructure Services

## IT PHYSICAL INFRASTRUCTURE

Our innovative and experienced professionals employ an end-to-end approach to ensure the best project results for your workplace environment. Our expertise in converged IT infrastructure and understanding of building operations enables us to design innovative, complex cabling and network solutions. This provides a robust platform on which to build a resilient energy-efficient Server Room infrastructure, including the design, implementation and support of Racking, Containment, Environmental Monitoring, Fire Suppression and UPS systems.

## TECHNOLOGY PROJECT MANAGEMENT

Rely on our seasoned IT project management professionals to lead your technology initiatives to success. We ensure your projects are completed on time, within budget, and with the highest quality outcomes.

Collaborate with PTS to elevate your business through tailored technology solutions that cater to your unique needs. Experience the unparalleled advantage of partnering with PTS today.

## PROCUREMENT & INVENTORY MANAGEMENT

IT procurement can be a headache for any department, everything from BAU procurement of end user technology through to more complex project related IT procurement as well as licence and warranty management. Let PTS take the headache away from your administration and provide professional sourcing to your business

## PHYSICAL SECURITY

A comprehensive service that considers and employs physical security covering the whole security lifecycle from strategy to due diligence, design, implementation and optimisation. Independent design and specification, budget, procure, testing and commissioning, handover. Meeting compliance measured and aligned with IT and AV design disciplines.

## STRUCTURED CABLING

We have 20 years' experience in designing industry-leading structured cabling solutions for organisations of all types and sizes. With our proven track record, you can be sure your cabling infrastructure from PTS will keep up with your operational demands for many years to come. For most cabling projects, the first step is to have one of our design team conduct a work shop to discuss your needs.

## AV AND MULTIMEDIA

Discover best-in-class, vendor-neutral AV and Multimedia solutions that add value to your business. Our bespoke designs perfectly match your environment and user requirements while ensuring ease of operation and ongoing support.

## WI-FI NETWORKS

Our experts can assist with new installations or continuing connectivity issues with your current WIFI network. High-performance, secure Wi-Fi networks created especially for your company will help you stay connected. Our Wi-Fi heat maps, in-depth research, and technical reporting ensure the best possible access point placement, giving unmatched performance and resolving any potential bottlenecks.

## TECHNICAL MOVES

Whether its a relocation of a Data Center or office, PTS can be your trusted partner providing its specialist technology fit-out and relocation services, PTS's services are enhanced by offering professional move planning, complete de-racking and re-racking solutions, as well as the relocation of desktop and audio-visual technology. Our skilled technical engineers can work across a multitude of hardware and technology platforms.

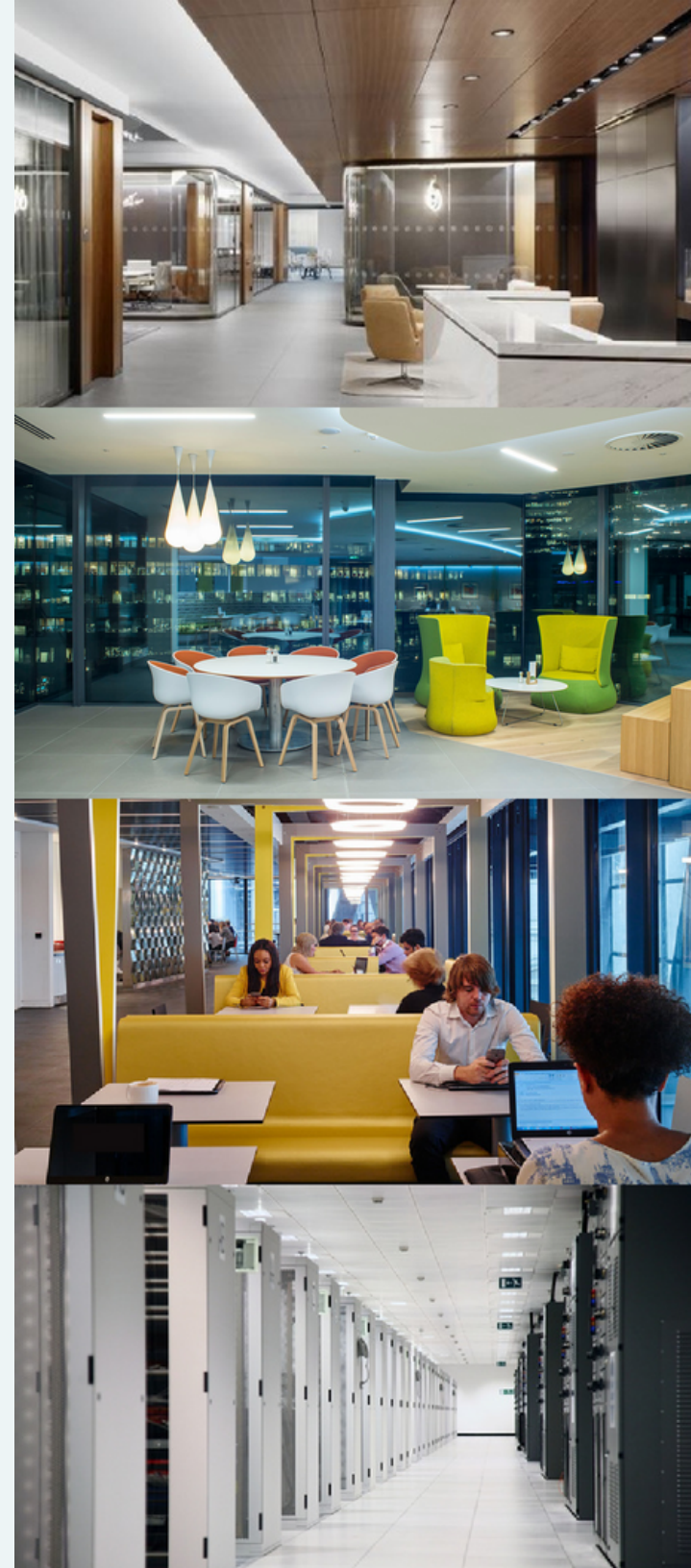


ISO 20000-1:2018  
Certificate No:IT011



ISO 27001:2022  
Certificate No:IS028

PTS has been awarded  
the ISO 20000-1:2018 IT011  
and 27001:2022 ISO28





# Managed Services

## DESKTOP SUPPORT AND MAINTENANCE

The PTS Service Desk provides onsite, remote, and scheduled onsite support, application support, desktop updates, anti-virus updates, device management, and printing break/fix support.

## HARDWARE SUPPORT

PTS provides support for your desktop, printer, network, storage, server, voice, video-conferencing, Wi-Fi, CCTV hardware, and door security/access systems, including vendor and third-party liaison.

## SERVER AND NETWORK INFRASTRUCTURE SUPPORT

PTS provides server and network break/fix support, network monitoring, proactive diagnosis and troubleshooting, network and server maintenance, server updates, server anti-virus updates, user account administration, and managed server backup.

## CYBERSECURITY

Cybersecurity has never been a more important or prominent concern for every business large and small. Taking security seriously is a pre-requisite for any organization, it isn't if you will be attacked but when, make sure you have the right protections in place.

PTS provides our clients with holistic security design and consultancy to ensure that your business is protected, from end-point protection through to end-user security training for all your staff.

## IT TALENT RESOURCING

At PTS, we understand that finding the right IT professionals can be a challenging task. Ensuring that we identify candidates who not only possess the necessary technical skills but also align with your company culture and values.

Our team of experienced recruiters utilises a rigorous screening process to evaluate candidates thoroughly. We assess their technical proficiency, industry experience, and problem-solving abilities to ensure they meet your specific requirements. By carefully vetting applicants, we save you time and effort while maintaining a high standard of quality.

## AUDIO-VISUAL SUPPORT

PTS Service Desk provides remote and onsite AV support, as well as scheduled AV health checks, and concierge services.

## TELEPHONY AND CARRIER SUPPORT

PTS handles your carrier connectivity troubleshooting and coordination, as well as mobile device support in collaboration with the service provider.

## SERVICE MANAGEMENT

PTS delivers monthly reports, manages third-party vendor relationships, handles change control, and manages disaster recovery and business continuity processes.

## DOCUMENTATION

PTS Service Desk maintains your local IT Management documentation, manages warranties and licenses, and stores and maintains documentation.

## CLOUD MIGRATION

Unlock the potential of cloud computing with our expert guidance. We collaborate with you to develop and implement a customized roadmap to the cloud, tailored to your specific requirements.

## IT AUDIT AND INVENTORY SERVICE

A typical IT infrastructure consists of a wide range of diverse assets, and new IT initiatives continually add new assets to meet organisational goals. These difficulties include managing IT assets across many offices and IT platforms, identifying software that has been installed and is being used, and locating newly connected devices.

We will deliver a thorough inventory of our findings, a description of any concerns, and suggestions after the IT audit is finished.



ISO 20000-1:2018  
Certificate No:IT011



ISO 27001:2022  
Certificate No:IS028

PTS has been awarded  
the ISO 20000-1:2018 IT011  
and 27001:2022 IS028