

KL Physical Space – May 2009



LP Wong: *(Super: General Manager, Malaysia, Hewlett-Packard Company)* Our Cyberjaya HP Operations and Monitoring Center is located in Cyberjaya itself, which is about 30 kilometers south of Kuala Lumpur. Cyberjaya is actually a very, very nice city. It was actually developed literally out of a plantation. It is the government's vision of introducing and inviting companies to come and invest and to bring technology into Malaysia. It's one of several HP world-class operating centers across the world.

This HP center sets and uses industry standards in control center management, ensuring customer benefits from predictable, consistent and reliable services which are delivered in a cost-effective manner, regardless of geographic points of delivery. We support in excess of 30 global customers.

About 50 percent of the services that we deliver here are actually for global monitoring and operations. The HP facilities in Cyberjaya is approximately 75,000 square feet, of which about half of them is dedicated to the monitoring and operation centers. We have operations twenty-four by seven, running shifts, supporting eleven languages for our Asian customers as well as our global customers.

Our facilities here in Cyberjaya are designed and maintained to meet top-level security and access standards, and include such physical features as state-of-the-art power, UPS, fire suppression, air conditioning, networking and telecommunication systems to give our customers and clients peace of mind.

Here we also provide multilevel cost-competitive infrastructure services across a multitude of services. That ranges from mainframes to midrange to network services, where we have global network monitoring services here. In fact, Kuala Lumpur is a key center for HP desktop engineering services.

EDS, together with HP, is number one in technology hardware services, and brings the power of three point six billion of HP R&D investment, and the innovations of 23 HP labs in seven global locations.

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