

**IP ServerOne:**  
Managed  
Cloud Service  
Provider in  
Malaysia

# Strategies for **Seamless Recovery** in a Dynamic Data Landscape



Speaker: **Simon Ng** | Sales Director of IP ServerOne

# About Us

## 1 Our Story

Founded in 2003,  
Over 2 decades of  
success business  
story

## 2 Our People

Over 70 employees  
and counting

## 3 Our Expansion

300 racks throughout  
South East Asia

## 4 Our Reliability

Managing over 7000  
physical servers

## 5 Our Credibility

A licensed Cloud Service  
Provider under MCMC

## 6 Our Customers

Managing more than  
5000 customers  
Application's Infrastructure

## 7 Our Presence

Data centers in MY, SG  
and HK

## 8 Our Security

ISO/IEC 27001  
ISO/IEC 27017  
SOC 2 Type II  
PCI-DSS, CSA STAR-L1,  
CSA STAR-L2

## Who Are We

At IPSEVERONE, we're your approachable Managed Cloud Services Provider that you can easily talk to.

We start by getting a deep understanding of your business, so we can provide the ideal solution for you.



# Our Story

Discover the warmth and personalized care of our managed cloud services, and let us show you how **“We Host Better.”**

# Our Milestones

## 21 Years Ago

2003

Established Year  
Product: **Domain name, Web Hosting**  
Head Count: Lone-Ranger

2008

Domain name, Web Hosting, **Dedicated Server, and Co-location**  
Head Count: 15

2013

The Start of **Cloud Hosting 1.0**  
Head Count: 30

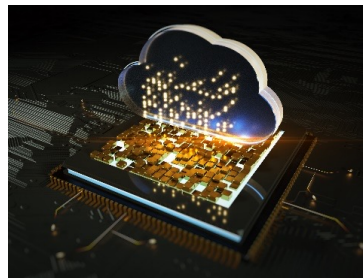
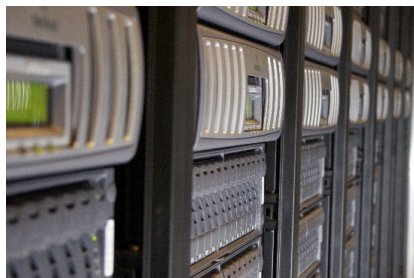
2015

Incubating **Cloud Hosting 2.0**  
Head Count: 30

2016

- ISO27001 certified
- **1<sup>st</sup> colo provider in Malaysia offers Cloud Scrubbing**
- **Enabled Anti-DDoS to all services**

Head Count: 40



# Our Milestones

2017

- Setting up **CJ1 Data Center**
- Incubating **Cloud Hosting 3.0**

Head Count: 48

2018

- Start of **CJ1 Data Center** operation
- PCI-DSS Certified
- Start of **Cloud Hosting 3.0**

Head Count: 55

2019/2020

- 2019/2020 (Pandemic)
- Demand in **Private Cloud, Public Cloud, IaaS**
  - ISO 27017 Certified
  - VMware Cloud Verified, launch of **Object Storage**

Head Count: 60

2021

- Expansion of **CJ1 Data Center** space on 3<sup>rd</sup> Floor
- Launch of VMware Singapore

Head Count: 60

2022

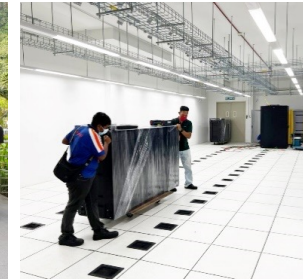
- Cloud demand continues to increase, **#2** in revenue.
- SOC 2 Type II Certified
- CSA STAR Level 1

Head Count: 60

2023

- Launch of **Cloud Connect** service
- Launch of Load Balancer as a Service
- Stamped MOU with UTAR

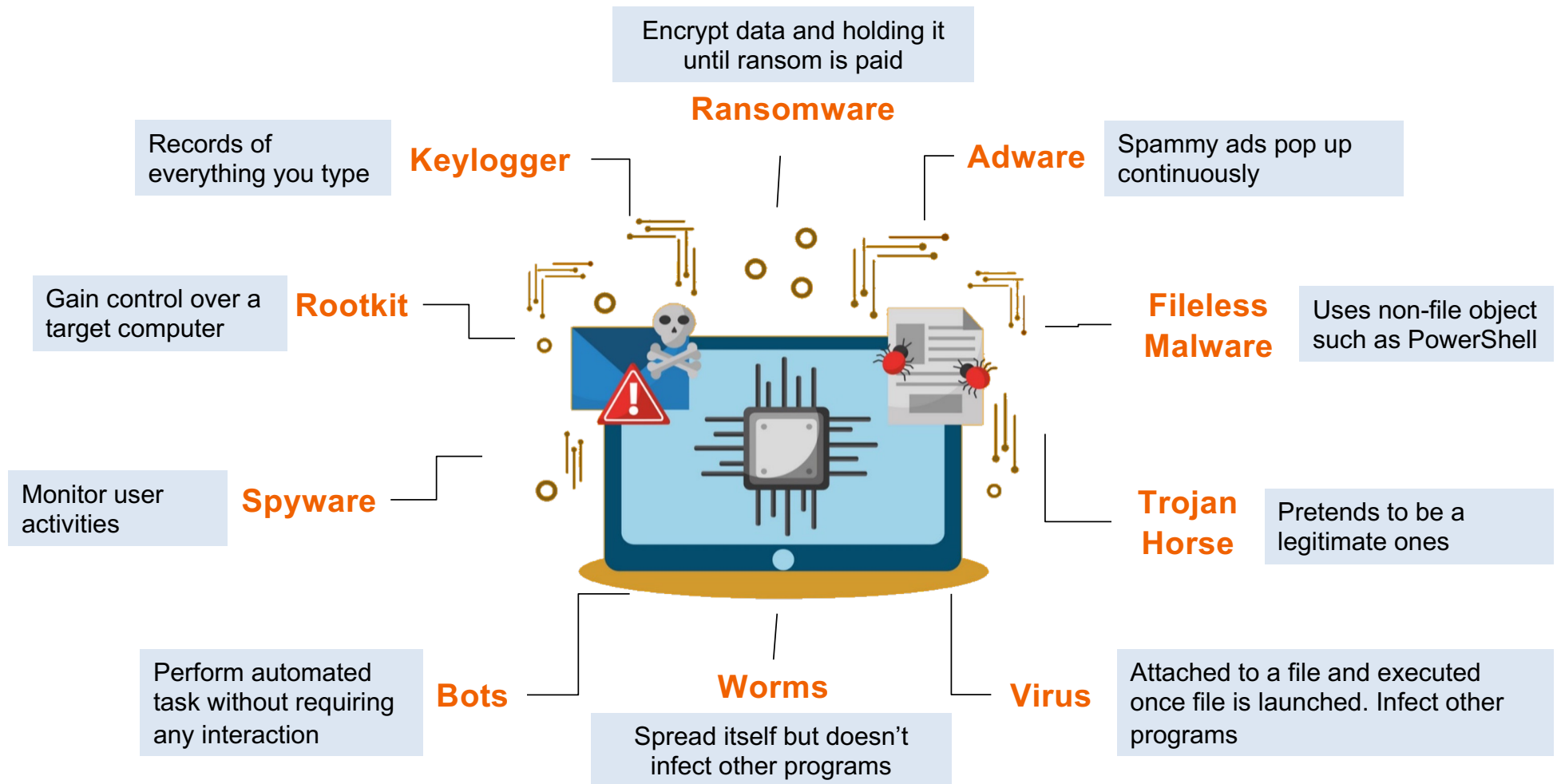
Head Count: 70



# The Data Landscape

**A SIMPLE | FAST | SECURE**  
Managed Disaster Recovery Solution

# Types of Malware





# Impact of Poor Security



## Financial Losses

Inadequate information security measures can result in financial losses for organizations. These losses can arise from direct costs, such as incident response, forensic investigations, legal actions, regulatory fines, and customer compensation. Indirect costs may include the loss of business opportunities, customer churn, and damage to the organization's brand and market value.

<https://www.thestar.com.my/aseanplus/aseanplus-news/2024/05/03/s039pore-law-firm-shook-link-bok-hit-by-cyber-attack-allegedly-paid-s189mil-in-bitcoin-as-ransom>



## Data Breaches

Poor information security increases the risk of data breaches, where unauthorized individuals gain access to sensitive information. The impact of data breaches can be severe, leading to financial losses, reputational damage, legal liabilities, and loss of customer trust. Personal and financial information exposed in data breaches can also be used for identity theft, fraud, or other malicious activities.

<https://www.hackread.com/dell-data-breach-hacker-sells-customer-data/>



## Legal and Regulatory Consequences

Inadequate information security can result in non-compliance with data protection laws and regulations. Organizations failing to meet regulatory requirements may face penalties, fines, legal actions, and regulatory scrutiny. Compliance failures can also lead to limitations on conducting business in certain industries or geographical regions.

*s 20(6) of the **Cyber Security Bill 2024**: "Any national critical information infrastructure entity which contravenes subsection (1), (2) or (3) commits an offence and shall, on conviction, be liable to a fine not exceeding one hundred thousand ringgit or to imprisonment for a term not exceeding two years or to both.*

# Impact of Poor Security

## Financial Losses

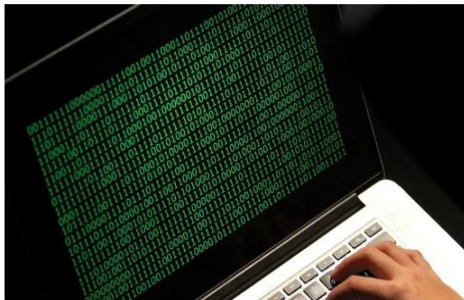
### S'pore law firm Shook Lin & Bok hit by cyber attack; allegedly paid S\$1.89mil in bitcoin as ransom



SINGAPORE

Friday, 03 May 2024

9:24 PM MYT



<https://www.thestar.com.my/aseanplus/aseanplus-news/2024/05/03/s039pore-law-firm-shook-lin--bok-hit-by-cyber-attack-allegedly-paid-s189mil-in-bitcoin-as-ransom>

## Data Breaches



### An important message about your Dell information

Hello,

Dell Technologies takes the privacy and confidentiality of your information seriously. We are currently investigating an incident involving a Dell portal, which contains a database with limited types of customer information related to purchases from Dell. We believe there is not a significant risk to our customers given the type of information involved.

#### What data was accessed?

At this time, our investigation indicates limited types of customer information was accessed, including:

- Name
- Physical address
- Dell hardware and order information, including service tag, item description, date of order and related warranty information

The information involved does not include financial or payment information, email address, telephone number or any highly sensitive customer information.

#### What is Dell doing?

Upon identifying the incident, we promptly implemented our incident response procedures, began investigating, took steps to contain the incident and notified law enforcement. We have also engaged a third-party forensics firm to investigate this incident. We will continue to monitor the situation.

#### What can I do?

Our investigation indicates your information was accessed during this incident, but we do not believe there is significant risk given the limited information impacted. However, you should always keep in mind these [tips to help avoid tech support phone scams](#). If you notice any suspicious activity related to your Dell accounts or purchases, please immediately report concerns to [security@dell.com](mailto:security@dell.com).

[Privacy Statement](#)

This is an automated email that cannot accept replies.

## Legal and Regulatory Consequences

### CYBER SECURITY BILL 2024

#### ARRANGEMENT OF CLAUSES

##### PART I PRELIMINARY

#### Clause

1. Short title and commencement
2. This Act binds the Federal Government and State Governments
3. Extra-territorial application
4. Interpretation

##### PART II NATIONAL CYBER SECURITY COMMITTEE

5. Establishment of Committee
6. Functions of Committee
7. Meetings of Committee
8. Committee may invite others to attend meetings
9. Committee may establish subcommittees

**s 20(6) of the Cyber Security Bill 2024:** "Any national critical information infrastructure entity which contravenes subsection (1), (2) or (3) commits an offence and shall, on conviction, be liable to a fine not exceeding one hundred thousand ringgit or to imprisonment for a term not exceeding two years or to both.

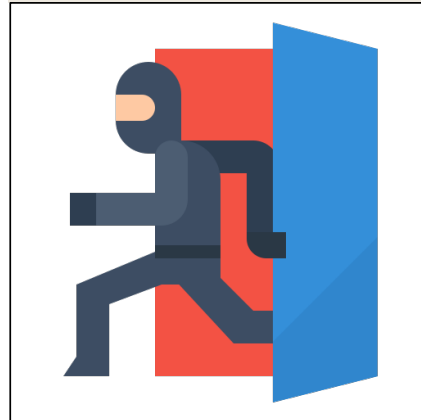
# Insider Threat

## Oblivious Insider



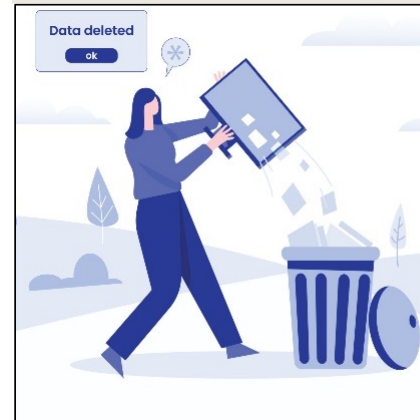
Insiders with important access to company information that have been compromised from the outside.

## Negligent Insider



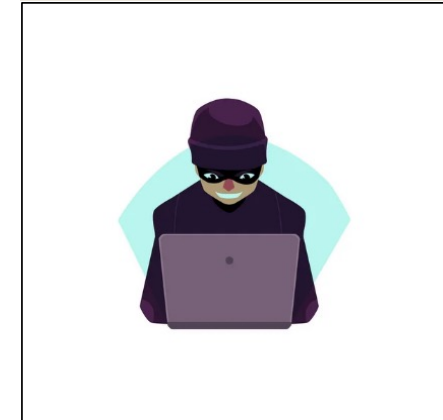
Insiders that are usually uneducated on potential security threats, or simply bypass protocol to meet workplace efficiency.

## Malicious Insider



Insiders that steal data intentionally or destroy company property – such as an employee that deletes company data on their last day of work.

## Professional Insider



Insiders making a career of exploiting company network vulnerabilities, and selling that information on the dark web.

# Social Engineering



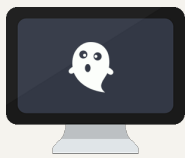
## Phishing

Phishing scams are email and text message campaigns aimed at creating a sense of urgency, curiosity or fear in victims. It then prods victim into revealing sensitive information, clicking on links to malicious websites, or opening attachments that contain malware.



## Baiting

Baiting attacks use a false promise to pique a victim's greed or curiosity. Baiting attacks may leverage the offer of free music or movie downloads to trick users into handing their login credentials.

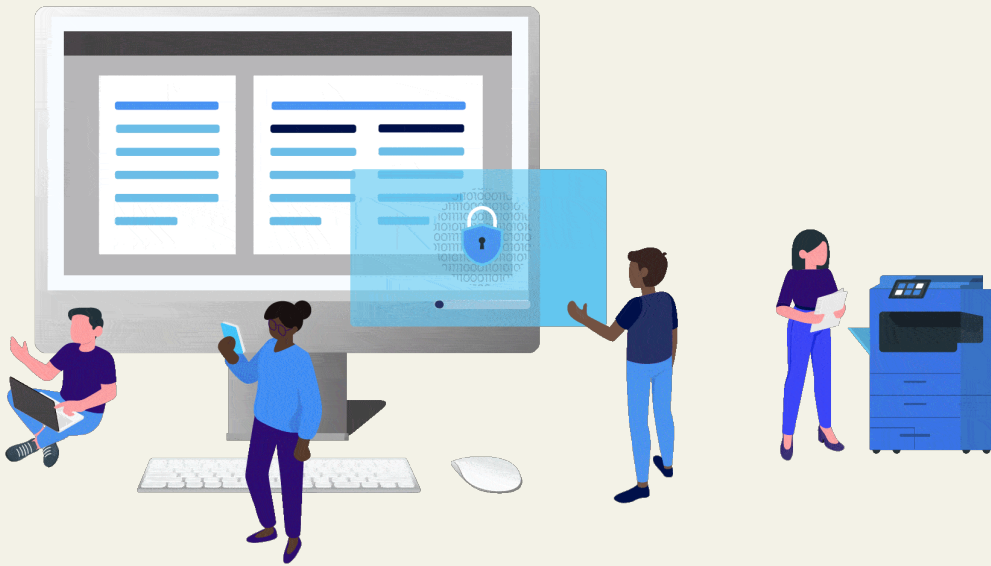


## Scareware

Scareware involves victims being bombarded with false alarms and fictitious threats. Users are deceived to think their system is infected with malware, prompting them to install software that has no benefit or is malware itself.



# How To Protect Data At Workplace



Which of the following **password** safe to use?



1

qwerty123

2

XR#LJ5lsf\*bi

3

!@#\$%^&\*

4

taylorswift

**Strong password recommendation:**

- Contain both upper-case and lower-case characters (e.g. a-z, A-Z)
- Contain digits and punctuation characters as well as letters (e.g. 0-9, !@#\$%^&\*())
- At least eight alphanumeric characters long
- Not a word in any language, slang, dialect, jargon, etc.
- Are not based on personal information, names of family, etc

# The Trifecta of Data Recovery

## People

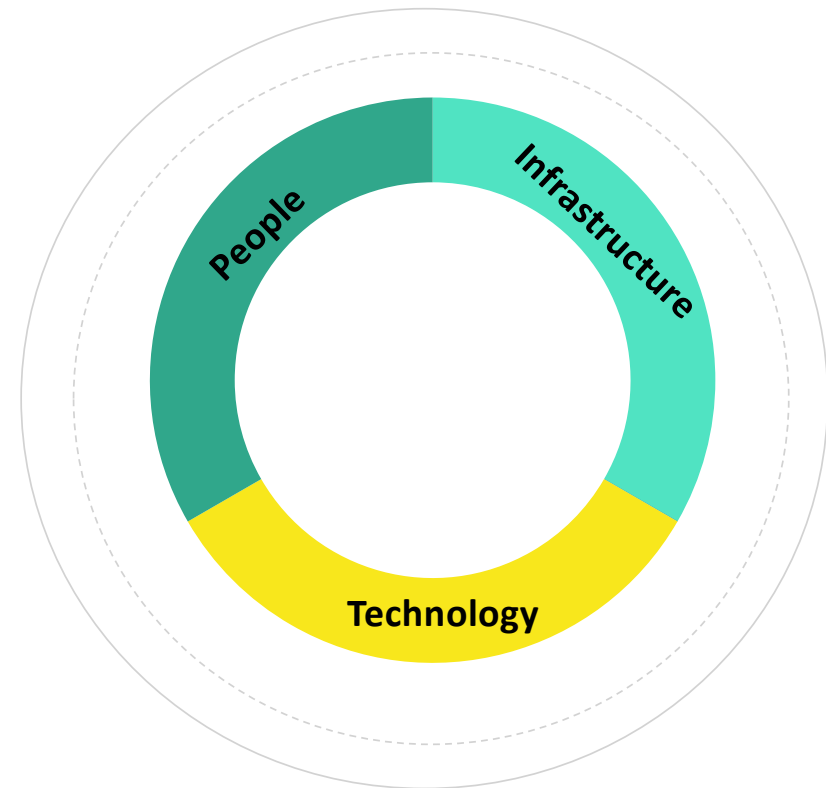
- In-house/Outsource/Contract

## Infrastructure

- Your own Data Center/Server Room/Outsource

## Technology

- The Software/Hardware/Appliance you're using



# Our Product & Services

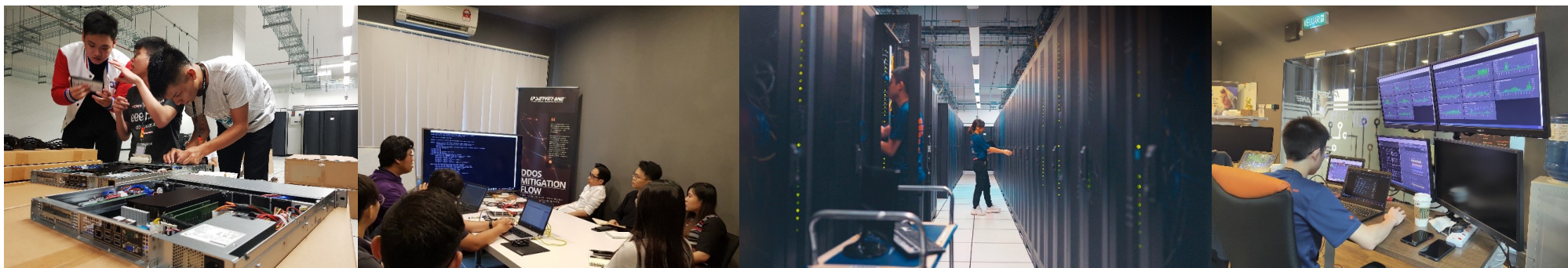
Providing a vast array of solutions to support  
the demands of our customers.



## Product & Services Overview

# IP ServerOne: What We Do

<b>1 SUBSCRIPTION</b> <ul style="list-style-type: none"><li>NovaCloud</li><li>Private Cloud</li><li>Bare-Metal Server</li><li>E-mail</li><li>Backup Storage</li><li><b>Disaster Recovery</b></li><li>DNS Hosting</li><li>Domain Name</li></ul> <b>CLOUD SERVICES</b>	<b>2 MAINTENANCE</b> <ul style="list-style-type: none"><li>Monitoring</li><li>Server Management</li><li>Database Management</li><li>Server Security Management</li><li>Performance Optimization</li></ul> <b>MANAGED SERVICES</b>	<b>3 DESIGN &amp; DEPLOY</b> <ul style="list-style-type: none"><li>Hardware &amp; Software</li><li>Storage Solution</li><li>Virtualization</li></ul> <b>IT SOLUTIONS</b>	<b>4 SUPPORT</b> <ul style="list-style-type: none"><li>IP Transit</li><li>Anti-DDoS Protection</li><li>Co-location</li><li>Floor space</li><li>MYIX Satellite POP</li><li>Inter-Data Center connection (DCI)</li></ul> <b>DATA CENTER</b>
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# Our Certifications

## Design



Uptime Institute Tier III DC on Design (TCCD)



Uptime Institute Tier III DC on Constructed Facility (TCCF)



ANSI/TIA-942 Rated-3



Green Building Index (GBI) Certified

## Security



PCI-DSS Compliant



ISO/IEC 27001 Compliant



ISO/IEC 27017 Compliant



Risk Management in Technology (RMiT)



SOC 2 Type II



Threat, Vulnerability, Risk Assessment (TVRA)

# Acorn Recovery as a Service

**ACORN**

**A SIMPLE | FAST | SECURE**  
Managed Disaster Recovery Solution

The logo for ACORN, featuring the word "ACORN" in a bold, black, sans-serif font. The letter "O" is stylized with a circular arrow around it, suggesting a cycle or recovery.

When your security is **B R E A C H E D!**

Acorn Recovery is your  
**LAST LINE OF DEFENSE!**

Recovery in minutes...

# Story Time:

## Nature's Inspiration for Acorn Recovery as a Service

### 1 Hard Outer Shell

Just like the tough shell of an acorn **protects the seed within**, Acorn Recovery employs robust security measures and encryption protocols to safeguard your critical data from cyber threats. It's like having a **fortress around your most valuable assets**.

### 2 Nutrient-Rich

Acorns are known for their nutrient-rich composition, **sustaining life in the natural world**. Similarly, Acorn Recovery offers a bounty of features—**rapid server recovery, immutable storage, dual disaster recovery centers, and a top-notch DR team**—to keep your business running continuously, even in the face of adversity.

### 3 Tannins

Ever tasted the bitterness of an acorn? That's thanks to tannins, **natural compounds that act as a defense mechanism**. Similarly, our security features in Acorn Recovery deter malicious actors and **safeguard your data from exploitation**. No bitter taste here, just **sweet security**.

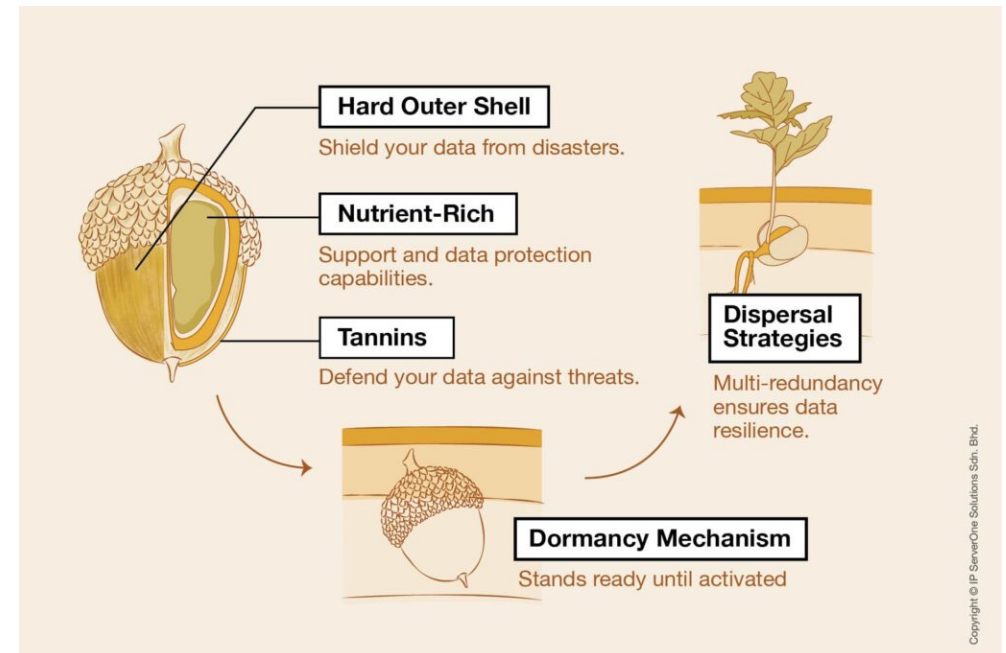
### 4 Dormancy Mechanism

Acorns have a nifty trick up their sleeve—a dormancy mechanism that **delays germination until the time is right for growth**. Similarly, Acorn Recovery keeps your critical data dormant and readily available until needed for recovery. It's like having an **'insurance' policy for your digital assets**.

### 5 Dispersal Strategies

Acorns spread their seeds through various dispersal methods, **ensuring the survival of oak trees**. Likewise, Acorn Recovery disperses your data **across multiple locations**—immutable cloud storage, off-site data centers, and redundant systems—to **speed up recovery, enhance resilience, and minimize the risk of data loss**.

## ACORN



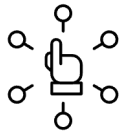
SOURCE: <https://www.ipserverone.com/the-acorn-story-natures-inspiration-for-acorn-recovery-as-a-service/>

# What is Acorn Recovery as a Service?

Acorn Recovery as a Service is a **SIMPLE | FAST | SECURE** managed Disaster Recovery solution that's designed to help secure physical and virtual servers, ensuring uninterrupted operations.



What do we mean by **SIMPLE | FAST | SECURE?**



## SIMPLE

- Means our solution is user friendly and easy to use.
- We provide simplified ransomware recovery steps to customer, backed by our experience DR team.



## FAST

- Means fast server recovery in minutes upon DR activation by customer.
- Fast to response with our 24/7 DR team that follows the industry standards like ISO, TVRA, BNM RMiT, and SOC 2 Type II compliance.



## SECURE

- Means your data is kept securely in TWO separate Disaster Recovery Centers (DRC).
- Added on with immutable storage; your data stored is not susceptible to change.

# Unique Selling Points of Acorn Recovery as a Service

## 1 Immutable Storage



- Time-lock storage
- Enhanced protection from ransomware attack

## 2 Warm DR



- Standby Disaster Recovery for faster Recovery Time Objective (RTO)

## 3 Dual DRC Design



- Dual DataCenter design
- DRC1 is in CJ1 | DRC2 in in AIMS KL | or vice-versa

## 4 Managed Backup and DR Services



- Our dedicated team will manage the day-to-day of backup and DR operations

## 5 Backup Verification



- Veeam's SureBackup technology offers a robust solution for backup validation, ensuring that backups are not only successfully created but are also reliable for restoration

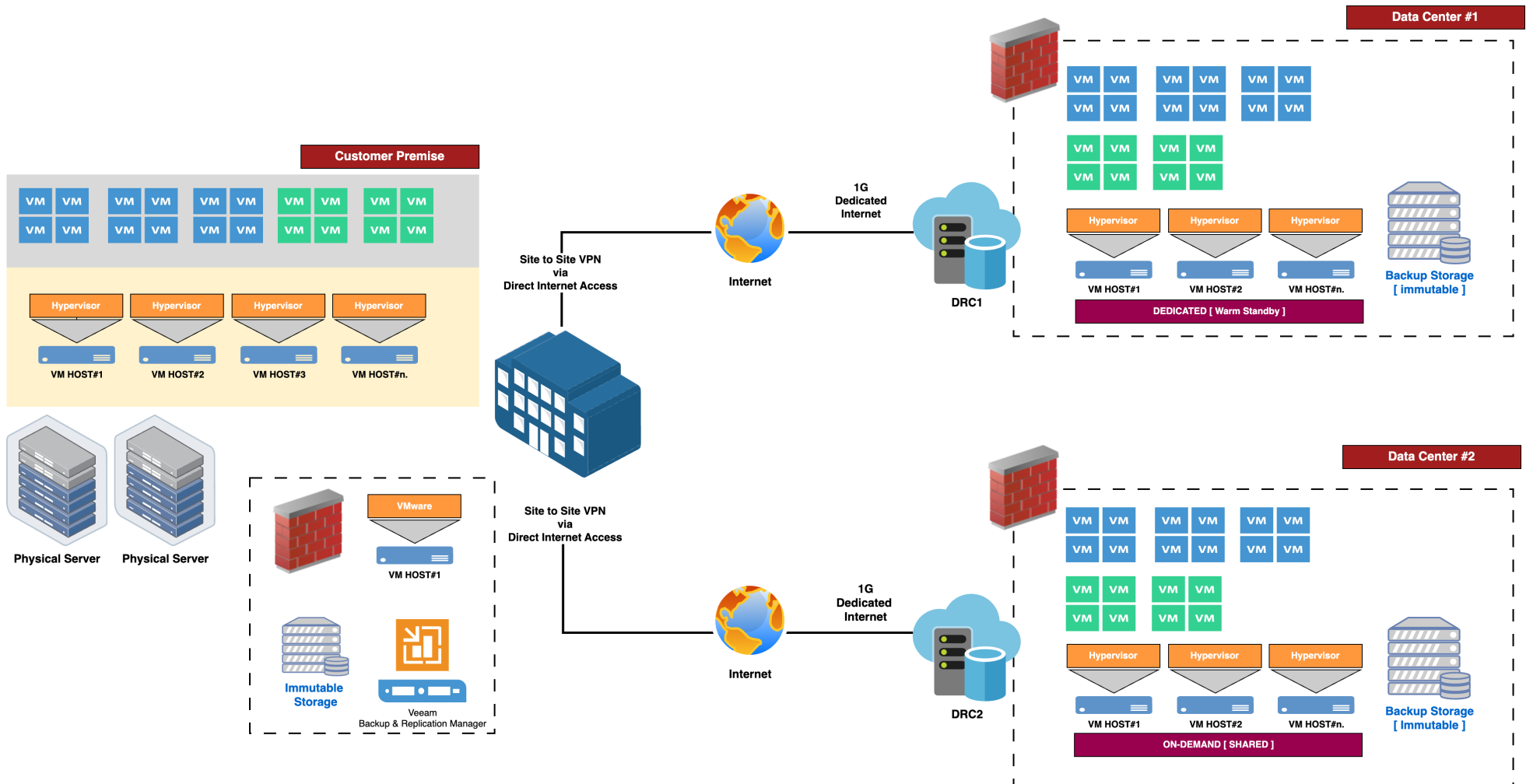
## 6 DR Drill



- 1x DR Drill included per year
- Inclusive of 10 days DR Activation for DR Testing / DR Drill / Actual DR
- DR Plan update based on executed DR Drill activity
- DR Report inclusive activities, timelines, actions taken, and feedback



# The Design of Acorn Recovery as a Service



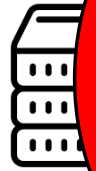


ABC Company



DRC 1

**ACORN**



Windows Server Replica



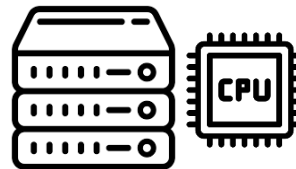
Linux Server Replica



**WARM DR SITE**

DRC 2

**ACORN**



Windows Server

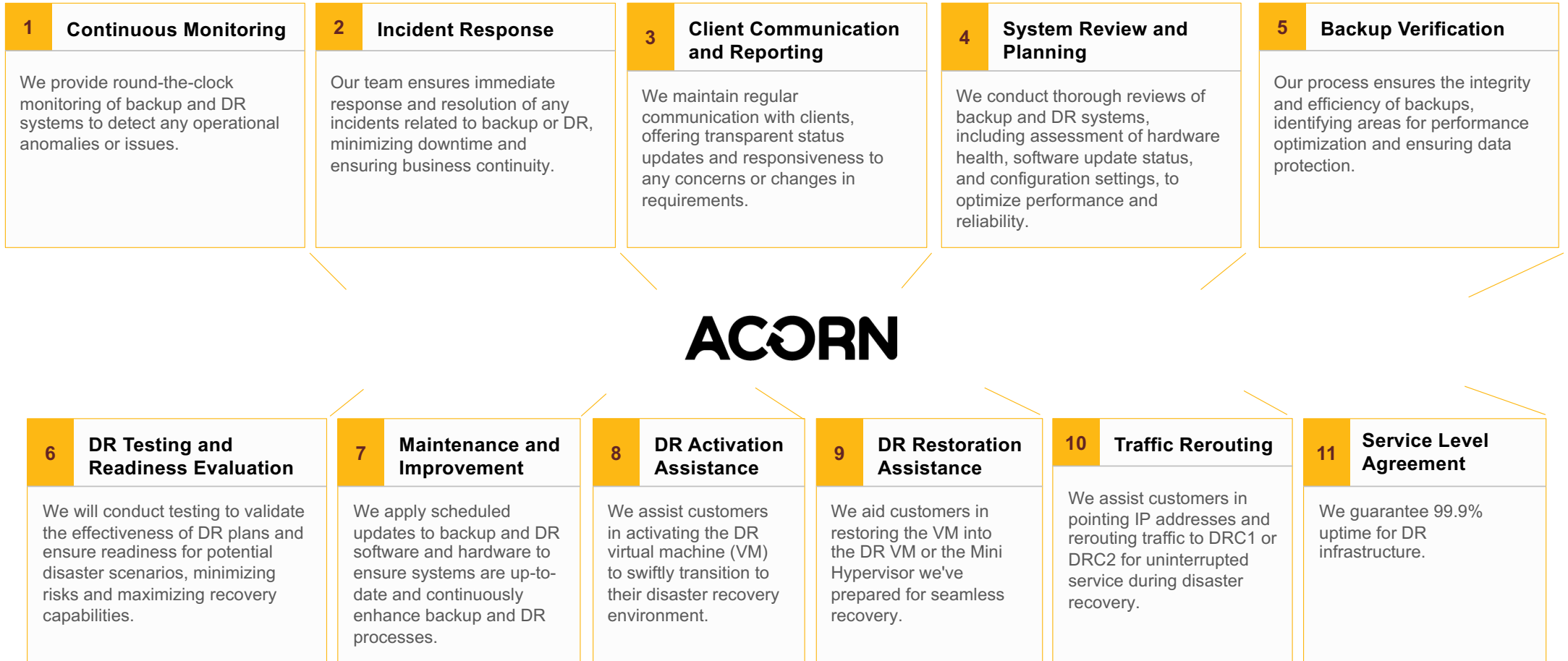


Linux Server



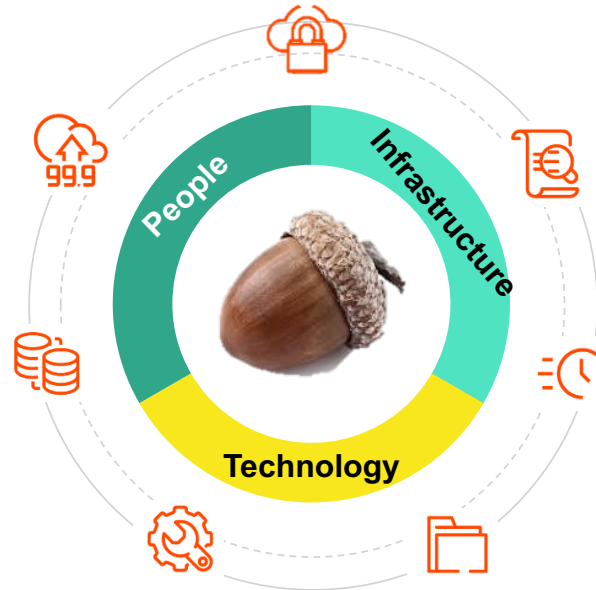
**COLD DR SITE**

# Scope of Acorn Recovery as a Service



# In Summary: **SIMPLE | FAST | SECURE**

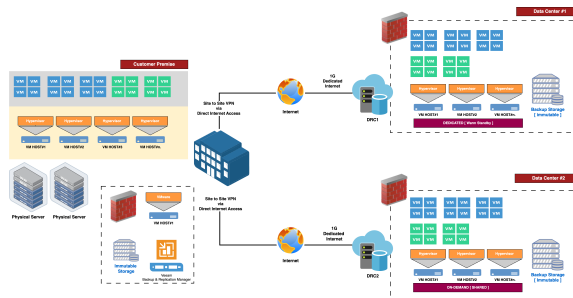
## 1 People



## 2 Infrastructure



## 3 Technology



### ACORN Unique Features

1. Immutable Storage
2. Warm DR
3. Dual DRC Design
4. Managed Backup and DR Services
5. Backup Verification
6. DR Drill

# Thanks

WE HOST BETTER

📍 **IP ServerOne Solutions Sdn. Bhd.** (800140-T)

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[www.ipserverone.com](http://www.ipserverone.com)

Discover the warmth and personalized care of our managed cloud services, and let us show you how “We Host Better.”

IP ServerOne Team

