Introduction

The pandemic has forced substantial changes on all companies and markets, and a new challenge has appeared in the form of a semi-conductor chip shortage which is delaying PC and network equipment deliveries across the region. Fusion Systems has been at the center of many IT adjustments as our customers have realigned their businesses to meet these new realities. Our team-based approach has provided our clients with a range of skills to address various problems quickly and efficiently. The types of problems faced by many companies have been very different from the pre-pandemic days, requiring broad experience to perform situational analysis and provide coordinated problem solving. This month we are focusing on three critical areas where we have received extensive inquiries from many of our clients and would like to share our thoughts with you:

Security Services

With the increase in WFH and remote services the danger of illegal access has increased due to increased external access to corporate systems. We highly recommend both network penetration testing to identify weak links in internal systems as well as Phishing penetration testing to identify poor user habits and increase awareness among your staff about the importance of correct security procedures.

Fusion Systems can help you with:
- Network and Phishing penetration testing
- Specialized training programs for your staff, please contact us today.
- Network security consulting and assessments

Network Engineering Services

With the sudden need for a flexible working environment in which employees increasingly work from home, network design must

Security Offerings:

- Penetration Testing

- Phishing Surveys

- ZScaler Secure Access Service Edge

- Security Consulting and Assessment

- SPHER Patient Privacy Protection and User Activity Monitoring

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accommodate multiple scenarios. From Wi-Fi environments beginning with predictive surveys to WANs incorporating secure connections for multiple devices, our Network Infrastructure Team provides robust solutions to support your businesses' IT requirements.

If your engineers are working from home, Fusion engineers can go on site to assist with tasks such as:
- Office moves and closures
- Data center installations
- Wi-Fi, local area (LAN) and wide area network (WAN) installations
- IT device configurations
- User manuals and specialized training programs

Helpdesk service

A core component supporting our national service capability is the Client Services Desk (CSD) team offering bilingual Help Desk services for troubleshooting and issue resolution, technical assistance, and knowledge transfer as well as the coordination of on and off-site support for efficient execution. Fusion Helpdesk is an intermediary in the communication flow between the client and the engineer who will provide IT support. Once again, Fusion Systems help desk can support your team if your company has downsized or needs assistance with the complexity of WFH.

If you have any issues, please contact our CSD team today (hk_helpdesksupport@fusionsystems.com.hk).

Are you ready to take the next step and feel the Fusion Systems difference today and tomorrow? Ask us for a quote today.

For more information on our Regional IT services, please visit our website here or be in touch with one of our business development representatives below.

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Cyber Security TIPS from our Regional Tech Delivery Manager:

1. Regularly update software patching/Windows (& MAC).

2. Monitoring of internal services such as AD/file and network (suspicious) activity.

3. Encryption of sensitive data and information security policy in place.

4. Training of employees regarding security principles and establish basic security practices and policies.

5. Enforcing Privileged Access Management (PAM) to ensure employees have only the necessary levels of access.