Acclivis aims to close the gap for managed cloud services in Southeast Asia

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Introduction

Acclivis is positioned as a regional cloud and managed services provider with operations in Singapore, Indonesia, Malaysia, Thailand and Hong Kong. As local businesses are on their journey to digital transformation, the company is upping its managed services capabilities with platform and service enhancements that focus on delivering a frictionless user experience, and it is committed to building out its partner ecosystem for better enterprise support. Over the past few years, a number of markets in Southeast Asia have slowly but clearly emerged as the center for technological innovation and creativity, with local governments in Singapore, Indonesia and Thailand, among others, spearheading digital initiatives to accelerate or improve economic competitiveness. Their enthusiasm does not go unnoticed – global hyperscalers and well-known technology providers have shown strong interest in exploiting untapped opportunities in this part of the world, and several born-in-the cloud specialists have jumped onto the bandwagon, using Singapore as a hub for ASEAN operations. The evolving marketplace seems to be bringing new focus among regional and local IT and cloud providers as they look for the next growth engine. .

The 451 Take

The market for managed cloud services in Southeast Asia remains nascent, but we believe there is an opportunity for regional MSPs like Acclivis given its track record among indigenous enterprises and its expertise in infrastructure management. In addition, the company's plan to partner with technology vendors and ISVs with domain-specific expertise – like its partnership with Rubrik – should help it to scale its managed services business with end-to-end platform management propositions in Southeast Asia. The managed services provider has perhaps not fully taken advantage of its parent company's presence in Greater China as quickly as we might have expected, although it began this effort by expanding its datacenter footprint in Hong Kong last year. Acclivis may want to strengthen its ties with leading cloud hyperscalers as it continues to pursue

opportunities for company-wide digital transformation, where workload migration services to the public cloud are generally expected, at least by global corporations and international companies.

Context

Singapore-based Acclivis, which has been in the IT industry for a decade, is a wholly-owned subsidiary of CITIC Telecom. It has roughly 120 employees, 100 of which are in product engineering and are well-versed in areas of networking, cloud computing, middleware and IT automation. In hopes of revolutionizing the managed services experience, the company has developed a platform that gives customers a single window to raise their IT requests, 24/7 access to the services they subscribe to and full visibility into their SLA performances. Acclivis plans to enhance the platform to reduce service turnaround time by 25% and provide self-service reporting capability to boost user experience. The company says platform enhancement will help drive operational efficiency and productivity, allowing the Acclivis team to focus on delivering optimal performance of mission-critical tasks that matter most to customers.

On the technology front, Acclivis is building an ecosystem of partners ranging from cybersecurity to IT automation as it continues to augment its cloud and managed services capabilities. Aiming at corporate businesses with a regional presence, the company has expanded its footprint in Southeast Asia organically and inorganically (via the acquisitions of OSINet and Pacific Internet in 2015), with operations in Indonesia, Malaysia and Thailand. While the company does not have a vertical strategy, it is gaining traction in key industry verticals, including telecommunications, transportation, logistics and manufacturing, and financial services. It is also a validated cloud partner in Singapore's public sector and actively involved in smart nation and smart cities initiatives.

Products

Acclivis started out as a technology integrator and now provides a suite of infrastructure-oriented IT offerings to companies in both private and public sectors. It claims to have implemented more than 500 projects spanning five core service domains: cloud and infrastructure, business continuity and disaster recovery, network and connectivity, technology support and maintenance, and workplace support. At present, 40% of the company's cloud customers have a managed services component, Acclivis notes, but it expects to see an upward trajectory as the skills shortage looms ever larger among transforming companies in Southeast Asia.

Cloud and managed services that are in high demand include cloud migration, backup/DR, managed security, automation, and hybrid IT integration and management. The company says it focuses on delivering a frictionless customer experience with the right mix of customization and automation as it provides cloud assessment and optimization, workload migration, and a fully integrated hybrid/multi-cloud implementation. The acquisition of Pacific Internet has allowed the company to strengthen its foothold in Southeast Asia, with a datacenter footprint spanning Singapore, Malaysia, Thailand and Indonesia. Being part of CITIC Telecom International Holdings, the company also extended its datacenter presence in Hong Kong last year while working collaboratively with its sister company CITIC Telecom CPC to provide a full suite of ICT offerings.

Personalization was the biggest focus of the enhanced managed services platform, with the intent to better integrate features and capabilities such as intelligent routing, contract management, performance analytics and real-time reporting and achieve compliance requirements from across different service layers and application deployments. To that end, being vendor-neutral and technology-agnostic is key to driving company-wide transformation. Its strategic partners include Cisco, Huawei, Lenovo, IBM, VMware and Microsoft. While Acclivis has industrialized its operations with platforms and tools, it is not a product company; its platforms are not sold as stand-alone products, but they are provided to customers as part of the company's managed services offerings.

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For hybrid and multicloud implementations, it provides advisory, design and deploy, optimization, and fully managed services that are paid on a monthly and annuity basis.

There are vendor-specific offerings, including SD-WAN and IT automation, enabled by Aryaka and Puppet, respectively. Its recent announcement about the strategic partnership with Rubrik also helps the company to delve deeper into the realm of data management and protection with the introduction of intelligent data management services.

Competition

Acclivis competes in an increasingly crowded market. From traditional systems integrators and managed IT providers such as Accenture, IBM, HPE, DXC, TCS, Datacom, LINKBYNET and Rackspace to born-in-the-cloud specialists like Blazechan, Sourced Group, Cloud Comrade and Lemongrass, industry players large and small show no signs of slowing down when it comes to adding new capabilities and competencies in the age of digital disruption. Although the company might have benefited from its solid presence and deep industry-specific and country knowledge in the ASEAN region, the competitive landscape is fast evolving. By tapping into network resources provided by CITIC Telecom for end-to-end managed IT offerings, it will likely be challenged by network-centric providers such as Singtel, Telekom Malaysia, Telkomsigma, True Corp, PLDT, NTT Ltd, CenturyLink, Telstra and Tata Communications.

For the full report, please contact enquiry@acclivis.com

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