

WOWRACK 

# Company Profile



# About Us

Since 2001, Wowrack has been managing thousands of companies' IT infrastructure around the globe, enabling them to focus on improving their core business.



## Our Vision & Missions

By providing the most innovative IT infrastructure products and services, delivered with remarkable experiences, we enable your company, wherever it is, to focus on improving products, services, and customer experience.

We believe in proper design, planning, provisioning, implementation, and management service to achieve sustainable operability, accessibility, reliability, and security.

With Wowrack, you never need to worry about your IT infrastructure needs again.

**10<sup>+</sup>**

Top Tier Data  
Center Operations

**20<sup>+</sup>**

Years of Support  
Expertise

**50<sup>+</sup>**

Top-Level Certified  
Engineers

**5K<sup>+</sup>**

Server Hosted  
Experiences

**ISO/SOC**

Security Compliances



# Our History



**2001**

Founded in Seattle, USA, with 6 hosting servers.



**2003**

Moved to the Westin building and added colocation services.



**2008**

Opened a second data center facility in Tukwila, WA.



**2009**

Expanded the operation to the third city in Washington.



**2016**

Launched a multi-tenant cloud solutions platform.



**2014**

Expanded data center in Seattle to a 3 MW, 18,000 sq ft facility.



**2012**

Established APAC market headquarters in Surabaya.



**2010**

Expand to APAC by operating servers in Surabaya & Jakarta.



**2017**

Launched DRAAS, Online Cloud Backup, & Wownet.



**2018**

Accomplished ISO 27001:2013 certification.



**2019**

Completed SOC2 Type II certifications.



**2023**

Acquired a new building in Surabaya.



# Our Inspiring Leaders



**Erward Oscar**  
CEO & Co-Founder



**Jimmy Pandra**  
COO & Co-Founder



**Rudy Setiawan**  
CIO



**Lawrence Gatza**  
VP of Business Dev.



**Elise Dorris**  
Director of Administration



**Eric Rodriguez**  
Operations Manager



**Yohana Susilo**  
Software Dev. Manager

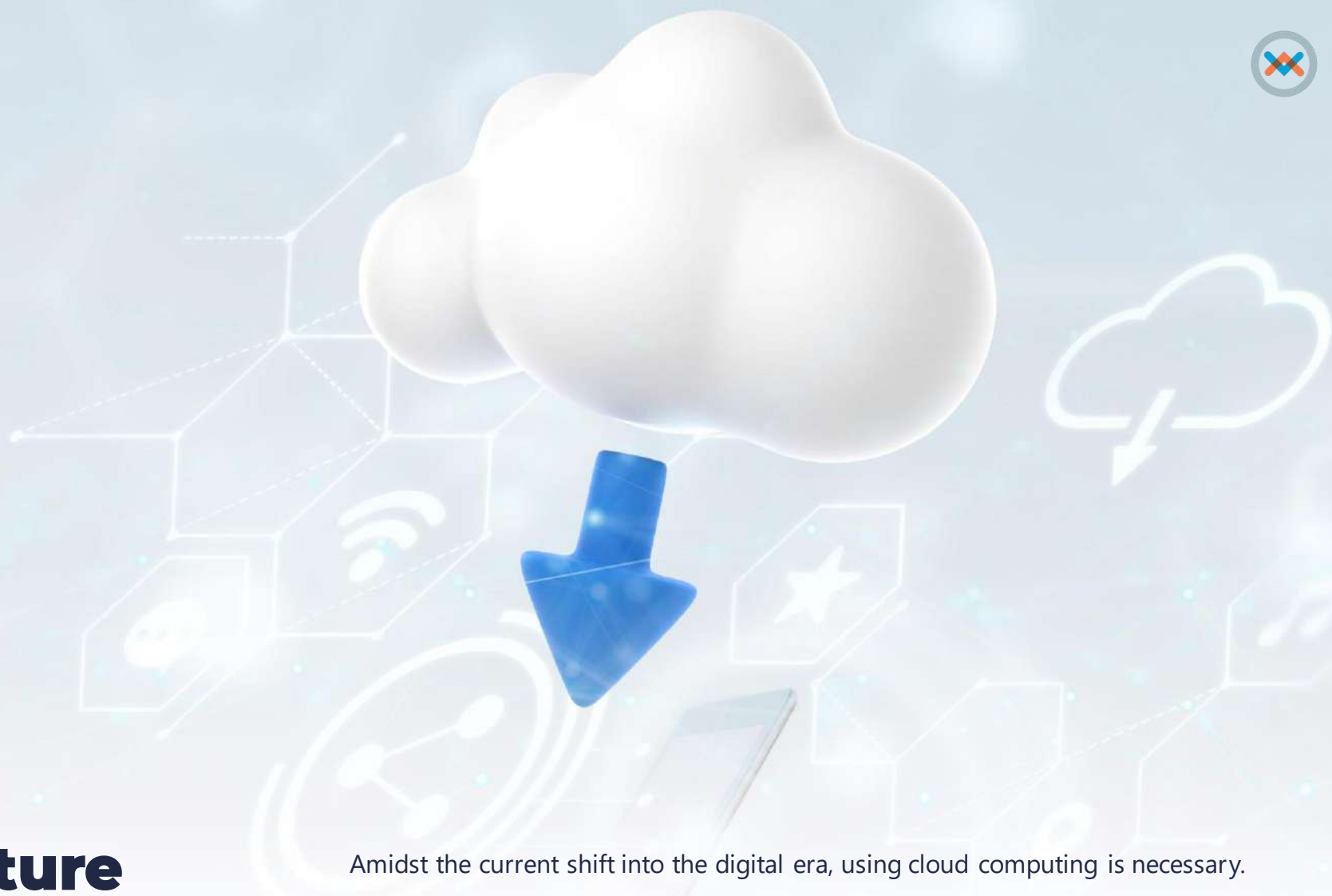


**Bret Staton**  
Cybersecurity Architect



**WOWRACK** 

**Products and Services**



## **Cloud Infrastructure Services**

Amidst the current shift into the digital era, using cloud computing is necessary. Whether you run a small-sized company, a medium-sized organization, or a large enterprise, a more robust digital infrastructure is needed to support your IT systems growth. This empowerment will allow you to integrate all departments within your business and streamline operations effortlessly.



## Wowrack Enables You to Have Proper Cloud Infrastructure as a Service

	Dedicated/Bare Metal Server	Private Cloud	Public Cloud	Multi Cloud/Hybrid Cloud
<b>Tenancy</b>	Private Single-Tenant Platform	Private Single-Tenant Platform	Shared Platform	
<b>Virtualization</b>	None or Customer Managed	Managed Hyper-v or VMWare	Managed	
<b>Access to Infrastructure</b>	Full Access	Co-Managed Access	Web Portal Access	Custom Combinations
<b>Facilities</b>	Wowrack	Wowrack	Wowrack or Hyperscaler	
<b>Network Interconnect Options</b>	Many	Many	Many	
<b>Flexibility and Customization</b>	High	Medium	Low	Ultimate
<b>Primary ROI</b>	Managed Hardware	Managed Hypervisor Managed Hardware	Managed Platform Managed Hypervisor Managed Hardware	Platform Choice Hypervisor Choice Hardware Choice



## Wowrack Cloud Standard



### Flexible Scalability

Customized Specification to be fit or future-proof requirement



### High SLA Standard

Reliable power and network SLA



### Virtualized

Deploy services with OS of your choice



### Secure Global Network

Multi-carrier, route optimized, and redundancy for optimum network uptime



### Migration

Carefully planned and implemented cloud



### Compliance

Built on international standard compliance and Information Security Standard



### Managed Services

24/7 ready fully managed services cloud to troubleshoot



# Wowrack Cloud Solution and Deployment Options



### Application and Database Hosting:

Deploy, test, and tuning various hosting applications and databases to perform at optimum level.



### Docker, Kubernetes, and Containerization:

Build, ship and run containers for application portability.



### Data Backup and Replication:

Small to Big Data scenario Backup Solution with certain RTO and RPO objectives.



### Active Directory and Identity Management:

from Microsoft AD, LDAP, to mobile device management solution.



### Scalable Storage:

Simple object storage, block storage, ceph storage to appliance-based storage solution.



### Mail Server:

Deploy, configure, and manage email operation, security, and collaboration.

# Deploy Apps and Database with Wowrack Cloud and Get Optimized



and many more

A man with dark hair, wearing a white button-down shirt, is smiling and looking at a laptop. He is standing in a server room with rows of server racks in the background. The room is brightly lit with overhead lights, and there are decorative blue light effects and a network diagram overlay on the image.

## Data Center & Colocation Services

In digitalization, a data center is a hub that offers data storage and processing, acts as a central networking point, provides essential stable power for IT operations, and much more. Ours boasts a total of over 30 MW of power, advanced cooling systems, and a high-rated TIA-942 standard. Our commitment ensures higher uptime and improved network performance and guarantees quick and responsive actions from our security-focused teams.



## Wowrack Data Centers Colocation and Compliances



**US Region** . Seattle, WA . Washington, DC . Dallas, TX . Buffalo, NY

**APAC** . Hongkong, HK . Singapore, SG . Surabaya, INA . Jakarta, INA

**EU** . Amsterdam, NL

### Data Center Partners:





## Wowrack Helps Customers to Get Data Center as a Service:



**Full/Half Rack Colocation**



**Retail U Colocation**



**Direct Connect Services**

## Why Wowrack Services on Colocation and Data Centers:



24/7 Experienced Field-Ready Data Center Technician



Quick Provisioning and Migration Consultation



On-Demand Tech Experts as your extension



On-Demand Managed Service that includes system administration

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# Network & Connectivity Services

To enhance your company's connectivity, you must ensure that the design, planning, and implementation of your secure network are well-structured and consistently upheld. Since the network forms the basis of your business, it's essential for you to simplify network management and put into place redundancy strategies along with robust failover systems.



## Wowrack Services Toward Connectivity Integration

### Cloud Connectivity Management

Securing and improving reliability of Cloud-based network resources.

#### What We Manage

VPN, Direct Connect, Cloud Interconnect to on-premises, Cloud Gateway, and multi-cloud connectivity.

### Edge Security Management

Designed to provide enhanced security and protection for organizations networks and devices at the network's edge.

#### What We Manage

Firewall, Load balancer, Web Security Gateways, Intrusion Detect & Prevention System, Email Security.

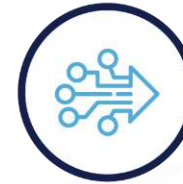
### SD-WAN Solution

A modern, cost-saving, flexible, and cost-effective approach to connect multiple critical network points to increase business agility.

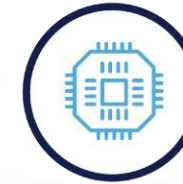
#### What We Manage

Edge Devices, Controller, Virtual Network Function (VNF), Orchestration, Network Analytics, Cloud Connectivity.

## Why Wowrack Connectivity Service



Simplify the Complexity to Operation



One Stop Hardware and Provisioning



Designed to optimize uptime



Built with Security objectives



Supported and proactively monitored 24/7



## **Cyber Security Services**

Organizations face a wide variety of security threats today, and no single solution can protect against all of them. Choosing Wowrack as your managed security provider protects you with a multi-layered approach to stop attackers quickly. Our dedicated expert for each security layer lets you rest well at night, knowing that we keep your data, assets, and people safe.



## Problem We Solve for Our Clients



### SECURITY VISIBILITY

We deploy and configure vulnerability security in critical area.

**Providing identification, detection, and tackling unseen risk.**



### SECURITY GOVERNANCE & AWARENESS

Our goal is to get align of business security objective and provide simple implementation.

**Providing continuous threat handling improvement to increase business resiliency.**



### RESPONSIVE INCIDENT SUPPORT

24/7 Security Response Team.

**Providing threat stopping, blocking, and mitigation.**



### CONTINUOUS PROTECTION

Handling business security improvement to ensure patch and update on threats.

**Providing assurance in operability and steady improvement on the technical defense.**



# Wowrack Managed Security Services



## Assess

Help businesses perform assessments of IT infrastructures to visualize the security needs better.



## Plan

Outline the necessary security measures and the steps required to accomplish integration with the available system.



## Deploy

Deploy cybersecurity measures quickly and reliably with little to no downtime.



## Test

Help the IT division perform continuous tests to ensure the resiliency of the security and find previously unknown vulnerabilities & threats.



## Fix

Perform updates and patches to cover known vulnerabilities and better protect IT infrastructure.

## Repeat





# Who Supports Wowrack

## Strategic Cybersecurity Partner



## Strategic Infrastructure Operation System Partner





## **Managed Services**

The operation and IT infrastructure are critical for sustaining business operations and driving market growth. Complexity and expertise can make it challenging to ensure reliability, security, and compatibility in running the infrastructure to ensure top performance.



## Wowrack Fully Managed Infrastructure Services Scope and Capabilities



Server Level Management



Network Level Management



Storage Level Management



Backup and Disaster Recovery



Technical Support

## Wowrack capabilities in delivering Security Managed Services

### Network Security and Edge Security:

Managed firewall and intrusion detection/prevention.

### Endpoint Security:

Managed antivirus and endpoint protection.

### Data Security:

Encrypted Data Backup and Recovery.

### Identity and Access Management:

Managed identity and access management.

### Managed Vulnerability Assessment and Management Services:

Continuous Vulnerability Scanning, and Penetration Testing.

## What we deliver in Fully Managed packaged



Pro-active Performance Monitoring



System Maintenance and Patch Management



Troubleshooting and Problem Resolution

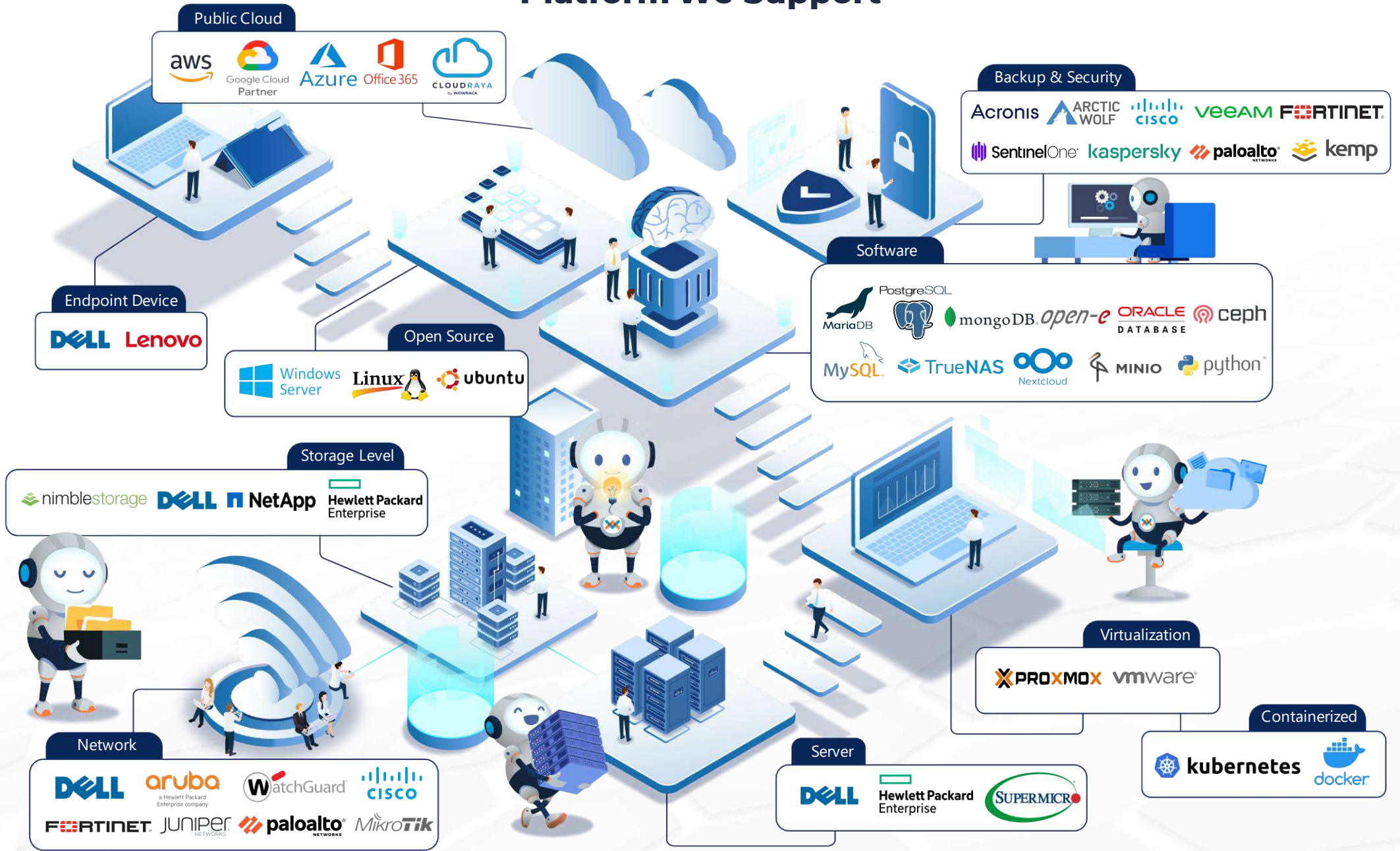


Reporting





# Platform We Support





# Why Wowrack?



## 24/7 Responsive Service

Wowrack's support team is always **online and responsive for 24/7/365.**



## Tailored Solutions

Wowrack delivers the **nimblest, most dynamic, and scalable solutions** according to our customer's needs.



## Power & Network Uptime

Our Service Level Agreement(SLA) level is up to **99.9% Network Uptime and 100% Data Center Facility Uptime.**



## Experience

Wowrack has hosted **high-traffic and highly scalable Web application platforms** for our customers since 2001.



## Compliance

Our cloud facilities and support team have **SOC2 Type II / SSAE18** Certification, and our Support Team has **ISO27001** certification.



## Your Cloud Partner

Our customers treat Wowrack as their **true partner**, working closely with our team to deliver **ROI and Business Uptime.**



# Client Testimonials

## **BAYLEY**

"I have worked with Wowrack for the last 8 years and trust them with our IT journey. I would always endorse Wowrack for their exceptional partnership, backed by an incredibly knowledgeable and supportive staff, who consistently deliver outstanding consultative services that have greatly contributed to our success."

**Carlo Rodriguez - Director of Information Technology**



"Wowrack has proven to be a true one-stop-shop. Anytime we have an issue, need advice, or have an infrastructure need, I know I can count on Wowrack to quickly take care of the matter at hand and provide sound advice."

**Jeremy Djajadi - Co-founder & Partner**



"Our IT resources are now efficiently utilized to focus on solving complex business problems instead of constantly worrying about running IT infrastructure itself."

**Ashish Singh - Director of Information Technology**



# Client Testimonials



As our infrastructure required customized build, Wowrack proved to be able to fulfil all of our needs and with quick deployment time too. To finally be able to find reliable partner for our IT is a blessing.

**PT Tanrise Property Indonesia**



Several of our mission critical apps are hosted in Wowrack cloud service. In our experience, Wowrack provides the best service with little to no downtime when compared to other providers that we previously used.

**PT Sentra Vidya Utama**



Wowrack has excellent service. We have been saved multiple times with its 24 hours supports. Once, we experienced trouble late at night. We sent ticket right away and it has been fixed next morning.

**PT Matahari Sakti**



Wowrack quick support in helping with problem has help our business to stay operational during one our critical time. Paired with great communication between our team and Wowrack support team, best experience ever.

**PT Multi Arthamas Glass Industry**



# Client Portfolio

IT & Services



Manufacturing



Constructions



Retail



Financial Services





# Client Portfolio

## Health & Beauty



## Media & Agency



## Food & Beverages



## Logistics



## Others



# Our Offices



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