



ITE and HP to Advance Disaster Preparedness for Singapore Small and Medium Enterprises (SMEs)

Business Continuity Technology Centre launched to equip students with knowledge and skills needed in today's storage industry

SINGAPORE, August 04, 2009 – The Institute of Technical Education (ITE) and HP today announced the launch of the ITE-HP Business Continuity Technology Centre at ITE College West, a three year collaboration, to help students and Small and Medium Enterprises (SMEs) gain access to advanced data management technology and business continuity planning.

SMEs represent a powerhouse for the Singapore economy and their business growth means economic stimulation. In order to address economic opportunities and challenges, SMEs must re-examine many aspects of their business plans. This includes ensuring business continuity plans are in place, specifically those around data backup and recovery. As their information storage needs grow, SMEs will require high data availability, data retention and management knowhow.

Building on a strategic collaboration, ITE and HP have established a platform to provide students and SMEs with up-to-date advice on business continuity planning as well as operational risk plans. In today's data-driven economy, the potential cost of downtime or data loss is high. This can lead to reduced productivity, legal liability, and losses in revenue, customers and brand value. Unlike their enterprise counterparts, SMEs have fewer resources to manage data centre infrastructures and a single incident could potentially cripple day to day operations.

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Singapore SME Discovers Business Continuity Benefits

In December 2006, just days before Christmas, a local pioneer in the Internet mail order florist business, FarEastFlora.com, suffered a severe blow to their business. This was caused by a torrent of incessant rain, which destroyed 90 per cent of their technology infrastructure equipment, and resulted in the complete halt of all business operations.

"FarEastFlora.com always had disaster recovery and business continuity plans in mind, but never got down to executing them fully. Like most SMEs with tight IT budgets, business continuity never seemed to be a priority – until it hit us," said Ryan Chioh, managing director of FarEastFlora.com. "We found out the hard way that the costs of employing professional data recovery services were a lot higher than putting contingency plans in place from the very beginning. We fully support the collaboration between ITE and HP which will help other SMEs better prepare to minimise exposure to risk."

"The Business Continuity Technology Centre will offer students an authentic learning experience in storage networking, business continuity and disaster recovery. The niche skill sets gained will be valuable to plug the manpower gap in the specialised field, by ensuring there is sufficient personnel who are trained to operate the technology," said Mr Bruce Poh, Director & Chief Executive Officer of ITE.

"The ITE-HP Business Continuity Technology Centre aims to deliver tremendous value for small and midsized enterprises looking to sustain growth and minimize risk.

ITE and HP are committed to give students the skills necessary to design innovative solutions based on business realities in Singapore. We also hope to help SMEs better leverage technologies to run their businesses,” said Ms Tan Yen Yen, Vice President and Managing Director, HP Singapore.

Fostering Talent for Singapore’s Future Workforce

The ITE-HP Business Continuity Technology Centre is designed to equip students and SME employees with hands-on experience related to storage technology application testing. The centre allows staff to enhance their skills and knowledge through industry collaborations, showcases and project work. SMEs can create scenarios through simulated systems as well as establish best practices to recover.

As part of the memorandum of understanding, HP and ITE will jointly develop up-to-date curriculum for two core modules, specifically Storage Networking and Business Continuity Technologies. These classes are offered within the *Higher Nitec* in Network Security Technology course. HP will also provide Train-the-Trainer Storage Technology courses for ITE staff, enhancing their capabilities to train students.

About HP

HP, the world’s largest technology company, simplifies the technology experience for consumers and businesses with a portfolio that spans printing, personal computing, software, services and IT infrastructure. More information about HP (NYSE: HPQ) is available at <http://www.hp.com>.

About The Institute of Technical Education

The Institute of Technical Education (ITE), Singapore, was established as a post-secondary education institution in 1992 under the Ministry of Education. ITE is a principal provider of career and technical education and key developer of national occupational skills certification and standards to enhance Singapore’s workforce competitiveness. Under its “One ITE System, Three Colleges” Model of Education and Governance, ITE has three Colleges, comprising ITE College Central, ITE College East and ITE College West. For more information, please visit www.ite.edu.sg

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