

KANOPI ICT SDN BHD

Company Profile

Managed IT services for growing businesses in Klang Valley

SPECIALISATION

Managed Service Provider

REGISTRATION NO.

202201034635 (1480332-W)

2026

25

AT A GLANCE · KANOPI BY THE NUMBERS

Years of hands-on IT in Malaysia

From supplying and fixing the machines that kept Malaysian businesses running, to running fully managed IT services for SMEs across the Klang Valley.

4 hours Standard response target · Standard requests answered within four business hours.

30–400 Typical client size · Supported across single and multi-site operations.

Twenty-five years of hands-on delivery for Malaysian SMEs.



WHO WE SERVE

Who Kanopi Serves

01

Target customer segment

SMEs and mid-market organisations with 30 to 400 users across multiple locations that depend on reliable IT.

02

Lean IT support

Organisations running lean internal IT teams that need expert assistance and dependable operational coverage.

03

Scalable IT management

Scalable management tailored to growth-oriented organisations and their real-world constraints.

One accountable IT partner for organisations that have outgrown ad-hoc support.

CLIENT PAIN POINTS

The IT challenges holding you back

Kanopi replaces reactive break-fix support with one accountable partner and a monthly cost that scales with your team.

01

Reactive IT

Fires are fought only after systems break. Downtime costs money and damages customer trust, and most SMEs only call IT when something is already down.

02

Multiple vendors, no accountability

When something goes wrong, everyone points elsewhere. No single party owns your IT end to end.

03

Unpredictable cost, rising risk

Ad-hoc spending is hard to budget, while cyber threats and PDPA requirements keep growing.

WHAT IS A MANAGED SERVICE PROVIDER?

An MSP is an outsourced IT team that manages and maintains your computers, systems and security for a monthly fee that flexes with your headcount.

Computers & endpoints

Laptops, desktops and mobile devices kept patched, monitored and supported.

Systems & network

Servers, cloud services and connectivity maintained as one managed estate.

Security & compliance

Endpoint protection, backup and PDPA-aligned controls under a single owner.

Why Businesses Choose an MSP

01	Competitive capability	An MSP lifts SME and SMB IT capability so it can compete with much larger players.
02	Proactive IT management	Continuous maintenance, security updates and early failure detection through monitoring and alerts.
03	Flexible, predictable cost	A per-user monthly rate replaces variable spend. Add or remove staff and the fee adjusts with you.
04	Transparent service model	Clear responsibilities and service expectations give leadership real visibility into IT.
05	Business-aligned IT strategy	Technical decisions track business priorities, improving productivity, resilience and scalability.

Five reasons SMEs move to a managed model.

01

Client challenges with traditional IT

Constant system issues and no accountability across multiple IT vendors led to persistent frustration.

02

A structured MSP approach

Kanopi adopted a responsibility-driven model focused on measurable outcomes such as uptime and security.

03

Partnership philosophy

Vendor relationships become partnerships built on stability, consistency and long-term improvement.

04

IT as a business enabler

Ongoing management keeps technology supporting business goals instead of becoming a distraction.

Why Kanopi exists as an **MSP**

Built from what clients told us was broken about traditional IT support.

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MISSION

To give Malaysian SMEs enterprise-grade IT support without enterprise-level complexity.

Proactive, responsive, and built around how they actually work.

VISION

To become the name Malaysian businesses measure every other MSP against. Not necessarily the biggest, but the standard of comparison.

25 years in IT. One promise: technology that stays out of your way.

OUR STORY

We keep growing because our **clients keep asking.**

Twenty-five years of hands-on IT work, shaped by real client problems.

Start

A small team supplying, installing and fixing the machines that kept Malaysian businesses running.

2017

Our first real shift to cloud, moving client workloads off ageing on-premises servers.

2019

Running fully managed cloud services for clients who wanted less to worry about.

2022

Became Kanopi ICT, focused on Managed IT Services for Malaysian SMEs.

Today

A full MSP covering daily IT support, cloud, cybersecurity and business continuity.

One dependable partner instead of a patchwork of vendors.

ABOUT US

What Sets Us Apart

A fast-growing MSP brand with over 25 years of IT experience in Managed Services for Malaysian SMEs.

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Proactive approach

We catch issues early instead of waiting for a breakdown.



Responsive support

Critical issues answered within the hour, not the next day.



Simplify IT management

One team, one contract, one cost that scales with you.



SME & SMB focus

Built for Malaysian businesses of 30 to 400 users.



Affordable yet competitive

Enterprise-grade capability without enterprise pricing.

Our Services



Systems Integration

- Consultation and design
- Implementation and audit
- Network optimisation
- Backup and restore
- Maintenance



Kanopi Cloud

- Microsoft CSP
- Disaster recovery
- Azure, AWS, Google, Alibaba
- Cloud storage
- Co-location and hosting
- Dedicated servers



IT Security

- Endpoint security
- Data encryption
- Network security
- Access control



Hardware & Software Fulfilment

- Servers and storage
- Desktops and notebooks
- Leasing and rental



Managed Services

- Managed IT services
- Cloud managed services
- Ad-hoc support
- IT outsourcing

Five service lines, one accountable partner.

Our service commitment to you

Commitments in writing: response times, certifications, compliance and cost.



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01

Response time SLA

Critical issues answered within 1 hour, standard requests within 4 business hours. You always know what to expect.

02

Microsoft Certified Partner

An authorised Microsoft CSP managing your Microsoft 365, Azure and licensing, with direct escalation to Microsoft support.

03

PDPA-ready IT management

We help you meet Malaysia's Personal Data Protection Act requirements, from data access controls to breach response readiness.

04

Flexible monthly fee, no lock-in

A per-user rate covers monitoring, helpdesk, patching and security. Headcount changes, your fee adjusts next month.

What We Manage **Day to Day**

01

Comprehensive MSP services



Endpoint and server management, helpdesk support, patching, asset tracking and backup monitoring.

02

Cloud environment management



Microsoft 365, identity controls, cloud backup and disaster recovery to protect business continuity.

03

Integrated security services



Endpoint detection, firewall management and data protection against modern cyber threats.

04

IT infrastructure that fits your size



A single framework that closes gaps between services and improves reliability across IT systems.

OPERATING MODEL

Kanopi's MSP Operating Model

01

02

03

04

Assessment

Identify the current environment, risks and gaps to establish a clear baseline.

Stabilisation

Address recurring issues and set baseline standards for a stable environment.

Ongoing management

Proactive monitoring, responsive support and regular maintenance.

Protection

Layered security and backup, with continuous optimisation over time.

Stabilise first, then improve continuously, with one team accountable at every phase.

TECHNOLOGY PARTNERS

Strategic Partners



The vendors and platforms we are certified on and build with.

OUR CLIENTS

Our Notable Clients

Trusted by forward-thinking organisations across diverse industries.

The logo for eMart24, featuring the word "eMart" in a dark grey sans-serif font and "24" in a bold orange sans-serif font.The logo for Bake My Yen, featuring the text "BAKE MY YEN" in white sans-serif font on a red rectangular background.

Across retail, healthcare, property, financial services, education and logistics.

IN OUR CLIENTS' WORDS

Kind Messages **from Our Customers**

“

From the moment I engaged with Kanopi over ten years ago, I knew they were a cut above the rest. They don't just listen to what we need, they anticipate the problems before we hit them.

Benjamin Yeap

The RuMa Hotel and Residences



TESTIMONIALS

More from Our Clients

Real feedback from the organisations we support.

“

Kanopi ICT team been super helpful in suggesting network solution for my company and costing too. Even when have issue, they are dedicated to resolve it asap and super responsive to all my enquiries. Looking forward to engaging more service with them.

Mr Yong



“

Our company just switch to Kanopi ICT for IT Maintenance and Services. We received many praises from the staff for Kanopi to solve a lot of our IT issues within the same day. Glad that we have engaged with Kanopi ICT and hopefully may the performance continue throughout.

Encik Adil



“

Am very impressed with Kanopi's level of dedication and service. Never a task too small or too big, including entrusting them with managing our sensitive data and everything always handled with utmost care and professionalism.

Leonard Yee



“

Kanopi ICT provided outstanding data center services. Their team expertly handled our data migration, ensuring a seamless transition with zero downtime. The new setup significantly improved our efficiency and security. Professional, responsive, and highly knowledgeable, I highly recommend their services.

CC



NEXT STEPS

How we start



01

Assessment

We review your current environment, risks and gaps, and give you a written baseline.

02

Proposal

A per-user monthly price and scope, with response targets agreed up front.

03

Onboarding

We document your environment, stabilise it, then take over day-to-day management.

Start with an assessment of your current IT environment.

GET IN TOUCH • CONTACT US

Let's talk about taking IT off your **kanopi** plate.



SIMPLER IT. BRIGHTER BUSINESS.

EMAIL

enquiry@kanopi-ict.com.my

PHONE

+603 2729 4194

WEBSITE

kanopi-ict.com.my

ADDRESS

A-23A-08, The Met Corporate Towers, 20 Jalan Dutamas 2,
KL Metropolis, 50480 Kuala Lumpur.

KANOPI ICT SDN BHD

Thank you

Twenty-five years in, and still the same team behind every ticket.

enquiry@kanopi-ict.com.my

+603 2729 4194

kanopi-ict.com.my

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