

NAVER Cloud

Contents

Corporate Profile

01	Overview	04
----	----------	----

Businesses & Services

01	Hyperscale AI	10
02	Cloud Services	13
03	Global SaaS	18
04	5G/Digital Twins	20

Strengths & Values

01	Strengths & Values	22
02	Team NAVER's technology platform	24
03	Hyperscale AI	25
04	Data Center GAK	26
05	Global Regions	27
06	Security	28
07	Customer Support	29

References

01	Customer References	30
----	---------------------	----

Corporate Profile

Overview

Company name	NAVER Cloud Corporation
Established in	May 1 st , 2009
CEO	Kim Yuwon
Key business area	Cloud and IT service provider
Office address	[HQ] Pangyo TechOne Tower, 131, Bundangnaegok-ro, Bundang-gu, Seongnam-si, Gyeonggi-do [Gangnam Office & Education Center] Gangnam N Tower, 129 Teheran-ro, Gangnam-gu, Seoul [Education Center] 133 Teheran-ro, Gangnam-gu, Seoul
Contact number	1566-3880 / 031-784-1800
Official website	navercloudcorp.com

NAVER Cloud is transforming into a hyperscale AI platform, achieved by integrating its powerful hyperscale AI technology with GAK, its own data center, and NAVER Cloud Platform, its own cutting-edge public cloud service. Leading business cloud providers in Korea, NAVER Cloud, CLOVA, Papago, Whale, and WORKS Mobile, have come together as a team to develop technologies that can meet the needs of a wide range of customers.

NAVER Cloud makes digital transformation simple for everyone. Transform your services with AI-driven innovation at the core of your business. NAVER Cloud business solutions combine proven expertise in a wide range of industries with the latest AI and cloud computing advancements to ensure prompt and efficient resolution of customer challenges.

With NAVER Cloud by your side, you'll have a trusted partner throughout your IT journey and a technology pioneer that unlocks the keys to business growth at the forefront of the new IT paradigm.

Corporate Identity

NAVER Cloud

Connecting to Hyperscale

We create technology, you create greater value.

NAVER Cloud is for every business.

To help anyone and everyone easily access innovative technologies

and go beyond their limits to realize their full potential,

NAVER Cloud offers the technological foundation for your success.

Our Mission

A global leader in digital transformation technology



Cloud for Business

Our cloud computing services help businesses of all sizes innovate and grow digitally.



Hyperscale AI

As a frontrunner in the new AI paradigm, we partner with businesses to facilitate AI transformation and the adoption of hyperscale AI solutions.



Business Software

Through AI-powered solutions, we empower businesses to optimize productivity and achieve a distinct competitive advantage.



High-Tech Data Center

Our top-notch infrastructure and operational expertise guarantee a trustworthy cloud environment that protects the data sovereignty of each nation.

History

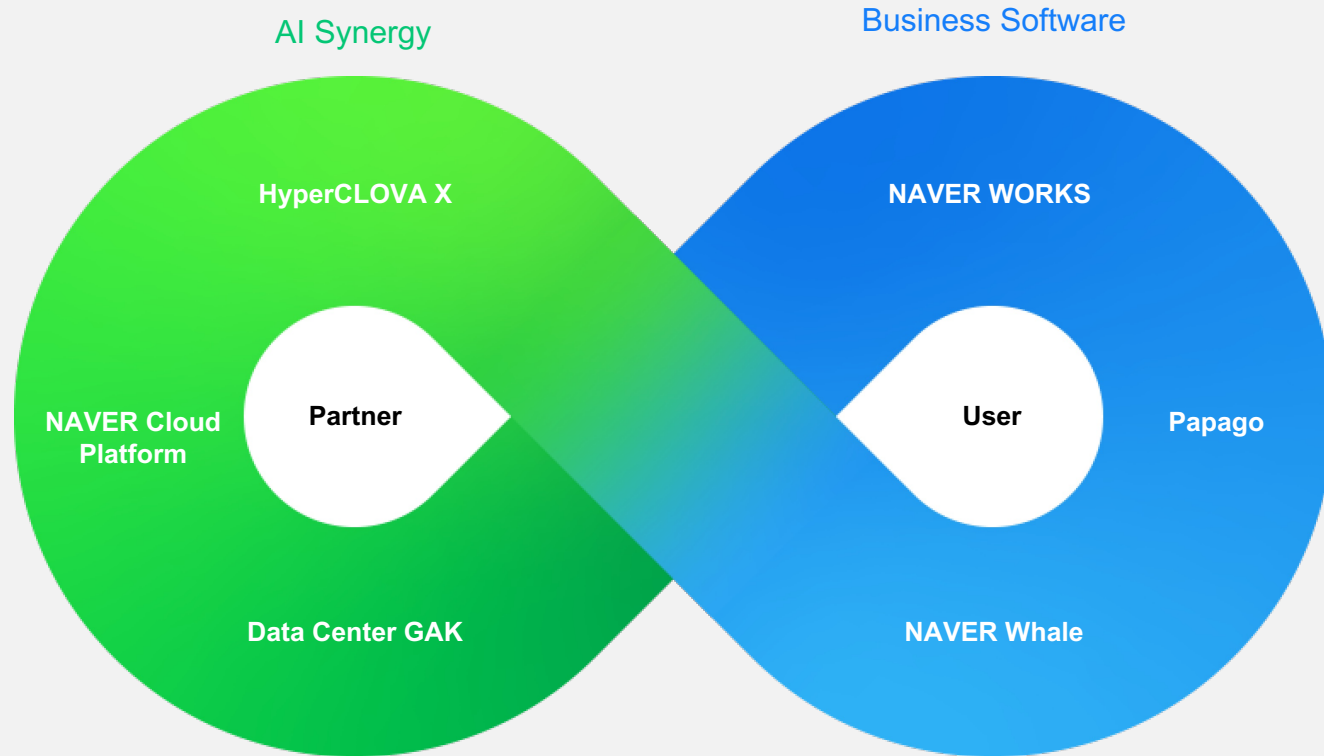
Empowered by NAVER Cloud Platform (the top public cloud provider in Korea) and GAK Sejong (the world's largest data center), we have evolved into a leading cloud service provider. We are now moving towards becoming a global technology platform that provides B2B services to help businesses easily adopt innovative technologies such as hyperscale AI, digital twins, and smart spaces, all powered by cloud capabilities.

1999	Begin providing IT services	2013	Opens data center GAK Chuncheon	2021	Becomes the first business to register for Eum 5G network Is recognized by the Ministry of Science and ICT for its efforts in improving the Covid-19 vaccine booking system Becomes the first Korean CSP to receive the Singapore MTCS Level-3 certification Gak Sejong Data Center begins construction
2002	Opens Mokdong IDC	2015	Establishes overseas corporations (Asia-Pacific, Europe, USA)		
2003	Opens Bundang IDC	2017	Launches cloud business (NAVER Cloud Platform) Opens Pyeongchon IDC Expands cloud business to Japan		
2005	Opens Yeoksam IDC			2022	NAVER WORKS achieves CSAP (Cloud Security Assurance Program) certification for providing SaaS services to public institutions Becomes the first CSP to receive top ratings for scalability and compatibility in PaaS-TA services NAVER Cloud root certificate is embedded in major operating systems and browsers Becomes the first Korean CSP to earn FIDO2 certification for biometric authentication Becomes the first Korean CSP to comply with the ISO 37001 standard on anti-bribery management systems
2007	Launches NAVER Vaccine (a cybersecurity-focused free antivirus solution) Opens Mabuk IDC	2018	Acquires CSAP (Cloud Security Assurance Program) certification Certified Gold under CSA STAR system Obtains ISO27799 certification Expands the business to public and financial sectors Is recognized by the Ministry of Science and ICT for its contributions to the cloud industry		
2008	Introduces Trouble Ticket System (TTS) and IDC Facility Monitoring System (FMS)				
2009	Establishes NAVER Business Platform (NBP)				
2010	Opens Gasan IDC	2019	Passes Financial Security Institute's safety assessment for cloud service provider (109 items in basic protective measures and 32 items in additional protective measures for the financial sector)	2023	NAVER Cloud, CLOVA, Whale, and Papago merged as a single organization Acquires certification for compliance with APEC CBPR (Cross-border Privacy Rules System) Receives quality and performance assurance of cloud computing services from NIPA (National IT Industry Promotion Agency) Obtains CSAP (Cloud Security Assurance Program) certification for providing DaaS services to public institutions Releases HyperCLOVA X, an ever-evolving hyperscale AI NAVER Cloud merged with WORKS Mobile Hyperscale data center Gak Sejong to complete construction
2012	Launches NCloud internal service	2020	Provides cloud infrastructure for online schooling of Korea Education Research Information Service (KERIS) Finalizes the construction plan for hyperscale data center "GAK Sejong" Launches Neurocloud, a fully-managed customer-exclusive cloud service Changes the company name to NAVER Cloud		

Businesses & Services

Businesses

We provide cloud infrastructure and services that support digital transformation and a wide range of AI and innovative technologies that are changing the way the world works. Our business solutions are powered by NAVER's experience in operating a wide range of services. Hyperscale AI gives NAVER Cloud a competitive edge over other platforms as it moves into the business software market.

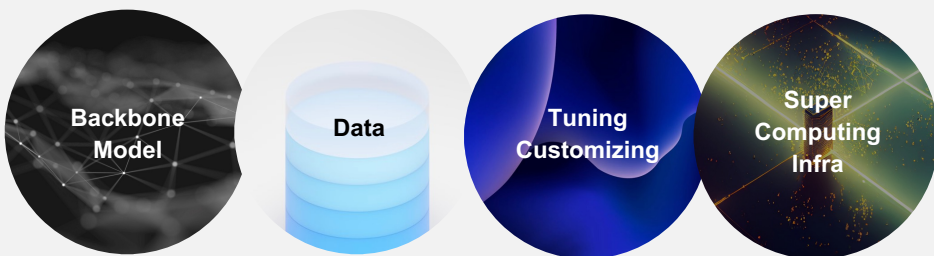


HyperCLOVA X

HyperCloud X opens the door to AI transformation and elevates enterprise productivity, marking the dawn of AI innovations for businesses. By integrating the world's leading AI technology with your company's unique data, you can seize untapped business opportunities and transform customer experience.

NAVER Cloud technology gives businesses of all sizes a competitive edge

HyperCLOVA X is the world's third hyperscale AI language model (LLM) to be made available to the public. HyperCLOVA X is the result of years of research and development by NAVER Cloud. It is powered by NAVER Cloud's vast Korean language data acquired through years of cumulative learning, high-performance backbone, hyperscale data centers, and supercomputing infrastructure. You can expect a remarkable increase in productivity by leveraging HyperCLOVA X's flexibility, scalability, and accuracy.



AI that understands context

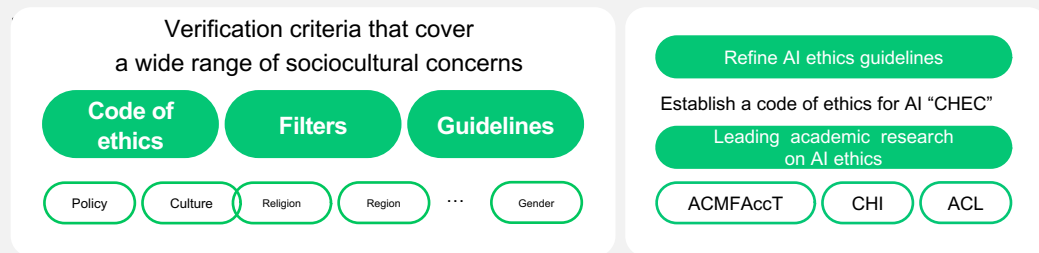
HyperCLOVA X is a language model trained on NAVER's high-quality data, which is peerless in the Korean language. It can understand context and answer questions naturally, making it useful for any business. It is the world's only Korean-based language AI model (not trained in English), and it is gaining attention from people all over the world.

Protect the sovereignty of AI data

Hyperscale AI is a key driver of national economic development and security. Leveraging the competitive edge of HyperCLOVA X in the global market, NAVER Cloud is taking the lead in creating AI ecosystems on a global scale, and it is dedicated to protecting AI sovereignty. We aim to empower security-focused companies and nations without their own AI technology to use AI securely and independently, by leveraging a fully-managed hybrid cloud service ([Learn more](#)) and sovereign cloud.

Research on AI code of ethics

AI ethics has become a critical issue with the rise of hyperscale AI technology. Team NAVER has established an in-house group of experts to refine AI ethics guidelines. Since February 2021, we have been collaborating with Seoul National University AI Policy Initiative (SAPI) and KAIST to design AI ethics policy, and our work on AI ethics-related areas has also been recognized by the world's leading academic society.



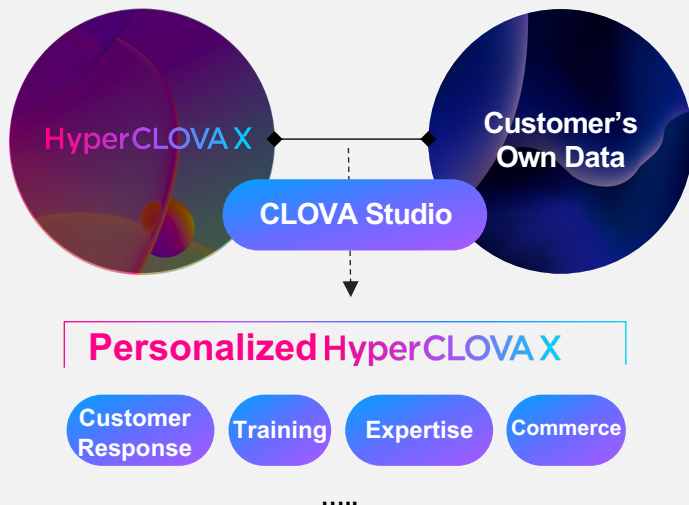
* The paper on hyperscale AI ethics was selected as the best paper by a world-leading academic society.

HyperCLOVA X

HyperCLOVA X opens the door to AI transformation and elevates enterprise productivity, marking the dawn of AI innovations for businesses. By integrating the world's leading AI technology with your company's unique data, you can seize untapped business opportunities and transform customer experience.

Bring Your Own Data

Create a customized AI model by combining HyperCLOVA X and your own data repository. A customized HyperCLOVA X provides tailored responses with a better understanding of your business. Enhance productivity by applying AI to various areas, such as customer response, personalized recommendation, and business optimization. Leverage its functionalities, including reading, writing, search, summary, recommendation, and planning, tailored to suit your unique requirements. Furthermore, a customized HyperCLOVA X itself serves as a solid backbone, which improves its accuracy the more it is used.



CLOVA Studio

CLOVA Studio is a **hyperscale AI development tool** that helps you build customized HyperCLOVA X models. Easily combine your company's own database to build a custom AI model or service that meets your specific needs.

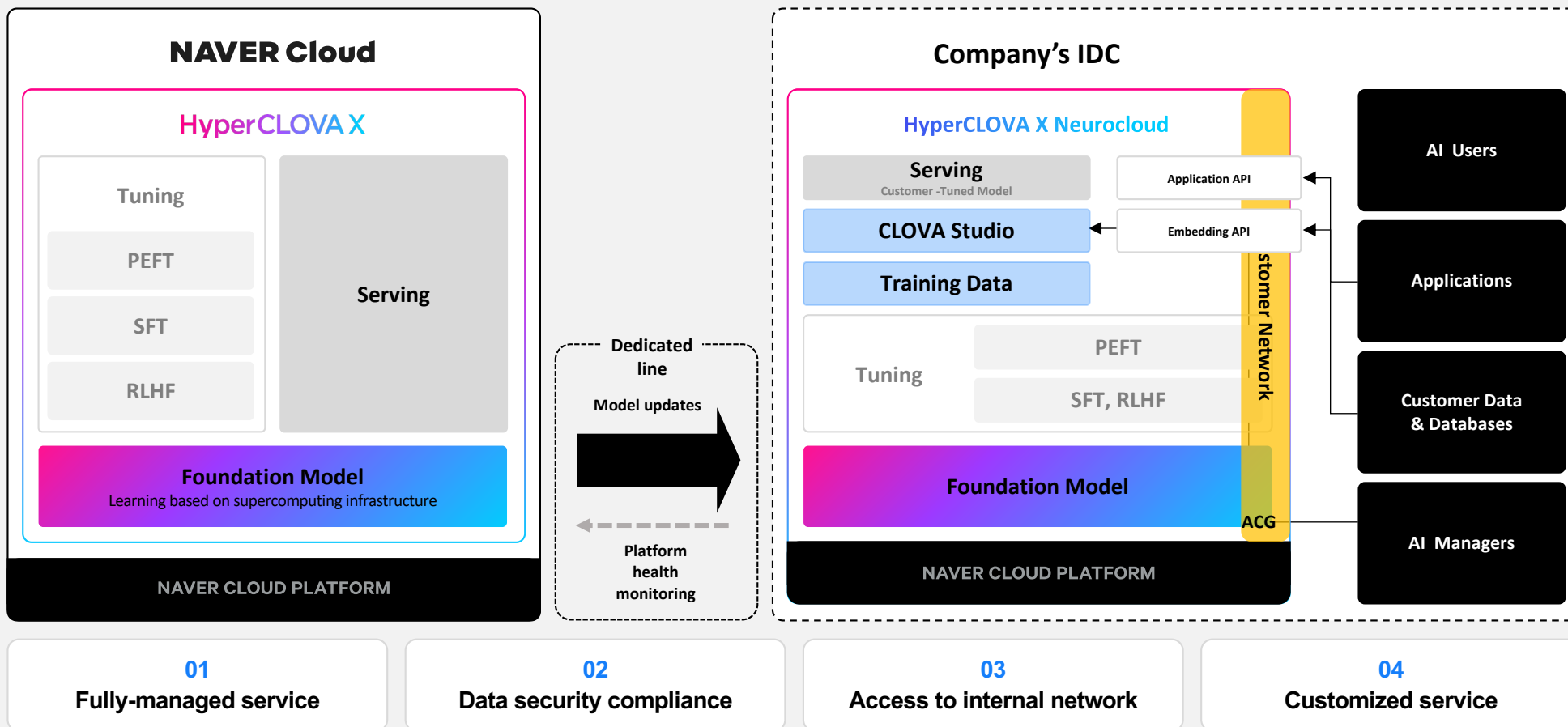
CLOVA Studio use cases

상품명 교정하기 의도 이해하기 기획전 구성하기
소셜 쓰기 상품 리뷰 요약하기 비속어 필터하기
캐릭터와 대화하기 콘텐츠 분류하기 맞춤법 교정
시 쓰기 마케팅 문구 생성하기 면접 질문 생성
보고서 문장 생성하기 백과사전 물고답하기
 이메일 쓰기 장단점 분석하기 사투리 변환하기
가사 쓰기 리뷰 감정 분석 자기소개서 작성하기
 장면 묘사하기 음식 레시피 만들기 뉴스 요약

Neurocloud for HyperCLOVA X

COMING SOON

Hybrid cloud-based, fully-managed service: We offer HyperCLOVA X in the form of a hybrid cloud solution built on Neurocloud. This fully-managed NAVER Cloud service allows you to operate services securely and efficiently and protect sensitive data through on-premises processing and compliance with corporate security policies. [Learn more about hybrid cloud services](#)



NAVER Cloud Platform

With the power of NAVER Cloud Platform, our technology is made available to global clients, creating greater value for the world. Build a scalable and secure environment and leverage the latest innovative technologies in the cloud to enhance your business capabilities.

Cloud service that offers a competitive advantage

227 services ready for your business

We provide a full stack of cloud computing technologies, from foundational infrastructure products that are essential for building services to emerging AI technologies that are revolutionizing the IT field. Flexible integration between our cloud services allows you to shorten development time and achieve greater efficiency in your operations. We consistently achieve high customer satisfaction with our service portfolio offerings, which rival those of leading global CSPs.

High-quality cloud services at reasonable costs

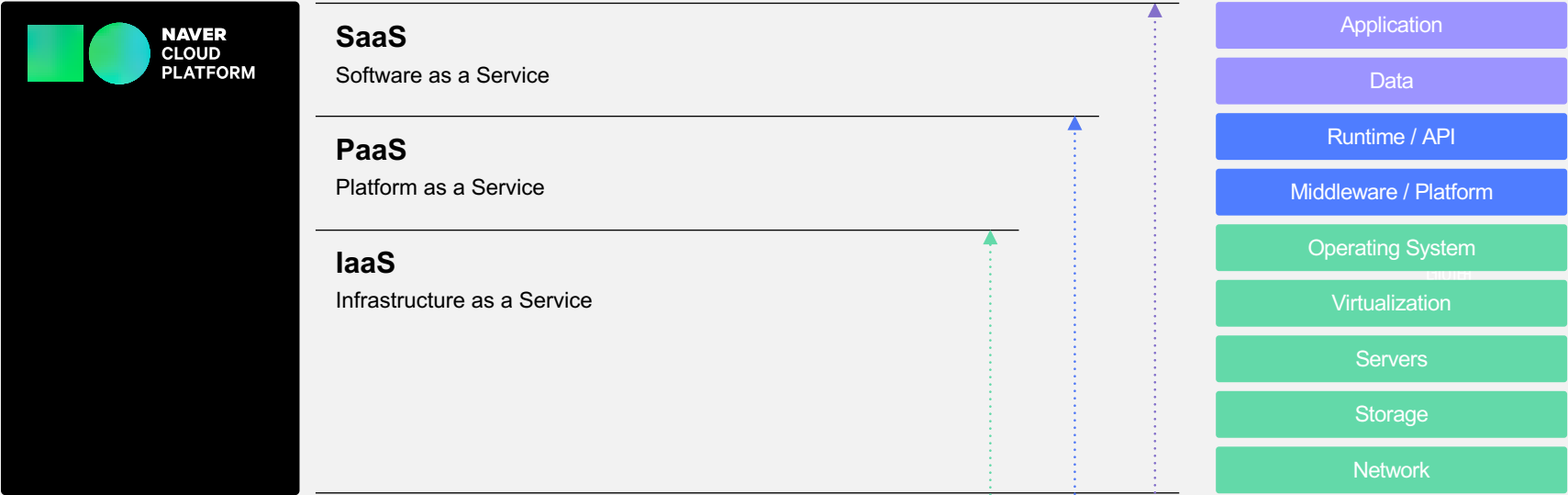
NAVER Cloud Platform leverages NAVER's extensive experience in delivering top-quality public services at reasonable prices, helping businesses to manage their IT costs more efficiently. With an emphasis on customer satisfaction, we provide 24/7 free customer support to help customers migrate to the cloud and ensure the reliability of their services.

- 21

Categories
- 227

Products
- 10

Global Regions



NAVER Cloud Platform

The public, financial, and healthcare sectors are subject to strict cloud-related regulatory and certification requirements due to the sensitive data they handle.

NAVER Cloud Platform offers industry-specific cloud services that satisfy security certification levels and compliance standards enforced by the government and regulatory authorities. We are also constantly expanding our service offerings to meet the needs of our customers.

Industry-specific cloud

Public cloud



NAVER Cloud is leading the cloud transformation of public institutions by leveraging its world-class security technology and reliable infrastructure, which ensures seamless operation of civil services. NAVER Cloud Platform meets a wide range of security certifications and physical infrastructure requirements for developing civil services. It also offers hybrid cloud solutions built specifically for public institutions, as well as VPC environments.

[\[Go to the public cloud portal\]](#)



Financial cloud



NAVER Cloud provides optimal solutions for effectively integrating IT technologies into the ever-changing financial service sector, drawing on its expertise gained through years of collaboration with the most renowned financial institutions. NAVER Cloud Platform fully meets the rigorous reliability assessment and complex compliance requirements of the Financial Security Institute and proves itself as an efficient platform for developing financial services.

[\[Go to the financial cloud portal\]](#)



Medical and healthcare cloud



NAVER Cloud Platform has obtained multiple security certifications for smart healthcare service development issued by both domestic and international organizations and complies with the Medical Service Act and the Personal Information Protection Act. NAVER Cloud Platform provides an array of tools and AI services to store and analyze medical data securely. By seamlessly integrating with EMR, PACS, and genomic analysis services, it fosters enhanced collaboration and efficiency within the healthcare industry. Both P-HIS and Doctor Answer are proven examples of NAVER Cloud Platform's service quality and reliability.

[\[Go to the medial services\]](#)



Hybrid Cloud (Neurocloud)

Create a dedicated cloud infrastructure in your preferred location and seamlessly integrate it with NAVER Cloud Platform and on-premises legacy systems. This fully-managed service enables you to enforce your IT management and security policies on Neurocloud to ensure compliance and governance, and keep your services running reliably and efficiently.

Features



Fully-managed service

Our fully-managed service from hardware to cloud can help you achieve cost reductions and operational ease.



On-premise integration

Seamlessly integrate with customers' legacy environments to enable the development of customized hybrid cloud solutions.



Data security compliance

On-premise data processing guarantees regulatory compliance and offers a flexible IT environment.



A wide variety of cloud images

We only offer OS and application images that have been rigorously tested and proven to be reliable.



Easy-to-use management tools

Monitor cloud resources and build a wide variety of account systems without the need for third-party solutions.



Customized services

Choose between rack type and data center type based on your company's current situation and needs.

Hardware types

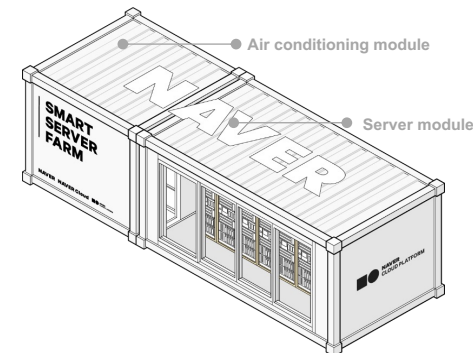
Rack type

If your company already has its own data center and server room, we can provide Neurocloud racks and hardware.



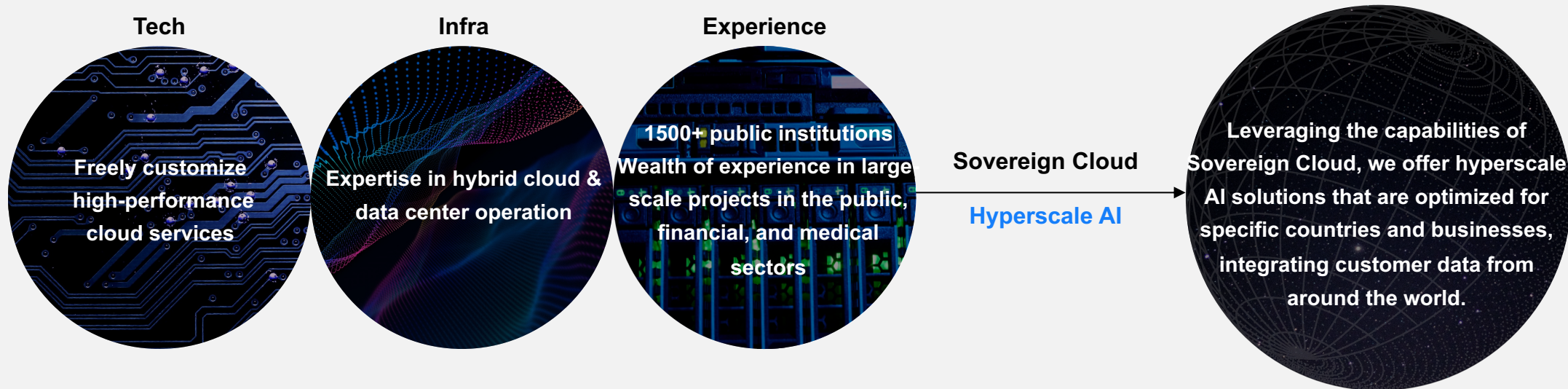
Data center type

If your company does not have its own server room, we provide a container-type data center that features NAVER's data center technology, along with Neurocloud hardware.



Sovereign Cloud

We offer sovereign cloud services that are hosted in local data centers of users, with direct lines to NAVER Cloud global Regions located in 10 global hubs.



Sovereign Cloud is gaining attention due to the increasing importance of protecting data sovereignty and data residency for countries and businesses, as well as meeting compliance requirements in the countries where the customers are located. As part of our commitment to respecting and protecting diversity around the globe, NAVER Cloud is leveraging Sovereign Cloud to help customers in technologically undeveloped regions to achieve digital transformation and preserve IT sovereignty.

NAVER Cloud Platform: Service Map

NAVER Cloud Platform offers a wide range of cloud computing services, including everything from IaaS for building and managing your infrastructure, to an extensive suite of PaaS, AI, data, and API products.



Compute

The best computing resources, powered by our robust infrastructure and years of experience in the industry



Business Application

Empower your growing business with cloud-based enterprise information systems and collaboration tools



Database

Discover a diverse range of platforms designed to meet a wide array of service requirements, such as relational DB, NoSQL DB, Cache DB, and more



AI Service

Leverage AI services trained by NAVER's vast data resources to gain a competitive advantage in the industry



Blockchain

Build a variety of blockchain services on the cloud, from private blockchains to blockchain-based services



Digital Twin

Easily build and deploy digital twins and apply them to your business



Networking

Fast and reliable network environment to build your services anytime, anywhere



Media

Easily convert high-quality media content and build service platforms rapidly at an affordable cost



Global Infrastructure

Expand services into the global market through reliable infrastructure established in key locations



Application Service

Easily access NAVER Cloud's technologies and services, ranging from Maps to CAPCHA



Migration

Migrate IT resources to the NAVER Cloud environment safely without delay



Security

Maintain robust protection against external threats with world-leading security technology



Gaming

A wide array of support for gaming services, including SDK and other essential add-ons



Big Data & Analytics

Collect data from various services and systems effectively and perform integrated analytics



Internet of Things

Easily connect millions of devices to the cloud and securely gather valuable insights



Content Delivery

Experience a top-quality content delivery environment, regardless of your location



Management & Governance

Real-time monitoring of infrastructure and services needed for reliable operation of cloud services



Hybrid & Private Cloud

Choose from a variety of hybrid cloud configurations to meet your needs



Storage

Secure and flexible storage services, including archive, object storage, backup, and more



Developer Tools

Use DevOps to rapidly and securely build and deploy a software development environment



Containers

Create and manage containers easily, quickly, and simply

NAVER WORKS

NAVER's vast knowledge, accumulated from operating over 200 lifestyle services, is now available as a robust business solution. This solution is a more time and cost-effective way for getting the latest technology rather than developing services yourself. You'll benefit from constant updates that keep your software up-to-date. Our AlaaS offerings powered by NAVER Cloud's hyperscale AI technologies accelerate innovation in the workplace and improve productivity.



NAVER WORKS, a messenger-based collaboration tool with over 4.8 million users from 470,000 companies worldwide

NAVER WORKS is an all-in-one collaboration tool that brings together messaging, mail, calendar, storage, and other features in one place. NAVER WORKS holds the top market share in the business messaging sector in Japan and has the most users among mobile collaboration tools in the Korean market. Globally, it is trusted by 4.8 million users across 470,000 companies, including those in Japan. Experience the ever-increasing work efficiency and changes in the way you work with NAVER WORKS.

#Top market share in the business messaging sector in Japan # The most users among mobile collaboration tools in the Korean market.

All features in one app

Access all essential features you need to get your work done, including messaging, bulletin board, calendar, contacts, scheduling, survey, mailing, and more—all in one convenient application, NAVER WORKS. Synchronize your tasks across PC and mobile apps so that you can manage your tasks easily, regardless of where you are.

Administrator features that make operation convenient and reliable

You can configure user environments and control access while providing proactive monitoring to prevent potential issues. Implement your company's data security policies to respond quickly to human errors, such as the loss of login data or devices.

Integration with various solutions and customizations

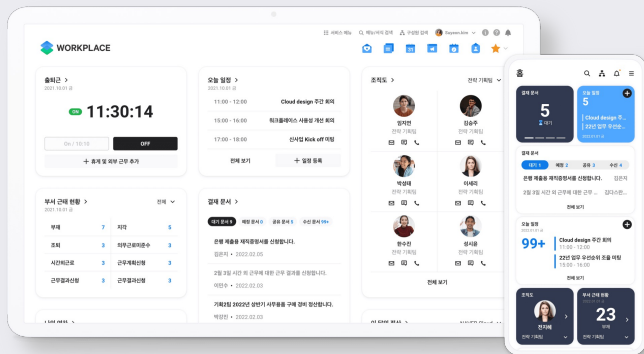
The NAVER WORKS API enables flexible integration with both internal and external tools, including AI, HR, accounting, electronic payment, and more. You can create chatbots that are tailored to your specific business needs by using API documents and Bot templates provided by NAVER WORKS.



Click below to learn more.
<https://naver.worksmobile.com/ebook/>

WORKPLACE, Whale Space

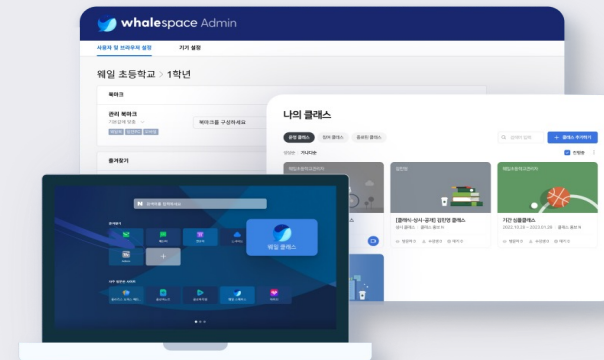
NAVER's vast knowledge, accumulated from operating over 200 lifestyle services, is now available as a robust business solution. This solution is a more time and cost-effective way for getting the latest technology rather than developing services yourself. You'll benefit from constant updates that keep your software up-to-date. Our AlaaS offerings powered by NAVER Cloud's hyperscale AI technology accelerate innovation in the workplace and improve productivity.



WORKPLACE, a corporate information system optimized for startups to mid-sized companies

WORKPLACE is a corporate information tool that brings together all the essential features you need to run your business, including electronic payment, member management, attendance, expenses, and accounting. You can customize this solution to make it adapt to your company's unique characteristics and work environment, with seamless data integration with your company's organizational chart and member information. WORKPLACE is designed to comply with the Labor Standards Act and KASB Accounting Standards, providing a secure platform for human resource management without any risk of legal infringement. Achieve structured and comprehensive management of your company information and task automation with WORKPLACE.

Synergy with NAVER WORKS



Whale Space, a smart education platform that provides a seamless learning environment through a single, unified account.

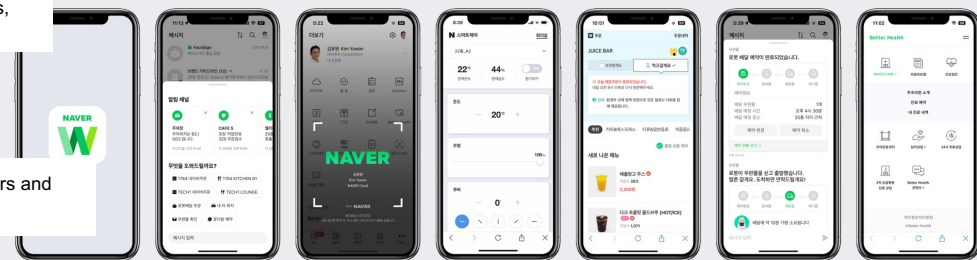
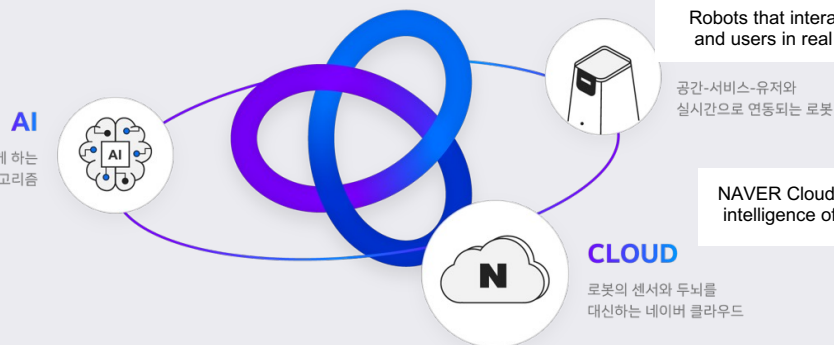
Whale Space is an open education platform that provides a seamless way to access multiple education services from a single, unified account. Create a consistent classroom environment for teachers and students, regardless of location. Administrators can easily set up learning resources, browser preferences, application blacklists, and other factors in one go to ensure efficient learning. Whalebook, powered by NAVER's own Whale OS and CLOVA AI, offers an easy-to-use interface and robust security, contributing to the quality of classes. Create a smart and futuristic learning environment using Whale Space and Whalebook.

Adopted by 17 municipal and provincial education offices nationwide

Smart Spaces

Experience a new era of connectivity with our integrated solution, which uses cutting-edge AI algorithms, high-precision data, robotics, autonomous driving, 5G, and cloud technology to create connections between people and spaces. Smart Spaces provide users with the ability to control the robot's sensors and intelligence on the cloud, accessible via a mobile application, to create a new spatial experience that is flexible and convenient like never before.

is and precise data to
nce



With Customized

HyperCLOVA X

×

Voice

Avatar

Vision

Note

ARC, a robot intelligence system (AI - Robot - Cloud)

ARC is a multi-robot intelligence system powered by NAVER Cloud Platform and 5G networks. Robots' intelligence is powered by a cutting-edge AI algorithm and high-precision data, and it interacts with people and spaces through the cloud and 5G network.

Mobile applications for easy control of Smart Spaces

Smart Spaces can be integrated with a wide variety of mobile apps to provide users with convenient features, such as building entrance management, food and drink ordering, delivery robots management, lighting and temperature control, parking location tracking, and more. Customize your AI-powered environment by combining facial recognition, chatbot, and voice recognition technologies, adapting them to the specific needs of the deployment space and the company's current situation.

Smart Spaces

ARC is a system that leads the popularization of service robots. It seamlessly integrates with the necessary service infrastructure and space to help robots understand and manage interactions with humans in both online and offline environments. Experience the potential of robots in NAVER 1784, the world's first robotics-friendly building, and GAK Sejong, NAVER's own data center.



Robotics-friendly building, 1784 The TESTBED

1784, NAVER's second office building, is a convergence of world-leading infrastructure and technologies, including robotics, autonomous driving, AI, 5G, and cloud computing. 1784 is shaping the future of the work environment and space with groundbreaking technologies, including AI Face Sign, robot delivery, contactless ordering systems, and more.



A futuristic data center powered by robots, GAK Sejong

Smart Spaces are also used in GAK Sejong, a hyperscale data center built on a vast land area of 300,000 square meters. 1784 was designed with a focus on human-robot collaboration, while GAK Sejong places emphasis on driving productivity through cutting-edge technologies like service robots and self-driving shuttles.

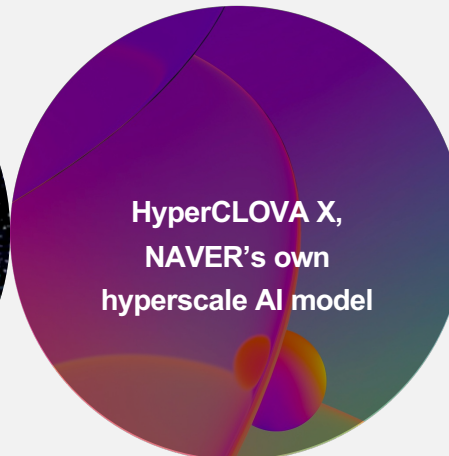
Strengths & Values

Strengths & Values

TEAM NAVER is on a path to becoming a global technology leader with its 20 years of accumulated IT expertise and globally competitive hyperscale technologies.



**TEAM NAVER's
experience running IT service**



**HyperCLOVA X,
NAVER's own
hyperscale AI model**



**Hyperscale data center
and Global Regions**



**World's leading
security technology**



**Top quality
customer support**

NAVER's experience running IT services

NAVER Cloud was originally spun off to provide IT operation services to NAVER, and it has since expanded to provide IT infrastructure and a wide range of technology solutions to NAVER's affiliates. We provide B2B services with a solid infrastructure that has been proven through our reliable public service operations, our advanced technology and expertise in 230 NAVER services, and the innovative technology of TEAM NAVER.

200+ essential lifestyle services available on NAVER Cloud



Finance

- Online payment
- Offline payment
- Credit card
- Account book
- Stock
- Real estate
- My car management



Shopping

- Online marketplace
- Live shopping
- Blog marketplace
- Membership service



Map

- Maps
- Reservation
- GPS navigation
- Places near me info.
- Pre-order & Purchase
- Travel info



Civil Admin Service

- Public certificate
- Municipal services
- Covid-19 vaccination
- Covid-19 information



News

- News
- Weather
- Sports
- Entertainment
- Issue talk
- News library
- News stand



Cloud Platform

- Computing
- Storage
- Networks
- AI/Data
- Devtools
- Digital twin



SNS/Community

- LINE messenger
- Blog
- Cafe
- Band
- Post
- Knowledge share
- Humor community
- Donations



Webtoon

- Web-novel
- Music
- Game
- Digital comics
- Influencer content
- Education
- Video Streaming



Knowledge

- Search
- Dictionary
- Encyclopedia
- Scholar data
- Profile search
- Accent sharing
- AI image search



Business

- Smartstore
- Smartplace
- Analytics
- Live studio
- Data lab
- AI painter



Productivity

- Mail
- Memo
- Contacts
- Calendar
- Office
- Cloud Storage
- Whale



Hyperscale AI : Korea & Japan

- AI assistance
- AI transcription
- AI translation
- AI CLOVA dubbing

HyperCLOVA X, NAVER Cloud’s own AI model

HyperCLOVA X is a hyperscale AI language model (LLM) developed by NAVER and it is the third such model to be made available to the public. HyperCLOVA X is the only Korean-trained model backed by the world's leading API modeling technologies, making it a standout solution in the market.

NAVER Cloud’s competitive edge in AI technology

NAVER Cloud's AI research excellence and technological prowess are evident in its publication records, with 107 research papers recognized by prestigious global academic societies in 2022, followed by 61 papers in the first six months of 2023.

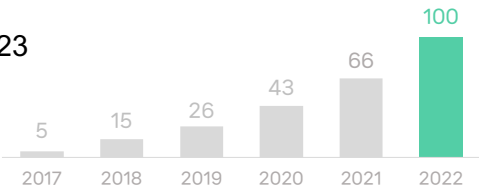
Research paper publications in 2022

107 Papers

Machine learning and underlying technologies	NLP	Computer version	Voice AI	Others
30	20	28	15	14

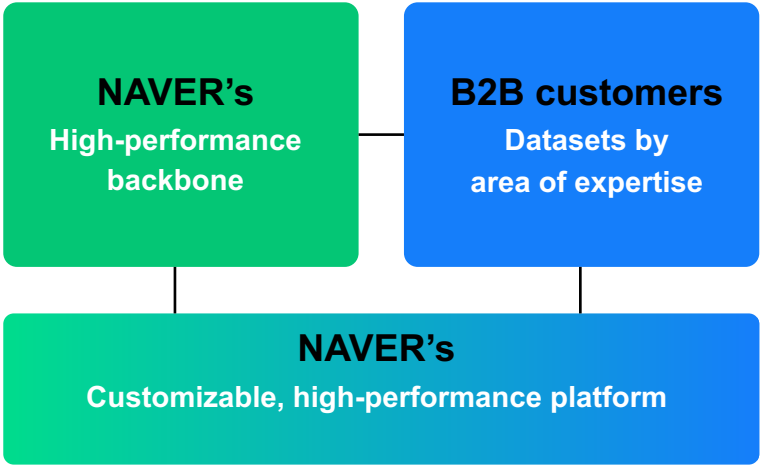
Research paper publications in 2023

61 Papers



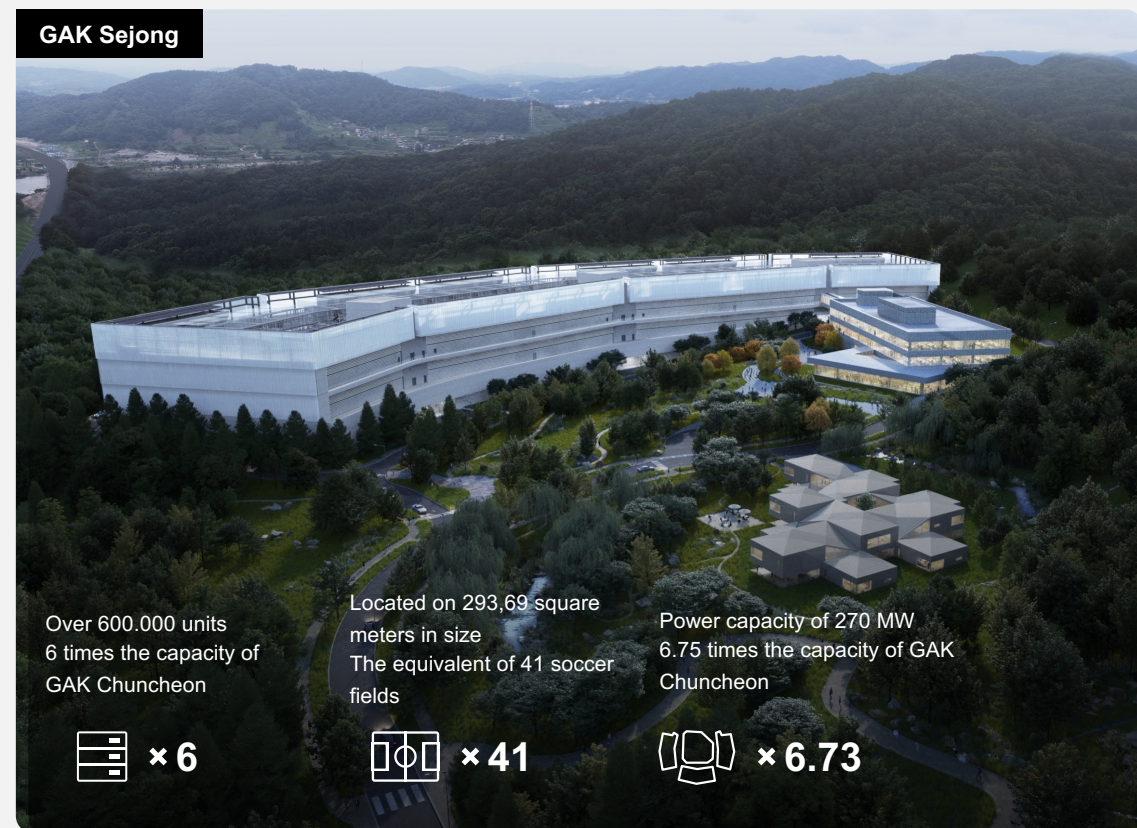
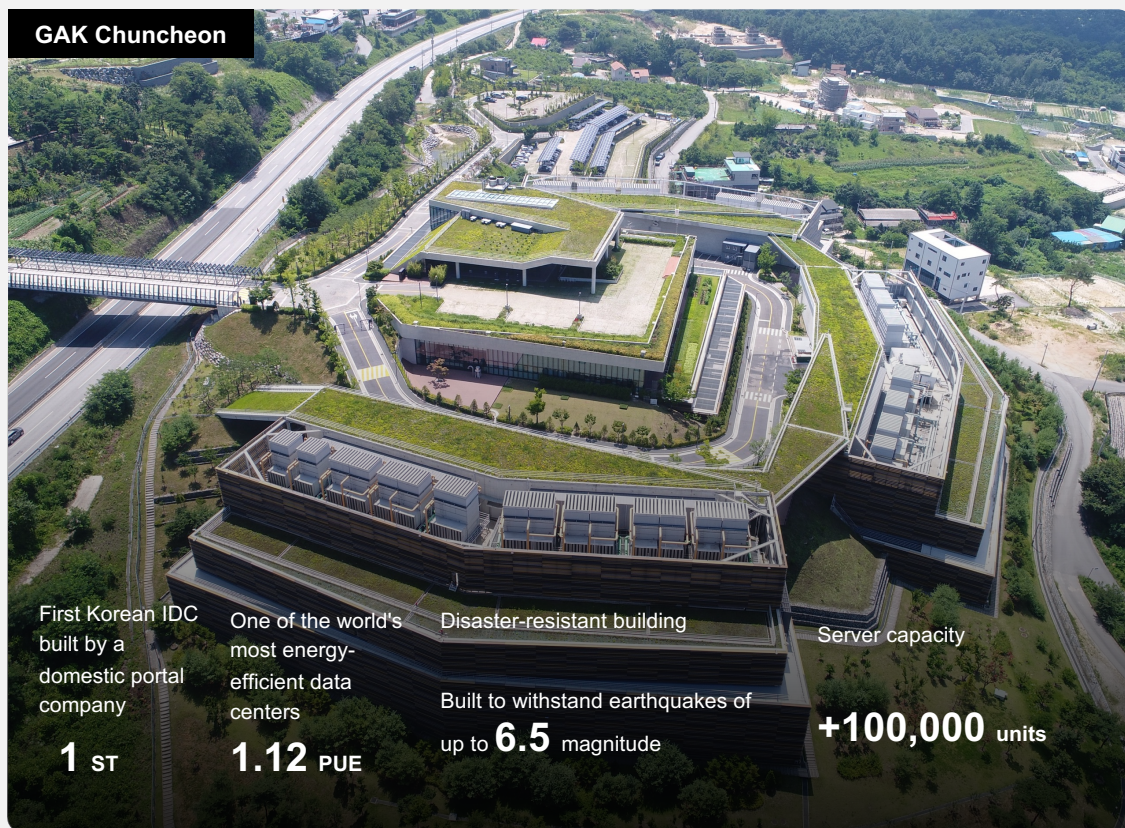
The synergy between TEAM NAVER’s technology and AI

NAVER Cloud is now sharing its years of experience and know-how, which it gained by applying AI to public services, with external organizations. We help our B2B customers use AI to achieve greater results in their specialized areas, by leveraging the power of NAVER's platform and high-performance backbone.



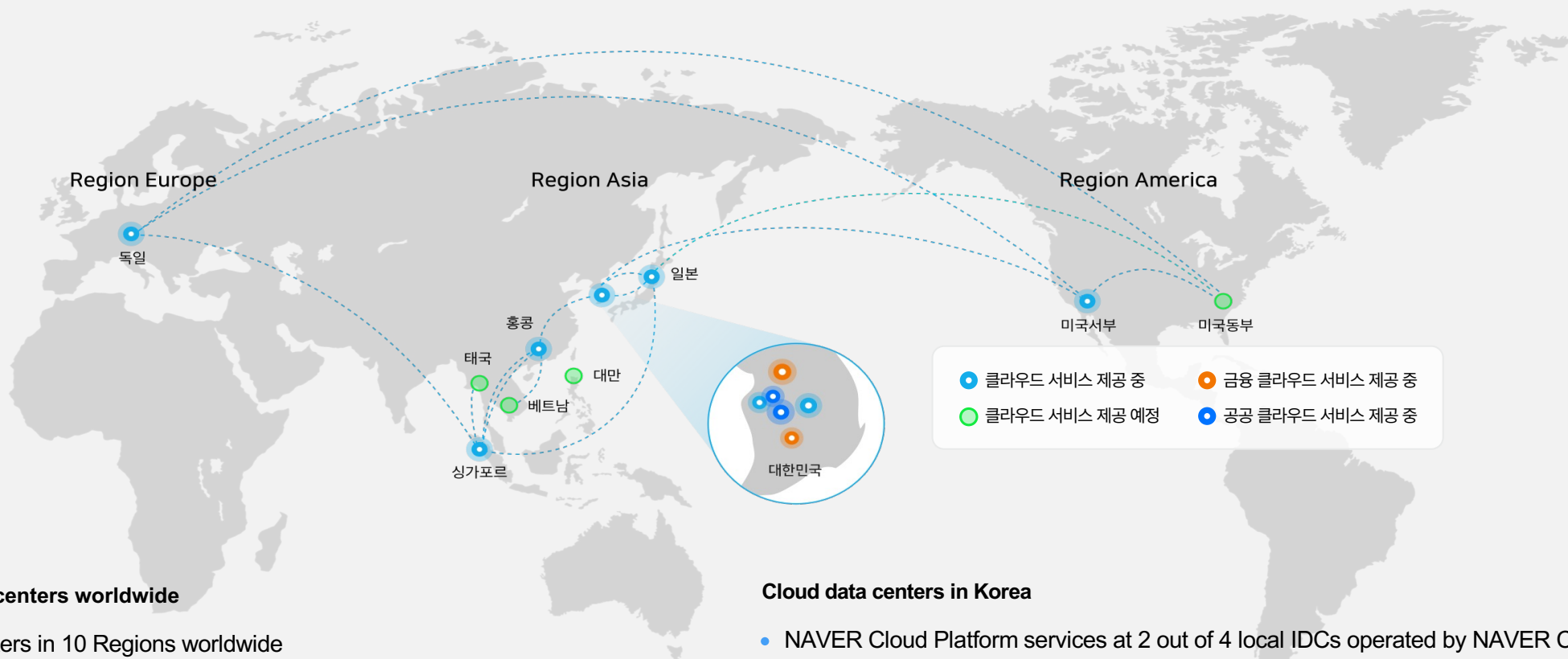
GAK, NAVER's state-of-the-art data center

NAVER's GAK Chuncheon stands as the first Korean IDC built and operated by a domestic IT company, incorporating a diverse array of technologies to ensure the delivery of stable and high-speed IT services. NAVER's second data center named GAK Sejong was built on the experience gained from operating GAK Chuncheon for over 10 years. GAK, a futuristic hyperscale data center, paves the way for the future of the data industry as an aggregate of NAVER' technology expertise leveraging the power of cloud, 5G, robotics, AI, and big data.



Global Regions, connecting businesses worldwide

NAVER Cloud, as the first IT company in Korea to operate its own data center, reliably delivers service globally with its own infrastructure built in key locations around the world. We help our customers offload the burden of operating overseas infrastructure while reliably delivering their services to their global users.



Cloud data centers worldwide

- Data centers in 10 Regions worldwide
- Korea, Japan, Singapore, US East/West, Germany, Hong Kong, Thailand, Taiwan, Vietnam
- Dedicated data lines between Global Regions for private communications
- Plans to add new Cloud Regions

Cloud data centers in Korea

- NAVER Cloud Platform services at 2 out of 4 local IDCs operated by NAVER Cloud
- Private Cloud Zone: Multi-zone operation in 2 data centers
- Public Cloud Zone: Main data center and DR data center in operation
- Financial Cloud Zone: Main data center in operation and DR data center under construction

World-Leading Security Technology

NAVER Cloud Platform is committed to providing the highest levels of security for our customers. We are certified to the most stringent security standards and information security management system (ISMS) certificates, and continuously work to maintain our robust security posture. We believe that a stringent security management policy, leaving no room for any security incidents, combined with advanced security technology, is the key to gaining a competitive edge in the cloud market and ensuring the utmost protection of our customer’s data.

Security certification achievements			
Category	Certifications	Emblem	Description
Domestic	PIMS		Personal Information Management System
	ISMS		Information Security Management System
	Cloud Security Assurance Program (CSAP)		Cloud security certification for public institutions
Global	ISO/IEC 27001		International standards for information security management
	ISO/IEC 27017		International standards for data security and controls
	ISO/IEC 27018		International standards for personal information protection
	SOC 2, 3 Report		International standards for privacy controls in cloud services
	PCI DSS		Payment Card Industry Data Security Standard
	CSA CCM		Cloud Security Alliance Cloud Controls Matrix
	MTCS		Singapore's Multi-Tier Cloud Security Standard
	APEC CBPR		APEC Cross-Border Privacy Rules

ISMS certification achievements			
Category	Certifications		
Information Security Management System		ISMS	Information Security Management System
		ISO27001	International standards for information security management
Cloud Security		CSAP	Cloud computing service security (Public sector)
		ISO27017	International standards for data security and regulations
		ISO27018	International standards for personal information protection
		CSA STAR	International standards for cloud security controls (first Korean company to achieve CSA STAR)
Security Standards (Domestic and global)		PIMS	Personal Information Management System
		SOC2, 3	International standards for privacy controls in cloud services
		PCI-DSS	Payment Card Industry Data Security Standard
		MTCS	Singapore's Multi-Tier Cloud Security Standard
		APEC CBPR	APEC Cross-Border Privacy Rules

High-Quality Customer Support

NAVER Cloud's customer support system is designed to quickly and efficiently address and resolve customer issues. This system is easy to use for anyone, thanks to its Korean language support and user-friendly interface.

Average response lead time of 3 hours and 35 minutes

NAVER Cloud Platform's customer support is available 24/7 to help you with any issues you may encounter. You can contact us by phone or written messages, no matter the time or location.

* Average web portal response time in business days (Year 2019)

Fast, friendly, and always available to help

Fast

We aim to reply to all inquiries on the same day, unless the issue requires a separate internal review. We have a systematic approach to managing our 24-hour customer support procedures, which allows us to respond quickly to your inquiries.

Friendly

We put ourselves in our customer's shoes to understand their needs and expectations.

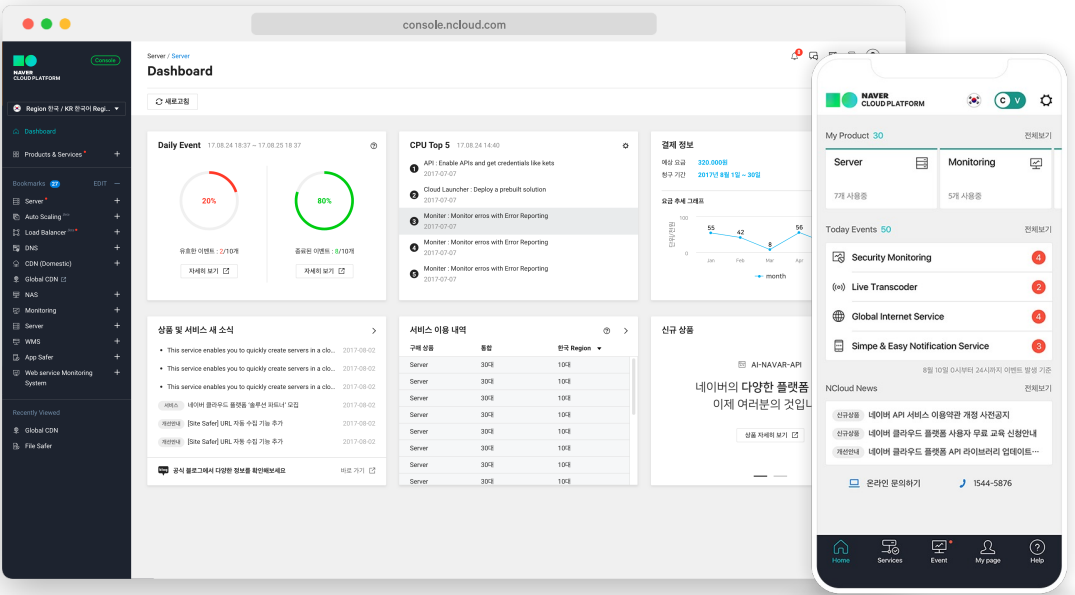
That's why our team of experts is dedicated to providing accurate and timely responses to their inquiries, day and night. We are also always available to provide friendly and helpful support to our customers who are encountering challenges using NAVER Cloud services.

Transparent

We will always keep our customers informed of the status of their issues, even after the response is completed. We will provide them with the cause of the issue and the details of our response within hours. We use a variety of channels to notify our customers of important updates, including the portal, email, and SMS.

Web and mobile console for your convenience

We offer an intuitive web console and a mobile web console that make it easy to access and manage your services anytime, anywhere.



References

Customer References

Happy Customers, Prosperity to the World



Use Case

Launch of “Lewis”, an in-house AI copywriting service

- HyperCLOVA, a hyperscale AI language model, used as the core engine for the AI copywriting service
- Recommends marketing slogans that match the desired sentiment of your clients, based solely on the keywords and themes you provide

Actively extending the adoption to Hyundai Department Store Group affiliates

Benefits of applying the solution

The average time it takes to communicate with an external copywriter and develop the first draft of a copy is 20 hours.

2 weeks → 2-3 hours

Korea's first life insurance company



Use Case

Built a hybrid cloud core system

Applied to the development of AI-driven claims review system and other projects

- Built CaaS (Cloud as a Service) in Hanwha Life's data center
- Operate on-premises DB failover services
- Developed transaction processing systems in a containerized environment based on micro-service architecture (MSA)*

* First insurance company in Korea to adopt MSA

Benefits of applying the solution

The first company in Korea to migrate its core operation system to the cloud

Passed all safety assessments **
100 %

Set a goal of reducing insurance claims review costs *
[Cloud-based AI assessment]
10 billion KRW

* A target over the next 5 years

** 109 items in "basic protective measures", 33 items in "additional protective measures in the financial sector"

South Korea's top wireless carrier among 3 major providers



Use Cases

Baro, the company's global roaming service, uses Global Regions to provide customers with a seamless overseas experience

Free voice calls to its subscribers in 170 countries worldwide

- Leverages global region infrastructure in key locations around the world
- Adopted Bare Metal Server, Storage, and VPN
- Integrates with an on-premise environment by using Cloud Connect

* For Wi-Fi or Roaming Data plan subscribers (except in certain Regions)

Benefits of applying the solution

Google Play user rating **

4.7 / 5

A total reduction in network fees for its customers *

40 billion KRW

The number of international calls made using Baro*

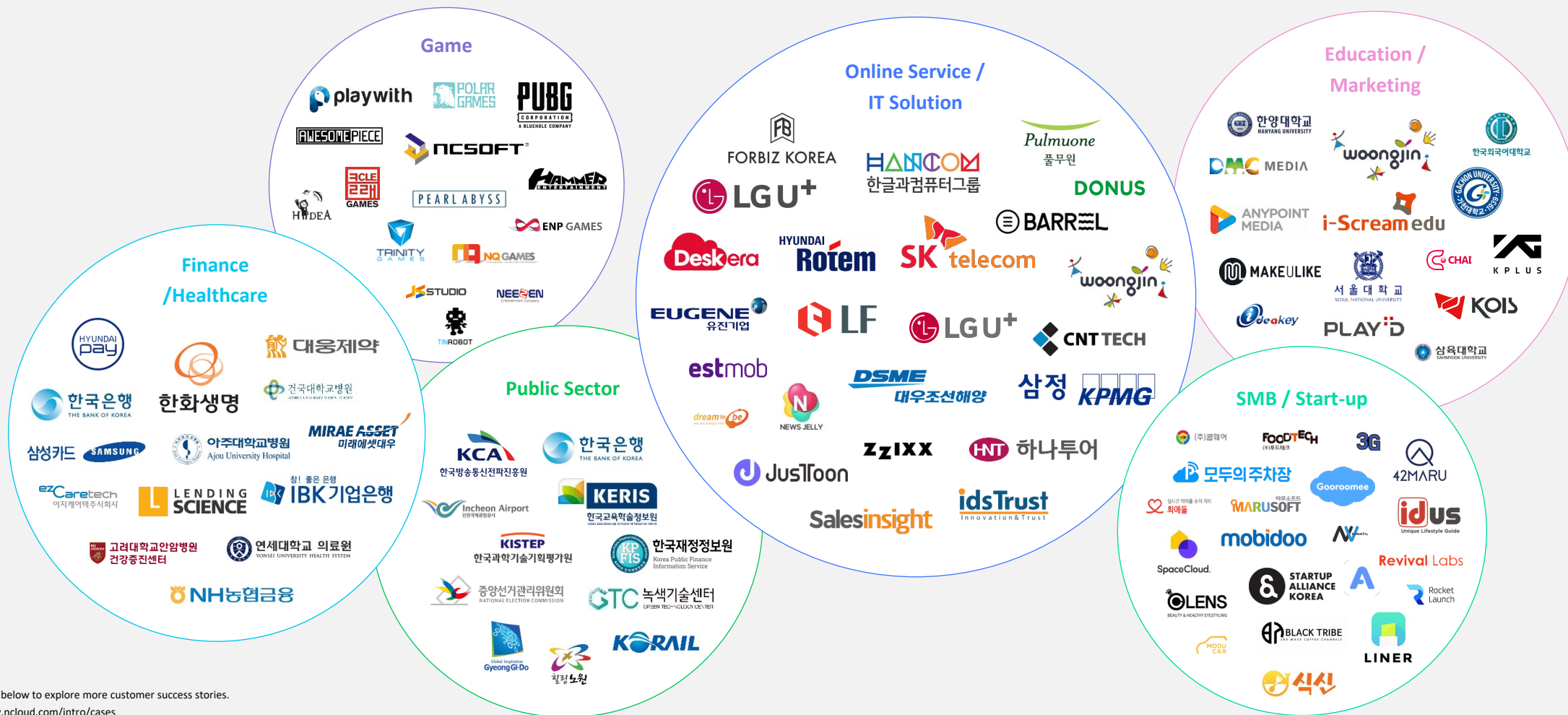
80 million

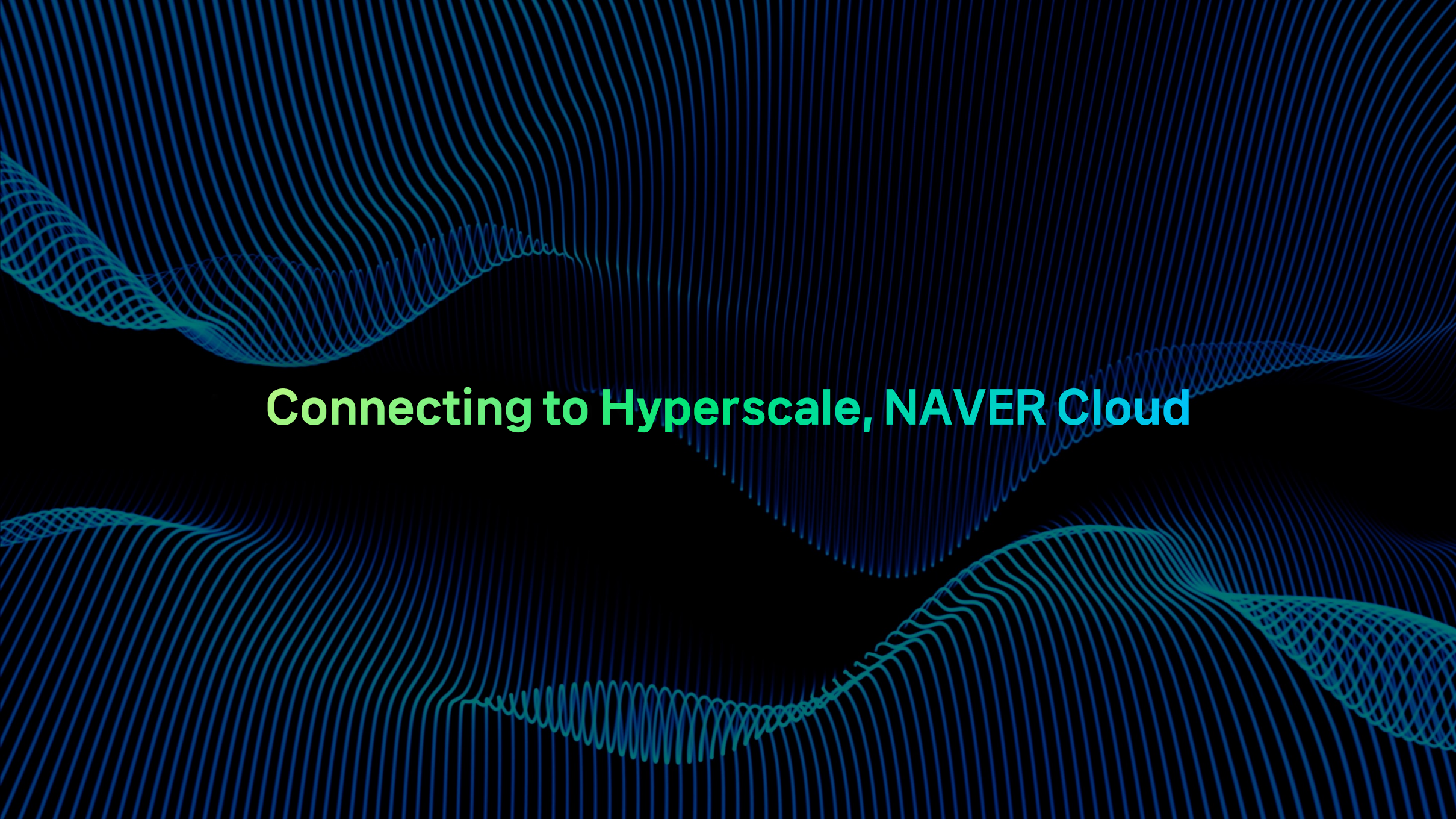
* Based on the data from the first year of the product's launch (Dec 2019)

** Based on the cumulative rating of the [Tphone] App (Aug 2020)

Customer References

Organizations from a wide range of industries and the public sector use NAVER Cloud Platform to operate their services.



The background features a series of blue, wavy, vertical lines that create a sense of depth and movement. These lines are interspersed with a grid-like pattern of horizontal and vertical lines, which is most prominent in the upper left and lower right corners. The overall effect is a dynamic, digital landscape.

Connecting to Hyperscale, NAVER Cloud

THANK YOU