

CASE STUDY

City Councils – Smart City Framework KANGAR MUNICIPAL COUNCIL

Building a robust digital foundation, the Smart City way, for the capital of Perlis State, Malaysia.



CLIENT OVERVIEW

- **Sector:** City Councils – Smart City Framework
- **Client:** [Kangar Municipal Council](#)
- **Implementation Partner:** [Aswant Group Sdn Bhd](#)
- **Need:** Secure remote access and cybersecurity-first architecture.
- **Challenge:** security, continuity, cost control and easy UX within Smart City infrastructure
- **Solution:** [TSplus Remote Access](#)

KEY STATS

- **1 server**
- **300 concurrent users**
- **Region:** Malaysia
- **Partner** since **Q1 2026**

TSPLUS AT A GLANCE

- TSplus was founded in **2007**
- **5,000 resellers** worldwide
- **4 innovative products**
- Rated **4.8/5** by users
- **500,000 clients** across industries

TSplus is up to 80% more affordable than traditional remote solutions, making it ideal for businesses looking to optimize their IT budget without sacrificing quality or security.

SUMMARY

As **Kangar Municipal Council (MP Kangar)** advanced its Smart City roadmap, the organization needed a secure, efficient and cost-effective digital workspace solution to support municipal employees, hybrid work requirements, strengthen cybersecurity and simplify IT operations. With the support of trusted Malaysian technology integrator **Aswant Group**, the council selected **TSplus Remote Access** as part of a modern digital workspace strategy.

ABOUT MP KANGAR

MP Kangar is the municipal council of Kangar, the capital of Perlis, Malaysia. It is actively pursuing digital modernization under the **Malaysia Smart City Framework** and, by 2026, aims to achieve Level 1 Smart City status and integrate more than 10 systems.

CHALLENGES AND REQUIREMENTS

To support this transformation, the council required a robust IT foundation capable of balancing innovation with the demands of daily public service delivery. They called on trusted IT partner Aswant.

MP Kangar faced several priorities within its Smart Cities initiative:

- The council needed to **manage digital transformation**, modernize their infrastructure and integrate new systems **while maintaining essential municipal services**.
- Employees and Smart City operators required **reliable, secure remote access** to business-critical applications.
- **Cybersecurity and Resilience:** Any new platform had to address modern cyber risks while protecting municipal systems and sensitive operational data.
- A target was to **reduce downtime**, simplify recovery processes and ensure business continuity during unexpected events.
- **Cost Efficiency and Simplicity:** The council sought to reduce hardware dependency yet retain ease-of-use at all levels. Case in point: both work from home employees and Smart City operators require **high level of cyber security and ultimate simplicity of usage and maintenance**.



THE TSPLUS SOLUTION

Following the successful pilot project designed and implemented by **Aswant Group**, MP Kangar selected **TSplus Remote Access** for two key segments of its infrastructure: municipal employees (remote connectivity) and Smart City operators (managing digital services).

- **Unified Access Platform:** Local and remote users simply connect through a single dedicated access program.
- **Secure Remote Connectivity:** TSplus software enabled staff to securely access apps and systems from any approved location.
- **Centralized Administration:** IT teams centrally manage users, access and infrastructure, reducing support workload.
- **Thin Client Compatibility:** Fully compatible with council applications and Centerm peripheral devices, the solution supports a more efficient endpoint strategy.
- **Advanced Productivity Features** help ensure seamless day-to-day operations (Connection client, Printing...).

RESULTS

The project delivered by Aswant afforded immediate operational value.

- **Rapid Deployment:** They completed full implementation **in less than one week's** rapid rollout and with smooth adoption.
- **Improved Business Continuity:** In critical situations, devices can be replaced in as little as **two minutes** without affecting council data or systems.
- **Lower IT Costs:** Compared with traditional PC environments, the council achieved a highly attractive return on investment.
- **Stronger Cybersecurity Posture:** The new environment provided a more secure foundation for municipal digital services (Kaspersky OS cyber-resilient layer).
- **Future-Ready Infrastructure:** MP Kangar now has a scalable platform capable of supporting future Smart City expansion.

CONCLUSION

MP Kangar's deployment demonstrates how local governments can accelerate Smart City ambitions with secure, practical and affordable technology. Local expertise from Aswant Group and use of TSplus software helped the council establish a resilient digital workspace foundation ready to support long-term innovation.

TESTIMONIAL

"Smart City is a strategic goal for our team, from Mayor to engineer. It is not only about technology. It is about multi-year trust and qualitative support on a daily basis. Within our ongoing cooperation with Aswant and Centerm, we welcome this TSplus solution as a part of the Kangar digital platform."

— **Mohd Norfaizal bin Abd Razak, CIO, Kangar Municipal Council**

PARTNER PERSPECTIVE

"I have a personal reason to be proud of the project and feel a special sense of responsibility, as this is my hometown. It's a pleasure to present world-class solutions where you were born and raised."

— **Wan Norhamsa Saad, Director, Aswant Group Sdn Bhd**



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Need TSplus Remote Access?

[Download the free trial](#) on [TSplus.net](#) or [contact us](#) to discuss your needs.

