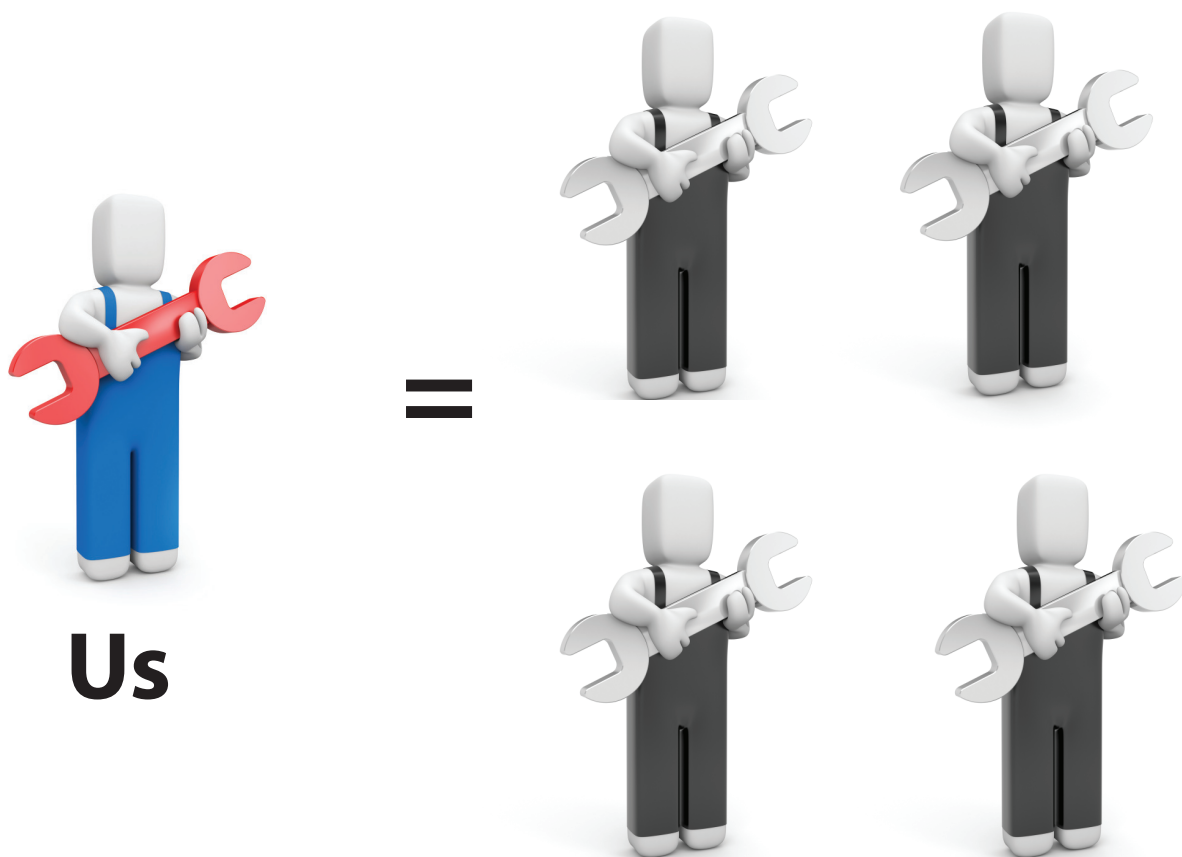


1-Net Managed Services



“Do more with less” is the corporate mantra these days.
Engage our professionals to help stretch that dollar of yours.

“ Why Outsource? A Logical Decision.

Protection against technological obsolescence; ease of upgrade & patch management; allows customers to focus on core competency as well as unique business applications with minimum upfront investment.

Simply subscribe based on needs. ”

Amongst the many cost-cutting measures companies implement in times of need or after the regular budget review, IT outsourcing remain as one of the most viable option to adopt.

From OS management, system monitoring, firewall management to email provisioning, 1-Net will astound you with the level of IT skillset, service level commitment and cost effectiveness.

As a trusted IT partner, we simply believe that you deserve the highest level of service management for your infrastructure in our care. Yes, you CAN do more with less.

1-Net Managed Services



Conforming to industrial standards in IT Service Management, 1-Net has the capability of providing of professionally monitoring with management of the essential infrastructure components such as CPU, disk space, memory utilization, backup jobs, firewall, IDS/IPS and even hosted MS Exchange.

For monitoring services, alerts and escalations are raised once pre-set thresholds are reached. 1-Net's Managed Services ensure that your IT services are professionally managed and backed up by clearly defined service agreements. We provide server support, with remote hands, media management and secure off site storage capabilities to administer and safeguard your data. As a recognised and well-established service provider 1-Net provides the experience and knowledge to effectively managed your IT assets. We deploy the latest system and management tools with our dedicated services professionals to continually refine our service delivery methodologies and processes in ensuring that we are at the forefront of service delivery innovation and proficiency.

OS Management

Provides installation and configuration of dedicated or virtualized OS, perform routine patching, monitoring and alert notification to ensure the optimum performance of your system. Provide systems security with high availability with OS hardening, endpoint security (antivirus), load balancing and clustering. Perform troubleshooting, incident resolution and system restoration when required. Perform monthly reportings to keep you up to date on the system availability, health and capacity status, enabling you to plan for upgrading or consolidation of the systems.

Application Management - Mail and Database Services

Management of application which includes installation and configuration of mail and database services are part of the 3-tiered applications architecture management service we provide. We support RDBMS like Microsoft SQL and MySQL databases, and mail services like Microsoft Exchange Server. For mail services, you can subscribe to email filtering services to keep out spam emails and prevent viruses from spreading via emails. We conduct routine tasks to ensure that your applications are running at its optimum level and serving the needs of your users.

Professional Services

Our multi disciplined team of project managers and engineers has the ability and know how to meet your demanding requirements. We provide planning, design, sizing, management, control, procurement and implementation service for your requirements for your network, perimeter security, server hardware/software and storage, right down to client applications needs.

In addition, we can help you with your upgrade requirement for your existing hardware and software to the next major version or latest release, along with migration of existing user accounts, files, data or emails.

Backup Management / Data Protection Management

Backup Management is packaged with either Dedicated or Centralized mode. For Dedicated mode, a backup infrastructure will be installed exclusively for your use while the Centralized model backed up your data on a shared storage facility. In both cases, 1-Net will adhere strictly to data security and confidentiality rule in accordance to ISO27001 information security standards. Restoration tests of data set will be conducted annually to ensure data integrity and data stored on tapes can be restored. Remote hands services will be included to perform tape management which includes labeling, changing and exchanging of tapes according to schedule with offsite storage (optional).

Security Management - Firewall

Security Management is offered in dedicated and shared mode. Dedicated mode provides you with a dedicated firewall while Shared mode puts your network behind a firewall which is shared by other 1-Net's customers. You can be assured that for Shared mode, your network traffic is segregated into individual network segments from the rest and all traffics are isolated and secured. Firewall rules can be updated via submission of service requests. Firewall rules and policies are subjected to review annually for optimum security performance in accordance to your requirements. The shared firewall security services are configured with high availability and load balancing feature to meet the high service level required by the business.

Managed Server Hosting

Our latest pay-as-you-use hosted Managed Server Hosting system offer a range of servers with the latest Intel Quad Core CPU servers to cutting-edge blade servers, all readily bundled with internet bandwidth, data backup, OS management and Security Management

Our Commitment to Customers -We don't sleep!

Our Customer Support Centre provides 24 x 7 technical support service with active monitoring. During a technical incident, alerts and escalations will be sent out automatically. Service recovery procedure will be activated immediately to minimize system down time.

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