

THE POSSIBILITIES ARE INFINITE **FUJITSU**



CONSULT

| ENHANCE

| OPERATE

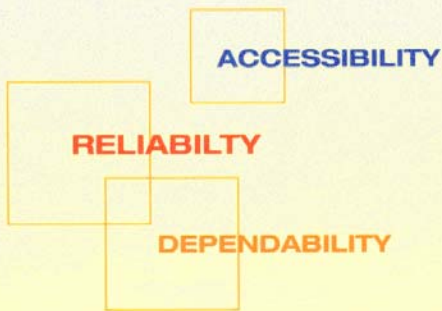
| SUPPORT

**DATA CENTRE
OUTSOURCING SERVICES**

Fujitsu Data Centre Outsourcing Services

Fujitsu is a global player in the outsourcing business.

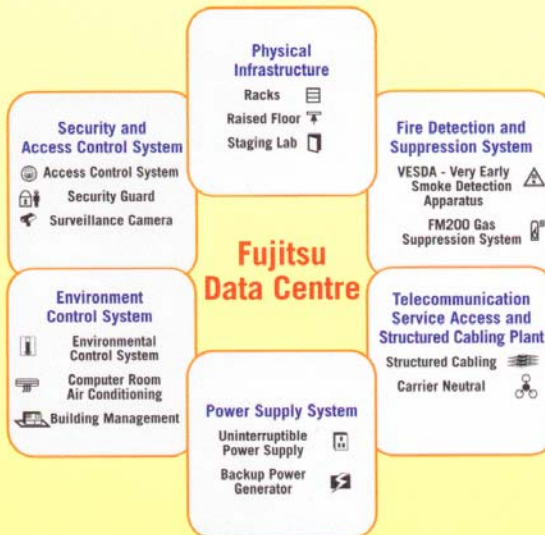
Every company needs to respond to the rapid changing IT environment and prepare for increasingly heavy competition. It is becoming more important for companies to immediately solve common problems such as "security measurements", "latest technology update" and "non-stop-operation". Fujitsu Data Centre Outsourcing Services aims to support you by providing suitable business environment solutions to enhance your competitiveness in the market.



Outsourcing Services

- Colocation Services
- Hosting Services
- Managed Services
- Managed Security Services
- Contact Centre Services
- Disaster Recovery (DR) Services
- Professional Services

Fujitsu Data Centre Facilities



Outsourcing Services

Colocation Services

Space & Rack

- Resilient, secure and environmentally managed data centre suites, with or without rack, available on a shared or dedicated model (See Fujitsu Data Centre Facilities for details)

Telecommunication Service

- Local and International Leased Line and Internet Bandwidth Subscriptions
- Managed Network Services (e.g. IP-VPN, Frame Relay, ATM, etc.)

Hosting Services

- Selection of servers running your choice of O/S platforms readily available on a fixed monthly fee basis

Managed Services

Monitoring Service

- Node Availability: Monitor the status of node (On/Off)
- Hardware & Resource Monitoring: CPU & Memory status, Resource Utilization and performance monitoring
- System & Application Monitoring: Customizable system log and application process status monitoring

Operation Support Service

- Backup Tape Management: Tape delivery, scheduled backup tape runs, and tape inventory service
- System Administration: Troubleshooting, maintenance and administration service
- Finger Assistance: Per request service for a pre-defined set of activities (e.g. Reboot/Start/Stop) or serves as remote hands and eyes for users
- Status Reporting: Provide periodic IT Infrastructure Status reports

ASP Service

- Provide specialized application services for various industries as pay-per-use model. MobileASP provides functionalities such as authenticated delivery tracking for logistics, sales & field force automation, etc.

Managed Security Services

Managed Firewalls & Intrusion Detection Systems (IDS)

- Provision of fully managed & monitored firewall / IDS software and equipment

Virus Protection

- Anti-virus software installation & security updates, scheduled virus scanning and repairs

Vulnerability Assessment

- System and network security loophole analysis service

Contact Centre Services



Call & Problem Management

- Provide initial call logging, identification, routing and tracking of calls until closure
- Problem tracking & resolution with provision of status updates and escalation procedures

Technical Support

- Provide first level technical support for hardware and software related problems

Reporting & Call Centre Services

- Single Point of Contact on behalf of Customers
- Provision of periodic status reports and analysis of call centre events

Disaster Recovery (DR) Services

DR Consultancy

- Disaster Recovery/Business Continuity Planning
- Business Impact Analysis(BIA), Risk Mitigation Planning
- DR Implementation Project Management

DR Facilities & Implementation

- Hot/Cold Standby Services
- Network Recovery Services
- Desktop Recovery centre (work area recovery)
- Site Relocation Planning
- Annual DR testing & maintenance

Professional Services

Transition Project Management

- Requirement Study, Statement of Works, Project Scheduling and Tracking, Resource Planning and Vendor Management

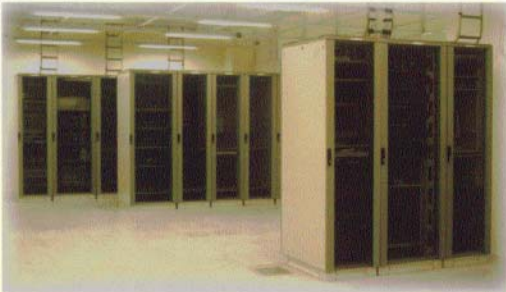
Network Consultancy Service

- Network Planning & Designing, Implementation and Testing

Fujitsu Data Centre Facilities

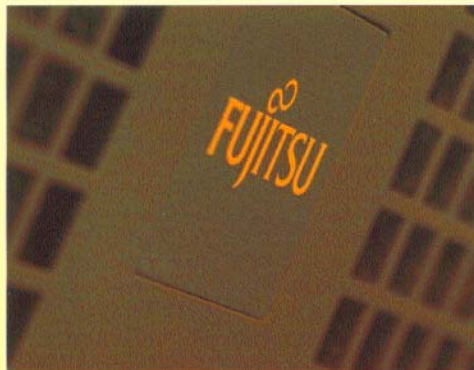
Physical Infrastructure

- Raised Floor of high loading capacity
- High floor to ceiling clearance
- Overhead Cable Trays for ease of wiring maintainability
- 2-hour Fire rated walls



Power Supply System

- Dual Power Feed Two independent power sources fed to each rack (independent PDUs)
- Redundant UPS takes over at full load in the event of power loss from feeds
- Static Transfer Switches (STS) for seamless true no break power capacity transfer
- Multiple Power Generator clusters for continuous Data Centre operation at full load
- On-site fuel tank for 24 hour operation without refueling



Environment Control System

- Redundant Precision Computer Room Air-Conditioning (CRAC) & Dehumidifiers
- Water Leakage Detection Systems (controlled via BMS)
- Compliant N+1 Heating, Ventilation & Cooling (HVAC) Systems
- Centralized and independent redundant chillers system

Fire Detection and Suppression System

- Sophisticated Smoke Detection Systems (VESDA – Very Early Smoke Detection Apparatus)
- Fire Suppression Systems (FM200)
- Pre-Action Dry Sprinklers

Security and Access Control System

- 24x7 Patrolling Security Personnel
- Fully escorted visits and access
- Strategically Positioned Surveillance Cameras
- Sophisticated Alarm and Access Systems

Telecommunication Service Access and Structured Cabling Plant

- Carrier neutrality - No restrictions imposed on the selection of Telecommunication Service providers
- Redundant Internet Access Provision - Multiple IX connectivity (Monitored)
- Structured Cabling system used in the data centre to provide ease of deployment and maintainability

In partnership with Equinix, a SunTone Certified managed infrastructure service provider:

