



**Are you in control of your
IT infrastructure, or does
it control you?**

Improve server performance, availability and security with
24/7 monitoring and management from SingTel

Server Management Service

› Managing your business IT can be overwhelming

The IT services that you provide to your employees are indispensable to today's businesses. Applications such as enterprise resource planning (ERP), sales and customer relationship management (CRM) systems, as well as shared resources, such as email and collaboration, document management, and information security systems play an important role in your organisation's ability to respond to customer demands, get products to market, increase overall profitability, and outperform the competition.

These IT services all have one thing in common; the server infrastructure that they run on need to function at peak performance, and provide the high levels of reliability and availability that are expected by business users to do their jobs.

Server management alone can consume the majority of your IT budget

Unfortunately, managing the server infrastructure places an enormous strain on IT operations. Not only do they have to contend with server troubleshooting and optimisation, server administrators also find themselves facing a constant stream of patches and upgrades, data backups, as well as the need to monitor system processes continuously, so that they can react the moment an issue is detected.

As a result, reactive activities end up taking up the largest proportion of time spent by IT personnel; time that could be better applied to growing the business infrastructure, or developing ways to further improve business productivity.

In-House Server Management: Potential Challenges

- Difficulty in recruiting skilled personnel
- Delay in problem resolution
- Overworked IT staff and high turnover
- Recurring system downtime
- Loss of critical data
- High capital expenditure for monitoring and administration systems

Outsourcing Server Management can improve productivity, security, and compliance - potentially giving you up to 40%* savings over in-house solutions

For many organisations, outsourcing their server management activities to a trusted service provider can dramatically simplify IT management and help transform IT into a strategic asset. Besides freeing up staff resources and improving productivity, outsourcing can result in savings of as high as 40%* over an in-house management solution.

As your one-stop ICT outsourcing service provider for IT asset management and wide area networks, SingTel can provide you with the support and expertise needed to improve server management, and ultimately your bottom line.

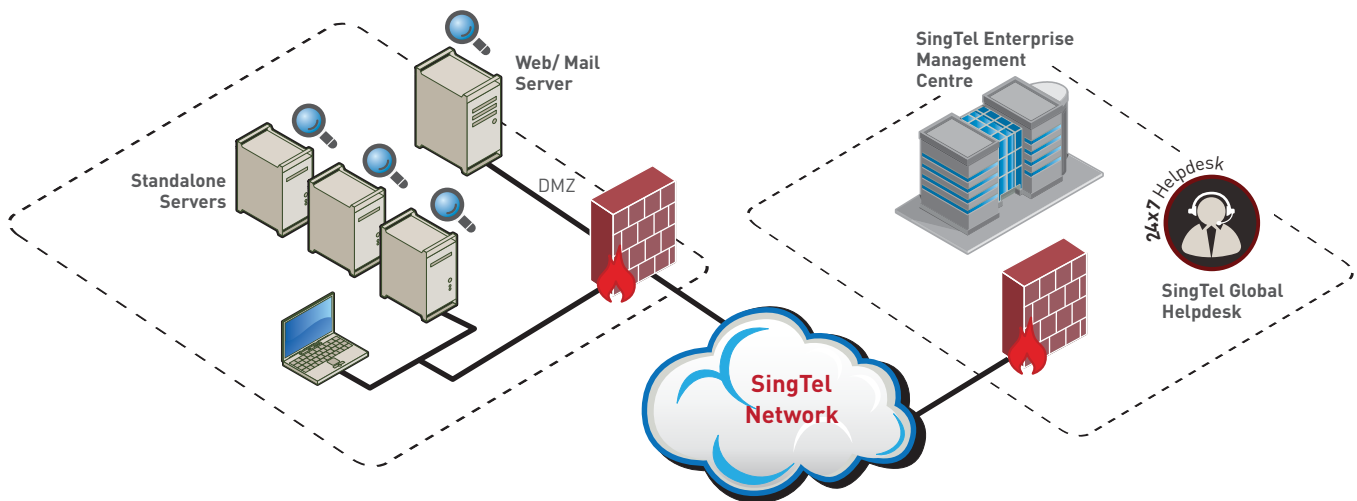
* Estimated value based on simulated case study with 20 server OS instance and 2 in-house support staff

› Server Management Service

SingTel's Server Management Service is designed to provide customers with high availability, enhanced security, and round-the-clock active monitoring and management for their server infrastructure.

These services are implemented according to ISO20000 and ITIL-certified standards in IT Services Management, so you enjoy proactive and fast turnaround response times, clear service level agreements, and world-class methods, tools, and processes - without a major IT investment on your part.

No major hardware or software investment needed



A simple software agent is all that's needed for comprehensive coverage. Our services are delivered out of our 24x7 Server Management Centre over SingTel's secure and reliable IP network, providing you with the following benefits:



Round-the-Clock Monitoring and Support – By installing a monitoring agent on each of your servers, SingTel will provide your business with 24x7 monitoring and support, ensuring that your servers are pro-actively maintained in good health. Any system alerts are raised immediately, avoiding potentially damaging downtime. Service requests can also be addressed quicker, resulting in increased user satisfaction.



Scalability and Flexibility – As your business grows, so will your server infrastructure, and SingTel will be right there with you. Whether it's more servers, more locations, new applications, and new platforms, you can rely on our team of certified professionals to provide the same level of quality service and support.



Lower cost of ownership with subscription-based model – Deploying an equivalent monitoring system in-house requires a substantial investment in hardware, software, communication and on-going operational cost. With SingTel's subscription-based model, you only pay a recurring service fee, with no hardware expenditure needed, greatly improving IT cost containment and budgeting.



Specialist knowledge and skills – Our team of dedicated professionals poses a broad range of skills and IT certification, providing you with in-depth knowledge of industry best practices in IT Services Management.

› List of Services

Fault and Performance Monitoring	Fault Troubleshooting & Resolution and Server Administration	Optional Services: Backup & DNS Administration
<p>Monitor system parameters and processes and set alerts to inform administrators parameters cross defined levels.</p>	<p>OS-level and anti-virus patch management, housekeeping of disk space, and escalate issues to where necessary.</p>	<p>Add-on services to manage backup software, internal DNS, as well as ad-hoc service requests for software Move, Add, Change, Delete activities</p>
<h3>Base Services</h3>		
<ul style="list-style-type: none"> • Ping Server Status - Online/Offline • CPU Utilisation (%) • Memory Page Out Per Second - The rate at which pages are written to disk to free up space in physical memory • Memory Free Space (MB) • Disk Busy (%) - Percentage of elapsed time that the disk spends servicing read or write requests • Network Received/Sent (Bytes/s) - The rate at which bytes are transmitted over each network adapter • Filesystem Free Space (MB) - actual and percentage of total 	<ul style="list-style-type: none"> • OS patch management (monthly) • Urgent patching requests • Antivirus patch management • Two (2) standard requests per month (file and print services, access requests, account requests, DHCP requests), • Housekeeping of disk space • Regular review of CPU, Memory and disk 	<p>Backup software administration</p> <ul style="list-style-type: none"> • On-going configuration of backup jobs • Respond and resolve backup job alerts • Health check and troubleshoot backup software • Define and schedule data restoration jobs <p>DNS server administration</p> <ul style="list-style-type: none"> • On-going configuration of DNS entries • Health check and troubleshoot DNS software <p>Service Requests</p> <ul style="list-style-type: none"> • Perform major version upgrades, software Move, Add, Change, Delete activities
<h3>Common Services</h3>		
<ul style="list-style-type: none"> • 24/7 service desk for fault monitoring and escalation • 24/7 service desk for system support and problem resolution • Customer access to online portal • Monthly web reports 		
<h3>Enterprise Network Transformation (Optional Service)</h3>		
<p>Conduct a detailed assessment and optimisation of SingTel's managed service offerings for maximum interoperability in your environment. Formal methodologies such as Systems Development Lifecycle and ITIL-aligned Service Management policies will be leveraged to ensure proper planning, analysis, design and implementation. This service will vary depending on your organisation's IT infrastructure and scope of services obtained.</p>		

Note: Due to the unique nature of each IT environment, the scope of managed services may vary by customer. Service Pre-requisites apply

› Why Choose SingTel?

As Asia's leading communications group with operations and investments in more than 20 countries and territories around the world, the SingTel Group brings a wealth of expertise in outsourced services, having over 25 years experience in serving large organisations and Government agencies in the region. The SingTel Group brings an unmatched combination of skilled personnel, extensive infrastructure, and industry best practices to optimise the value of your business IT.

Augmented by our IT arms and professional services, we create a one-stop end-to-end ICT experience that provides you with the following **SIMPLE** benefits:



Single Point of Accountability – Ease the strain on your IT resources with SingTel's full suite of services through a single point of contact for equipment selection, service and maintenance.



Investment Protection – By outsourcing to SingTel, you avoid huge upfront investments in technology and the risk of equipment obsolescence.



Minimum Investment – Our flexible billing structure includes pay-per-use, hosted and opex models.



Peace of Mind – Eliminate the time spent designing ICT systems to fit your business needs, worrying about technology obsolescence or handling multiple vendors. We take care of it all so that you can focus on your core business.



Leverage SingTel Expertise - SingTel has years of experience delivering ICT services. Our proven processes and best practices ensure your projects are well deployed and managed.



End-to-End Pre-tested and Managed Services - SingTel's managed services have been tested and proven to operate seamlessly over our secured WAN network. We are your one-stop provider for whatever technology, consulting and integration services you require.

› Awards and Recognition under SingTel Group

- One of the largest IT Outsourcing Service Providers in Singapore
- Established and ISO20000/ITIL certified IT Services Management methodologies for repeatable and consistent quality service
- BS7799 / ISO27001 certification
- ISO9001 certification
- IDA-ITSC Certified Business Continuity/Disaster Recovery service provider
- Largest pool of Certified Project Managers (CITPM) in Singapore
- Large pool of certified professionals specialising in System Management and professional services

About SingTel

SingTel is Asia's leading communications company with a comprehensive portfolio of services that include data and voice services over fixed, wireless and Internet platforms. Serving both the corporate and residential markets, SingTel is committed to bring the best of global communications to its customers in the Asia Pacific and beyond.

> Best Global Operator

Finalist
World Communications Award 2009

> Best Data Centre and Hosting Services

Computerworld Singapore
2009 Annual Readers Choice Awards

> Best Managed Connectivity Services

Computerworld Singapore
2009 Annual Readers Choice Awards

> Best Data and Telecoms Service Provider

1st runner up
Computerworld Hong Kong Awards 2009

> Telecommunication Services

Computerworld Customer Care Award 2009

> Best in Business Outstanding Service Innovation

2008 MEF Carrier Ethernet Service Provider of the Year Awards for Asia-Pacific

> Managed Converged Services

NetworkworldAsia All Stars Award 2008

> WAN Accelerator Managed Connectivity

Computerworld Singapore
2008 Annual Readers' Choice Awards

> Winning Technology Solution Provider - Maritime Broadband (Satellite)

NetworkworldAsia All Stars Award 2008

> Maritime Broadband Communications

Asia Pacific Frost & Sullivan Technology Leadership Award 2008

> Telecommunications Services

Computerworld Customer Care Award 2008

> Technical Innovation

Maritime Broadband (Satellite)
Seatrade Asia Award 2008

SingTel Enterprise Wide Outsourcing and Managed Services

- Endpoint Management Service
- Server Management Service
- Messaging Management Service
- Enterprise Network Transformation Service
- Managed Converged Services
- Managed Security Services
- Managed Hosting Services
- Managed Application Performance
- Managed Network Services



For further enquiries,
Web Contact www.singtel.com/salesenquiries
Or contact your SingTel Account Manager