
CORPORATE PROFILE



Sapura Synergy's data center is the premier Internet Data Center (IDC) service provider and that is wholly own by Sapura Technology Berhad (STB). In line with our business misson statement -"One Stop Hosting Solution Provider", we offer a broad range of comprehensive Internet and IT services including hosting, network access ,facilities management ,managed operations and business process outsourcing (BPO), and enhanced value added services ; Sapura Synergy's data center allows businesses to outsource their IT requirements so that they can focus on their core competencies.

Our world-class data center supports its operations with highly reliable, scalable and secure IT infrastructure and the factors that set Sapura Synergy's data center apart from other providers are the ability to offer costefficient network management, higher network availability with service level guarantees, reliable and secure services, 24x7 technical helpdesk and support and faster deployment of network facilities.

Through its strategic partnerships with a combination of international and local key industry leaders, Sapura Synergy provides best of class technology and expertise to be a trusted IDC provider.

1. Data Centers

- Its facility management system supports business on every level.
- Combined with internal network infrastructure using worldclass technology providers such as Cisco Systems, Internet Security Systems, Hewlett Packard and more, businesses can rest assured that their Internet operations are available around the clock and operate from a secured, high-performance and reliable Internet Data Center.
- Core Offerings:
 - Data center space
 - Co-location, private vault, caged
 - Dedicated Server hosting
 - Application Hosting

2. Value Added Services

- In line with our business model towards outsourcing capability, Sapura Synergy offers value added services for its customers who may not have the facilities or expertise to execute it on their own.
- These includes:
 - IT Operation Outsourcing
 - Storage
 - Server Load Balancing
 - Web Monitoring
 - Back up & Restore
 - Web Management Services
 - Advance Anti-Virus
 - Managed Security Monitoring
 - Host-based & Network-based
 - Bandwidth Supply Management
 - Guaranteed/dedicated Bandwidth
 - Server and Application Provisioning
 - Dedicated Firewall
 - Intrusion Detection Services
 - Database Monitoring
 - Server Monitoring
 - Service Level Management
 - Payment Gateway Solution
 - E-mail Outsourcing

MANAGED SERVICE UNIT - THE INDUSTRY LEADER

Sapura Synergy is the leader in the Internet Data Center & Managed Service Provider space due to these contributing factors:

1. World Class Data Center With Redundancy And Accessibility Capabilities

- Sapura Synergy iDC is well equipped with state-of-the art facilities and is telco-neutral with connections to various carriers.
- The iDC is designed with N + 1 redundancy principal - which means that in an event of a failure be it telecommunication, power or air conditioning, there is a backup system, in place to ensure continuous availability.
- Our iDC adheres to stringent redundancy, monitoring and security requirements combined with qualified and certified professionals and IT Consultants for support.

2. Comprehensive Offerings as a One-Stop Hosting Solutions Provider

- In line with its business mission - "One-Stop Hosting Solutions Provider", Sapura Synergy Malaysia, prides itself by providing a comprehensive Internet and IT services under one roof.
- Instead of being total enterprise self-sufficiency, companies can now start to outsource their IT operations and Internet services to Sapura Synergy . Sapura Synergy believe businesses today need safe, secure and cost-effective ways of securing the support the need for day-to-day operations, developments and growth.
- Backed by service level guarantees, Sapura Synergy tailor their services to fit each client's needs throughout the business lifecycle.

3. Technology Expertise

- Sapura Synergy understands that the most important component of a successful hosting business is people. Sapura Synergy is dedicated to hiring the best in the business and most importantly, keeping them.
- Sapura Synergy constantly have technology training and certification program as well as allowing its staff to work on some of the most interesting technology around today. This means that businesses can leverage on its skilled people as if they were sitting in the business' own IT organization. Businesses can also directly benefit from Sapura Synergy 's expertise by having access to newly released services and product versions fast-before their competitors.

4. Security and Scalability

- At Sapura Synergy , security is built into everything. From server architectures and network monitoring to continuous scan of industry and hacker sites for new vulnerabilities.
- Sapura Synergy data centers are secured physically and virtually and combined with stringent data center standard of practice, which includes security policy, where only a few approved engineers are actually allowed to be close to a corporation's servers.
- Dedicated security engineers are present and responsible for maintaining all aspects of security. This means that a corporation's corporate assets are protected on a continuous basis.

5. Quality and reliable services with 24x7 technical helpdesk and support

- Sapura Synergy have invested immense time and money in setting up a world-class data center together with its own Intellectual Property of Standard Procedures in managing the data center operations.
- Combined with cutting edge technical and support helpdesk, Sapura Synergy are capable to monitor and manage customers' IT operations and applications efficiently. Customer can be that their IT operations and applications will be monitored 24x7x365.