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NATIONAL DATA CENTRE

INTRODUCTION

Information Communication Technology (ICT) has become the major factor that ensures companies are able to gain competitive advantage through quick response to customer's needs. The high costs of ICT infrastructure has had a negative bearing on such advantage which has reduced budgets for their core services. Outsourcing such ICT services through the utilisation of external Data Centre can come as a solution to such high total cost of ownership (TCO). The Royal Science and Technology Park's (RSTP) National Data Centre (NDC) provides IT Managed services through the provision of advanced technology infrastructure that will enable companies to outsource their ICT functions and services, thus focus the bulk of their effort and budget on the delivery of their core products and services.

VISION

The National Data Centre aspires to be a reliable and leading data centre locally and globally. Innovation, anticipating customer's needs and open communication will be our main trait to ensure quality service delivery. This will ensure that we exceed our customer's expectations in terms of quality and reliability. The pillars of success for our vision is based on innovation and customer-centricity ensuring reduced TCO and high performance through the use of high-end technologies.

MISSION

To provide quality products and services to our customers by ensuring a secure, real-time and reliable ICT environment. We work together with the customers to ensure that customers' expectations are exceeded and our products and services deliver measurable business value. We are aiming to always provide innovative and sustainable solutions together with our customers through collaboration and deliver tailored end-to-end ICT solutions.

WHY CUSTOMERS SHOULD CHOOSE US?

- It is a Tier-III Energy Efficient Data Centre
  - With an uptime of 99.982%.
  - Redundancies in power, connectivity, distribution systems, storage and cooling components.
- Hot DR site to be built at almost 50km away from the Primary Site.
- 24/7 surveillance.
- Compartmentalized security zones controlled by biometric access control methods.
- Real-time Data Centre Infrastructure Management Systems (DCIM)
  - Asset management, capacity management, change management, power management, environmental management, network management and security.
- Uses Smart-Row Technology, which translates to low power and cooling hence minimise costs.
- Carrier neutral telecommunication infrastructure.
- Offer cloud based access or computing services to the clients.
- Not prone to natural disasters such floods, earthquakes, etc.

SERVICES

Collocation
- Secure rack space
- High performance connectivity
- Power connectivity

Rack Space
- 1 Rack (120V 20A), 1 Rack (no Power), Empty Space (/sqm/kW).
- Dedicated servers

Remote Hand
Level 1
- Switch Button
- Check Monitor
- Switch Toggle
- Simple Console Keying-in
- Switch Port On/Off
- Cable Labelling
- Power Cycling
- Simple Rearrange of Cable
- Fix Cabling / Equipment labelling
- LED Check
- Support Put Equipment in Rack

Level 2
- Hardware Module Change (Add Memory, Change Hard Disk)
- Conducting remote control or support through customer following customer's instruction

Level 3
- Customization/ Project base

Cloud Services / Others
- Storage
- Software
- Cloud Service Provider
  - Cloud VM: Virtual Dedicated Server (VDS), Virtual Private Cloud (VPC), Cloud Data Centre (CDC).
  - Cloud IPS Cloud ERP/ CRM
  - Cloud Meeting
- Network Management Service
- Security
  - UTM, F/W
- Mobile One-Time-Password