

Managed Services

Our skilled system support engineers work round the clock to monitor our data centre operations. Customers can select from our range of availability and performance monitoring solutions to monitor:

- Network utilisation and availability
- System utilisation
- Performance and availability
- Application availability

Customers can also opt for multi-layered firewalls to segregate the critical systems into separate subnets; providing strict controls to the connections between subnets and systems. We protect our network using different types of Intrusion Detection Systems (IDSs); every one of our external link is monitored by at least one network-based IDS.

Facilities Management

Our facilities management services bring customers greater convenience. Apart from rebooting and powering up, we are able to conduct regular maintenance checks on utility charges, space (including rack space with access area), air-conditioning, fire protection system FM200, VESDA system and raised flooring on our customers' behalf.

Consultancy

We offer expert consultancy in data centre design, build and operation (including network). We can also assess the performance of existing data centre by reviewing/auditing the system, operations management and disaster recovery plans independently. Our other specialty is preparing for the ISMS Audit and conducting security penetration test to assess the robustness of our customers' systems.

About CrimsonLogic

CrimsonLogic is an organisation that customers globally can trust to deliver world-class eGovernment solutions that create value for citizens and businesses. For more than 25 years, CrimsonLogic has collaborated with governments and organisations to drive innovative and sustainable solutions in Trade Facilitation, eJudiciary and eCitizen Services that positively impact lives and communities.

For more information, contact us at sales@crimsonlogic.com

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Data Centre Solutions

The rise of eServices, eGovernment, eCommerce, cloud and mobile computing has led to the explosion of data. Against the backdrop of fast evolving market conditions and budgetary pressures, companies are increasingly turning to data centre outsourcing as a flexible alternative for data management.

Equipped with the highest level of security and operational reliability, CrimsonLogic provides a wide range of hosting solutions that caters to the most demanding mission critical systems.



© Why CrimsonLogic?

With over 20 years of experience in managing both government and commercial mission critical systems, CrimsonLogic truly understands the importance and operation of data centres. Our cost effective data centre solutions are specially customised for both enterprises and government agencies.

© Data Centre Hosting

CrimsonLogic's data centre adheres to the Uptime Institute Data Centre Site Infrastructure Standard - Tier III specifications with all the necessary redundancy built in. Our facilities are characterised by redundant capacity components and multiple independent distribution paths serving the computer equipment with zero disruption from unplanned activities.

By incorporating scalability in our data centre design, our capacity is able to grow in tandem with our customers' business operations. Customers have a choice of Open Racks, Private Vaults, Storage Cabinets and Staging Areas.

Security is provided beyond the physical access to include system level access with well controlled documentation and processes – all subjected to stringent annual audits.

We provide full end-to-end services through our comprehensive Managed Services. Our team of engineers is on standby 24x7 to provide support, and is further backed up by the round-the-clock full-fledged call centre and helpdesk.

Being carrier neutral, customers have the freedom to choose the service providers that best serve their network needs.

Data Centre Specifications

Power

UPS system redundancy (N+1)

Uninterruptible and refillable diesel backup generators

Cable-trays below raised floor-boards or above server racks for better cable management

Dual distribution paths

Security

Visitation controls

Strict definition of building and data centre access in place - proximity or biometric access for all staff

Full security camera surveillance within and around data centre

Information Security Management System (ISMS) in place and certified with PSB ISMS (ISO27001)

Full audit compliance

Environment & Setup

Up throw water-cooled air-conditioning system with backup chillers

Backup air-cooled air-conditioning system

Traditional open area cooling and Hot/Cold aisle cooling

Gas suppression system

Smoke and water detection systems

Temperature and humidity controls

Fire rated doors and walls

Annual electrical testing conducted (load/no load tests)

Bi-annual evacuation drills conducted with in-house dedicated team of fire wardens

Operational Team

Dedicated teams of round-the-clock data centre engineers with 24-hour hotline

Strict controls in change management, adhering to existing QMS standards via ISO9001 and ISO27001 certification (bi-annual audits)

Automated batch-job schedules

© Other Services

Apart from data centre hosting, we also offer other related services.