

SmarTone Cloud Server and Storage Services

Service Overview

Mobility is the key element to define the workforce of today and tomorrow. Traditional working models and IT systems are required to be up-to-date so as to meet the ever-changing preference of the organisations and their workforces. Understanding that cloud and mobile services are two major driving forces in the companies' digital transformation journeys, SmarTone helps you to develop and deploy your Cloud-First Mobile-First strategy in order to increase productivity, enhance business agility, retain key skills, and engender innovation.

SmarTone Cloud Server and Storage Services are reliable, secure and flexible that is customisable to meet your specific business needs and increase business agility. It is an on-demand infrastructure as a service (IaaS) offering designed to reduce total cost of ownership and upfront capital expenses, while streamlining the application deployment process.

Key Benefits

Security & Privacy	<ul style="list-style-type: none">• Enterprise-class Two-tier firewall and IPS facilities, delivering the most secure cloud service• Industry Standards: ISO 27001 Information Security Management System (ISMS) certified to ensure your critical data is well managed, SSAE 16 SOC 1 Type II Reporting certified• 2 Factor Authentication to enhance security
High Performance	<ul style="list-style-type: none">• Technology runs on Hitachi servers and enterprise-class storage, delivering performance and scalability at the right power• Designed for maximum resilience and maximum availability• Tiered storage performance
Flexibility and Scalability	<ul style="list-style-type: none">• Self-service portal for managing virtual server and storage resources• Server performance can be scaled up based on needs• Storage capacity and performance can be upgraded based on needs• Download your server data without additional charge• Highly configurable network with load balancer, VPN, VLANs, etc• Dedicated virtual firewall and self-configurable security policies
Customer Service & Support	<ul style="list-style-type: none">• All service operation center staffs are Information Technology Infrastructure Library (ITIL) v3 certified• 24x7 technical support hotline• End-to-End Professional Services

Industry Best Practices to Choose your Right CFMF Partners

Choosing a right CFMF partner is a tough decision for IT and business managers today, due to complex IT environments and demands, as well as a lack of guidance for businesses in the selection process. SmartOne provides a clear listing of industry best practices to assist you in the decision-making process.



1. Clear CFMF Strategy and Platform

- Develop a clear and long term CFMF strategy that outlines the overall goals of the organization
- Choice of platform and flexibility to run on your chosen cloud model is critical to facilitate the ease and success of migration and integration, and implement hybrid clouds



2. Mobile Application Compatibility

- Whether the solution meets business requirements around network coverage, service plan variety, pricing optimization, and customer support
- Mobile solutions support cloud-based applications



3. Service Level Agreement (SLA) Considerations

- Quality assurance, availability, risk mitigation, as well as other aspects may affect the performance of the cloud and mobile infrastructure
- Issues such as downtime and liability are addressed by a prospective CFMF partner and how they may impact your business



4. Vendor Capabilities

- A customised and flexible offering in regional delivery and regulatory requirements have to meet your company's unique requirements
- Adherence to security and privacy practices and industry certifications such as ISO 27001 and SSAE16 compliance



5. Vendor Viability

- Substantial attention in the evaluation process, especially when a company is looking to migrate production and core workloads into the cloud
- Measure your risk tolerance and the long-term viability of the vendor when making a selection
- Due diligence should be conducted on prospective vendors based on financial health, past track record, and future scope of industry consolidation



6. Exit Considerations

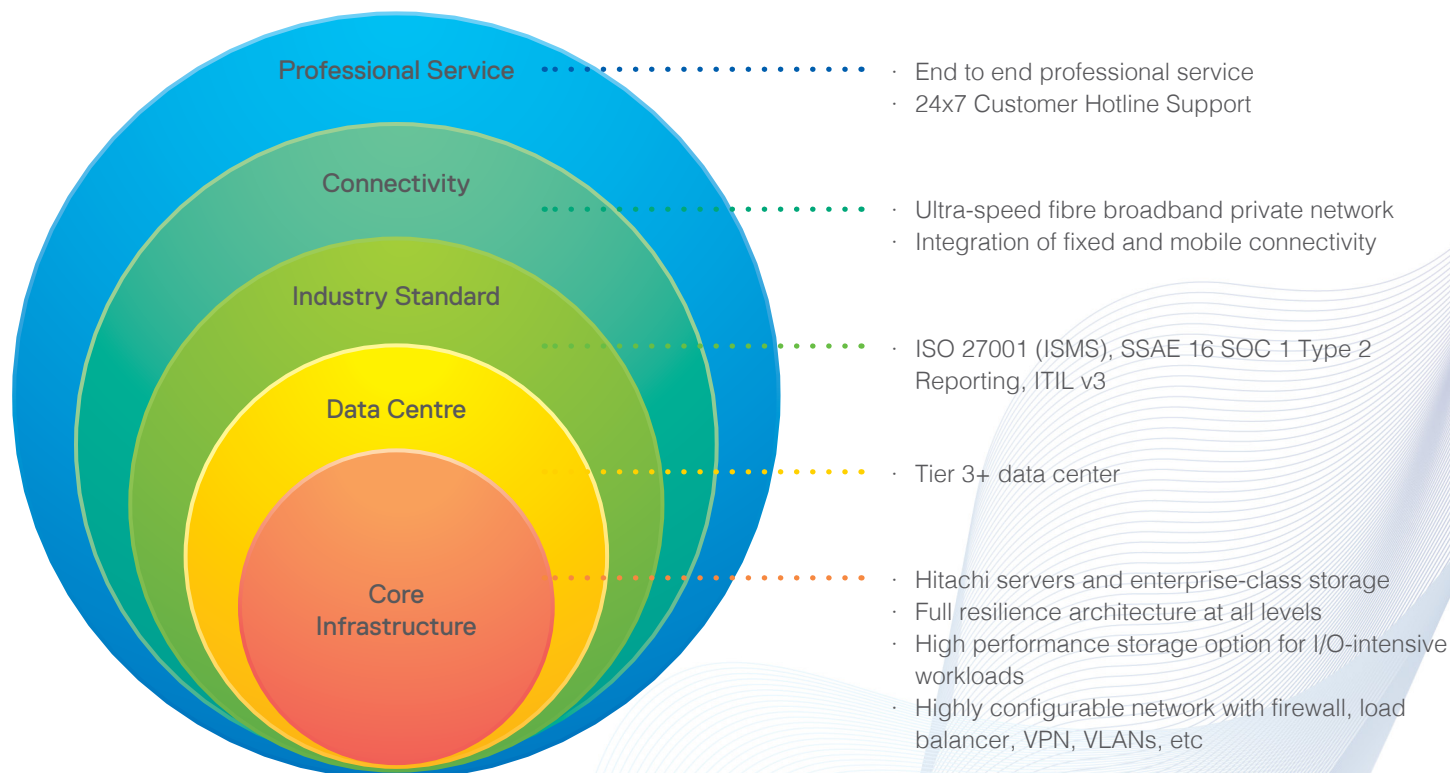
- Establish how easy or difficult it would be if you decided to transfer workloads back into your own infrastructure, or migrate to another partner

Why SmarTone as Your CFMF Partner?

The goal of a CFMF strategy is to leverage on the cloud's ubiquity to enhance the productivity of mobile employees, stakeholders and/or customers, to achieve business agility, while facilitating business transformation of the whole organisation. To be your long term CFMF partners, SmarTone provides 6 key capabilities to facilitate your business transformation.

Cloud Platform	<ul style="list-style-type: none">• Major IaaS platforms available today• Support hybrid and private cloud
Integrated Mobile and Fixed Offering	<ul style="list-style-type: none">• Comprehensive 3G/4G voice and data network coverage• Wide range of mobile data service plan structures• Enterprise solutions to support mobile business initiatives, such as Mobile Intranet Solution, Corporate Instant Messaging and Mobile Recording...• Support and service - response times, 24x7 support• Complete end-to-end mobile security solutions• Comprehensive fixed services including DIA, Metro Ethernet and MPLS...
Comprehensive Management under SLA	<ul style="list-style-type: none">• SLAs meet your organization's requirements• Consultation services to reduce the risk on migration and cloud strategy set up• Back-up and disaster recovery options
Capability	<ul style="list-style-type: none">• Professional Services - Migration and Integration• Technology expertise and talent• Security and privacy frameworks• Industry certifications such as SSAE16, ISO 27001• Regional delivery capabilities
Exit Considerations	<ul style="list-style-type: none">• Download your server data without additional charge• Migration out service with reasonable charge
End-to-end Services	<ul style="list-style-type: none">• Provide one-stop professional services from advisory and consulting, migration, to solution provisioning• Adopt cloud transition phase by phases to reduce risk
Relevant Solutions that Suit your Business Needs	<ul style="list-style-type: none">• Propose innovative ideas to improve your competitiveness and achieve operational excellence• Add value to your processes with transparent pricing

Enterprise Grade Cloud Services



Service Highlights

Compute Resources

Dynamic virtual machine infrastructure support on-demand configuration to fit for customer need and cost effectiveness.

Virtual Machine

- vCPU
- RAM
- Tiered Storage

Operation System

- Microsoft Windows Server
- Linux operating system
- User-Defined OS

Connectivity

- Free shared Internet Access
- Dedicated Internet Access (DIA)
- Metro Ethernet
- MPLS
- Integrated Fixed & Mobile Network for resilience connectivity

Network & Security

- Dedicated network VLANs and private IP address
- Public IP Address Service
- Dedicated tenant firewall with user-configurable firewall policies

Management

- Self-service portal for managing virtual server and storage resources
- Resources upgrade

Backup & Restore

- Reduce storage and volume
- Reduce IT management time and downtime
- Ensure regulatory compliance

Contact us

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