

ne

Connecting Business



DATA CENTER SERVICES

Why Choose Us?

NewMedia Express partners with the leading global data centers such as Equinix to help you safeguard mission-critical data with the highest levels of security and operational reliability.



Power Density



Reliability



Cooling



Security



24/7 On-site Smarhand Service

Product Services



DATA CENTER SERVICE



MANAGED SERVICE



NETWORK SERVICE



EXPRESS SERVER SERVICE

Data Center Locations



SINGAPORE

Equinix SG1 - Ayer Rajah
Ascenix - Kallang Ave
RacksCentral - Tai Seng
GlobalSwitch SG - Tai Seng



SOUTH KOREA

KINX - Dogok, Seoul



HONG KONG

Equinix HK1 - Tsuen Wan



INDONESIA

CBN Cyber2 Tower - Jakarta



JAPAN

Equinix TY8 - Shianagawa

Contact Us



+65 66368873

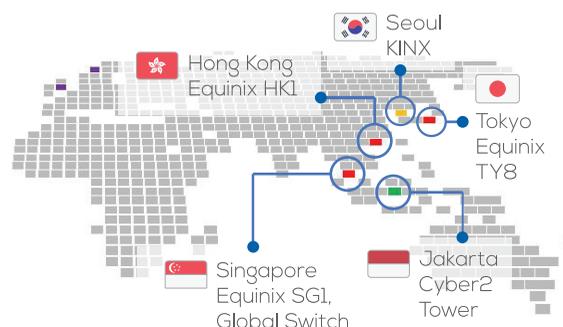


33 Ubi Avenue 3
#07-49, Vertex Tower A
Singapore 408868



www.ne.com.sg

Our Global Data Center Presence



Colocation Service Rack Space

Flexible Rack Space Choice

- 1U
- Half Rack
- Full Rack
- Cage/Fence/Suite*

*Depends on the DC availability

Flexible Rack Depth

- 900 mm
- 1000 mm
- 1100 mm

(Most DataCenter goes for deeper rack to suit modern equipment)

Colocation Services Features

- 24x7 DataCenter Access (default)
- Up to 6KVA Power support for each rack*

*Depends on the DC availability

Add-ons

- Remote Power on-off/Reboot Service
- Environment Monitoring
 - DataCenter temperature
 - DataCenter humidity
- Relocation Service
- Shipment Handling

Ad-hoc

- Remote Smart Hand Service

Colocation Equipment Renting*

- PDU
- Managed PDU - Switched only
- Smart PDU
- Automatic Transfer Switch (ATS)
- Router
- Switch
- Server Tray
- Remote KVM
- Firewall
- Power Cable/Accessories
- Network Cable/Accessories

*Depends on the DC availability

Colocation Services Benefits



High Power Density



Carrier Neutral DC



Flexible Contract Terms



High Security



24/7 Smarthand Service



Strong Network Connectivity

Colocation Data Center Compliances

Equinix Datacenter

- ISO 27001
- PCI DSS
- SOC 1 Type II
- SOC 2 Type II
- SS 564



Ascenix Datacenter

- ISO 27001

Colocation Services SLA

Power Uptime Guaranteed

- 99.995% - All Equinix Data Center
- 99.95% - Ascenix Data Center
- 99.99% - All Other Data Centers

Hours of Coverage

The Customer service business hours are Monday to Friday 9AM to 6PM (SGT), excludes Singapore Public Holidays. Tickets can be entered via the support ticket system or sent via email 24 hours a day, 7 days a week, and are processed within 4 business hours.

The Technical Support hours are 24/7. Tickets can be entered via the support ticket system or sent via email 24 hours a day, 7 days a week, and will be responded within 4 hours.



Using Support Ticket via the web interface of NewMedia Express Support Ticket System is the most efficient method to log and process service requests and incidents.

Prioritization

If you consider your service request urgent, contact our support hotline at +65-66368873. An urgent example includes reporting a service outage or reporting an impact to instruction.

For reference, NewMedia Express has a set of criteria to prioritize an incident as urgent based on a global view of support needs. NewMedia Express prioritizes incoming incidents as "urgent" priority if it meets any one of the following criteria:

- Significant risk to life and safety.
- Significant impact on the delivery of service.
- Significant risk to law, rule, or policy compliance.
- Significant number of customers affected.