ne
Connecting Business

MANAGED SERVICE

Product Services

DATA CENTER SERVICE

MANAGED SERVICE

NETWORK SERVICE

EXPRESS SERVER SERVICE

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Why Choose Us?

NewMedia Express has been focused on core managed services for over 10 years. Through frequent service quality review and continual improvement, we are always pushing the boundaries to ensure the highest quality and reliability is delivered.

Managed Network Infrastructure

Managed Network Devices

Managed Devices Monitoring

Managed Server Service

Managed Network Infrastructure (add-on)

• Infrastructure Design
• Managed LAN
• Managed WAN
• Managed Wireless Network
• Automated Network support service
• Managed Network Devices

Managed Network Devices (add-on)

Supported Enterprise Device Types:

Router	Switch	Firewall	Wireless Access Point

For Managed Server Service and Managed Backup Service, please refer to our EXPRESS SERVER SERVICE brochure.

Managed Network Devices – Router

Hardware replacement
• Same-day hardware replacement*

Router Setup and Maintenance
• Firmware Patching/Upgrade
• Configuration Backup/Restoration

Router Configuration
• Static Routing
• Dynamic Routing
• Conditional routing

Same-day On-site Smart Hand Service*

Managed Network Devices – Router

Basic Managed Service
• Static Routing (non-public facing)

Advanced Managed Service
• Dynamic Routing
   – BGP
• Dynamic conditional Routing
   – BGP
   – Community Tag
   – Route-map policy

Managed Network Devices – Switch

Hardware replacement
• Same-day hardware replacement*

Switch Setup and Maintenance
• Firmware Patching/Upgrade
• Configuration Backup/Restoration

Switch Configuration
• Network Isolation (Vlan)
• Basic Security Policy

Same-day On-site Smart Hand Service*

Managed Network Devices – Firewall

Hardware replacement
• Same-day hardware replacement*

Firewall Setup and Maintenance
• Firmware Patching/Upgrade
• Configuration Backup/Restoration

Firewall Configuration
• FW Rules
• Vlan configuration
• Site2Site VPN
• Dial-in VPN
• SSLvpn
• Traffic Shaping

Same-day On-site Smart Hand Service*

Managed Monitoring Service (Add-on)

Hardware Health Monitoring
• CPU utilization   • Power Supply
• Memory utilization   • Fan

Interface Monitoring
• Port Status
• Traffic In/Out

VPN Monitoring
• Concurrent User
• Active Connection Type
• IPsec Connection Traffic

Managed Services SLA

Network Uptime Guaranteed
• 99.95% – Across entire NewMedia Express Network

Harware Replacement Guaranteed
Same-day hardware replacement

Hours of Coverage
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.

> **24** 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.

*same-day is defined as 24 hours from the moment of receiving the request