

Managed Server



With our Managed Servers, you enjoy all the benefits of a dedicated server without the worries of maintenance, backup and operating of the server/software. We leave you free to focus on your business!

It's not easy to manage a server as all the expertise and systems to build, install and operate are needed; advanced technical and administrative resources are needed as well. Therefore managed servers are actually suitable for companies who do not have the technical knowledge and resources to run the servers themselves.

You might think that owning your own server is better for closer inspection. However, you'll end up spending a lot of your time to ensure data integrity, security, availability, and network uptime. Service disruptions due to hardware failures, software inadequacies, and human error are costly that may cause your business to lose money and clients, even ruin your reputation.

Furthermore, we have people 24x7 monitoring of the server and network availability, plus the technical support 24 hours a day, 7 days a week 365 days a year.



Server Administration and Management

	Standard FREE	Basic RM250	Enhanced RM500
> 24 x 7 technical support	Yes	Yes	Yes
> OS Update and patches	Yes	Yes	Yes
> Log file rotation	Yes	Yes	Yes
> Hardware replacement	Yes	Yes	Yes
> Security Updates	Yes	Yes	Yes
> Domain Name Service and Management	1	1	20
> Remote Eyes and Hand Request	8 x 5	24 x 7 x 365	24 x 7 x 365
> Express support	24 hours	12 hours	4 hours
> Service Monitoring	0	5	10
> System Administrative Service	No	2 hr/month	5 hr/month
> OS hardening Service	No	Yes	Yes
> Anti Virus protection	No	Yes	Yes
> Monthly Reporting	No	Yes	Yes
> Personal Support Executive	No	Yes	Yes
> Software installation and Updates	No	2/month	5/month
> Data Backup	Optional	Optional	Optional
> Data restore	Optional	Optional	Optional
> Server optimisation	No	Half yearly	Quarterly
> Traffic Management Report	No	No	Yes
> Customised Operating System	No	No	Yes
> Operating System Reinstallation	No	1/year	2/year

Advantages of managed servers:

- ▶ Less risk
- ▶ Greater uptime
- ▶ Greater scalability
- ▶ Greater server access
- ▶ Increased security
- ▶ Exclusive bandwidth
- ▶ Ability to use custom applications
- ▶ Less technical know-how required
- ▶ 24x7*365 technical support

➔ Our Background

We are a business unit of a privately owned Acme Commerce Sdn Bhd which was established in 1989. Specializes in the complex managed hosting services such as database hosting and mission critical application hosting since 1989. So far, we have more than 10 years hosting experience.

Acme Commerce Sdn Bhd

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