

## TOP-FOCUS Managed Services

- Administration Services
- Application Services
- Backup Services
- Database Services
- Monitoring Services
- Network Services
- Security Services

# TOP-FOCUS

## Managed Services

Today's economic is highly unpredictable and cost of business is a definite critical success factor.

Technology is moving so rapidly that organisation is afraid to make the wrong investment. A very difficult decision, to go or not?

The labor and infrastructure required to support modern data operations is significant, and its ownership, maintenance, and continual upgrades can pose opportunity costs that can hamstring your core business. Solution? Outsourcing your data-intensive operations with us will lift the heavy overhead expenses, start earning you immediate savings, and give you more time to engineer the future growth of your core business.

### But why us?

Our consultants came from background where they have successfully implemented numerous Government and commercial projects.

We are passionate about the work we do at LogicStream Consulting and we are believers in realizing business dreams with information technology.

The people we have are experts in their own fields and there is no compromising in the people we hire either – they will be the best that you can find. Our clients will enjoy expert advice and guidance in all our services.



**24 hours a day**

**7 days a week**

**365 days a year**

## We protect your business systems

The support we provide bridges the gap between what your commercial, off-the-shelf software vendor can supply and what you actually **need** to support the applications you've built on the vendor's products. We know of what we speak; this is the service our customers most often ask us to provide.

But we have other support strengths, too. We can provide centrally managed, remote administration of systems or on-site administration. And we can provide system performance/health monitoring whenever you need it or just want it for reassurance.

In short, we can provide whatever level of support you need for a specific situation, from first-line support directly to end users, to application support that fills the gaps. We can perform your software upgrades or migration, and even act as your interface to your software vendor's product support services.

And you can have our support in any form you need it. We'll work with you to integrate our support services into your support organization and/or help desk. Or go as far as putting in place an entire help desk and support organization for your end users.

**You need support, we'll make it work for you.**

**LOGICSTREAM**  
CONSULTING  
Empowering Business with Technology



### Administration Services

We administer your systems with day to day operations, detect system abnormalities and troubleshoot the problem if any occur,

### Security Services

LogicStream understands the security concerns many of our customers have. Our security services start with standard server auditing and virus protection and can include private firewalls and VPN systems as well as real-time intrusion detection systems customized to a systems specific needs.

### Network Services

We monitor your network utilization and prevent unauthorized access. We protect your highly critical backbone systems, this include troubleshooting all network problems and advise customer the appropriate structure, in mind of the bandwidth and necessary security.

### Database Services

Our database support is unequalled in the industry. Our DBAs can assist clients with everything from regular database maintenance to complex troubleshooting.

### Monitoring Services

We monitor your systems closely, not only to make sure your server is working but that we also make sure that it is healthy. We want to preempt and alert the customer before crisis happen. This is standard with all dedicated and collocated account. We also provide additional availability and performance monitoring services for our clients.

### Backup Services

LogicStream offers a number of backup services to protect the valuable data on your servers. Our services range from simple tape swaps on your equipment to comprehensive backups by backup jukebox systems.

### Application Services

Our application support will handle your operation needs to change the application flow if necessary and advise the customer with impact analysis,

## LogicStream Quality Culture

- People Quality** – LogicStream is committed to staff training, development and continuing education to foster professional growth and continual improvement to exceed customer expectations.
- Skill Quality** – Our consultants at LogicStream are certified in their specialise area and continual upgrade with the change is definite. LogicStream believes in providing only experienced and qualified consultants to service our customers.
- Process Quality** – LogicStream emphasis in regular exchange between customers and us, LogicStream management and employees.
- Practise Quality** – LogicStream adopts industry best quality practices to track and improve operational efficiency and effectiveness that contribute to customer overall business competitiveness.

**LogicStream services quality is no coincidence. It is engineered into every process, every service And every customer relationship.**

### For more information, please contact:

**LogicStream Consulting Pte Ltd**  
9 Jurong Town Hall Road  
#01-22 Singapore 609431  
Tel: (65) 65631017 Fax: (65) 65823577  
Email: [services@logicstream.com.sg](mailto:services@logicstream.com.sg)  
[www.logicstream.com.sg](http://www.logicstream.com.sg)

