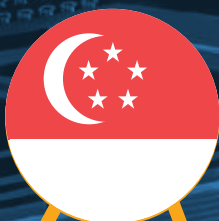


an exabytes company

USONYX
since 1997

Version 1
MAY 2015

Excellence Empowered



USONYX

Contact us:

+65 6223 1838

For more information, please visit:

www.Usonyx.net

ABOUT USONYX

About USONYX



Founded in Singapore in 1997, the company's principle is to provide the best web hosting solutions to government sector, Enterprise / Corporate users as well as SMEs.

Our core business offerings include managed hosting, Virtual Private Server (VPS), Secure managed dedicated server, cloud hosting, SSL web certification, and Domain registrations. In 2015, USONYX started to expand its

service offering to Content Delivery Network (CDN), EBuzzzz Email / Voice / SMS, TRUSTe Privacy Services, server co-location, SpamExperts solutions, etc.

On top of that, we provide unparalleled commitments to customers which cover 24x7x365 professional technical support, 100% Customer Satisfaction Guarantee, 99.9% Network Uptime and 99.5% Server Uptime Guarantee.

After the acquisition by the Exabytes Group in 2014, the company is today a subsidiary of The Exabytes Group, a leading website hosting and E-Commerce hosting provider in Southeast Asia.

As one of the subsidiaries of the Exabytes Group, USONYX shares the same vision and mission with its parent company. Furthermore, it's also our commitment to always provide the friendliest and most value added services to our valued customers.

Vision:

To become the Top 100 Web Hosting Company in the World.

Mission:

Technology	Adopt the most up-to-date Internet & web technology.
Team	Create a team of most helpful and self-motivated engineers, technical & non-technical staffs who possess great initiative and enjoy continuous learning.
Services	Provide services with passion and commitment that always leave our customers feeling delighted.



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DATA CENTER

Data Center



PACNET Dater Center

Usonyx's serves & equipments are co-location in Telstra state of the art data center. Strategically located in the Paya Lebar area, Data Center is an ISO certified high-tech facility compliant with standards of the BCA Green Mark certification. The eight-storey standalone facility meets Tier III data center standards and is equipped with fully redundant power and cooling systems, advanced fire detection and suppression systems, and state-of-the-art security access systems.

Telstra Data Center Certifications.



USONYX CORPORATE CULTURE

Corporate Culture



Describing USONYX corporate culture is never an easy task as it differs from the majority of “mainstream corporate culture”. With over 100 members of staff under the umbrella of The Exabytes Group, it's the special and unconventional corporate culture that bonds us and brings us to what we are today.

Our is Corporate Culture that Celebrates:



✓ **The Same Value Set - Customers First**

As a service-oriented company, USONYX espouses one service maxim for all of us: Our products might not be 100% perfect, but we guarantee that we will serve our customers until they are 100% satisfied. No matter if it is Customer Service, Technical, Business Development or Design, we have the same value set - that customer is always first.



✓ **Respect and Trust**

While we at USONYX treat each other with respect all the time, we never forget to remind ourselves to always treat our customers the same because without customers, USONYX will have no reasons to exist. With the strong conviction, our top priority is always to treat our customers with the highest respect. Moreover, we believe that when respect is in place, customer trust will automatically be enhanced.



✓ **Initiative and Always Do More Than Is Required**

At USONYX, we believe that we should take the initiative to do more than what is expected by the customer. A very good example is that our customer service and technical support team who often offer extra assistance and suggestions to the issues experienced by customers even though their requests are beyond the scope of our services.



✓ **Creative and Breaking Conventions**

No matter it's in terms of products design, packages and plans, customer service, Customer Reward Program, delivery of services, we at USONYX always incorporate creativity into everything we do, especially in serving our valued customers.



✓ **Light-Hearted and Casual Working Environment**

It's true that at USONYX managers and subordinates behave like friends rather than superiors and subordinates, and it is common for subordinates to joke or poke fun at managers or even the CEO and vice versa outside the meeting room or on Facebook. It's a very light-hearted working environment, with no undertones of Authoritarianism.

“WE ARE ONE BIG FAMILY”

Team Photo

Is what describes the teamwork at USONYX! We tend to demonstrate our commitment as a group and see ourselves as team player rather than an individual working in an isolated environment. We complement each others' skills and amplify each others' potential by working and living as a big family. As such, efficiency, skills and communications are often strengthened in a collaborative environment.



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USONYX
since 1997

OUR PRODUCTS

USONYX

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PRODUCT

VIRTUAL PRIVATE SERVER

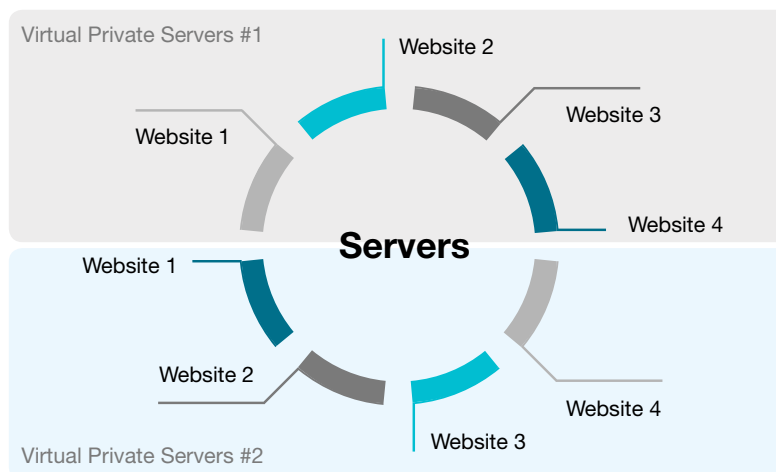
Product
VPS



VPS (Virtual Private Server) has become the preferred hosting solution for small to medium sized businesses. VPS is a solution that effectively bridges the gap between the limitations of shared hosting and the flexibility of dedicated server hosting.

- Experience completely separate hosting environment in the same server.
- Having a greater flexibility and control on your system.
- Tighter security on own virtual private server environment.
- Suitable for small-medium-sized website.

What Is Virtual Private Servers (VPS)?



A Virtual Private Server (VPS) is one step above shared server hosting. A Virtual Private Server (VPS) is a hosting environment that combines the benefits of both shared hosting and dedicated hosting. It does this by creating a virtual server that runs inside a hardware server via a specially designed partition.

Each Virtual Private Server partition runs its own operating system in a secure and private environment and cannot be accessed or interrupted by its neighbors.

This system gives you the same level of root access as a dedicated server whilst sharing the cost of the hardware. With a VPS you are virtually running your own server but at a fraction of the cost.

PRODUCT

DEDICATED SERVER

Product
DS

Fast • Secure • Reliable

A dedicated server is a service which the client leases an entire server not shared with anyone else. This is more flexible as organisations have full control over the server(s), including choice of operating system, hardware, etc.

High Speed And Rock-Solid Servers

All our Dedicated Servers use the latest hardware technologies loaded with Intel processors and Enterprise hard disks. With extremely fast processors and high RAM capacity, your website can handle heavy workload and multitask easily without problems.

Worry-Free About Sudden Surge In Traffic

Always troubled by a sudden surge in your website traffic? Say goodbye to this problem as now you've got 100Mbps dedicated bandwidth which is more than enough for a large amount of traffic!

Extremely Fast Setup

We understand that efficiency is the key to success in today's digital world. When you purchase online, your server will be ready after just 4 Hours of Lightning-Fast Setup.

Reliable Dedicated Server Technical Support

Your server is being monitored 24x7 by our professional server engineers. All your problems will be diagnosed and solved swiftly.

Why Do You Need a Dedicated Server?

- You are in charge and in **CONTROL**
- You have more **RESOURCES** and it won't be any sharing on bandwidth and disk space with other websites.
- Excellent stability and high **AVAILABILITY**.
- **SECURITY** - You get to implement your own security measures to ensure high security of your website.
- The **PERFORMANCE** of your websites is optimized
- **CUSTOMIZATION** - Install all the software you want, configure your server based on your hosting needs.

PRODUCT SERVER MANAGEMENT

Product

Server management



Server Management Services



✓ **24x7x365 Technical Support**

Our helpdesk is staffed 24x7 for servicing all of your technical issues in order to ensure that your urgent, business critical issues are resolved completely to your satisfaction.



✓ **Hardware Replacement**

With ample inventory of spare parts, should your server ever experience any hardware issues, we will repair or replace your server as quickly as possible.



✓ **O/S Updated And Security Patches**

Usonyx provides comprehensive Microsoft and CentOS Linux update and Security patch services. For example, security updates are typically tested and installed within 8-48 hours of their release from Microsoft or CentOS. Our Information Security team monitors Cert advisories, SANS advisories, Slashdot, Microsoft TechNet and other operating system watchdog services.



✓ **Ping Monitoring**

Regular ping monitoring from our Monitoring System that checks the server every 60 seconds which are hosted off the network allows us to verify that your server is available online. If your server stops responding to ping requests, our fully staffed, 24x7 network operations center will follow escalation procedures that you, the customer can define.



✓ **MRTG Bandwidth Usage Graphs**

Usonyx Dedicated Server offers you with real time information about your bandwidth usage through MRTG graph, which gives you FULL visibility of your server's traffics.

What is MRTG? The Multi Router Traffic Grapher is free software for monitoring and measuring the traffic load on network links. It allows the user to see traffic load on a network over time in graphical form.

PRODUCT SERVER MANAGEMENT

Product
Server management

Description



✓ **O/S Hardening Service**

Hardening your servers can serve to mitigate your risk of being hacked or suffering a denial of service attack by over 90%. As most hackers use fingerprinting to identify what is running on your system, hardening techniques can hide this information or send misleading information that will confuse them. O/S hardening tactics are frequently updated, and require high levels of security and system administration expertise.



✓ **Expert Advice**

Our engineers who are equipped with Microsoft Certified Technology Specialist, Microsoft Certified System Engineers, and Microsoft Certified Professionals, Certified Ethical Hacker or CCNA certifications can provide you with recommendations on all your server needs.



✓ **Service Monitoring**

Aside from simple ping monitoring, our Service and Network Monitoring system can monitor various services as requested by the customer. From our systems, we can monitor your server to ensure that services such as FTP, HTTP, SSH and others are not only answering, but also responding as expected.



✓ **Remote Hands And Eyes**

Whether you need assistance bringing a server back online, installing new hardware or just getting someone to reboot your server, our staff is setup to assist you as quickly as possible.



✓ **Systems Administrative Service**

Depending on the Managed Services Level, the customer may get additional operating system administrative assistance. This might include requests to help adjust the operating system to match new service requirements, install software, maintain user policies, etc. Requests can be regularly scheduled maintenance or ad hoc requests.

PRODUCT **CLUSTERED SERVERS**

Make your website perform better and faster

Product
Clustered Servers



What Are Clustered Servers?

On traditional hosting server, all services are hosted and run in a single physical machine, including of web, database, email, FTP and others. Any service failure could affect one another, even break down the entire server operation.

Clustered hosting is a type of hosting that spreads the content and load of hosting across multiple servers to do different jobs, i.e. to make your website (and other hosted services) perform better, faster, always available while minimize the chance of single point failure.

Improved Performance With “Servers Teamwork”



You get more powerful processing resources by integrating multiple processors and memory module integrated as an interlinked resource pool that shared across your cluster.

Secured Data Protection With Safe Storage



Your back-end data (database) server is connected to the front-end web server, not directly to the Internet. The data is isolated and kept safe from malicious access.

PRODUCT

CLUSTERED SERVERS

Make your website perform better and faster

Product

Clustered Servers

High Availability With Server Redundancy



Prevent Resource Overloading With Load Balancing



In clustered hosting environment, your website and services are hosted on more than one server to provide redundancy. If a server within the cluster crashes, the other available servers will take up the role of the server that has crashed.

Instead of hosting on a single server to process all requests, you can distribute the workload across multiple servers in a cluster to maximize throughput, minimize response time, and avoid overload.

Single Server Hosting Vs Clustered Hosting

Single Server Hosting	Clustered Hosting
A single server takes the entire burden to handle all services (web, email, database, DNS etc).	Services are specifically spread across multiple servers in a well-organized structure, making them easier to be managed, maintained and protected.
Single-point failure happens when hardware failure or server crash.	No single-point failure risk.
No stand by server to operate when a server failure happens.	Stand by server always available to continue functioning when failure happens.
Downtime happens during hardware maintenance and repair.	Stand by server still continue functioning during hardware maintenance and repair.
Can only scale up (Adding more CPUs or memory to a single server)	Flexible to scale up (Add more CPUs and memory to a single server) and scale out (Add more servers to a cluster)
Databases are stored in the same web server that is more vulnerable to malicious access.	Databases are securely stored in the back-end server and well protected from direct access.
Limited firewall protection.	More firewalls can be set up within cluster layers for better security.

PRODUCT

SECURE SOCKET LAYER (SSL)

Product
SSL

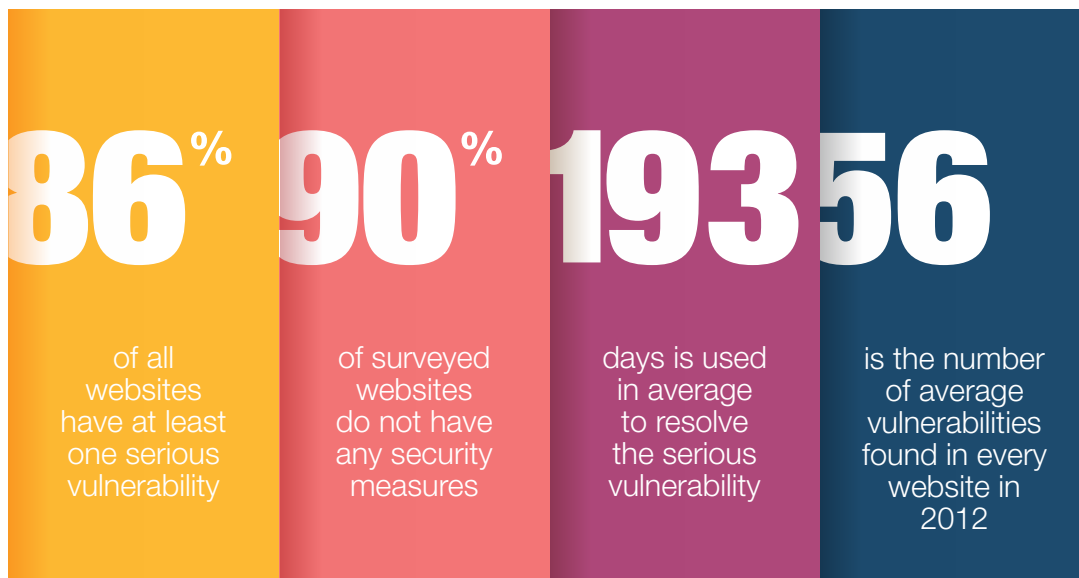
SSL Certificates

Digital Certificate

A digital certificate is an electronic “credit card” that establishes your credentials when doing business or other transactions on the Web. The certificate is issued by a certification authority (CA). It contains your name, a serial number, expiration dates, a copy of the certificate holder’s public key (used for encrypting messages and digital signatures), and the digital signature of the certificate-issuing authority so that a recipient can verify that the certificate is real. Digital certificates can be kept in registries so that authenticating users can look up other users’ public keys.

Secure Socket Layer

The SSL protocol is the web standard for encrypting communications between users and web sites. Data sent via an SSL connection is protected by encryption, a mechanism that prevents eavesdropping and tampering with any transmitted data. SSL provides businesses and consumers with the confidence that private data sent to a web site, such as credit card numbers, are kept confidential. Web server certificates are required to initialize an SSL session.



PRODUCT

DOMAIN Register With Confidence

Product
Domain



What is a Domain Name?

A domain name is a unique address of your website that represents your business identity and brand name. In today's digital world, it's rather common that clients tend to remember your domain name more than your company name.

Why Owns a Domain?

There are now two billions Internet users in the world and not expanding your businesses online simply means forgoing these two billion users especially the younger generation as your potential customers.

Bear in mind that owning a domain is also the first and most important step towards Online Branding, which greatly increases your business competitiveness.

Usonyx provides domain name registration for the following extensions:

Popular domain extensions:



Other domain extensions:

.com.my	.net.my	.org.my	.edu.my	.gov.my
.sg	.org.sg	.com.sg	.net.sg	.edu.sg
.org	.biz	.us	.co	.tel
.me	.la	.ca	.mil.my	.name.my
.perg.sg	.in	.co.in	.com.tw	.org.tw
.idv.tw	.hk	.co.uk	.org.uk	.me.uk

GET CONNECTED TO USONYX

Get Connected to
Usonyx

PHONE SUPPORT:

For help on hosting packages or sales inquiry :

Contact Us: +65 633 2183

HELPDESK:

For technical support, billing issues or customer service :

Link: <http://support.usonyx.net>

LIVE CHAT:

For urgent support and solutions that require immediate assistance :

Link: www.usonyx.net

WALK-IN:

For consultation, appointment and discussion :

USONYX PTE. LTD.

140 Paya Lebar Road,
#08-02 AZ @ Paya Lebar, Singapore 409015

KNOWLEDGEBASE:

For articles, tutorials on webhosting and more :

Link: www.usonyx.net/kb

VIDEO TUTORIALS:

For how-to videos, motion graphics on webhosting and more :

Link: www.usonyx.net/tutorial

Did You Know | Usonyx's Technical Support Helpdesk is available.

24 Hours A Day | We have different on agents working around the clock on shifts, ready to serve you.

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USONYX

since 1997

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