



“customised data centre solutions  
and managed IT services”

## Let ac3 look after your IT infrastructure

ac3 provides professional management of information systems - either production or backup - in our secure and reliable data centres. ac3 has over 100 clients, almost half of whom are NSW State Government agencies. ac3 is the hub of the NSW Government's Secure Network Gateway.

### Facilities Management

Many systems – especially web-delivered systems – need to operate around the clock. By outsourcing your facilities management to ac3, you get:

- Reduced staff costs:** all the benefits of 24x7x365 without hiring your own staff;
- Reduced infrastructure costs:** no need to maintain expensive production quality data centres;
- Peace of mind:** knowing that your systems are safe and secure.

### Managed Services

For many clients, ac3 provides some level of managed services, including:

#### Systems Management

- for Linux, Unix and Microsoft environments
- patch management
- performance and capacity management

#### Networks and Security

- monitoring and managing firewalls, routers, switches
- log analysis and alerting
- firewall configuration

#### Database Administration

- monitoring and maintenance
- capacity planning
- performance tuning

### Professional Services

ac3 understands data centre management intimately – it is the only thing we do! We can help you in areas such as:

- Consolidation and virtualisation of infrastructure
- Data centre relocation
- Business continuity





## Our Data Centres

Our data centres are located on the fringe of the Sydney CBD – at Redfern and at Darling Harbour. The data centres are far enough apart to use separate infrastructure (power, communications), but are close enough to access by foot in an extreme emergency.

Our data centres are:

- Highly secure:** advanced physical and logical security protect the data centres and the systems we house.
- Highly reliable:** with multiple sources of power and redundant air-conditioning.
- Well connected:** with redundant gigabit links to the Internet.

## Virtual Hosting

ac3's Virtual hosting offering, *FlexiServer*, provides the hardware and operating system environment needed by clients. *FlexiServer* is implemented using VMware for maximum flexibility and redundancy.

Benefits of *FlexiServer*:

- No need for capital expenditure**
- Scalable** — server configuration can be changed at a moment's notice.
- Reliable** — a server can automatically "recreate" itself if it falls over.
- Flexible** — month by month term.

## Access your Applications remotely

Using *ThinPoint* from ac3, you can centralise all your corporate applications and information and access them from anywhere in the world – using a web browser!

Benefits of *ThinPoint*:

- Web access** — if you can access a web browser, then you can access your corporate information.
- Up to date information** — all corporate information resides at ac3, is always current, and is professionally managed.
- Bandwidth friendly** — will operate over 9Kbit link
- Highly secure** — encrypted links, with no "footprint" left behind on terminals.

## WHAT OUR CUSTOMERS SAY

Selected responses from a Recent Customer Satisfaction Survey to the question: "Why did you choose ac3?"

"Outstanding technical support"

"Best value for money – after looking at a number of options"



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