



PrimeServe Plus
POWERED BY MACRO SYSTEMS

A Value-added Managed Service For Your Clouds



Business Agility

Enhance your time to market and Clouds automation to face with the fast-paced world seamlessly.



Cost Optimization

All-in-one report and professional consultancy to indicate your next best movement of Clouds.



Management

Day & Night, all-time standby helpdesk and direct escalation to support your Clouds thoroughly.



Security

All layers in Clouds, from infrastructure to application, are flawlessly protected by close monitoring and disaster control.



PrimeServe Plus
POWERED BY MACRO SYSTEMS

| The Starry Service For Your Clouds

120+
Certificates
&
Recognitions



ICBC (Asia)
工銀亞洲



JEBSEN

Proven Quality

muRata
INNOVATOR IN ELECTRONICS

23
Years of
Experience

Service Package

Essential

- ✓ Same Day
- ✓ 7x24 Helpdesk
- ✓ Server Monitoring
- ✓ Network Monitoring
- ✓ Service Request Receive/ Collect/ Assign
- ✓ Service Request Tracking & Control
- ✓ Processed Services & Management
- ✓ Computing O&M
- ✓ Network O&M
- ✓ Security O&M
- ✓ Log Management
- ✓ Cloud Resources Housekeeping

US\$100 per VM per month or 12% of Cloud consumption charge per month*

Premium

- ✓ Same Day
- ✓ 7x24 Helpdesk
- ✓ Server Monitoring
- ✓ Network Monitoring
- ✓ Service Request Receive/ Collect/ Assign
- ✓ Service Request Tracking & Control
- ✓ Processed Services & Management
- ✓ Computing O&M
- ✓ Network O&M
- ✓ Security O&M
- ✓ Log Management
- ✓ Cloud Resources Housekeeping
- ★ 2 Hours Express Response SLA
- ★ Database Monitoring
- ★ Application Monitoring
- ★ Direct Case Escalation
- ★ Database O&M
- ★ Backup & Recovery
- ★ Monthly Reporting
- ★ Cost Optimization

US\$150 per VM per month or 18% of Cloud consumption charge per month*

* Only applicable for annual Cloud consumption \geq **US\$15K**