



# ResearchMaster Cloud Hosting

Comprehensive, managed  
cloud hosting solution



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## Comprehensive, managed cloud hosting solution

At ResearchMaster we have combined cloud hosting with the benefits of comprehensive management by a team of highly skilled information technology experts. Our unique managed cloud service offering facilitates direct communications between system administrators, network engineers, database specialists, support analysts and application developers. It is designed to increase application performance and remove the requirement for our clients to have in-house, highly specialised staff or provide the opportunity for redeployment of those resources to support core business operations.

We are a trusted partner and are ahead of the curve in managing Information Security. Our in-house practices have been certified and accredited to the PCI-DSS Level 1 standard since 2013 and our principal data centre is certified to ISO27001.

Cloud hosting has many benefits, however choosing the right hosting provider is not always easy. Our comprehensively managed service aims to remove the guess work and offers many features and benefits you may not find with traditional cloud hosting providers.

### FEATURES & BENEFITS

- Australian based cloud hosting services are compliant with the AS/NZS 17799 Code of Practice for Information Security Management, with a geo-diverse back-up site
- All your data is stored securely in Australia, maintaining data sovereignty
- All services and updates are managed in local time zones offering responsiveness, reliability, speed, security and scalability
- Capacity is offered at a fixed charge, with the ability to incrementally scale for additional requirements
- Physical configuration and set-up services are included in the hosting package
- No additional or unexpected charges for set up
- As your business needs change, we have the flexibility to accommodate additional users or performance requirements
- Dedicated "Dark Fibre" private communication pipe between the ResearchMaster system administration team and our data centre provides assurance of superior security levels
- Each configuration can be optimised to your specific needs, and our in-depth knowledge of application behaviour allows us to align configurations to obtain the best value and performance for your business's individual requirements
- Managed service offering means all cloud maintenance and configuration services are included
- Forgo the requirement for in-house staff to manage cloud maintenance and configuration
- Guaranteed single-tenancy architecture ensures your ResearchMaster solution application and supporting infrastructure serves only your organisation
- Single tenancy improves security and increases dependability with an entire environment dedicated to your organisation
- 24x7 service desk service desk is available, with the ability to customise service levels to your exact requirements
- Geo-diverse data storage provides greater assurance for operational recovery in the event of cyber threats.



**Contact us today**

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