



REALTIMME BUSINESS SOLUTIONS
We start with you... We grow with you

Home-grown, proven and enjoyed
by thousands of delighted customers
since 1997. Start your success
stories with Realtimme



[Cloud Computing](#) is the next exciting IT development in the business industry,

Riding on Singapore's Next Generation Nationwide broadband Fibre Optics Network (with greater data transfer speed), with 6 more new data centres in 2013 ([see below article](#)) and virtualization technology (better IT resources management tool), what was once used to be a big boy's tools, we are now able to bring it closer to you , to provide a cost effective solutions, our users.

Cloud computing is about cutting down unutilized resources, costs of maintaining or upgrading an oversized server, cost of powering up your servers, saving office space for a server room or rack in your office floor area, all but leaving it to the trusted professionals like us, to manage them.

Cloud computing is about collaborating and sharing your information with your stakeholders, not restricting to your office but the mobility and accessibility anytime anywhere.

While all solutions come with benefits and risks, cloud computing benefits far outweighs the risks that come with it. Risks can further be managed in a cloud computing environment by users yourself and the service providers, making it a very compelling reasons to go into cloud computing, leaving your competitors behind.

What is Realtimme SAAS

Realtimme SAAS is a model of our ERP software deployment in a [private cloud environment](#) (public cloud is like google doc, gmail, Windows live) where our application is hosted as a service provided to customers like yourself (you do not buy software anymore) across the internet, where we host and maintain your data (upgrade, updates and scaling up or scaling down your usage) in our [data centre](#).

Why Realtimme SAAS? Advantages and Facts:

1. Save on upfront hardware(server) and software costs (software licenses)
 - o The software is hosted and managed by us, so you don't have to worry about hardware and installation costs. You just need to have a notebook and an internet connection.

- For new company set up, sign up with the Realtimme SAAS and you can begin using the software immediately, for less than SGD100 per month for 3 users access
 - Improve your cash flow, stretch your capital to better use, rather than invest in depreciating IT assets
 - Save on your electricity bills and floor area to house your servers.
2. Eliminate upgrade and maintenance costs
- Upgrades, patches and maintenance are free and done entirely on our end
 - Considering paying thousands of dollars to upgrade or replace your server? No more with SAAS
 - Server crash? Replace server parts? Downtime cost? No more worries
3. Pay only what you use
- Increase your users during peak period (Christmas season?) or reduce your users during off peak period
 - Flexible business plan to accommodate expansion or downsizing of business
 - 3 month, 6 month or 12month business plan to choose from
 - 3 users, 6 users and 12 users user plan to switch around during the contract
 - Increase your 3 users plan to 6 or 12 users plan anytime during your contract
 - Reduce your cost from 12 user plan to 6 or 3 user plan anytime during your contract
4. Plugin anytime and anywhere, 24/7/365
- Be faster than your competitor when giving your customer quotation, issue invoice etc,
 - Know your stock balances and confirm with your customer's enquiry on the fly,
 - Enjoy and access your information anytime, anywhere,
 - Your book-keeper can update your accounts from their location,
 - Better work-life balance between work and family.

Frequently Asked Questions.

1. My data is not safe residing outside my company
- a. Neither is your data is safe residing in your company.
 - b. Most company never practices disciplined backup procedures.
 - c. Most often backup files are not properly archived and labeled.
 - d. Reported abuse arises more often from internal staff.
 - e. Free your staff from backup routine.
 - f. Your customers, suppliers' and inventory information can be blocked from extracting to external disk.
 - g. If you can put your money in the bank, you should not have problem putting your data in the data bank(data centre)
2. We cannot control who will be accessing our data
- a. A dongle (token) is required to be attached to the USB port as a security check before the application can be access.
 - b. We have a user audit trail that can be printed out if you suspect abuse or intrusion. We can track the time, modules, additions, amendments or deletions made by the malicious users with a report for you, with a fee.

3. It is not secure
 - a. Installation and configuration is still required in each computer to access the data centre.
 - b. A dongle is required in each computer to access the data.
 - c. Not a web-based application where as long as user id and user password is protected.
4. It will be more expensive in the long run.
 - a. We have the option for you to “purchase and own”
 - b. Our pricing model assures you that it will still be cheaper to adopt our SAAS plan
5. We will be locked in (or locked out) to the service
 - a. We allow short contracts of 3 months, 6 months or 12 months, so that you can withdraw from our service anytime.
 - b. You can print a copy of your ledger books, financial statements, customer aging , supplier aging , stock card details and valuations in the spreadsheet anytime, terminate our service immediately.
 - c. We collect the fees upfront, so there is no reason to be locked out of your system
6. You cannot assure us that our information will not be abused.
 - a. Refers to point 1. Earlier, when you fear computer crashes on you, or your information copied and stolen by your staff, you stick to your paper and pen, , then your business will be as good as what you can do in 24 hours of your day, and so much that a paper and pen can do, when you cannot trust anybody but yourself
 - b. Do you know what is your IT staff copying the files to and from, each time they are maintaining your servers or your desktop pc?
 - c. Give us an answer as to how do you ensure that your own staff will not abuse your information first and we will tell you how our staff will not abuse your information.
 - d. The incidence of your staff abuses your information is much higher because your competitor knows who is working with you and your staff knows who needs your information.
 - e. For a consideration, you can request for a dedicated staff to take charge of your account and confidential undertakings can be arranged between your company and our staff to be personally responsible for your data and information.
7. What happen to our data if the data centre ceases to operate or Realtimme ceases to operate, for whatever reasons?
 - a. We understand that no one can promise eternity, but the risk can be managed to reduce any damage that may arise,
 - b. We auto backup your data every day, at your approved, prescribed timing and do a offsite data transfer every month end. We have more than one data centres serving our customers and we are ready to “evacuate” your servers in one business-day time in the most critical circumstances,
 - c. We conduct “shut down” drills and “data evacuation” drills for all our IT support staff quarterly to refresh and familiarization procedures,
 - d. We transfer the backup files to your designated pc back in your office for safe keeping
 - e. You must print a hardcopy of your year-to-date general ledgers, customers and suppliers subsidiary ledgers or inventory reports regularly and transfer the latest brought forward figures to another system if the need arises.
8. Who do we report of performance issue and data integrity issues?

- a. Our support team is accountable for your satisfaction and assists you in any issues in achieving your goals.

Govt to set up data centre park by 2013

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PLANS to develop a data centre park comprising up to six such centres were outlined yesterday.

These centres, to house computer systems and telecommunications equipment, among other things, will collectively take up 12ha of land and create some 1.3 million sq ft of space for the hardware.

Minister for Information, Communications and the Arts (Mica) Lui Tuck Yew acknowledged the difficulty businesses face in finding sites for their own data centres, so

the Government, by clustering a few centres in a park, will bring them economies of scale and provide ready-built support facilities.

Slated to open by 2013, the project is a joint effort of the Infocomm Development Authority of Singapore (IDA), the Singapore Economic Development Board, the Energy Market Authority and JTC Corporation.

The park, which will make Singapore attractive as a centre for world-class Internet and media

companies, will have a dedicated on-site power plant to cater to the centres' high power requirements and ensure a reliable power supply.

An IDA statement released yesterday said the 10 largest data centre operators here, including SingTel's data centres and the Jurong Data Centre, already consume as much energy as 130,000 households annually.

In order that data centres will have a benchmark of how efficient they are in using water and energy

and in protecting the environment, a Green Mark specifically for data centres has been introduced.

This joint initiative by the Building Construction Authority and IDA kicks in next year.

The minister stressed the importance of growing the infocommunications sector sustainably by improving energy efficiency.

The consulting firm BroadGroup said Singapore's data centre capacity is projected to grow from 2.4 million sq ft this year to 3.6 million sq ft in 2015, a 50 per cent increase.

SingTel banks on 'cloud' Internet services

By CHUA HIAN HOU

SINGTEL is looking to grow its billion-dollar IT arm on the back of a suite of high-margin "cloud" Internet services.

Revenue for such services - which range from software rental to video surveillance and helping companies identify rivals - are expected to jump by 50 per cent over the next three years, the company disclosed yesterday.

And several thousand small and medium-sized enterprise customers have already signed up for SingTel's software-as-a-service business, according to its executive vice-president for business, Mr Bill Chang.

The service allows companies to access software on the Internet rather than having to buy licences and install it on individual computers.

Firms simply make an "order" via a SingTel website and the software is provided via a Web browser.

Software available in this way includes e-mail, productivity tools and human resource services such as leave applications.

Mr Chang said that sales from the four-year-old Internet services arm currently make up just "a few percent-

age points" of SingTel's overall billion-dollar IT business.

But so-called cloud services are SingTel's fastest-growing business segment, and margins are relatively higher than other SingTel businesses such as telecommunications or IT consulting services, he added.

The company is initially focusing on local SMEs, build-

ing on its existing relationship with those who are already customers of Singapore's biggest telco, he said.

Florist Far East Flora is using calendaring software from SingTel to replace a manual system where employees had to write the details of meetings on a board.

The old regime, said managing director Ryan Chionh, "made it quite difficult to keep track of people".

Moving to the new SingTel online service has given Far East Flora managers a better picture of what is going on at the company, leading to increased productivity.

SingTel plans to market its cloud services to regional customers through subsidiaries like Australia's Optus or associates like India's Bharti Airtel.

"This is a huge opportunity...there are at least three to four years of good growth," Mr Chang said.

BRIGHT FUTURE

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Mr Bill Chang, SingTel executive vice-president for business