simplica®

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# Simplica Cloud

Simplica Cloud is a full-featured cloud solution for LabWare LIMS which meets enterprise-scale needs for your customers. The evolving needs of LabWare customers demand an enterprise-level cloud solution.

## Our Services

### Core Infrastructure

Robust, scalable cloud infrastructure designed to meet the demands of modern applications and enterprise workloads.

### Cloud Consultancy

Strategic advisory services to support cloud adoption, architecture design, workload migration, and infrastructure optimization.

### Monitoring

Continuous system and service monitoring to ensure performance, availability, and early detection of potential issues.

### Infrastructure Qualification (IQ) Support Document

Support for the customer's verification of the correct and complete installation of the system, including verification of supporting applications, web services, and deployment to the web.

### Database Administration (DBA) Services

Defined DBA services for performance optimization, such as backup and recovery, table creation, column creation, index creation and space management.

### Web-Based Management Interface

An intuitive, web-based portal designed for ease of use by both technical and non-technical personnel, enabling self-service access to cloud resources.

### 24/7 Technical Support

Round-the-clock access to experienced support engineers for prompt issue resolution and technical assistance.

### Incident Management

A structured approach to identifying, managing, and resolving service-impacting events, minimizing downtime and disruption.

### Change Management

Controlled and auditable processes for implementing infrastructure and configuration changes while maintaining service stability.

### Backup Management

Automated backup solutions with a 30-day retention policy to ensure reliable data protection and recovery.

### Patch Management

Timely application of operating system and software patches to maintain security, compliance, and operational integrity.

### Endpoint Protection (Antivirus)

Comprehensive endpoint security, including antivirus and anti-malware solutions, to protect against threats across devices.

### Intrusion Detection & Prevention Systems (IDS/IPS)

Real-time detection and prevention of unauthorized or malicious network activity through advanced security systems.

### Security Operations

Centralized security monitoring, threat detection, and incident response managed by a dedicated Security Operations Center (SOC).

### Vulnerability Management

Regular scanning, assessment, and remediation of system vulnerabilities to reduce exposure and maintain compliance.

### Planned Maintenance

Scheduled infrastructure maintenance activities performed with clear communication and minimal impact to operations.

### Hot Disaster Recovery (DR) Region

Real-time replication to a fully operational secondary environment, ensuring immediate failover in the event of a critical failure.

### Cold Disaster Recovery (DR) Region

A cost-efficient standby environment that can be activated in the event of a disaster, suitable for less time-sensitive workloads.

### Backup & Restore Testing

Periodic validation of backup integrity and restoration processes to ensure recoverability in real-world scenarios.

### Disaster Recovery Testing

Scheduled testing of disaster recovery procedures and infrastructure to verify business continuity capabilities.

## Security Features

### Security Groups

Define rules to permit or deny traffic based on IP addresses, protocols, and ports.

### Data Encryption

Data encryption in transit and at rest

### VPN Tunnel

Secure encrypted tunnels for access and instrument integration

### Firewalls

Gatekeepers monitoring and controlling incoming and outgoing traffic based on predefined security rules

### SIEM

Security Information and Event Management system

### SOC/NOC

Security/Network Operations Center - 24/7 support

### DMZs

Isolate external-facing services from internal systems.

### IDS/IPS

Monitor and block suspicious traffic

## Contact Simplica today

Visit our website or reach out directly through our email

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