

NEED HELP? NEVER WAS SO EASY TO MAKE YOUR IT **WORRY-FREE!**

Let us show you what our team of professionals can do for you and your business.

8 ELEMENTS, GIVE YOU FLAWLESS MANAGED SERVICE



Multiple Support Channel

Phone | Remote | On-site



Hassle-Free Serve Access

Hotline | Helpdesk | Email



I.T. Health Check

Security & Stability Ensured



Proactive Network Monitoring

Stable Connection with Alert



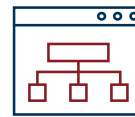
Zero-waiting Response

Within Half Hour Instant Response



Completed Report & Record

Incident | Annual Review



Comprehensive Portal

Order | History | Communicate



Call Centre Service

Outsourcing | Single Vendor

BEYOND POWERFUL SERVICE WE OFFER FLEXIBILITY



Expense Cap

Max. cap of expense for each service to protect your service rights



Trade-for-Service

Remained expenses can be traded for services



Expense Utilization

Enjoy last service without expenses compensation

SERVICE SCOPE

	Standard	Advanced	Premium
Service Item			
Service Hotline	●	●	●
Online Helpdesk	●	●	●
Remote Support	●	●	●
Onsite Support	●	●	●
Proactive Network Connectivity Monitoring	●	●	●
Online Incident Report	●	●	●
System Diagram	●	●	●
Annual Service Review	●	●	●
First Time Health Check	●	●	●
Service Scope			
File Sharing / Network Storage	●	●	●
User Authentication / Domain Controller	●	●	●
Cloud-based service (e.g. O365, Antivirus, etc.)	●	●	●
Data Backup Service	●	●	●
Internet Firewall	●	●	●
Layer 2 Wired / Wireless Network Topology	●	●	●
Layer 3 Wired / Wireless Network Topology	●	●	●
Content Filtering / Proxy	●	●	●
On Premise Email Service	●	●	●
Server Virtualization Platform	●	●	●
Hyper Converged Infrastructure	●	●	●
Desktop Virtualization Platform	●	●	●
Database High Availability / Clustering	●	●	●
Data Loss Prevention Service	●	●	●
Data Archiving / Discovery Service	●	●	●
Disaster Recovery Service	●	●	●

POINT DEDUCTION SCHEME

		Response Level		
		Next Business Day	Same Day	4 Hours
Remote Service: Email/ Phone Service		—	—	—
Remote Service over 1 hour		1	1	1
On-site Service	First 2 Hours	2	4	6
	Additional 1 Hour	1	1	1
	Additional 1 Hour (Non-Business Hour)	2	2	2



If on-site service from 5:00p.m. – 8:00p.m. within 4 hours response level, how much point will be deducted?

It is about 6 points (first 2 hours) + 2 points (add 1 non-business hour). Total 8 points.

Important Notes:

- #1: Service request for "Same Day Response" is applicable only for incident logged on or before 12:00pm local time during business hours
- #2: "Extra hours(s) of support" is counted on hourly basis. Less than one (1) hour will be counted as one (1) hour. The deduction rate of extra hour(s) of support will be determined by the starting time of the extra hour.
- #3: Deduction of Initial 2-Hours for "4 Hours" response is applicable for both Business / Non-Business Hours request
- #4: Customer is required to have the point balance of one (1) point in order to request on-site service support
- #5: Email, Phone Call and Remote Access Support is applicable only at Business Hours

CONTACT US

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