

IT Maintenance Service Package

Our services ensure clients can operate their systems smoothly under our supports. Our engineers have Microsoft MCSE / MCP, Dell Certified System Expert (DCSE), Certificate of achievement by Computer Associates & Cisco CCNA and other professional qualifications, providing one-stop service with quality.

Service Plan	Coupon-10	Coupon-20	Basic Monthly Plan	Standard Monthly Plan	Professional Monthly Plan
Technical Support Hotline	✓	✓	No limitation	No limitation	No limitation
Remote Technical Support	✓	✓	No limitation	No limitation	No limitation
Regular on-site checking	✓	✓	2 Times	4 Times	8 Times
Emergency on-site repair	✓	✓	1 Time	2 Times	4 Times
Regular data backup	✓	✓	✓	✓	✓
Network maintenance	✓	✓	✓	✓	✓
Validation / No. of Server & PC covered	Valid for one year	Valid for one year	< = 10 Sets	< = 20 Sets	< = 40 Sets
Payment Terms	Coupon	Coupon	Monthly	Monthly	Monthly
*Support charges for Server is twice of PC					

Scope of Services:

- Support PC/Notebook/Mac/*Server, preventive check-up on the operation system.
- Support File/Email and other common application software such as Microsoft Office.
- Scanner and printer setting
- Network devices setting (e.g. routers, switches, hubs, etc...)
- Anti-Virus patches update and fixes
- Backup utility and fine tuning
- Software installation / deployment on Windows based platform.
- Internet / Intranet, file sharing and printing under the office environment

Response Time:

- Hotline support for general problem
- Within 4 hours for critical server problem

Remark: Minimum two hours should be charged for each onsite visit.

