

Office IT Maintenance Services Packages



SERVICES	Basic Package*	Standard Package*	Custom Package (send your requirements for quotation)
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Servers & NAS

Windows update	✓ up to 1 server	✓ up to 1 server	✓
Unable to open/save files in shared drives troubleshoot			
Unable to see/use shared drives			
Unable to boot up server troubleshoot			
Error when starting server troubleshoot			
Unable to backup files to server troubleshoot	X	✓ up to 1 NAS	
Unable to backup data to NAS troubleshoot			
Unable to boot up NAS troubleshoot			

Network

No Internet connectivity troubleshoot	✓ up to 1 network suite	✓ up to 2 network suite	✓
No VPN connection troubleshoot			
No WIFI connection troubleshoot			

PC/Workstation

Windows update	✓ up to 10 Wintel terminals	✓ up to 20 Wintel terminals	✓
Unable to boot up PC troubleshoot			
Error when starting PC troubleshoot			
Unable to receive/send email troubleshoot			
Unable to open/save files troubleshoot			
Re-configuration for onboarding/offboarding staff			
Software			
Re-installation of existing SW (as part of fault rectification)			

Support

Remote Support	✓ 8x5 same day	✓ 8x5 same day	✓ 24x7 same day
Onsite Support	✓ 8x5 next day	✓ 8x5 next day	✓ 8x5 next day
Remote monitoring of server hardware & workstations	✓ Monthly	✓ Monthly	✓
Help Desk & Support Hotline	✓ 8x5 weekdays	✓ 8x5 weekdays	✓ 24x7

Office Productivity

Unable to print or unable to connect to printer troubleshoot	up to 1 printer	up to 2 printers	✓
Unable to place calls using IP phones	up to 10 terminals	up to 20 terminals	

Other Services

Annual IT security advice	Sent via Email	Sent via Email	Sent via Email
Reinstallation of existing software if faulty (server or workstation)	✓	✓	✓

Note

*Following items are not included in Basic & Standard packages -

- i) Hardware & Software Installation ii) Hardware & Software replacement & parts iii) Hardware & OS recovery iv) Firmware patching
v) Virus removal vi) Non-Windows Workstations

*Telogic will not be responsible for -

- i) Service outages ii) Hardware damages iii) Software errors iv) OS corruption v) Virus or malware infection vi) Data Loss
vii) Emails loss viii) Hardware Wear & Tear

*Sign up for Custom Package for Maintenance of Non-Windows based systems & other specific requirements