

SEG IT Maintenance Plan

SEG provides a comprehensive IT maintenance plan for supporting and managing your company's IT resources to keep your workstations and servers operating fast and problem-free. Our maintenance checklist includes system, networks, security and hardware verifications. In addition, we perform routine PC tune-up to help improve productivity, and to protect you against the threat of attack and downtime due to system or hardware failures.

SEG Maintenance Packages	Bronze Plan	Silver Plan	Gold Plan
Hardware Coverage			
PCs / Notebooks	✓	✓	✓
Servers	✓	✓	✓
LAN Routers + Switches	✓	✓	✓
Printers & Scanners	✓	✓	✓
On-site Services			
System Optimization	✓	✓	✓
System Update (security, patches, drivers)	✓	✓	✓
Firewall, Virus & Spyware Protection	✓	✓	✓
Network Settings & Connectivity	✓	✓	✓
Disk Maintenance	✓	✓	✓
Data Backup ^β	✓	✓	✓
PC Cleaning	✓	✓	✓
Support			
Phone Support	Unlimited	Unlimited	Unlimited
Remote Support	Unlimited	Unlimited	Unlimited
After Hours Support ^α	Yes	Yes	Yes
Planned Maintenance / Month	Once	Once	Once
Emergency Maintenance / Month [‡]	1 Free Man-day per 10PCs	1 Free Man-day per 10PCs	Unlimited
Response Time	24 Hours	3-5 Hours	TBD*
Reports			
Maintenance Report	✓	✓	✓
Monthly Management Report	✓	✓	✓

* Customize plan. Please contact our sales associate at 02 381-9073 for more information.

‡ EM (Emergency Maintenance) is only applicable to critical issues. No carry forward of unused EM.

β Weekly server backup.

Minimum per site charges: 7,000 baht

SEG Support Severity Level Definitions			
Severity	Equipment Status	Business Impact	Description
Critical	Down	Severe	Equipment down or experiencing a consistent measurable performance impact
High	Up	Significant	Equipment is experiencing intermittent failure or degradation of performance
Medium	Up	Minor	Issues that do not affect normal operation, workaround available
Low	Up	Little/None	Questions, Information, Documentation, How-to requests

Additional Man-day Charges

	Type	Customer w/ Contract	Customer no Contract
1 man- hour	Standard	400	500
1 man-hour	After hours, Weekend	600	750
1 man-day	Standard	3000	4000
1 man-day	After hours, Weekend	4500	6000

Additional Notes:

- For every 10 subscribed PCs or servers, SEG provide free support for
 - 1x Printer
 - 1x Scanner
 - 1x ADSL Router

For more information about our IT support plan, kindly contact us at:

SEG IT Services Co., Ltd.

1112/124 Sukhumvit soi Plus 1,
 Sukhumvit Road, Prakanong, Klongtoey
 Bangkok 10110
 Tel : +(66) 2-381-9073-4 Fax : +(66) 2-713-6800
 Website : <http://www.seg.co.th>