

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:

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