

# SEG IT Maintenance Packages

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 plan is aimed 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
<b>Hardware Coverage</b>			
PCs / Notebooks	✓	✓	✓
Servers	✓	✓	✓
LAN Routers + Switches	✓	✓	✓
Printers & Scanners	✓	✓	✓
<b>On-site Services</b>			
System Optimization	✓	✓	✓
System Update (security, patches, drivers)	✓	✓	✓
Firewall, Virus & Spyware Protection	✓	✓	✓
Network Settings & Connectivity	✓	✓	✓
Disk Maintenance	✓	✓	✓
Data Backup	✓	✓	✓
PC Cleaning	✓	✓	✓
<b>Support</b>			
Phone Support	Unlimited	Unlimited	Unlimited
Remote Support	Unlimited	Unlimited	Unlimited
After Hours Support	No	No	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*
<b>Reports</b>			
Maintenance Report	✓	✓	✓
Monthly Management Report	✓	✓	✓
<b>Pricing</b>	Baht/Workstation	Baht/Workstation	Baht/Workstation
1- 20 PCs	400	650	TBD*
21-70 PCs	350	550	TBD*
71 PCs and up	300	500	TBD*
Server	2000	3000	TBD*

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

† EM (Emergency Maintenance) is only applicable to critical or high severity cases. No carry forward of unused EM.

† Additional man-day charges: 5,000baht (minimum charges: ½ man-day).

Minimum contract amount of 5,000baht applies.

<b>SEG Support Severity Level Definitions</b>			
<b>Severity</b>	<b>Equipment Status</b>	<b>Business Impact</b>	<b>Description</b>
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 Notes:

- We provide one free printer & ADSL router support for every 5 subscribed PCs or servers.

## **Contact :**

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