

## ABOUT US

As a trusted IT service partner with 15+ years of experience, we deliver reliable IT services and solutions for SMEs, helping our clients concentrate on their business with confidence and peaceful of mind.

## CONTACT

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# IT HELPDESK/SUPPORT SERVICES



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<b>BASIC PACKAGE</b> IT Helpdesk for users	<b>STANDARD PACKAGE</b> IT Helpdesk + Network <small>POPULAR</small>	<b>PROFESSIONAL PACKAGE</b> IT Helpdesk + Network + Server
<ul style="list-style-type: none"> <li>Unlimited remote and on-site IT Helpdesk/Support</li> <li>Technology advice and recommendations</li> <li>Service time: 8x5</li> </ul>	<ul style="list-style-type: none"> <li>Unlimited remote and on-site IT Helpdesk/Support</li> <li><b>IT Infrastructure Support</b></li> <li><b>Regular Checkups &amp; Maintenance</b></li> <li><b>Monthly reports</b></li> <li>Technology advice and recommendations</li> <li>Service time: 8x5</li> </ul>	<ul style="list-style-type: none"> <li>Unlimited remote and on-site IT Helpdesk/Support</li> <li><b>IT Infrastructure Support</b></li> <li><b>IT Infrastructure Management</b></li> <li><b>Regular Checkups &amp; Maintenance</b></li> <li><b>Monthly reports</b></li> <li>Technology advice and recommendations</li> <li>Service time: 8x5</li> </ul>

## FEATURE COMPARISON

KEY FEATURES	BASIC	STANDARD	PROFESSIONAL
NTT Service Desk's Features: - Email Support - Telephone Support - Client Center Portal - Helpdesk Mobile App - Report via email or portal - Ticket or Task Support - IT Information Profile	✓	✓	✓
Remote and on-site IT Helpdesk for user (8x5; 8h00-17h00)	✓	✓	✓
Technology guidance and recommendations	✓	✓	✓
IT Infrastructure Support	✗	✓	✓
IT Infrastructure Management	✗	✗	✓
Periodic on-site maintenance	✗	✓	✓

## KEY BENEFITS

- STRESS-FREE IT MANAGEMENT**  
 We take responsibility for keeping your entire IT system stable.
- DEDICATED IT TEAM**  
 A reliable, committed team with 3+ years of experience.
- STANDARD PROCESS**  
 Have a clear process system and commitment
- FLEXIBLE SOLUTIONS**  
 Consulting + implementation + maintenance tailored to your business needs.
- LONG-TERM PARTNERSHIP**  
 Responsible and proactive support.



## VALUED CUSTOMERS

