



IT SUPPORT SERVICE

IT Helpdesk/IT Support Services

NTT's IT Support 365 Service solution helps customers concentrate on developing business.

BASIC PACKAGE

IT Helpdesk for users

- Unlimited remote and onsite IT Helpdesk support
- Service time: 8x5
- Technology advice and recommendations
- Service time: 8x5

STANDARD PACKAGE

IT Helpdesk + Network

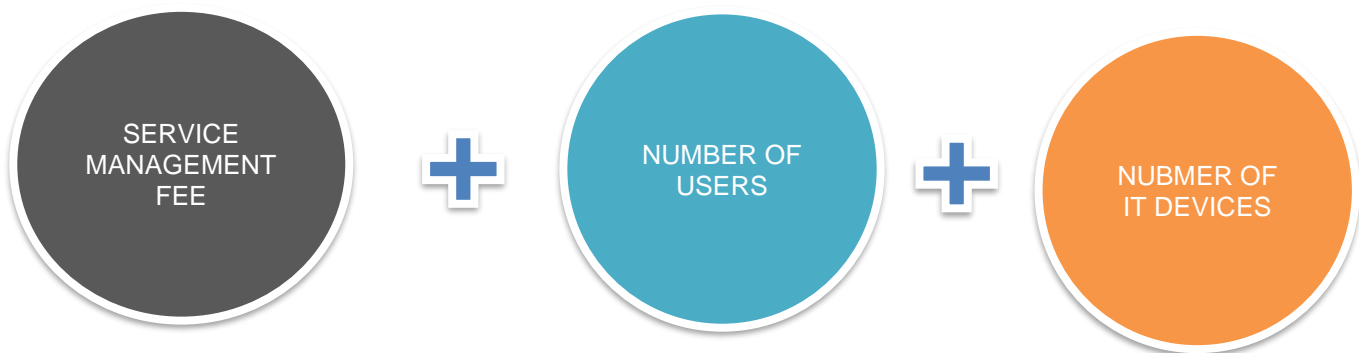
- Unlimited on-site and remote Helpdesk support
- IT Infrastructure Support
- Checking daily
- Periodic reports
- Technology advice and recommendations
- Service time: 8x5

PROFESSIONAL PACKAGE

IT Helpdesk + Network + Server

- Unlimited on-site and remote IT Helpdesk support.
- IT Infrastructure Support
- IT Infrastructure Management
- Checking daily Periodic reports
- Consulting and recommending technology.
- Service time: 8x5

SERVICE FEE VALUATION METHODS



**The smaller the number of users, the simpler the technology infrastructure, the lower the cost, and vice versa*

3-STEP SERVICE PRICE PROCESS:

**STEP 1:
DEMAND SURVEY**
(Via survey form)

**STEP 2:
CONSULTING**
(Online or direct consulting)

**STEP 3:
QUOTATION**
(Service proposal)

SERVICE PACKAGES FEATURES COMPARISON

FEATURES DETAILS			
	BASIC PACKAGE	STANDARD PACKAGE	PROFESSIONAL PACKAGE
1. NTT - SERVICE DESK technology includes the following functions: <ul style="list-style-type: none"> Support IT via Email Support. IT support via Telephone (Direct Hotline) IT Support via Service Portal (Web Portal) IT support via Helpdesk Mobile App, Zalo Manage request progress and work history Store Network Information Records 	✓	✓	✓
2. Support users (IT Helpdesk) for all IT issues remotely and unlimitedly. Service time: 8x5 (08:00-17:00, Monday-Friday)	✓	✓	✓
3. Technology advice and recommendations	✓	✓	✓
4. IT Infrastructure Support	X	✓	✓
5. IT Infrastructure Management	X	X	✓
6. Periodic onsite inspection as planned	X	✓	✓
7. Monthly reports	X	✓	✓

WHY SHOULD YOU CHOOSE NTT?

- Developed since 2008 in Ho Chi Minh City as a professional in IT Services and solutions for SMEs.
- **25** Skilled IT Professionals with more than three years of IT experience.
- **02** Offices in Ho Chi Minh City (Binh Thanh) & Thu Duc (Thao Dien)
- **Experience** since 2008 of serving over 200 customers.



Hotline: (028) 7302 7365

Website: <https://ntt-supercare365.com/dich-vu/it-helpdesk-support/>