# IT Support and Outsourcing - Full Features Guide

Complete breakdown of all managed IT services, SLAs, inclusions and support standards

## Helpdesk and Day-to-Day Support

- Unlimited remote support tickets
- Phone and WhatsApp support line
- Email ticketing with tracking
- Priority queue for critical issues
- 1-hour response SLA for urgent issues
- Same-day resolution target
- Staff IT issue logging portal
- Monthly support ticket summary

## Onsite Engineering

- Scheduled monthly onsite visits
- Ad-hoc emergency onsite dispatch
- Hardware troubleshooting and repair
- Network and cabling maintenance
- Server room inspection and cleanup
- Workstation health checks
- Peripheral and printer servicing
- Office relocation IT support

## Proactive Monitoring

- 24/7 network uptime monitoring
- Server CPU, RAM and disk alerts
- Internet failover monitoring
- Automated patch and update mgmt
- Antivirus and endpoint protection
- Backup job success verification
- Monthly IT health report
- Quarterly infrastructure review

## Cloud and Microsoft 365

- Microsoft 365 licence management
- Exchange and Outlook administration
- Teams and SharePoint setup
- OneDrive backup and monitoring
- MFA and conditional access setup
- New user provisioning
- Leaver account deactivation
- Google Workspace support

## Security and Compliance

- v Endpoint antivirus management
- v Firewall rule management
- v Phishing simulation and training
- v PDPA compliance guidance

- v Security incident response
- v Vulnerability assessment
- v Staff cybersecurity briefing
- v Dark web credential monitoring

## IT Asset Management

- v Full hardware and software inventory
- v Asset tagging and tracking
- v Warranty and expiry tracking
- v Hardware replacement planning

- v Software licence compliance
- v New hire device provisioning
- v Device wipe on staff departure
- v Annual IT budget recommendation

## Plan Comparison

| Feature | Starter | Business | Enterprise |
|---|---|---|---|
| Unlimited remote support | Yes | Yes | Yes |
| Dedicated account manager | Yes | Yes | Yes |
| Monthly onsite visit | 1 visit | 2 visits | Custom |
| Proactive monitoring | Basic | Full | Full |
| Microsoft 365 management | Yes | Yes | Yes |
| IT asset management | No | Yes | Yes |
| Security monitoring | Basic | Advanced | Advanced |
| Backup monitoring | No | Yes | Yes |
| Multi-location coverage | No | Yes | Yes |
| Monthly IT health report | No | Yes | Yes |
| Quarterly strategy review | No | No | Yes |
| After-hours emergency support | Extra charge | Yes | Yes |

## SLA and Response Time Standards

**Critical - System Down**

**1 hour**    Server failure, complete network outage, all staff unable to work

**High - Major Impact**

**2 hours**    Core application failure, multiple staff affected, email system down

**Medium - Limited Impact**

**4 hours**    Single user issue, software error, partial access loss

**Low - Minor or Routine**

**Next day**    General queries, configuration requests, new user setup, upgrades

## What Is Included in Every Retainer

- Dedicated account manager who knows your business by name
- Documented IT environment - full network, device and software inventory
- Helpdesk access via phone, WhatsApp and email during business hours
- Written report after every onsite visit with actions taken and recommendations
- Monthly IT health summary report sent to management
- Proactive alerts - we contact you about issues before your staff notice them
- Annual IT budget and hardware lifecycle planning consultation
- Vendor management - we liaise with your ISP, Microsoft, hardware suppliers on your behalf

## Certifications and Compliance

**Microsoft Certified Partner**    Full Microsoft 365, Azure and Windows Server support and deployment.

**Google Partner**    Google Workspace setup, migration and ongoing administration.

**Fortinet Certified**    Network security, firewall management and VPN configuration.

**CompTIA A+ Certified**    Hardware, software and network support across all retainer clients.

**PDPA Guidance**    We help Malaysian businesses align IT practices with PDPA 2010.

## Frequently Asked Questions

**What is the difference between outsourcing and ad-hoc IT support?**

Ad-hoc means calling someone when something breaks and paying per visit.
Outsourcing means having a team proactively managing everything - much more
cost-effective and reliable at scale. Issues get fixed before you notice them.

**How long does onboarding take?**

Typically 1 to 2 weeks. We document your environment, install monitoring tools,
brief your staff and assign your account manager. Support begins from day one.

**Is there a minimum contract period?**

Standard retainers are 12 months with a 30-day notice after the initial term.
This lets us invest properly in understanding your environment from the start.

**Can you support businesses with multiple office locations?**

Yes. We cover KL, Selangor, Negeri Sembilan and Melaka for onsite visits and
provide remote support nationally. Multi-location under one retainer is common.

**What happens if we already have some IT infrastructure?**

We work with whatever you have. We assess your setup during the free consultation
and propose improvements at a pace that suits your budget. No forced rebuilds.

**Can we scale the plan as our business grows?**

Yes. Plans are reviewed quarterly and adjusted based on headcount, new locations
or changing needs. We never lock you into a scope that no longer fits.

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