CYBERGATE TECHNOLOGY SDN BHD

IT Support and Outsourcing

Your Complete IT Department - Without the Overhead

KL - Selangor - Negeri Sembilan - Melaka

About This Service

Hiring, training and retaining an in-house IT team is expensive and time-consuming. For most Malaysian SMEs it is simply not practical. IT outsourcing gives you access to a full team of certified engineers, helpdesk staff and IT consultants at a fraction of the cost of hiring in-house - with better coverage, faster response and more expertise than any single internal hire could provide.

500+	**60%**	**1hr**	**10+**
Businesses Outsourcing IT to Us	Avg Cost Reduction vs In-House	Response Time for Retainer Clients	Years Managing Malaysian IT

What IT Outsourcing Covers

- Dedicated account manager
- Unlimited remote helpdesk support
- Scheduled onsite engineer visits
- Proactive network and server monitoring
- New staff IT onboarding and offboarding
- Monthly IT health reports

- Microsoft 365 and cloud management
- Cybersecurity monitoring and patching
- IT asset management and lifecycle plan
- Hardware procurement and installation
- Backup monitoring and DR testing
- IT budgeting and technology roadmap

Outsourced IT vs In-House IT: The Real Cost Comparison

A mid-level IT executive in Malaysia costs RM 5,000 to RM 8,000 per month in salary
alone - before EPF, SOCSO, medical, training and replacement costs during resignation.
A Cybergate outsourced IT retainer covering the same scope costs a fraction of that,
with a full certified team behind it. Most clients reduce IT costs by 40 to 60 percent
within the first year of switching to outsourced IT support.

How We Onboard Your Business

01
Free IT Assessment

We assess your current IT setup, infrastructure, headcount and risks. No obligation and no cost. Just an honest picture.

02
Custom Proposal

We design a retainer tailored to your business. Clear scope, fixed monthly cost and defined SLAs before you sign anything.

03
Onboarding in 1-2 Weeks

We document your environment, install monitoring tools, assign your account manager and brief your staff. Fast and smooth.

04
Ongoing Managed IT

Day-to-day support begins from day one. Monthly reports keep management informed. Quarterly reviews keep the plan current.

Pricing and Plans

Starter

From RM 800/mo

Up to 10 users. Unlimited remote support, monthly onsite visit, dedicated account manager.

Business

From RM 1,500/mo

10 to 50 users. Full remote and onsite coverage, proactive monitoring and monthly report.

Enterprise

Custom

50+ users or multi-location. Full managed IT with SLA, security and DR included.

Industries We Serve

Property Management | Medical and Healthcare | Legal Firms | Manufacturing | Education Centres

Accounting Firms | Retail and F&B | Professional Services | Real Estate Agencies | Logistics

Ready to stop managing IT yourself?

Get a free IT assessment and custom proposal. No obligation, no cost.

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