

Onsite IT Support — Full Features Guide

Complete breakdown of all services, inclusions and response capabilities

Computers and Workstations

- ✓ Desktop and laptop diagnosis
- ✓ Component-level repair
- ✓ RAM, SSD, HDD replacement
- ✓ Windows OS reinstallation
- ✓ Driver installation and update
- ✓ Performance optimisation
- ✓ Data backup before repair
- ✓ Loaner device coordination

Network and Infrastructure

- ✓ Switch installation and config
- ✓ Router and AP setup
- ✓ Fortinet firewall deployment
- ✓ VPN configuration
- ✓ Structured cabling
- ✓ Network point installation
- ✓ Patch panel termination
- ✓ Network topology documentation

Servers and Storage

- ✓ Tower and rack server install
- ✓ RAID configuration
- ✓ Server OS deployment
- ✓ Domain controller setup
- ✓ NAS installation and config
- ✓ Storage capacity planning
- ✓ Emergency server recovery
- ✓ Server health monitoring

Peripherals and Office Devices

- ✓ Printer network setup
- ✓ Scanner configuration
- ✓ Biometric attendance install
- ✓ Door access control setup
- ✓ CCTV and IP camera install
- ✓ UPS installation and test
- ✓ Driver and firmware updates
- ✓ Multifunction device setup

New Office Full Setup Package

- v Full IT infrastructure planning
- v ISP and telco coordination
- v Server room layout design
- v Cable management
- v Workstation deployment
- v Internet redundancy setup
- v IT asset register creation
- v Staff IT orientation session

Service Inclusions by Plan

Feature	Ad-Hoc	Retainer Basic	Retainer Pro
Onsite engineer dispatch	Yes	Yes	Yes
Written service report	Yes	Yes	Yes
Remote pre-assessment	Yes	Yes	Yes
Priority scheduling	No	Yes	Yes
Discounted additional hours	No	Yes	Yes
Quarterly IT health check	No	Yes	Yes
Dedicated account manager	No	No	Yes
Same-day emergency response	Extra charge	Yes	Yes
Hardware procurement support	Extra charge	Included	Included
IT asset management	No	No	Yes

Response Times by Zone

Zone A — Kuala Lumpur and Selangor

2 to 4 hours

Kuala Lumpur · Petaling Jaya · Shah Alam · Subang Jaya · Klang · Puchong · Cheras · Ampang · Cyberjaya · Putrajaya · Kajang

Zone B — Melaka

2 to 4 hours

Melaka City · Alor Gajah · Muar · Jasin · Masjid Tanah · Ayer Keroh

Zone C — Negeri Sembilan

4 to 6 hours

Seremban · Nilai · Port Dickson · Bahau · Tampin · Rembau · Kuala Pilah

Note: Cybergate maintains bases in both Shah Alam (Selangor) and Alor Gajah (Melaka), enabling fast response times across both states. All response times are during business hours Mon-Sat.

Certifications and Qualifications

Microsoft Certified Partner

Authorised to deploy and support Microsoft 365, Azure and Windows Server environments.

Google Partner

Certified in Google Workspace, Google Ads and Google Analytics platforms.

Fortinet Certified

Trained in FortiGate firewall deployment, configuration and security policy management.

CompTIA A+ Certified

Industry-standard hardware and software certification held by all field engineers.

Azure Fundamentals

Microsoft Azure certified for cloud infrastructure setup, migration and management.

What Is Not Included

-  Parts and replacement hardware — quoted separately at cost plus reasonable margin
-  ISP or telco line faults — we liaise with your provider but cannot fix their infrastructure
-  Software licensing and subscription fees — charged at prevailing rates
-  Manufacturer-only servicing equipment (certain medical devices, specialty plotters etc.)

Frequently Asked Questions

How quickly can you send an engineer to my location?

KL and Selangor (Zone A): 2 to 4 hours for urgent issues during business hours.

Melaka (Zone B): 2 to 4 hours — we are based in Alor Gajah.

Negeri Sembilan (Zone C): 4 to 6 hours, same-day for morning requests.

Do you charge for travel?

Travel is included within all standard service zones (KL, Selangor, N. Sembilan, Melaka).

For locations outside these zones a nominal travel fee applies, disclosed upfront.

Can you support our existing setup built by another vendor?

Yes. We document your environment, assess its condition and work within your current infrastructure while recommending improvements where needed. No forced rebuilds.

What if the issue is not resolved in one visit?

We provide a written service report with clear next steps, timeline and cost estimate for any follow-up work. You always know what is happening and what it will cost.

Do you handle new office IT setups from scratch?

Yes. New office setup — cabling, networking, server room, workstations and ISP coordination — is one of our most common onsite engagements across Malaysia.

Are monthly retainer plans available?

Yes, from RM 500 per month. Includes fixed engineer hours, priority scheduling, discounted additional visits and quarterly IT health checks at no extra charge.



IT & DIGITAL SOLUTIONS

READY TO BOOK AN ONSITE VISIT?

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0010 256 2218

Microsoft Partner

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Fortinet

CompTIA A+

support@cybergate.com.my | www.cybergate.com.my

