

CYBERGATE TECHNOLOGY SDN BHD

Onsite IT Support

Professional Field Engineering Across Malaysia

KL · Selangor · Negeri Sembilan · Melaka



About This Service

When your server crashes, network fails or workstations stop working, waiting for a remote fix is not always an option. Cybergate dispatches certified engineers directly to your premises across KL, Selangor, Negeri Sembilan and Melaka — resolving hardware and infrastructure issues on-site with a 95% first-visit resolution rate.

500+

Businesses Supported

4hrs

Avg Response KL / Melaka

95%

First-Visit Resolution

10+

Years in Malaysia

What Onsite IT Support Covers

- v Desktop, laptop and workstation repair
- v Network switch, router, firewall setup
- v Server installation and configuration
- v Server emergency diagnosis and recovery
- v New office IT setup from scratch
- v IT asset tagging and ITAM setup
- v Structured cabling and network points
- v Printer and scanner setup and repair
- v Biometric and access control install
- v Hardware: RAM, SSD, HDD replacement
- v CCTV and IP camera installation
- v UPS installation and battery service

Why Physical Presence Matters

Hardware failures, cabling faults and new equipment installation require an engineer physically on-site. Our certified team resolves in 30 minutes what would take days of remote back-and-forth. We arrive prepared with the right tools and provide a written service report after every visit.

Our Onsite IT Support Process

01

Contact and Triage

Call or WhatsApp +6013-256 2218. Issue assessed and right engineer assigned based on skill and location.

02

Remote Pre-Assessment

Quick remote check before dispatch so engineer arrives prepared with correct tools and replacement parts.

03

Engineer Dispatched

Certified engineer sent to premises. Covers KL, Selangor, N. Sembilan and Melaka. Same-day for urgent.

04

Resolve and Report

Issue resolved on-site. Written service report provided with all actions taken and recommendations.

Pricing and Plans

Ad-Hoc Visit

From RM 150

Per visit. Billed on location and complexity. No commitment or retainer required.

Retainer Basic

From RM 500/mo

Fixed engineer hours per month. Priority scheduling and quarterly IT health check.

Retainer Pro

Custom

Dedicated account manager, same-day response SLA and hardware procurement.

Areas We Cover

Kuala Lumpur

Petaling Jaya

Shah Alam

Subang Jaya

Klang

Cheras

Puchong

Cyberjaya

Putrajaya

Ampang

Seremban

Nilai

Port Dickson

Melaka

Alor Gajah

Muar

Ready to book an onsite visit?

Same-day visits available for urgent issues across KL, Selangor and Melaka

+6013-256 2218

support@cybergate.com.my