

CYBERGATE TECHNOLOGY SDN BHD

Remote IT Support

Fast, Secure Help Without the Wait - Available Nationwide

All of Malaysia - Internet Connection Required



About This Service

Not every IT problem needs an engineer to drive to your office. Software errors, Microsoft 365 issues, virus removal, email problems and VPN failures can be resolved within minutes through a secure remote connection - no waiting, no travel time, no unnecessary downtime for your team. Cybergate connects securely to your device, resolves the issue while you watch and provides a written summary after every session.

30min

Average Resolution Time

500+

Businesses Supported

98%

Client Satisfaction Rate

100%

Secure Encrypted Sessions

What Remote IT Support Covers

- v Microsoft 365 setup and licence management
- v Outlook, Teams and OneDrive setup
- v Email troubleshooting and migration
- v Virus, malware and spyware removal
- v Windows 10 and 11 troubleshooting
- v Google Workspace setup and admin
- v VPN setup and remote access config
- v Software installation and activation
- v Cloud storage: OneDrive and SharePoint
- v Printer driver and network printer setup
- v User account and Active Directory mgmt
- v Windows patch and update management

How We Keep Your Data Safe During Remote Sessions

Every session requires your explicit approval before our engineer can see your screen.

You can observe all actions in real time and disconnect instantly with one click.

We never retain access credentials after the session ends. Every session is logged with a full timestamp and activity record for your records and peace of mind.

Our Remote IT Support Process

01

Contact and Describe Issue

Call, WhatsApp or email us at +6013-256 2218. Describe what is happening and we assign the right engineer for your issue.

02

Secure Remote Connection

We send a secure session link. You approve the connection - our engineer can only connect after you click Allow.

03

Issue Resolved Remotely

Engineer works through the issue while you observe. Average resolution time under 30 minutes for most software issues.

04

Summary and Prevention

Written summary provided after every session. We explain what happened and how to prevent recurrence in plain language.

Pricing and Plans

Ad-Hoc Session

From RM 80

Per session for standard software issues. No retainer required.

Retainer Basic

From RM 300/mo

Fixed remote support hours per month with priority response.

Retainer Pro

Custom

Dedicated engineer, same-day SLA and multi-user coverage.

Remote Support Available Nationwide

Available to any business in Malaysia with an internet connection:

Kuala Lumpur

Selangor

Negeri Sembilan

Melaka

Johor

Penang

Perak

Kedah

Kelantan

Terengganu

Sabah

Sarawak

All of Malaysia

Need remote IT support right now?

We connect securely within minutes. Most issues resolved in under 30 minutes.

+6013-256 2218

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