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OfficePack Pro Service



Your preferred IT management
and support solution

IT systems remaining up and running is vitally important for your business. To manage the rising complexity of IT systems, you need solutions and services from real IT professionals.

HKBN JOS provides a wide range of services, like this proactive IT management and support services - OfficePack Pro, a scalable packaged solution that will address the needs of the entire IT infrastructure at very affordable costs.

Comprehensive solution

Covering all the common IT area

Proactive IT management and support

Flexible and tailored packaged solution

01 Standard Services

(A mandatory part)



24x7 Hotline

- Receive phone call
- Log & dispatch call



Regular On-site Support

- Go on-site as per schedule
- System administration
- New equipment installation
- Hardware relocation
- New software installation
- Data restore support
- Remove virus & spyware
- Update IT system configuration
- Update IT inventory
- Health check and review



Ad-hoc Incident Support

- Remote or on-site support
- Desktop software troubleshooting
- System remedial support
- Network problem support
- 8x5 support

Service Windows

**Hotline Service
&
Ad-hoc Professional
Support Services :**
7 x 24 x 365

**Standard Services &
Optional Services :**

Monday to Friday
9:00 am to 6:00 pm

(Excluding Sunday and Public Holidays)

Remarks :

All the detailed services scope of OfficePack Pro, please refer to the relevant service profile proposal.

02 Optional Services

(At least choose one option)



Ad-hoc Professional Support Service

- Non-office hour support
- Ad-hoc support service
- Project service



Desktop Backup & Recovery Service

- Backup server setup
- Agent installation
- Set up backup policy
- Daily backup
- Backup log monitoring
- Proactive alert for backup failure
- Recovery drills
- Monthly report
- 8x5 support



Server Backup & Recovery Service

- Backup server setup
- Agent installation
- Design backup retention period & media off-site method
- Set up backup policy
- Backup log monitoring
- Proactive alert for backup failure
- Image recovery drills
- Monthly report
- 8x5 support



Server and Network Monitoring Service

- Server availability & performance monitoring
- Server storage monitoring
- Firewall, router & switch availability monitoring
- Threshold fine-tuning support
- Monthly utilization report
- 24x7 alerting service
- 8x5 support



Virus & Spyware Alerting Service

- Symantec Endpoint Protection (SEP) server setup
- Agent installation
- Set up alert notification
- SEP server log monitoring
- Automatic signature update
- Regular virus definition review
- Monthly virus & spyware alert review
- 8x5 support

