

Scope of Works For Standard Remote Rescue Maintenance Package (RRMP)

Service Level Agreement

RRMP Standard Remote Rescue Maintenance Package

This service will be provided base on Basic Coverage & Response Time (BCRT) which is on Next Business Day response time with 5 days by 8 office hours.

Assumption

All call reported is within the scope of coverage.

Service Overview

This service provides standard remote rescue maintenance package for customer who needs a more cost effective service with great Return on Investment to enhance their current support needs. This service covers basically the desktops, notebooks as well as workstations regardless of their location.

Key Consideration

- ❖ Limited service call provided for customer.
- ❖ No fix engineer are assigned and standby throughout the year of coverage.
- ❖ Basic Coverage & Response Time covers Next Business Day response time 5 days by 8 office hrs.
- ❖ Client device must be Windows Vista, XP, Me or 2000 or Apple Macintosh OS X 10.4 (Tiger) or 10.5 (Leopard)
- ❖ Client device must have working internet connection.
- ❖ No resolution no charge or deduction of request call.
- ❖ Only cover desktop, notebook and workstation regardless of their location.

Scope of Coverage

- Provide limited unscheduled service call.
 - Service is restricted by number of call coverage.
 - Response base on Basic Coverage & Response Time (BCRT)
- Provide Desktop OS Administrative Services (DOSAS).
- Provide Desktop OS Training Services (DOSTS).
- Provide Standard Application Training Services (SATS).
- Provide Extended Application Recovery Services (EARS).
- Provide Extended Administrative Services (BAS)
- Provide Basic Desktop Health Check (SDHC).
- Provide Basic Report Services (BRS).

Service Not Covered

- Service logged after hour of coverage is not covered under this scope of services by default.
- Server, Network devices and Printer are not covered under this scope of services by default.
- Asset management module is not covered under this scope of services.
- Health management module is not covered under this scope of services.
- Project management module is not covered under this scope of services.
- Procurement management module is not covered under this scope of services.
- Consultation management module is not covered under this scope of services.
- PABX system is not covered under this scope of services.
- Hardware is not cover under any of our service maintenance.

Customer Responsibilities

- It is the customer's responsibility to understand the full coverage and company requirement before acknowledge of agreement.
- It is the customer's responsibility to ensure that an internal staff is available to walk the engineer through during the one day site survey.
- Customers must ensure that engineer does not perform services outside the scope of work.

Service Completion

All services provided by Advanetwork Technology Pte Ltd come with a Customer Engineering Report (in short CER) and verification before requesting customer for service acknowledgement.

- ✓ * Verify to customer that problem reported is resolved.