



TM CENTURY SOLUTIONS SDN BHD

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Service Maintenance

TMCS Service Package is a comprehensive IT services assurance plan. It supports an extensive range of multi-vendor products and is multi-purpose, from troubleshooting to everyday operations.

TMCS Service Package offers phone and on-site support. With either, prompt and reliable service is assured. Furthermore, our Quality Control unit will follow up on every closed incident to ensure that you are completely satisfied with our service. Enhanced with new value-packed features, **TMCS** Service Package guarantees your total peace of mind.

Depending on the size of your organization's IT network and operations, you may have different support requirements. No matter what your needs, with **TMCS** Service Package, you have easy access to speedy assistance, either via the phone or on-site.



Help-On-Line (HOL)

- ✓ Calls to the **TMCS** Regional help Desk are automatically routed to support specialists who will provide step by-step guidance to the caller in order to resolve the problem.
- ✓ If the problem is too complex to be resolved over the phone, the problem will be escalated to Help-On- Site.

Help-On-Site (HOS)

- ✓ The first available engineer from the pool will be assigned to go on-site to provide resolution.

The Advantages of Subscribing to TMCS Service Package

TMCS Service Package is designed to be the only IT support package that you will need for managing the basic IT functions in your organization. This services package is packed with great benefits.

One-stop simplicity

- ✓ A single IT outsourcing package, with a comprehensive scope of services to handle all your basic IT requirements makes it easier for your organization to manage routine IT functions.
- ✓ There is the convenience of just one point of contact
-A single gateway via the **TMCS** Regional Help Desk
-to resolve your IT problems when they arise.

Manage results, not resources

- ✓ Our Service Level Agreements are clearly defined and we use these as performance targets to guarantee that your service requirements are fulfilled.
- ✓ This way, you can manage the results while we manage the IT resources. This allows you to put your internal IT resources to better use on business-critical functions.

Efficiency and increased productivity

- ✓ Regular scheduled maintenance by a dedicated **TMCS** engineer who is well versed with your IT environment means that we can anticipate and take preventive measures against potential problems thus minimizing downtime.
- ✓ Backed by a comprehensive resolution database, our proven Standard Operating Procedures for speedy problem resolution employs the highly responsive **TMCS** Regional Help Desk to efficiently

assign problems for resolution through HOL or HOS. Our reliability and efficiency means shorter downtime and higher productivity for you.

Access to a wide range of expertise

- ✓ You get access to the appropriate level and type of expertise necessary for the tasks involved, for as long as is necessary. You don't have to worry the expensive task of recruiting, training and retaining your own engineers.

Flexibility

- ✓ You decide how frequently you need the **TMCS** engineer to be on-site to carry out maintenance.

IT Assets management

- ✓ Regular Asset Management helps maximize utilization of IT assets for greater efficiency.

Cost savings

- ✓ You get unlimited access to HOL and HOS to resolve your problems but you only pay a flat annual fee based on the number of nodes in your organization.
- ✓ Furthermore, you can enjoy the economies of scale that we are able to achieve as a specialist in this field.

Scope Of Services

NETWORK PERFORMANCE & MEASUREMENT

- ✓ Audit maintenance procedure that governs the performance of traffic and bandwidth.
- ✓ Check the availability of control policy that protects the access and usage of the network.

DESKTOP SYSTEMS & SOFTWARE

- ✓ Audit the access policy and practices to gauge risk level.
- ✓ Audit software license management policy and determine whether practices conform to legal requirements.



SERVER PERFORMANCE & MEASUREMENT

- ✓ Audit server access configuration, existence of policy and practices for OS and maintenance.
- ✓ Review server storage capacity and performance monitoring procedures.

ASSET INVENTORY MANAGEMENT SERVICE

- ✓ Tracking physical inventory (listing owner, department, location, serial no, etc.) and electronic inventory (including internal and external hardware perimeters and installed software).
- ✓ Creating master list of software licenses.
- ✓ Creating a comprehensive warranty list of hardware deployed.
- ✓ Provide enhancement recommendations to increase productivity.

INTERNET

- ✓ Establish policy on preventing intrusion and non-business usage.
- ✓ Identify tool that measures eyeball count.
- ✓ Determine interactivity and validate access speed devices.

INTRANET

- ✓ Establish Intranet management controls on responsibility, content maintenance and access rights.
- ✓ Gauge effectiveness on content, penetration, completeness and flexibility of the Intranet.

E-MAIL

- ✓ Audit controls on mail spam, junk mail, attachment size and type.
- ✓ Validate procedures on e-mail maintenance, adding new users and revoking user access.



DOCUMENT MANAGEMENT SYSTEM & ELECTRONIC FAX

- ✓ Review the electronic document management policy.
- ✓ Validate the maintenance, monitoring and file control process.

SECURITY

- ✓ Review the availability of security policy on servers, workstations, e-mail and Internet.
- ✓ Verify procedures on how to prevent, detect and recover from intrusion.

BACK-UP (DATA & POWER)

- ✓ Review data back-up and restoration policy as well as the back-up media storage facility.
- ✓ Validate frequency of health check on back-up equipment and disaster simulation process.

SCANNING FOR VIRUS AFFECTING COMPUTER SYSTEM

- ✓ Update on virus definition files (Workstation must be loaded with anti virus software).
- ✓ Full system virus scanning on all local HDD.
- ✓ Report on documentation on infected virus for further actions.
- ✓ Delete of infected virus (base on instruction from end-customer).

ENVIRONMENT

- ✓ Establish server room access policy.
- ✓ Verify fire-protection measures and housekeeping regulations.
- ✓ Review server room temperature setting.

UNLIMITED REPLACEMENT OF CABLE

- ✓ On the spot replacement of faulty cable (Printer Cable, Power Cord, IDE Cable), Our reliability and efficiency means shorter downtime and higher productivity for you.

SERVICING AND HEALTH CHECK-UP ON PRINTER

- ✓ Test data communication between printer to PC and vice versa.

SERVICING AND HEALTH CHECKUP ON PC

- ✓ Do system check-up to determine problem with PC.
- ✓ Diagnostic and repair problem with hard disk drive and hardware.
- ✓ Find, and repair problem that commonly affect computer systems.
- ✓ Check for windows problem and repair.
- ✓ Optimized PC disk's to improve performance.
- ✓ Find tune PC application to load faster.

