



"How To Tap On Professional IT Support Without Having One On Your Payroll."

Ever lost valuable time & productivity because of IT problems? Wouldn't it be good for some Support Specialists to be around when this happens or to perform basic maintenance like updating OS, updating virus definition files or carrying out basic housekeeping?

OUR PROMISE!

We guarantee our response time. Should we miss, you get it FREE!*

KEY BENEFITS

Reduce Cost of Operations

- Better control in IT budget
- Convenient, fast and affordable approach towards solving IT problems
- Minimize downtime and expense
- Reduced headcount on payroll

Maximize Efficiency

- Free up resources to concentrate & focus on your core business areas
- Direct access to a wide spectrum of IT support services
- Prompt on-site response time

Improve Management

- Maintain up-to-date IT infrastructure
- Professional and quality service from a single point of contact for hardware & software issues
- Seamless IT support
- Increase productivity
- Professional technical resource always at hand



Chances are, your company's IT set up is vital for your business but IT *itself* is not your area of expertise. Wouldn't it be good if you can access an IT specialist yet not let this capability drain your financial resources?

Now you can! With OPUS Flexi-IT Services, you get the best of both worlds! Leverage on OPUS team of professional IT support personnel with the flexibility of utilizing specific IT services as and when you need them.

What exactly is OPUS Flexi-IT Support and how can it help me?

OPUS Flexi-IT Services is a credit-based, multi-usage service plan where you are able to call upon our Support Specialists to manage your day-to-day IT-related problems, service requests and preventive maintenance.

It is a telephone and onsite service support plan offering professional assistance in maintaining your IT hardware and software on a need-to-activate basis.

Flexi-IT Services Package consists of a package of 600 credits with a guaranteed on-site response time.

This means you retain the flexibility of utilizing the number of credits as and when required.

What's more, it covers all your IT equipment! Yes, that means, desktops, servers, printers and network equipment!* That is true flexibility for you.

With OPUS Flexi-IT Services, you will eliminate unproductive time incurred by employees in trying to solve their own IT problems.

Types of Services under OPUS Flexi-IT Services include:

Flexi-IT Maintenance Services

- Provide schedule monthly maintenance for PCs, Notebooks and Servers

Helpdesk Support Services

- Highly skilled personnel manage the calls, ensuring 1st level problems are resolved efficiently and effectively to agreed service levels.
- Act as a Single Point of Contact (SPOC) for customers' IT related problems or requests.

Onsite Technical Support

Desktop Support Services

- Provide qualified technical on-site engineers to support desktop and network connectivity issues.
- Provide 1st level problem determination for desktop hardware, software and LAN problems.
- Act as dedicated specialists to resolve and troubleshoot any desktop related issues, removing the IT problem burden away.

System Support Services

- Provide qualified technical on-site engineers to support server and server-related network issues.
- Manage and administer your system as well as troubleshoot and resolve any server and server-related network issues.

* This does not cover any replacement of faulty hardware.

OPUS FLEXI-IT SERVICES PACKAGES:

FLEXI-IT Basic
S\$ 600 for (600 Credits)

Flexi-IT PCs & Notebooks Maintenance Services and Rates

Mandatory Scheduled Maintenance	1-10 machines	50 credits per month	Mandatory maintenance: <ul style="list-style-type: none"> OS patching Virus and Spy ware definition update / scanning* Mandatory maintenance every 3 months <ul style="list-style-type: none"> Scandisk Software inventory
	11-20 machines	90 credits per month	
	21-40 machines	125 credits per month	
	41-50 machines	150 credits per month	

Flexi-IT Servers Maintenance Services and Rates

Mandatory Scheduled Maintenance	1-2 Servers	160 credits per month	Mandatory maintenance: <ul style="list-style-type: none"> OS patching Virus definition update* & choose 1 from the options listed: <ul style="list-style-type: none"> Server Rooms check System and Hardware check Software inventory Backup check
	3-5 Servers	310 credits per month	
	6-10 Servers	600 credits per month	

Flexi-IT Support Services

	Helpdesk Support Services	Desktop Support Services	System Support Services
	Remote Support	On Site Technical Support	
Services Available	<ul style="list-style-type: none"> Answers frequently asked how-to questions on desktops, servers & network Virus eradication & protection* Microsoft Office technical & usage support Microsoft Win 2000, XP, Vista Operating Systems support Isolate problems related to computer hardware, peripherals, local area network media / connection & software 	<ul style="list-style-type: none"> Virus eradication & protection* Microsoft Office technical & usage support Microsoft Win 2000, XP, Vista Operating Systems support Resolve problems related to hardware, peripherals, Local Area Network media / connection & software Microsoft Exchange, Outlook client technical & usage support Scheduled Backup / Restoration Hardware installation & replacement 	<ul style="list-style-type: none"> Microsoft NT, 2000, 2003, 1st level OS technical support Microsoft IIS, Proxy and Exchange Support Virus eradication & protection* Server Performance checking & recommendations Basic Network Operating System, connectivity & configuration Scheduled Backup / Restoration System administration that include user ID, password, security, profile and server resources <p>Note: Subject to review and acceptance by OPUS</p>

Flexi-IT Support Services Rates

4 – 6 hrs response time	10 credits per incident	50 credits per incident (up to a maximum of 3 hours)	160 credits per incident (up to a maximum of 3 hours)
Operating Hours	Mon to Fri 0900–1800 hrs (Excludes Sat, Sun & Public Holidays)		
Validity	One year from activation of the package*		

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*Customers to provide all hardware and software. *Only applicable to Flexi- IT Services Package.
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