EzyPRO

ORGANIZATION MAINTENANCE
SERVICES SUPPORT

EZYPRO is a service and maintenance support for your organization through the EZYPRO PACKAGE system. With EZYPRO, IT problem solving is just a phone call away, our help desk support will guide you on solving your problem or remote to your computer if is just a simple problem or if the problem is too complicated to solve over the phone or remote, we will arrange our IT Engineer onsite to your office. With EZYPRO System are calculation by Ezycoin and hours. Example, Engineer onsite for First 2hours and will deduct for 2 ezycoins. Ezypro don't has any contact and use until ezycoins run out.

Ezypro Package

EZYPRO BASIC PACKAGE

35 EZYCOINS

RM2700

EXCLUSIVE OF GST

SIGN UP NOW!

EZYPRO PREMIUM PACKAGE

60 EZYCOINS

RM4800

EXCLUSIVE OF GST

SIGN UP NOW!

Service Level Agreement (SLA)

- **Charge for Onsite Labor Support**
- **Unlimited phone call support & remote support**
- **4 hours response time**
- **Loan unit will be provided if needed**
- **Free one time for Assessment IT (Health Check IT)**

Our IT service included

- **Computer system down**
- **Upgrade Parts**
- **Parts Replacement**
- **Data Backup & Restore**
- **Upgrade & Migration Services**
    - OS Migration / Upgrade
    - Data Migration (File)
    - Email Migration
    - Exchange Server Migration
    - SQL Data Migration (Upgrade version of SQL available only for temporary moment)
- **Networking and Security system down**
    - IP Setting
    - Network Setting
    - Wi-Fi Setting Configuration
    - Firewall Setting Configuration
    - VPN Setting
- **And other service as per agreed.**