



PANNASOFT IT-S.O.S.™

IT-Support Outsourcing Service
we stand by you!

It has become a necessity for companies to maintain basic IT services to help optimize productivity and sustain operational efficiency. Most companies are using the internal IT department for that purpose but this has become less feasible of late due to rising headcount cost and opportunity cost.

Pannasoftware IT-S.O.S. assists you in managing most of your IT needs, freeing up your valuable IT resources to concentrate more on core strategic functions that contribute to your company's yield, productivity and profitability.

Service Offerings

A. IT Assignment/Project Outsourcing

IT assignment/project outsourcing is a cost effective way to save on recruiting, training and retaining internal IT staff. You will not be burden with people management issues whilst able to procure IT resources with the necessary skills, experience and expertise to do the work for a specified period of time. IT assignment outsourcing secures our qualified and experience IT personnel to assist in your software development for a specific period of time. IT project outsourcing lets you utilize our expertise and resources for your network infrastructure project(s) for a specific period of time.

B. In-house IT Support Outsourcing

In-house IT support outsourcing service assists in managing your company's IT functions and free up your valuable IT resources for more mission-critical areas. For an agreed fee, we will go the extra mile of placing our IT support personnel at your premise. This option gives you the advantage of immediate IT support whilst not having to maintain any IT support staff. Our IT support personnel will provide call center service and field support if required. Else, they can easily complement your existing in-house call center and field support set up. The flexibility is there for you.

Supported IT functions include

- Operating System support
- Virus detection and cleaning
- Standard Microsoft applications installation and support
- In-house applications installation and support
- User data backup
- Other support including hardware, network, server and telephony

C. On-Line Help Desk and On-Site Support

IT-S.O.S. provides on-line help desk and on-site support to serve your needs for IT assistance. For on-line help desk support, a dial-in support number is used to access our IT-S.O.S. Help Desk. Authentication is required by using an ID and password. You can also choose to fax or e-mail. IT-S.O.S. 's response will be within 1 hour of receiving your call, fax or e-mail.

Depending on the type of problem encountered, the relevant IT-S.O.S. support expert will tend to the matter. If the problem cannot be resolved over the phone, it will be escalated to on-site support.

For on-site support, an IT-S.O.S. support technician will travel to your site within 4 hours (applicable only to the Penang state). If there is no resolution within 2 hours, the IT-S.O.S. support technician would refer the problem to the manager for the next course of action.

For in-depth service support, you can request for an IT specialist whom we will assign to study your IT environment. By familiarizing with the IT settings, the IT specialist will be better equipped to resolve existing and potential complex problems. In addition, you can also have the option of 12/5 or 24/7 support within the Penang state for a special fee.

D. Network Diagnosis

Network diagnosis service thoroughly assesses your company's network performance covering areas such as the architecture, utilization, irregularity and capacity management. This diagnosis helps discover issues that impair network performance and proposes necessary actions to overcome them.

Features

Service performance satisfaction

A mutually agreed Service Level Agreement (SLA) delivers high level of guaranteed service standards that are up to your expectation and satisfaction. Standard Operating Procedures (SOPs) are in place to promote structured and organized workflow. Rest assured that our response time will meet your expectation to resolve issues promptly.

A Service Delivery Manager monitors and manages the support service offered. He will constantly communicate his recommendations and feedback to improve your IT operation.

Pricing

Service fee for IT-S.O.S. is according to duration or pay-per-use so that you can choose which payment mode that suits your needs. Choosing the duration option secures our service for a specific period (e.g. 1 year) while pay-per-use charges for the time and expertise rendered.

Wide Coverage on IT brands, products and support

IT-S.O.S. covers a wide range of IT brands and products including desktops, notebooks, servers, networks and applications. IT-S.O.S. also provides various types of IT support such as maintenance, troubleshooting, installation and upgrades.

Expertise and service assurance

IT-S.O.S. is managed by a team of well-trained technical experts and experienced IT personnel for peace of mind. The service-oriented team delivers excellent service that will win your trust and confidence.



Benefits

Cost Advantage

- Cost effective (from IT-S.O.S.'s pricing option according to duration or pay-per-use service fee).
- Costs reduction (in maintenance and support).
- Cost can be measured (from the service fee charged).
- Cost can be quantified (from paying only for resources that are required).

Service level defined

- Service expectation is laid out as in the Service Level Agreement (SLA).
- Performance levels that are mutually agreed.
- Long-term working partnership for mutual benefits.

Efficiency

- Internal IT resources redirected to mission-critical projects.
- Higher responsiveness by internal IT resources to execute new projects.





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Optimizing Businesses
Through **Intelligence**

