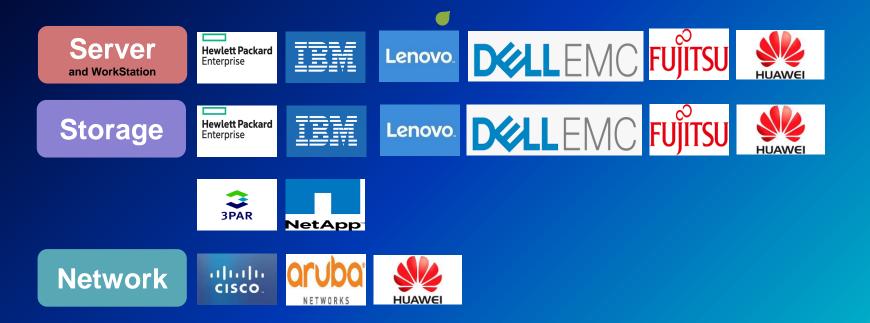
# Secure Serve Co., Ltd.

### Maintenance Hardware And Spare Part Management



# MA Service by Vendor and MA Service by Local





#### MA: Maintenance Hardware

Maintenance Hardware in contract MA with Brand and Local Service

Service Level Agreements

- SLA: 24\*7\*4
- SLA: 8\*5 NBD
- SLA: 24\*7 CTR6





#### Server-WorkStation

Quote price by Model, Serial, Ram and HDD



#### Storage

Quote price by Model, Serial, and HDD

Network

Quote price by Model and Serial





### **Scope of Maintenance Service**

### Popular of contract MA are SLA 24\*7\*4



24*7*4	8*5 NBD	24*7 CTR6
Service Level Agreements	Service Level Agreements	Service Level Agreements
<ul> <li>24 Hours, 7 Days a week with 4 hours response</li> <li>1. Engineer Hardware Replacement Onsite Service</li> <li>2. Provide engineer support via phone by professional engineer</li> <li>3. Support Spare Part on Service SLA</li> <li>4. Hotline 24 hours service support</li> </ul>	<ul> <li>8 Hours, 5 Business Days a week support on next business days</li> <li>1. Engineer Hardware Replacement Onsite Service</li> <li>2. Provide engineer support via phone by professional engineer</li> <li>3. Support Spare Part on Service SLA</li> <li>4. Hotline 24 hours service</li> </ul>	<ul> <li>24 Hours, 7 Days a week with</li> <li>6 hours breakfix</li> <li>1. Engineer Hardware</li> <li>Replacement Onsite Service</li> <li>2. Provide engineer support</li> <li>via phone by professional</li> <li>engineer</li> <li>3. Support Spare Part on</li> <li>Service SLA</li> <li>4. Hotline 24 hours service</li> <li>support</li> </ul>

### Spare Part Management

New/Refurbished Focus on refurbished spare part. We have Thailand Supplier and Worldwide Supplier Partnership include Warranty upto 1 year





Spare Part: Refurbished Server-WorkStation-Storage-Network



Whole Unit: Refurbished Server-WorkStation-Storage-Network



Thailand Supplier Delivery by 1-2 Business days eta.



Worldwide Supplier Delivery around 7-10 Business days eta.

## **THANKS!**

# **For Value Customer**