

# **IT Expert Services**

Begin your IT improvement & transformation journey

# Aren't you troubled by any of these issues?

# IT environment is not secured enough

Worried about IT security incident or business outage by IT trouble.

# Insufficient IT management

IT personnel are not being trained, and jobs are being fixed to certain member.

**Executive** 

# Fully occupied by daily IT support

Too much user inquiries to answer accurately and promptly.

#### Difficult to plan improvements

Not enough time and skill to plan IT projects, and no one to ask for advice.

IT administrator / IT staff



# Are you ready to experience the transformative power of IT Expert Services?

#### **Grasp status**

- Investigation
- Create inventory

# Support the use & improvement of IT assets

- High-level technical response
- Individual consultation/advice
- Incident response and permanent measures

# IT management support

- Reporting
- Security
- Change setting remotely
- After-hours support

# Services

**IT Expert** 

# Respond to inquires / Operational support

- Respond to inquires
- Fault identification
- On-site support
- Reconfigure environment (reinstall software)
- Repair request to the manufacturer/Make inquiries and requests to manufacturers on customers' behalf

Grasp & manage

IT environment

IT asset management

Device monitoring

# Values provided

IT staff are free from time-consuming tasks and able to focus on key IT infrastructure projects.

You can use a stable IT environment with high availability.

You can grasp the current status and know what to do. It will address your security concerns.

IT Expert Services can support your daily IT operations need and help you transform in a secure way.

# Customize a plan that meets your requirement and budget

Choose any combination of services that best meets your needs.

#### Start small based on your needs

You can the start the service from a single PC. Then expand it to devices, such as other PCs, servers, NAS, network devices, and printers.

## **Expand the service**

The services empowers you to tailor a customized plan that aligns with your specific requirements and budget, considering your IT priorities and the availability of internal resources.

#### **Core Services**





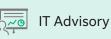












**Options** 



Operational support

#### **Customer Case**



Processing & Manufacturing Sales: 5 billion JPY (approx. 260 million HKD) Employees: 120 PCs: 100

# **Customer's request:**

# "We want to outsource inquiry response and IT asset management"

- The accountant is handling not only purchasing goods, but also device renewal and replacement, as well as internal inquiries.
- Inquiries about problems are increasing and beginning to affect daily operations.
- When problems occur, devices must be purchased in a hurry, resulting in different models and manufacturers.

### Subscribed services

#### **Core Services**







## **Options**





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