



# Made For Your Peace of Mind

A quick guide to exploring each package option to find the perfect fit for your needs.



# Introduction

This guidebook presents IGS Support's comprehensive service portfolio. Our support offerings are structured in a tiered model, encompassing silver, gold and custom packages to address varying client needs. Additionally, we provide Custom support packages to align precisely with specific organizational requirements.

## What's In this Guidebook?



- IGS Support Overview
- Introducing Gold Package
- Introducing Silver Package
- Introducing Custom Package
- Overview Comparison Between Packages
- IGS Support Escalation Flow
- FAQs



# IGS Support Overview

Discover our tailored support packages, meticulously designed to align with the specific needs of your organization. Our tiered service offerings provide **flexible options to accommodate businesses of all sizes and complexities**. Within this guidebook, you will find comprehensive descriptions of the services included in each package, empowering you to make informed decisions and select the support solution that perfectly complements your business objectives.

## Silver Package



- **Ideal for:** Small to medium businesses that require essential support services.
- **Think of it as:** Your dedicated team that will be provide urgent tech support as well as product support during working days , on-site or remotely.
- **Good for:** Businesses with a small internal tech team that requires tech support with specialised capabilities for products, security patches and healthchecks.

## Gold Package



- **Ideal for:** Medium to large businesses that require all year round support services.
- **Think of it as:** Your dedicated team of IT Support that will be available around the clock for 365 days, on-site or remotely.
- **Good for:** Businesses that require incident reports, proactive recommendations for any critical patches and specialised tech support team with a wide range of capabilities to address tech related issues promptly.

## Custom Package

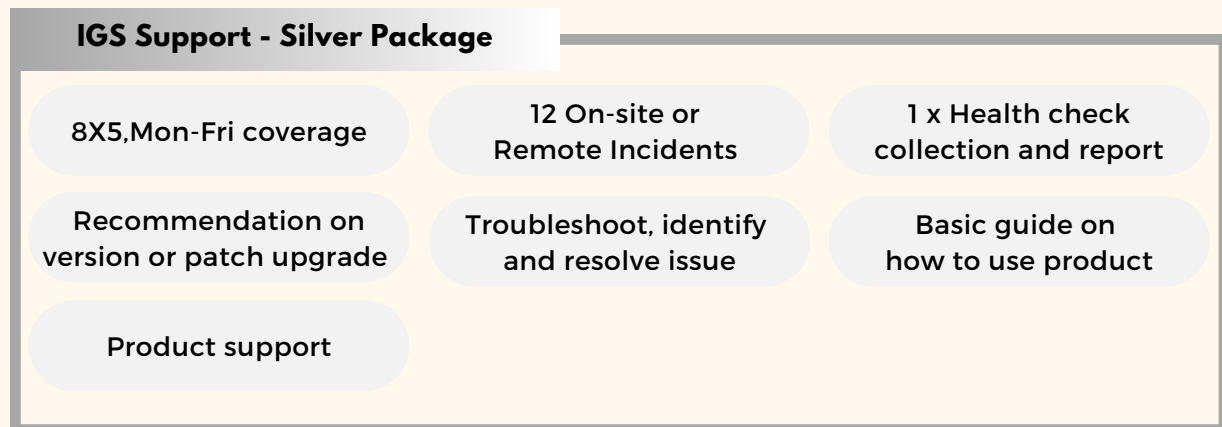


- **Ideal for:** Mid or large enterprise businesses that require tailored or complex support services.
- **Think of it as:** Your mix-and-match package tailor-made to suit your tech requirements.
- **Good for :** Enterprises with specialized, intricate technical needs that demand a diversely skilled support specialists.

# Introducing IGS Support ; Silver Package

For businesses **operating within standard business hours**, our Silver package offers focused IT support from Monday to Friday. This package provides essential support during core working days, ensuring uninterrupted operations and minimizing downtime.

## What does IGS Support Silver Package Comprise Of?



## Silver Package Highlights

### Core Support Services

- Benefit from consistent support provided by our team from 9am to 5pm (8 hours per day), Monday to Friday.

### System Health Optimization

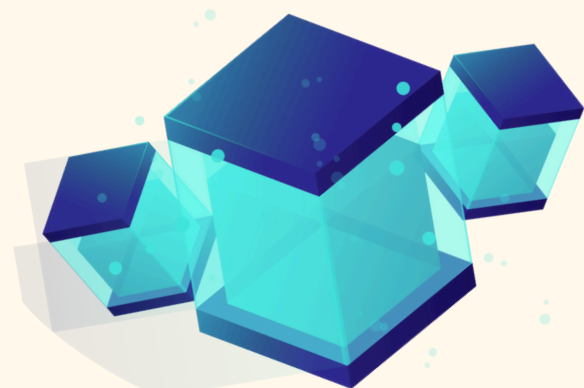
- Enhance your technology infrastructure's performance and reliability through a comprehensive health check.

### Incident Management

- Benefit from comprehensive incident management with our team, resolving up to 12 incidents annually, on-site or remotely.

### Ideal for:

- **Small to Medium-Sized Businesses:** Our package offers essential IT support tailored to the specific needs of companies with limited IT resources.
- **Businesses Seeking Cost-Effective Support:** Provides cost-effective IT support without compromising quality.



# Introducing IGS Support; Gold Package

Envision a dedicated team of IT experts at your disposal, **available 24/7, 365 days a year to address your IT challenges.** Whether on-site or remotely, our Gold package delivers comprehensive support to keep your business operations running smoothly.

## What does IGS Support Gold Package Comprises Of?

IGS Support - Gold Package		
24x7, 365 Days Support	15 On-site or Remote Incidents	2 x Health check collection and report
Recommendation on version or patch upgrade	Troubleshoot, identify and resolve issue	Basic guide on how to use product
Proactive recommendations on critical patches	Product support	Provide incident report

## Gold Package Highlights

### Round-the-Clock Assistance

- Benefit from technical support 24 hours a day, 7 days a week, 365 days a year. Address critical problems as they arise, minimizing downtime and business disruptions.

### Optimization and Performance

- Receive tailored recommendations for system upgrades, integrations, and critical patch management.

### Incident Reporting

- Receive reports and documentation on all resolved incidents for your record, analysis and improvement.

### Ideal for:

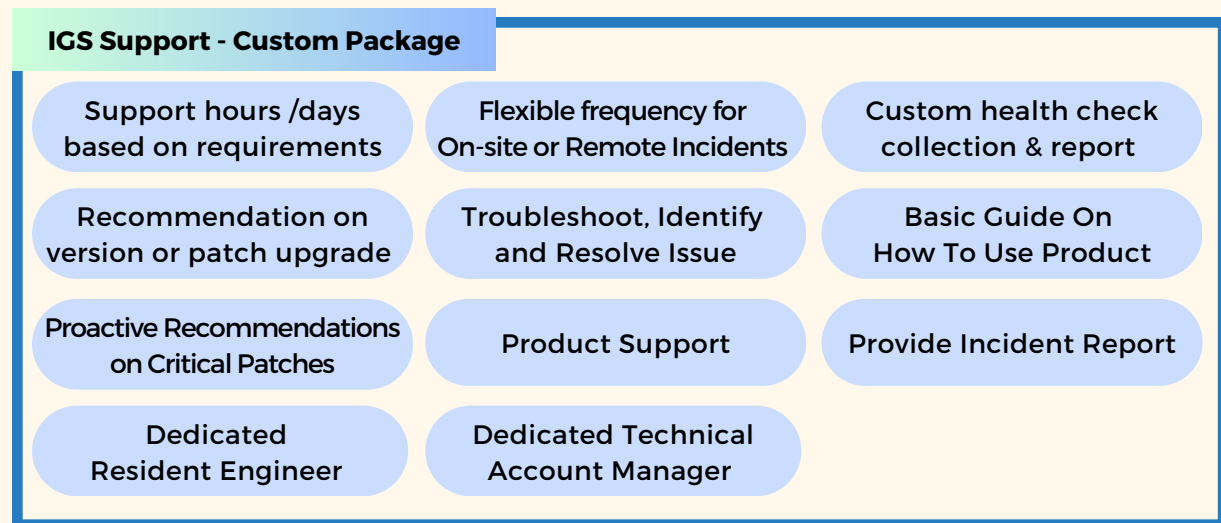
- Medium to Large-Sized Businesses: The package offers comprehensive IT support to meet the demands of growing organizations.
- Businesses with Critical IT Operations: Provides uninterrupted support essential for maintaining business continuity.



# Introducing IGS Support; Custom Package

With our custom support package, you have the **flexibility to choose the support services that best fit your needs and adapt to your business's unique requirements.** This package provides options for support hours, incident reporting, incident management, resident engineer services, dedicated account management, and beyond.

## What does IGS Support; Custom Package comprise of?



## Custom Package Highlights

### Adaptability and Flexibility

- A customized support package that seamlessly integrates into your operations, with flexible options for onsite or remote support. Adjust based on your needs and receive specialized assistance tailored to your coverage.

### On-Demand Assistance

- Enjoy customized support schedules to align with your business operations and receive support whenever you need it.

### Dedicated Support Resources




- Experience bespoke attention and dedicated professional support designed to cater to your unique needs.

### Ideal for:

- Mid to Large Enterprises: The package caters to the specific needs, scale and complexities of established organizations.
- Organizations Requiring Dedicated Support Resources: Provides dedicated resident engineers and technical account managers for personalized service



## Overview Comparison Between Packages

Item	 Silver	 Gold	 Custom
Troubleshooting, Identifying and Providing The Fix/Workaround Via Remote Or Onsite			
Provide Consultancy And Guidance When Customer Require Critical / Security Patch Upgrade			
Product Support			
Basic Product Training			
Proactive Recommendations For Any Critical Patches			
Provide Incident Report			
Dedicated Resident Engineer			
Dedicated Technical Account Manager			
Support Service	8x5 Monday - Friday (Excluding Public Holidays)	24x7 365 Days (Including Public Holidays)	According To Your Business Needs
Health Check	1	2	According To Your Business Needs
On-site or Remote Incidents	12	15	According To Your Business Needs

## 1. What does IGS Support cover?

To safeguard your IT infrastructure, IGS Support offers a comprehensive range of services covering security, backup & disaster recovery, SQL, OS, VDI, hardware maintenance, resident engineers, and more. Our support extends across all the brands our portfolio such as VMware, Veeam, Trend Micro, Dell, NetApp, Microsoft, Huawei and more. Do reach out to us to know more.

## 2. How many support packages that IGS offers?

With our flexible support packages, IGS Support can meet the unique requirements of any business. Each package includes a carefully selected set of services to meet your specific IT needs. Choose from our pre-configured Silver and Gold packages, or create a custom solution tailored to your specific needs.

## 3. What is the duration of IGS Support available for a product?

There are no restrictions. You can choose from annual or multi-year packages based on what best suits your requirements.

## 4. What is your standard response time for handling support requests?

Our support team will promptly address your request, aiming to provide a response within 15 minutes.

## 5. How long will you take to resolve an issue?

The length of time it takes to resolve an issue varies according to its severity level and complexity, but be assured that our team will resolve the issue as soon as possible.

## 6. What options are available if I max out my onsite or remote incident support?

Upon reaching your request limit, you will incur charges on a per incident basis, or you have the option to upgrade your IGS Support plan for additional coverage. Please get in touch with us for more details.

# Still Unsure? We're Here to Help!

Understanding your unique business requirements is key to choosing the right cloud solution. We can help to assess your needs and recommend the best solution and additional services to empower your cloud journey.



### Talk To Us

+603 56312385 • [marketing@igsb.com.my](mailto:marketing@igsb.com.my) • [www.igsb.com.my](http://www.igsb.com.my)