



AssistPAK™

We Make IT Easier To Manage



www.micro2000.com.sg



Services That We Provide

- Setup & Installation of Hardware and Software
- Workstation Repair & Maintenance
- Server Maintenance
- Helpdesk Support
- Data Recovery, Data Backup & Restore
- Software Troubleshooting
- IT Consultation
- Large-Scale Deployment

The AssistPAK™ is a multi-usage Service Assurance Plan uniquely designed for businesses that require comprehensive, systematic and flexible assistance for their IT needs. It is a time-based onsite plan with 4-hours response time in providing one-stop solution support to keep the organisation's IT operations running smoothly. With our experienced team of certified IT support specialists handling your service requests, you no longer need to worry over your networks and applications.

With a service assurance plan that will cover just about every imaginable IT service and support that your organisation's IT operations need is crucial, and you will be in safe hands with our AssistPAK™.

Key Assurances

24 x 7 Standby Support

We know support availability is important and our support team is on standby 24 hours a day, 7 days a week to ensure your service request is attended at any time of the year.

Dedicated Team of Engineers

You don't just get help from one Support Engineer. In fact, you have a team of over 10 Support Engineers who are readily available to assist and resolve all your IT related problems. Our Support Engineers are assigned to a specific account base where his expertise best fits. Therefore, you can rest assured every onsite service is rendered within the shortest time possible.





Speedy Response

You are guaranteed prompt service with an assurance that our Support Specialist will response to your service within 4 hours.

2-Year Assurance

You can utilise your allocation of the service hours over a 2-year period. When you use up your allocation, just renew your AssistPAK. Any unused hours can be carried forward to the new AssistPAK™ upon expiry or extend up to a year.

Monthly Tracking Report

You will receive a monthly service report that keeps you informed of all services rendered. These then enable you to take preventive measures.

Unlimited Complimentary Online Support

You can always call our Support Specialist to help solve problems through the phone.

Multi-Platform Support

AssistPAK covers both Mac & Windows-based computer ranging from Desktops to Servers. It supports multiple locations – HQ office, site offices, home and it supports all vendors' products.

In-house Service Centre

We have an extensive group of in-house specialist that are capable of supporting all brands of computer systems. Our own managed Specialist, the leadtime taken to repair your system is drastically reduced.

Windows Mobile/Apple iPhone Support

AssistPAK includes Smartphones support. Whether it is to setup your Exchange/POP email account or configuring network or wireless access, our Support Specialist are ready to assist you.

