MA Service by Vendor
and
MA Service by Local

Server and WorkStation

Hewlett Packard Enterprise | IBM | Lenovo | DELL EMC | FUJITSU | HUAWEI

Storage

Hewlett Packard Enterprise | IBM | Lenovo | DELL EMC | FUJITSU | HUAWEI

3PAR | NetApp

Network

CISCO | aruba NETWORKS | HUAWEI

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

Service Level Agreements

24 Hours, 7 Days a week with 4 hours response
1. Engineer Hardware Replacement Onsite Service
2. Provide engineer support via phone by professional engineer
3. Support Spare Part on Service SLA
4. Hotline 24 hours service support

8*5 NBD

Service Level Agreements

8 Hours, 5 Business Days a week support on next business days
1. Engineer Hardware Replacement Onsite Service
2. Provide engineer support via phone by professional engineer
3. Support Spare Part on Service SLA
4. Hotline 24 hours service support

24*7 CTR6

Service Level Agreements

24 Hours, 7 Days a week with 6 hours breakfix
1. Engineer Hardware Replacement Onsite Service
2. Provide engineer support via phone by professional engineer
3. Support Spare Part on Service SLA
4. Hotline 24 hours service support

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