

Vital Systems Engineering (Pvt) Ltd.

Technical Support



Introduction

Overview

In the modern business landscape, information technology (IT) plays a pivotal role in the day-to-day operations of companies, regardless of their size. Small to medium-sized businesses (SMBs) are no exception. However, SMBs often face unique challenges when it comes to managing and maintaining their IT infrastructure. This is where IT technical support for small to medium businesses becomes indispensable.



Vital technical support for SMBs is a specialized service designed to cater to the IT needs of smaller enterprises. It encompasses a wide range of services, from troubleshooting technical issues to providing strategic guidance for leveraging technology for business growth. Our primary goal of providing technical support is to ensure that SMBs can harness the power of technology effectively, efficiently, and securely, without the need for large, in-house IT departments.

Key Components

Help Desk Support: A critical aspect of IT technical support is a responsive help desk service. Vital provides SMBs with a direct line of communication to our experts who can assist in resolving technical issues, answering queries, and providing guidance.

Network Management: SMBs often require assistance with setting up, maintaining, and securing their network infrastructure. Our support specialists can ensure that the network operates smoothly and securely, which is essential for data flow and communication.

Hardware and Software Maintenance: SMBs rely on various hardware and software solutions. Vital technical support services help in maintaining, upgrading, and troubleshooting these components to ensure business continuity.

Cybersecurity: Protecting sensitive data from cyber threats is a top priority. Vital tech support for SMBs includes implementing and managing cybersecurity measures to safeguard against breaches, data loss, and other security risks.

Cloud Services: Many SMBs are migrating to cloud-based solutions for scalability and cost-effectiveness. Our support experts assist in selecting, setting up, and managing cloud services.

Data Backup and Recovery: SMBs cannot afford data loss. We help implement robust data backup and recovery strategies to ensure that critical data can be restored in the event of an unexpected failure or disaster.

Strategic IT Planning: Vital technical support goes beyond immediate problem-solving. It includes strategic planning to align technology with the business's long-term goals, helping SMBs make informed decisions about IT investments.

Our Team

Role	Support Level	Duties
<i>Technical Specialist</i>	<i>Tier 1 / L1 Support</i>	<i>L1 fault identification and troubleshooting. L1 maintenance, update and applying patches, inventory management. Escalating unsolved issues to the relevant L2 specialist and necessary follow-up. Hardware warranty claims handling.</i>
<i>Technical Specialist</i>	<i>Tier 1 / L1 Support</i>	<i>L1 fault identification and troubleshooting. L1 maintenance, update and applying patches, inventory management. Escalating unsolved issues to the relevant L2 specialist and necessary follow ups. Documentation and reporting.</i>
<i>Lead Technical Specialist</i>	<i>Tier 1 / L1 Support Tier 2 / L2 Support</i>	<i>Provide guidance for L1 support crew - Hardware.</i>

		<p>Provide training and quality assurance of L1 support services.</p> <p>L2 diagnosis and fault identification - Hardware.</p> <p>L2 hardware technical support and advanced troubleshooting.</p>
Support Engineer	Tier 2 / L2 Support	<p>Provide guidance for L1 support crew - Cloud services, Networking and Security.</p> <p>L2 diagnosis and fault identification - Cloud services, Networking and Security.</p> <p>L2 advanced troubleshooting - Cloud services, Networking and Security.</p>
Lead Support Engineer	Tier 2 / L2 Support	<p>Strategic solutions designing and implementation.</p> <p>L2 diagnosis and fault identification - Cloud services, Networking and Security.</p> <p>L2 advanced troubleshooting - Cloud services, Networking and Security.</p> <p>L2 customer relationship management.</p>
Chief Engineer	Tier 2 / L2 Support	<p>L2 customer relationship management.</p> <p>L2 support for networking and security.</p> <p>Pricing and negotiations. Resource allocation.</p> <p>Client onboarding.</p>

Packages & Pricing

Primary Package

Essential	Standard	Premium
<p>Designed for clients seeking essential IT assistance to keep their systems operational and secure.</p>	<p>Ideal for clients who require comprehensive IT support to maintain a secure and efficient IT infrastructure.</p>	<p>A comprehensive solution for clients with mission-critical systems who demand the highest level of IT support and security.</p>

Features	Essential	Standard	Premium
<ul style="list-style-type: none"> Help Desk Support: Access to our help desk during business hours for 	✓	✓	✓

● Remote Desktop Support: Remote access support for resolving common software issues.	✓	✓	✓
● System Monitoring: Basic monitoring of critical systems to identify potential problems.	✓	✓	✓
● Patch Management: Ensuring that essential software updates and patches are applied promptly.	✓	✓	✓
● Antivirus Software: Installation and management of antivirus software.	✓	✓	✓
● Help Desk Response	Within 4 hours during business days. (9 AM - 5 PM)	Within 2 hours. (24 x 7)	15 to 60 minutes. (24 x 7)
● On-Site Response	Within 48 hours for critical on-site issues.	During the 9 hour shift for all your IT-related queries and issues.	24/7 Priority Support: Immediate assistance for all IT issues.
● On-Site Visits	Up to 4 on-site visits per month for critical issues.	L1 on-site 9h per day. L2 support within 48 hours for critical on-site issues.	L1 on-site 22h per day. L2 support within 24 hours for critical on-site issues.
● Number of Devices / Users	Up to 15 / 15 included.	Up to 15 / 15 included.	Up to 15 / 30 included.
● Unlimited Remote Desktop Support: Unlimited remote support for software and hardware issues.		✓	✓
● Proactive Monitoring: monitoring of systems to detect and address issues before they impact operations.		✓	✓
● Regular System Health Checkups: Periodic assessments and performance optimizations.		✓	✓
● Vendor Liaison: Handling communication with third-party vendors for software and hardware support.		✓	✓
● Data Backup and Recovery: Regular data backups and disaster recovery planning.		✓	✓
● Unlimited On-Site Visits: On-site support for critical issues with no limits.		✓	✓
● Advanced Security Solutions planning.			✓
● Disaster Recovery Planning: Detailed disaster recovery and business continuity planning.			✓

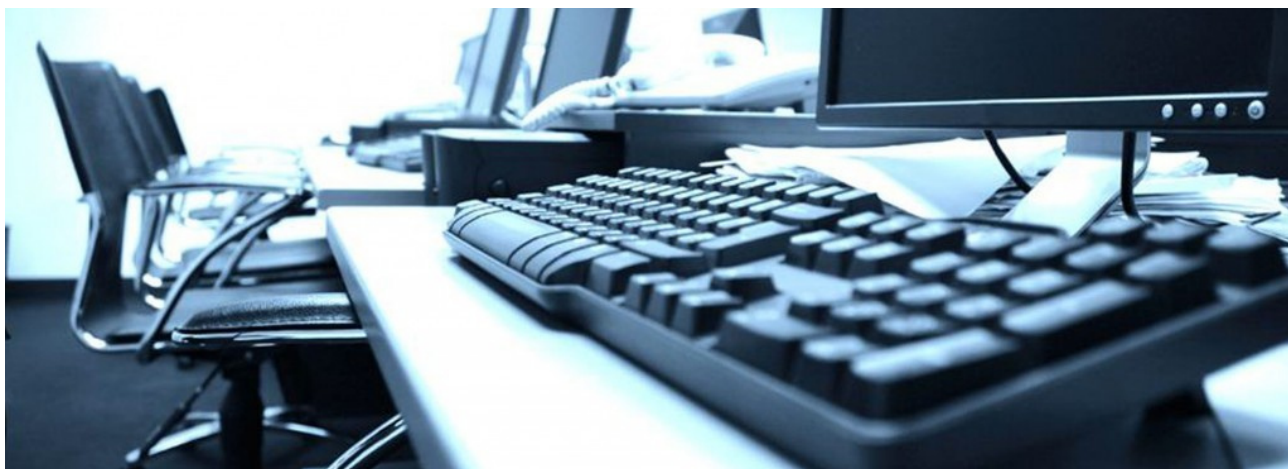
<ul style="list-style-type: none"> Regular IT Training: Ongoing staff training to improve IT knowledge and awareness. 			✓
Starting price per month	LKR 124,900.00	LKR 199,000.00	LKR 299,000.00

Expansion of the above packages	Essential	Standard	Premium
Per user (up to 30)	LKR 1,500.00	LKR 2,000.00	LKR 2,500.00
Per device (up to 30)	LKR 2,000.00	LKR 3,000.00	LKR 4,000.00
Per user (up to 50)	LKR 1,000.00	LKR 1,500.00	LKR 2,000.00
Per device (up to 50)	LKR 1,500.00	LKR 2,500.00	LKR 3,000.00

Also, we offer custom packages according to the specific IT needs and complexity of your IT infrastructure. Please contact us through sales@vital.lk for customized solutions.

Value Added Services

Workstation redundancy: workstation redundancy refers to a strategy employed to ensure the availability and reliability of individual workstations in a business or organization. Redundancy is important because it helps minimize downtime and disruptions that can occur when a workstation experiences hardware or software failures. Workstation redundancy is essential for businesses where downtime can result in significant financial losses or disruptions to operations. The level of redundancy required depends on the specific needs and resources of the organization. Implementing redundancy often involves a balance between cost and the criticality of the workstations to the business.



Vital offers backup workstations and laptops to support business operations. These backup workstations are tailored to the specific capacity and specifications of the computers used in the organization. This approach is essential for minimizing downtime and ensuring data and work-related resources are safeguarded and can be quickly transferred and restored in case of hardware failures. Providing backup workstations that match the capacity and specifications of the primary workstations/laptops is crucial for seamless continuity in business operations. When selecting or designing these backup systems, considerations may include factors like:

Capacity: Ensuring that the backup workstations have sufficient storage space to hold all critical data, applications, and configurations from the primary workstations.

Hardware Specifications: Matching the hardware components, such as CPU, RAM, and graphics, to the requirements of the primary workstations to guarantee that performance is not compromised during the switch to backup devices.

Operating System and Software: Ensuring that the backup workstations run the same operating system and software applications as the primary devices for compatibility and ease of use.

Security Measures: Implementing appropriate security measures to protect sensitive business data on the backup workstations.

Accessibility: Ensuring that employees can quickly access and switch to backup workstations when necessary.

Billing Type: Monthly billing, Six months commitment (conditions applied).

Workstation type	Devices up to 15	Device up to 30	Device up to 50
Desktop (Including Monitor, Keyboard, Mouse, UPS)	LKR 15,000.00	LKR 25,000.00	LKR 40,000.00
Laptop (Including, Secondary Screen, Ext. Keyboard, Ext. Mouse)	LKR 20,000.00	LKR 30,000.00	LKR 50,000.00

Conditions:

- A refundable deposit is required for a minimum **six-month** period. The deposit amount will be calculated by Vital tech specialists based on key factors such as; the specification of the devices, market price, number of devices, and usage.
- In order to cancel a 6-month commitment, customers are required to provide one month's notice in advance.
- The contract is subject to cancellation at any time during the period with 3 days of prior notification due to misuse or damage to the computers provided. The cost of the damage will be calculated by Vital tech specialists based on the current market price and deducted from the deposit.
- Only the Vital technical team is authorized to perform configuration, system changes, and hardware alterations. Client data and information, as well as any storage devices like Hard Disk, SSD, or Removable storage, will not be removed from the premises without prior notification.

Contact Information

For Further Inquiries:

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