

## Service, Repair and Support

### Customized Service Plans

#### **By assessment only.**

Get complete service, support, repair and maintenance of ALL your office technology! Phoenix's post-purchase service plans cover computers, printers, servers, and more from most major manufacturers, no matter where or when they were purchased. When you select the Hardware Performance plan, you can add one or both of the others for maximum protection.

- Hardware Performance Plan (parts and labor)
- Call Center Support
- Scheduled Preventative Maintenance

### Prepaid Service Account

#### **Starting at ₱50,000**

Save 10-30% on Phoenix's low service rates, plus 5% on repair parts! With a minimum ₱50,000 purchase, you can set up your Prepaid Service Account then apply it to any IT needs at any time and received discounted rates.

### Individually Priced IT Services

#### **Starting at ₱10,000**

Select from a menu of IT service and support needs that cover everything from setting up a new computer to IT projects. (Onsite or off-Site)

- Computer installations
- Expedited notebook repairs
- Performance upgrades
- Flat-rate service and repairs
- Preventive maintenance
- Telephone support
- Entertainment installations
- IT project services
- Extra Care Plan on Purchased Item

## Wireless Network Installations

### Business-Class

### Large Office

### Campus Installation (Multiple floors/building)

Wireless Network Options			
Service	Business-Class Installation (Up to six devices)	Large Office Installations (Up to 12 devices)	Campus Installation (Multiple floors/buildings)
Set up wireless routers and access points (Hardware required.)	•	•	•
Connect ISP	•	•	•
Arrange File/Sharing and Train Users	•	•	•
Set Up VPN Access	•	•	•
Set Up VoIP Router	•	•	•
Set Security Encryption	•	•	• (With subscription.)
Configure Firewall (Software)	•	•	•
Post-Installation Visit	Optional	•	•
Connect Multiple Routers/Access Points		•	•
Configure Firewall (Hardware)		•	•
Configure Secure e-Mail Connection		•	•
Connect NAS or Server		•	•
Configure Multiple Sites**			•
On-Site Survey**		₦15,000** (Recommended)	₦50,000** (Recommended)
Starting Prices	₦50,000	₦100,000	By Assessment Only

\*\*Survey charge deducted from the final cost when service is purchased

## Data Storage and Management Installations

### Business-Class Data Storage Installation

Don't lose the information on your key workstation. Keep it safe with a basic hard drive data back up system with storage for up to 300GB. (Software/hardware extra.) **Starting at ₦50,000**

### Network-Attached Storage (NAS) Installation

protect your data while allowing multiple workstations to share information with ease. A NAS systems' capacity ranges from 300GB to 1.6TB (Software/hardware extra. For up to six Windows®-based clients at one location; ₦50,000 each additional.) **Starting at ₦100,000**

### Windows® Small Business Server Installation

Get always on, always updated, remotely monitored security for maximum protection and ease of use for five to 500 computers. (Software and first year's subscription included. Client and software installations additional.) **Starting at ₦200,000**

Data Storage and Management Options			
Service	Business-Class Installation (One key computer)	NAS Installation (Up to 12 devices)	Windows® SMB Server Installation
Set Storage Device (Hardware required.)	● Less than 300GB capacity	● 300GB - 1.6TB capacity	● Greater than 1.6TB capacity
Set and Schedule Data Backups	●	●	●
Apply Shared Resources	●	●	●
Arrange File Sharing and Train User(s)	●	●	●
Configure Redundancy (RAID)		●	●
Apply Remote Access		●	● (With subscription.)
Configure Print Sharing		●	●
Configure Application Sharing			●
Apply Requested Network Management Regimens			●

Create Active Directory			•
Configure e-Mail Sharing			•
Starting Prices	<del>₺</del> 50,000	<del>₺</del> 100,000 Options available to add more workstations and printers.	<del>₺</del> 200,000 On-site assessment required for final pricing.

## Data Security Installations

### Business-Class Data Security

Have our Phoenix TechPro install anti-virus, anti-spyware and firewall software on your key computers. We make sure your computers have the most current protection and schedule automatic updates. (Software extra.) Windows®-based computers **Starting at ₦30,000**

### Multiple-License Server Security

Save time and money. Protect all your workstations through your server with the right combination of software and our experienced Phoenix TechPros. (Software extra.) **Starting at ₦50,000**

### 24/7 Remotely Monitored Security Software + Installation

Get always on, always updated, remotely monitored security for maximum protection and ease of use for five to 500 computers. (Software and first year's subscription included.) **Starting at ₦100,000**

Data Security Installation Options			
Service	Business Class	Multiple-License Server Installation	24/7 Remotely-Monitored Solution
Install Anti-virus Software	● (Software required)	● (Software required)	● (Software and one-year subscription included)
Configure Spyware Protection	● (Software required)	● (Software required)	● (Software and one-year subscription included)
Configure Software Firewall	● (Software required)	● (Software required)	● (Software and one-year subscription included)
Set Security Encryption	●	●	●
Security Assessment (At time of installation)	●	●	●
Provider-Managed Software Updates		●	● (With subscription)
Configure Hardware Firewall		●	●
Coordinate with Internet Security Provider		●	●
24/7 Remote Monitoring			Optional

Status Reports			•
Spyware Detection (By computer)			•
Virus Detection & Repair (By computer, without user interruption)			•
Starting Prices	<del>₦</del> 30,000	<del>₦</del> 50,000	<del>₦</del> 100,000

## Wired Network Installations (LAN & WAN)

### Business-Class

### Large Office

### Campus Installation (Multiple floors/building)

Wireless Network Options			
Service	Business-Class Installation (Up to six devices)	Large Office Installations (Up to 12 devices)	Campus Installation (Multiple floors/buildings)
Site Visitation And Blue Print Layout Mapping	•	•	•
Install and Connect Cables and Network Module	•	•	•
Set up Switch and Routers in Cabinet (Hardware required.)	•	•	•
Connect ISP	•	•	•
Arrange File/Sharing and Train Users	•	•	•
Set Security Encryption	•	•	• (With subscription.)
Configure Firewall (Software)	•	•	•
Post-Installation Visit	Optional	•	•
Connect Multiple Routers		•	•
Configure Firewall (Hardware)		•	•
Configure Secure e-Mail Connection		•	•
Connect NAS or Server		•	•
Configure Multiple Sites**			•
On-Site Survey**		₦25,000** (Recommended)	₦50,000** (Recommended)

Starting Prices	<del>₱</del> 50,000	<del>₱</del> 100,000	By Assessment Only
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\*\*Survey charge deducted from the final cost when service is purchased