



Customize Your Level of Support

Let our expertise save you time and money

Tailored Support

We understand that each company has unique support and repair needs. That's why we don't box our clients into a broad service package. We provide customized IT support that works for your business - with as little or as much support as you need.

Our services include:

Network installation and maintenance

Preventative hardware management

Software and operating system installations and updates

On-site technical assistance and trouble shooting

Backup and restoration

One Hour Response Time And Comprehensive Parts Network

Worry Free Maintenance Agreements

Our maintenance agreements require no up-keep or ongoing input - they are completely hassle-free. They include a guaranteed one-hour response time and comprehensive parts network that ensures your systems get up and running quickly.

24/7 Call Management

On-site Supplemental Help

Remedial Maintenance

Preventative Maintenance

Site Relocation Services

On-site Customer Support & Billing System

Preventative Care

An ounce of prevention really is worth a pound of cure. We don't wait for a problem to arise. We provide excellent preventative support services and take the time to educate your team on how to avoid costly repairs and downtime. Our preventative services include:

Updating service packs

Preventative hardware maintenance

Maintaining current software and operating systems

Data redundancy

Back-up and restoration



CUSTOMER SERVICES MAINTENANCE AGREEMENT

TERMS & CONDITIONS

The terms and conditions contained in this document are applicable for the maintenance of Hardware & Networking agreement between **The Xpert Services** and _____ terms for maintenance between the Company and the Customer.

Our services include:

Network installation and maintenance

Preventative hardware management

Software and operating system installations and updates

On-site technical assistance and trouble shooting

Backup and restoration (if company provides us backup equipments)

LOCATIONS & TERMS

Office, Lahore – Pakistan

CONTRACT FEE & NOTIFICATION

Monthly Charges: _____ / PC Number of Computers: _____

- ✂ A fee of **Rs.** _____ / = **per month** will be charged per month against this agreement.
- ✂ The fee shall increase by 15% every year or mutually decided according to market.
- ✂ We shall notify you in advance before the expiry of the agreement.
- ✂ As per this contract, services shall start after payment has been released.
- ✂ 1 Year License Antivirus “**ESET Nod32 Endpoint Business Solutions**” Includes this agreement. **Note:** Price of this Antivirus 1500 /PC /Year.
- ✂ Enterprise Private Cloud Solutions 10GB Space / Months for you impotent Data Backup

CONTRACT PERIOD

This agreement shall remain effective from _____ to _____.

Visits:

1 Visit in a Month

1 Times on Call (if more visits are required company pay patrolling charges.)

Note: We are not responsible for any kind of Burring & Breaking.

Behalf of
Company Name: _____

Behalf of
The Xpert Services

Name: _____

Name: Azhar Farooq

Designation: _____

Designation: CEO