Technical Support Service

CIPHERLINK NIGERIA **C**

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ORGANISATIONAL HISTORY

Cipher link ICT solution is a fully Nigerian owned corporate body founded as at 2014, incorporated and established at 2017 to render quality ICT service for small and large business across the federation. We specialise majorly in the different field of ICT such as Hardware, Networking, Server, Security, Backup, Recovery, Database Application, Web and graphics design. As far back as 2015 the corporate body has worked with several organisations which include: CM computers, Data prime, Medical Reception Station (MRS) etc.

As part of our goals, we're dedicated in rendering a kind of service where our client's satisfaction remains our core priority. Over the years we've acquired competitive advantage at deploying superior solutions to our increasing clients and also our reputation and has been built among organizations we've worked with.

Our Vision

To be the standard in the delivery of ICT services across the federation; providing our clients with the latest and advance form of technology at a competitive price.

Our Mission

Cipher Link ICT Solution has made it a core priority to impact greatly towards the technological advancement of both small and large scale businesses by providing an efficient ICT services and also to promote and expand our organisation across the federation.

Partners

OUR SERVICE

Our services include:

- Internet Service Provision (ISP)
- Database Application and Deployment
- Network Design and Configuration
- Network Security
- Server Infrastructure and Maintenance
- Technical IT Support Assistance
- Backup and Recovery
- Website and Graphic Design
- Wireless Network (WIFI) Hotspot deployment. LAN, WAN, MAN,
- IP Phones-PBX INTERCOM
- Access Control Solution & Video Surveillance Solution (CCTV)
- ICT Project Management
- ICT Consultancy

SIGNIFICANCE

Cipher link ICT solution feels it is very important to listen carefully to customers and clients wishes. Our support plans are designed to provide a stable budget for the services required to effectively maintain and support deployed applications with hardware. As such, once the plan begins, nearly all services that involve maintenance and support of the current systems and existing users are included depending on the level of service you have signed up for.

In addition to monitoring, maintenance, and patching of all applicable systems, this includes user administration, help desk calls, and version upgrades/service packs associated with supported devices and applications. Unlimited on-site, phone, and remote support is available during normal business hours as agreed within your plan. Business hours are Monday through Friday 8am to 6pm excluding federal holidays.

There are different types of support, depending on the area of interest your company might be interested in,

❖ Dedicated On-site support
❖ On-call support
❖ Remote support

Whichever type of support your company might wish to choose. Cipher Link ICT Solution is dedicated in rendering a service where client's satisfaction remains our core priority.

Scope of Service

While some companies prefer to employ an in-house IT team others find it more cost effective to outsource IT support. This leaves more time for new IT initiatives which support the company's growth and revenue. This service involves rendering a professional IT support from our organisation, a technician is usually sent to assist and ensure the proper solution is deployed in order to prevent mismanagement of devices and safety.

Support Area

- Remote (Database and website management)
- Networking
- Server infrastructure and maintenance
- Hardware Installation, configuration, repair and troubleshooting.
- Basic operation and OS troubleshooting
- Basic Scanner & Printer Support
- Internet connectivity and security
- File recovery
- Disaster recovery
- Backup
- Security and antivirus update
- Email support

Exclusion

The Services do not include maintenance or repair necessitated by:

- Accidents such as fire, lightning or floods.
- Theft or loss of the Equipment
- Relocation of the Equipment unless previously agree with the Company
- Use of ancillary equipment not suitable for use with the Equipment
- Electrical work external to the Equipment.
- Fluctuation in electricity supply
- Poor environmental conditions
- Damage caused by VIRUS, SPYWARE or lack of FIREWALL when updates have not been installed or where an update has not yet become available.

Our Support Types

- **Dedicated On-Site Support**

Cipher Link ICT Solution   will provide a technician to work hand-in-hand with the customer on-site. The cost for this support will be monthly charged and it is usually fixed. During the period when the technician is on-site, there will be skills and knowledge transfer to a nominated representative of the customer, this option may be ideal for the first 6 months of the service running. Weekly maintenance service is included in this package, such as:

- Run defrag and chkdsk on all drive
- Server Disk Space Check
- Cleaning of computer
- Blowing of system unit
- Drivers update
- Backup
- Antivirus Update
- Find and fix issues on hardware
- Cable safety and management

We recommend dedicated support service because apart from rendering support to the organization, maintenance is usually carried out with this package and it ensures the smooth running of the ICT sector, this package ensures safety and it prevents mismanagement of hardware devices. Recommendation, staff education and safety are the core advantages of our dedicated support service.

- **On-Call Plan**

The On-Call plan is perfect for those clients that only need assistance from time to time. Typically, they will call us once per week or so, and just need some occasional basic support. Site visits are two hours maximum, Response time is within 30min after call or less, the on-call package will only involve fixing technical issues and recommendation from our technician directly to the user in need of support. On top of that, best effort and solution will be deployed as soon as possible. Maintenance is not included in on-call support service unlike dedicated support, bills will be raised every month based on the rate of service.

- **Remote Support**

The Remote Only plan is designed for those companies looking for remote support only, and no onsite visits. To reduce IT support costs, or are out of our onsite service areas, service area usually includes database and website management, networking and security.

Plan Details

Service time is billed monthly or annually, and our charge rates ranges from ₦**75,000 - ₦350,000** for dedicated support service, while on-call depends on service rate

Package Features	Dedicated	On Call	Remote
Monthly base fee	₦ 75,000 Minimum	Visitation and consultancy fee is ₦7000 (regardless of service)	Bills will be issued annually (For database app & website only)
Scheduled Onsite	Yes	No	No
Term	Month to Month	None	Annual
Onsite and offsite support for existing hardware, users, software	Yes	Yes	No
Monitoring agents for all computers and servers	Yes	No	No
User Management	Yes	No	No

Hardware and Software Pricing	Yes	No	No
Basic Maintenance Labor	Yes	No	No
Backup	Yes	If required	Yes
Response Time Guarantee	Yes	Yes	Yes
Server Disk Space Check	Yes	No	Yes
Security Update	Yes	If required	Yes
Update to new release	Yes	No	Yes
Phone support	Yes	No	No
Email support	Yes	No	Yes
Web Brower Support	Yes	Yes	No
Run defrag and chkdsk on all drive	Yes	If required	No
Basic Scanner & Printer Support	Yes	Yes	No

	Yes	If required	Yes
Alert office manager to dangerous conditions ✓ Hard drive showing sign of failure ✓ Hard drive running out of disk space ✓ Controllers losing interrupts ✓ Network Cards report unusual collision activity ✓ Memory running low			
Educate and correct user errors (deleted files, corrupted files, etc.)	Yes	If required	No
Confirm that antivirus definition auto updates have occurred	Yes	No	No

SERVICE RATE

SERVICE	DEDICATED	ON-CALL	REMOTE
	Support technician will be sent to field to render support to the customer after call or scheduled at any point in time and maintenance will be carried out weekly regardless of support	Support service will only be rendered after phone call from the company	Support will be rendered on our Database app and website
Response time for support	Within 30Min(Best effort)	Within 30Min (Best effort)	Within 30Min (Best effort)
Maximum duration onsite	Depending on activity onsite	2hrs Maximum	_____
Weekly maintenance	Once in every week	None	Backup and security update
Billing	Fixed N75,000 Minimum	Bills will be issued immediately after service	Fixed(Annually)
Hours	Mon-Fri	Mon-Fri	Mon-Fri

Support Contact

Usually all calls are forwarded to help desk in assisting customers. List of support contact:

1. Support Line 3_____08136982038
2. Support Line 4_____08187308487

Terms and Conditions

Kindly note that Cipher Link ICT Solution can only engage on the support services that is solemnly agreed on, support service shall be rendered according to what the two parties have agreed upon and also Cipher Link ICT Solution will not be responsible for any form of damages that might be caused outside this service or due to improper maintenance or mismanagement caused by the second party. Support service charges will be based on the type of support and plan.

Agreement and Registration

Support Service shall commence upon agreement and the type of support the company might be interested in, client's information as related to support and all other details needed to carry out this service shall be collected after client has reviewed this agreement. Kindly download the support form online, review and fill the support service form. Customers using our database application will automatically get a continuous remote support from us after purchase.