

BROTIGHT

# “维道” Wei Dao

— One Price for All

(Only for SMB)





# Contents

1

Brief

2

Service & Pricing

3

Our Advantage

4

Service Assurance







## “维道” Wei Dao

- Only for SMB
- IT operation modeling in TOP 500 enterprises ;
- Advanced IT Management

BROTIGHT China

### “Wei”

Impeccable Service Model

### “Dao”

Ultimate of affection

<b>Name of Service</b>	Wei Dao
<b>Advantage</b>	<ul style="list-style-type: none"><li>- One price for all</li><li>- Fixed transparent price</li></ul>
<b>Service Catalog</b>	Includes all common IT equipment, such as PC, laptop, printer, network devices, servers
<b>Support Language</b>	English & mandarin
<b>Statement of Work (SOW)</b>	<ol style="list-style-type: none"><li>1、 Trouble shooting for PC and relevant devices</li><li>2、 Networking problems</li><li>3、 Problem of operating System and its applications/services</li><li>4、 Trouble shooting for servers</li><li>5、 Business software is not included in this work, NTD if you want involve us</li><li>6、 Termly service reports (monthly, quarterly, yearly)</li><li>7、 Regular service review meeting with key person (face-face)</li><li>8、 Intervention report for each site service and service satisfaction is required</li><li>9、 Regular satisfaction survey and service improvement plan</li></ol>



“Wei Dao” One Price for All		Class A (PC<10 )	Class B (PC 10-30 )	Class C (PC 31-50 )	Class D (PC 51-80 )	Class E (PC 81-130 )
1	Onsite Survey	√	√	√	√	√
2	IT Consultant Service	√	√	√	√	√
3	Service Hotline with 7x24 Support	√	√	√	√	√
4	Telephone online support	√	√	√	√	√
5	Remote Management & Support	√	√	√	√	√
6	Account manager only for you	X	X	√	√	√
7	Onsite trouble shooting/year	6 times	Unlimited	Unlimited	Unlimited	Unlimited
8	Overall IT healthy check and reporting	X	2 times	2 times	4 times	4 times
9	Expert onsite	X	X	X	X	Twice per week
		900 RMB/Mo.	1,500-1,800 RMB/Mo.	2,000-2,500 RMB/Mo.	3,500-4,500 RMB/Mo.	5,000-6,000 RMB/Mo.



# Advantage

BROTIGHT - Professional Service Provider



## Response in 30 min

- BCAM (case management)
- Tier 1 is experienced technicians

## Global Standard



- ITSM & ISO 20000
- Standard supporting procedure



## Reduce 54% cost for you

- High-tech supporting platform
- Standard clients IT environment

## One Price for All



- All IT equipment in service
- IT Assets management offering the figures to financial team



# Assurance - Service Guarantee

BROTIGHT - Professional Service Provider

## Reporting

Problem tracking and reporting help you understand our service and measure it.

## Full-back

You got our back up with case tracking system, RMM, network monitoring system, and remote support tool, etc.

## STOP any time

You may stop service contract from us any time if you are not satisfy with us.

## Experts

70% our technicians are certified with Cisco, Microsoft, Redhat, Oracle, etc.

## FREE

Service cost for first month is FREE (yearly payment)





# Assurance - Remote Supporting

BROTIGHT - Professional Service Provider

## Commerce

We sign NDA (Non-disclosure Agreement) with our customer

1

3

## End User Must Agree

The remote support only happened while end user agree our technician support remotely. (click Agree button when tech sends the request)

## Processing

All activities during remote support will be forced logged and recorded.  
The remote tunnel is encrypted with highest standard protocol.

2

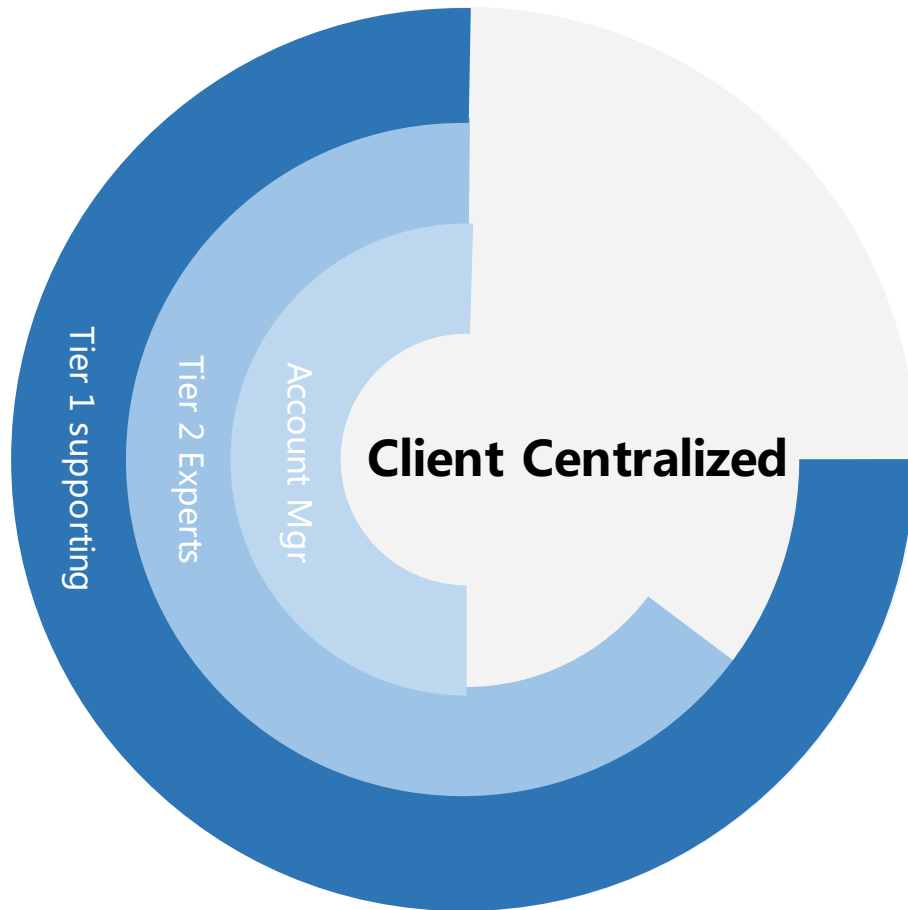
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## Satisfaction Survey

End user required evaluate our remote service once the technician close the remote session.

# Assurance - Support Techs

BROTIGHT - Professional Service Provider

**Tier 1 supporting:**

At least 2 years of support experience, after internal training of service procedure, service ideology.

**Tier 2 experts:**

Experienced of tons of solution projects. Rich knowledge for trouble shooting both front office and back office's problems. Supporting tier 1 team.

**Account Manager:**

PMP and ITIL certified account manager will be assigned to the customer.





**THANK YOU**

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