

HIGHLIGHTS

Industry:

Financial

Location:

Singapore

Solution:

IT Maintenance

Results:

-Save time

-Well Maintained IT systems to improve on work productivity

IT Maintenance

Case Studies

Challenge

Established Financial Institution with an estimated total staff strength of 50 managed by only 1 IT Manager to fully in charge of their entire IT system. This can be time consuming for 1 person to maintain all the IT systems and servers, therefore they decided to look for a one- stop IT vendor and signed up with MyNet Technologies on yearly maintenance contract.

Solution

MyNet Technologies assigned 2 engineers primary and secondary for this client. Initial site survey was done by understanding the existing IT environment and collecting data for creating the inventory list. Our Engineers will schedule a monthly on-site IT housekeeping to help the customer solve PC issues, check through their whole IT infrastructure like network and server, and provide a recommendation for IT upgrade/improvement if necessary. We will also check to ensure backups are done properly.

When the client encounter PC hardware failure, they just need to call us, and we will help them to liaise with PC brand vendor for on-site warranty claims and parts replacement based on the PC serial numbers extracted from inventory list we pre-collected.

In the event of a PC infected virus issues, users will report to us and we will try to remote into customer PC and clear the virus at the earliest. Some cases which cannot be resolved via remote, we will schedule with the customer to go on-site to permanently resolve the issue.

If the client needs any IT equipment, they will seek advice from us and we will understand their requirements and needs first so as to provide them with the right solution.

Results

Following its deployment, the client is happy with us that we managed to resolve on their issues at a faster time with better cost savings solutions. With the regular housekeeping practice in place, the client has also greatly reduced in solving IT new problems or issues. And better managing all his users with a smoother network performance and increased overall business performance.