

Background

The **Maintenance Package** is amongst the different services CIS provides. This package is designed to provide organizations without an ICT professional in their employment with unlimited maintenance services on their systems (be it hardware or networking).

The current spread of ICT use among many organizations is undeniable. Unfortunately, neither the amount nor the quality of support services has matched this spread. Many organizations find themselves in situations where their day-to-day work is disrupted due to hardware or network failures. The cost and time needed to remedy these problems more often than not mean disruption of their activities for days.

Taking one PC for maintenance to a service shop will cost your organization 100 Birr/visit on average just for diagnosis (a one-time non-refundable fee). A fee of around 100 Birr/hour will then be added to your bill for fixing the problem. With the incredible burden placed on technicians at most of the reputable maintenance shops the service provided is more of a temporary, time-saving fix at the expense of your invaluable data. For example, for a problem as trivial as removing a non-fatal virus, many shops will suggest formatting the system and installing a new system drive because it will ease their job (reducing the time-consuming troubleshooting steps significantly). This will, in often cases, result in loss of valuable Data that was stored on that particular system. You can imagine how much of your finances, time and efficiency will be lost if 5 or 10 of your systems were infected with viruses or failed.

Most big organizations have an ICT section in their organizational structure, but such an endeavor can be immensely taxing to a small organization's budget. Hiring an ICT professional will cost your organization 2,500 Birr/month on average. This is just to hire a single person. If 5 or more systems are out of use and the network has a problem at the same time, it will be very difficult for one ICT professional to maintain and manage the system on time.

CIS feels that a package such as our Maintenance Package can greatly help organizations without an ICT professional. It can reduce the cumulative ICT support expense of an organization without sacrificing the quality of that service.

Methodology and Cost

As mentioned above CIS's maintenance package will include unlimited support service on your systems. Our technicians will be on call to your organization 24 hours a day 7 days a week. At the start of the service our technicians will perform preventive maintenance on all of your systems, which will include anti-virus definition updating, disk maintenance (de-fragmenting, locating and fixing bad sectors, etc.), software tune-ups, and more.

When you encounter a problem we will walk you through troubleshooting steps over the phone, if that fails to solve your problem, one of our technicians will make an on-site visit to fix the problem. Only if we fail to fix the problem on-site will we take your system to our office for further troubleshooting and repair. Our technicians will keep a log file for your organization which will contain all of the repair and troubleshooting work done on your systems, this will greatly reduce the time needed to diagnose and troubleshoot future problems. An existing network will also be part of our maintenance package. In other words, if there is a network of computers in your office and there occurs a problem with your network, we will be troubleshooting this problem free of charge.

We will also continue performing periodical preventive maintenance and software tune-ups on your systems.

In addition to the services available through the maintenance package, customers who sign-up for this service will be eligible for discounted rates on CIS's other services, which include:

- Database and tailor-made software development
- Website Design
- Networking (Local Area Network [LAN] and Wide Area Network [WAN])
- Trainings

Our prices are based on the number of computers your organization has on-site.

If you own:

Up to 5 PCs	-	500 Birr/Month
6-and above PCs	-	90 Birr/additional PC/Month
Printers and copiers	-	25 Birr / Month

CIS and your organization will enter into a three-month, six-month or a one-year contract. Payment will be made in full at the start of a contract period. For multiple sites, we may require your organization to purchase multiple packages. If your organization signs-up for a one-year contract, CIS will provide you with a one month free maintenance package after the end of the contract period.

We will be looking forward to your response once you evaluate this offer.