

System Support Program  
MS Exchange Support Program  
Disaster Recover Backup Plan  
abas-ERP Support  
Laptop & PCs Support  
Printers Repair Service  
Professional Trainings

[www.srkk.com](http://www.srkk.com)

Phone: 1300 88 SRKK (1300 88 7755)

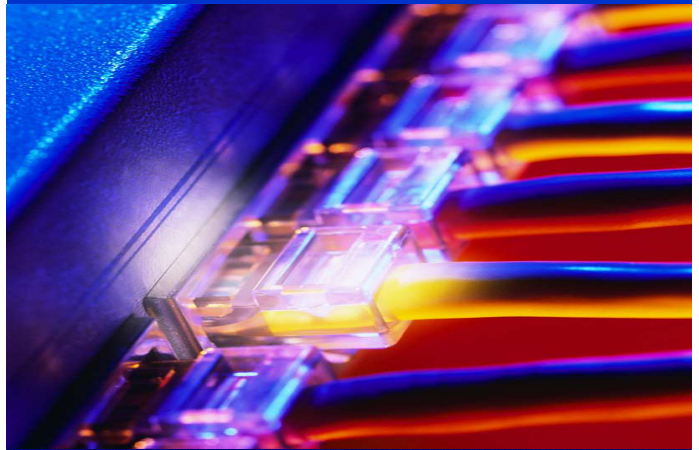
Email : [sales@srkk.com](mailto:sales@srkk.com)

Klang:  
Sistem RKK Sdn Bhd  
Sinar RKK Sdn Bhd  
7 Jalan Batai Laut 5,  
Taman Intan,  
Klang, 41300 Selangor.  
Tel: +603 3344 6698  
Fax: +603 3344 6693

Singapore:  
System RKK Pte Ltd  
111 North Bridge Road,  
#27-01 Peninsula Plaza,  
Singapore 179098  
Tel: +65 6389 1831  
Fax: +65 6507 4488

Kuala Lumpur:  
Suite 33-01, 33rd Floor,  
Menara Keck Seng,  
203 Jln Bukit Bintang,  
55100 Kuala Lumpur.  
Tel: +603 2116 5787  
Fax: +603 2116 5999

# SRKK Service Solutions



**We Say IT  
We do IT**

*Sistem RKK Credential:  
Microsoft Gold Certified Partner  
HP Premier Business Partner  
ABAS Certified Partner  
FortiNet Silver Partner  
Symantec Silver Partner*



## Professionals Trainings

Optimize IT usage and IT investment through effective hands-on training

### A. IT Training:

- Microsoft Office Excel Training
- Microsoft Office Outlook Training
- Microsoft Office PowerPoint Training
- Microsoft Office Word Training
- Microsoft Office Outlook with Business Contact Manager Training
- Microsoft Windows Server 2003 Training
- Overview of Networking with TCP/IP
- Installing and Configuring Microsoft Small Business Server

### B. abas-ERP Training:

- Sales & Distribution
- Material Management
- Production Planning
- Flexible User InterFace (FOP) Programming
- Flexible User InterFace (FOP) Infosystem, EDP, and Printing Training
- Database
- Financial Accounting
- Fixed Asset Accounting
- Cost Accounting
- Intensive Application Training
- Service Processing
- Administration
- System Utilization Log
- Basic Handling of Linux

### Advantages

- Hands-on training to be more effective and master the solutions
- Optimizing the value of your IT investment
- Onsite and offsite training
- Customized modules

Contact us at 1-300-88-SRKK for more information.



## IT Consulting Service

Innovative, Cost Effective, and Valued Added IT Solutions and Services

Sistem RKK offers a comprehensive IT service solutions that help our customers to solve and troubleshoot their IT problems during the down time and thus maintaining a healthy system.

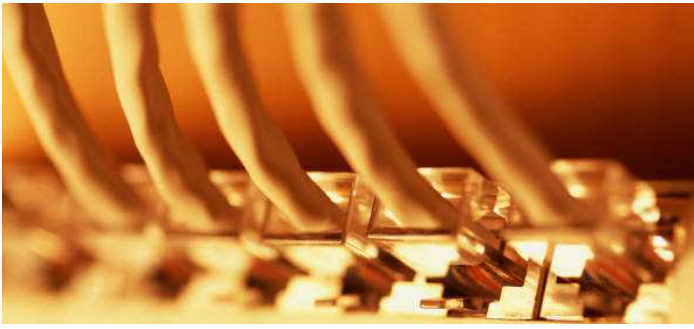
Be ready to explore the extensive IT service solutions that Sistem RKK is providing through this booklet.

In general, our core **IT Consulting Services** are:

- Enterprise Resource Planning (ERP) Solution
- LAN/WAN Design & Implementation
- NAS and iSCSI Storage Solutions
- Active Directory Design and Reconfiguration
- Backup and Disaster Recovery Solution
- Email System Design and Implementation
- Database Software Install & Backup Configure
- Group IT Policy Design and Deployment
- Operating System Security Patches and Upgrades
- Structured Cabling, System Migration/Relocation
- Firewall Installations and Reconfiguration
- Wireless Network Design and Implementation
- Server Support and Monitoring Systems
- Server Installation and Configuration
- Server Migration and Consolidation
- SharePoint Installation and Configuration
- Spam Filter Installation and Configuration
- Terminal Services
- Desktop Standardization and Clone Creation
- Infrastructure Consulting
- Hardware and Software Procurement, Installation and Support
- Handheld Device Installation and Support
- Help Desk Design and Consultation

Together with our certified engineers and experienced IT consultants, we assist our corporate customers to compete and meet business demand through the application of right and timely IT solutions.

Contact us at 1-300-88-SRKK for more information.



## System Support Program

Comprehensive IT supports that helps in reducing annual maintenance costs



## Printer, Projector, and UPS Repair Center

### System Support Program:

- Laptop Repair & Computer Networking Service
- Technical Support
- Backup and Data Recovery
- Virus Scanning & Removal
- Hard Drive & Data Backups
- Upgrading Hardware & Software Configuration
- Regular System Health Checkup
- System Performance Assessment
- Network and Server Monitoring
- System Trouble Shooting
- On-site Support and Repair
- Virus and Spyware Removal and Protection
- Operating System Security Patches & Upgrades
- Correcting configuration conflicts
- Install Updated Patches, Security Measures
- User Accounts—Adding, Deleting, Modifying
- Assistance on Principals' Warranted Equipments
- Configure User Logs Upon Request
- End User Application Support Available
- Install of Workstations, Hardware, Software
- Support Provided On-Site or Remotely
- Network Support Outsourcing
- Application Support

### Advantages

- Preventive maintenance is emphasized
- Needs analysis with recommendations on how to improve existing products, services or usage
- Onsite, offsite, and helpdesk support

Listed below are general rate guidelines. Contact our salesperson for SSP package quotation.

Hourly Rate	
Support on Ad Hoc Basis	Start from RM 120
Secure Remote Access	Deductible
Telephone Call Support	Free

Our specialists are skilled in dealing with most makes and models, including Brother, Canon, Hewlett Packard (HP), Lexmark, NEC, Ricoh, Xerox.

### A. Printers Repair Services

- LaserJet Printer:  
Replace Fuser Assembly, Printer Head, Pick Up Roller & Separation Pad, Maintenance kick...
- DotMatrix Printer:  
Replace Print head, Ribbon Mask, Ribbon Drive, Printhead Cable, Knob and etc...
- Plotter:  
Replace Power Supply, Delivery Drive Assembly, Carriage Assembly, Transfer Belt Kit
- Preventive maintenance within Klang Valley

### B. UPS

- UPS Switches, Power Supplies, and Circuit Boards Repairs or Replacement
- UPS Battery Replacement

### C. Projector

- Detailed service, repair and adjustment

### Advantages

- Provision of cleaning or vacuum the exterior and interior of the equipment
- Providing consultation advice to the user on how to maintain the equipment better

Listed below are general rate guidelines. Rates may vary depending on the scope of work:

Hourly Rate	
Support Ad Hoc Basis	Start from RM 120
Secure Remote Access	N/A
System Support Program	Deductible
Telephone Call Support	Free



## Laptop/PCs Support

Cost effective way of managing your IT investment

### Laptop/PCs Repair Services Provided:

- Laptop LCD Screen Repair & Replacement
- Laptop Back Light Repair
- Dim Light LCD Screen Repair
- Inverter Repair & Replacement
- Laptop/Notebook Bulb Repair & Replacement
- LDC Flex Cable/LCD Ribbon Cable
- Floppy Drive/CD ROM/CD-RW/DVD Replacement
- LCD/Monitor/Screen Repair
- Operating System/OS Installation
- Software Installation
- Hard Disk/Memory Upgrade
- Hardware/Card Upgrade
- Hard Disk Back Up
- Virus Removal
- Hard Disk/Data Recovery
- Motherboard Repair & Replacement
- Laptop Tune Up

### Advantages

- Better tracking and documentation of IT support services needed and machine status
- Documented site surveys for further evaluations
- Improvement plans with recommendations and analysis of frequencies of services and usage
- Cost effective buying new laptop/pc when it can be upgraded or repaired

Listed below are general rate guidelines. Rates may vary depending on the scope of work:

Hourly Rate	
Support Ad Hoc Basis	Start from RM 120
Secure Remote Access	Deductible
System Support Program	Deductible
Telephone support available	Free



## Microsoft Exchange Server Support Program

Communication and messaging is the most essential tool for businesses. It is proven with the highly usage of email today and so crucial that an organization will significantly start losing business when the email server down.

Sistem RKK **Microsoft Exchange Server Support Program** helps to prevent such lost by providing services as below:

- Rectification of Exchange 5.5/2000/2003/2007 related problems, inclusive of server in windows platform and network system
- Including Windows Server Active Directory Servers, Exchange Server
- Regular Exchange Server health checks
- Exchange Server updates, service packs, patches, and fixes
- Fine tune with Exchange Server Best Practices Analyzer
- Exchange database offline defragmentation
- Exchange Server Information Store backups with scheduled policies
- Exchange Server disaster recovery

### Advantages

- System consultation services
- Routine maintenance service as per customer's request
- Four (4) hours response time, next business day on site service for per call incidence
- Free telephone call and email support during the period of maintenance
- Mail queue monitoring
- Powershell HTML report for Exchange 2007
- Support from our experienced Exchange Server system engineers

Contact us at 1-300-88-SRKK for more information.



## Disaster Recovery Backup Plan - Minimize unscheduled downtime

### A. Offsite Remote Backup Services:

- Traffic Generator/Analyzer
- Testing Failover and Recovery Strategies
- Network Switch-Over Tests
- Windows Files/Database (SQL) and Active Directory Remote Storage and Replication
- Replication Status Monitoring
- Remote Server Backup Tape Rotation Services
- Disaster Recovery Consultancy
- Helpdesk Support
- Dedicated Bandwidth As Per Request
- Customized Backup Time
- Backups 5 Days A Week
- Data Restoration

### B. Disaster Recovery Testing Service:

- Traffic Generator/Analyzer
- Testing Failover and Recovery Strategies
- Network Switch-Over Tests
- Establish Impairment Failure Thresholds for Applications
- Establish Performance and Quality Metrics for the Primary/Backup System
- Server Disaster Restore Emulation
- Server Re-Installation
- Service Pack and Drivers Configuration
- Backup Installation and Data Tape Import
- Data Restore and Configure
- Testing and Commissioning
- Overall Important Setup Record
- Improvement Consultancy

#### Advantages

- Minimize operation downtime
- Faster operation resume
- Increase security and dependability
- Create a worry free security environment

Contact us at 1-300-88-SRKK for more information.



## abas-ERP System Support

Undertake the advantage of new innovation and maximize your return on investment in abas-ERP

### abas-ERP System Support:

- abas-ERP System Application Consultancy
- Technical Consultancy
- System Customization
- System Modification
- Professional Training Support
- Translation-Tool/ Installation
- Project Management
- Data Migration
- abas-ERP System Installation Service
- Software Upgrade Support
- Hardware/Software Installation
- Implementation of Interfaces (EFOP)
- Monitoring End-Users Proficiency of System
- Assess of abas-ERP System Performance
- Sales Analysis
- Purchasing Analysis
- Remote Service Set-up
- Client PCs Setup for abas-ERP System
- Product Master File
- System Study
- System GAP Identification
- Support on End-User System Adaptation
- Project Review, Re-test, and Refined

#### Advantages

- Helpdesk support service via email and fax with differentiated urgency levels
- Advice on measures to be taken in the event of disruptions and system failure
- Updates with new improved standard programs
- Project management & steering committee meeting
- Facilitate the users' system adoption as well as knowledge transfer among the key end-users

Contact us at 1-300-88-SRKK for more information.