![Gerab logo] **GERAB**

Gerab System Solutions

TECHNICAL SUPPORT & MANAGED SERVICES

Simplify IT Operations.

REDUCED COST

BROADER EXPERTISE

REDUCED DOWNTIME

BETTER PREDICTABILITY

ENHANCED NETWORK SECURITY AND BETTER COMPLIANCE

Managed Services at Gerab System Solutions ensures that you have a team of professionals at your disposal all the time so that customer are least bothered while facing problems with customer IT equipment. Managed Services also offer regular visits of our IT engineers to customer's office. These visits are of 2 types:

•Incident based support
•Preventive maintenance visits

SERVICES WE OFFER:

- Limited & Unlimited remote and on-site support
- 30-minute response time
- Dedicated Local IT Engineer
- Monthly IT Health Reports
- Proactive monitoring and maintenance
- Flexible service delivery how customer like
- Dedicated on-site support Engineer
- 4 hours response time in Dubai
- 8 hours response time out of Dubai
- NBD (Next business Day)
- Client Application Management
- Messaging & Collaboration Services
- Client Support Services
- Asset Management
- Service Desk
- Preventive Maintenance Visits

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