

هاني محمد لتقنية المعلومات ش.ذ.م.م

**Hani** mohd IT solutions LLC

HANI IT Solution L.L.C ,E-Mail info.haniit@gmail.com , Ph 042692438,0505395014

To,

## **Annual Maintenance Contract (AMC) of Computer Networking Security and Peripherals**

**Service Contract (AMC - Annual Maintenance Contract)**

We can offer your company a support and service contract to keep your business' computer systems and network at peak performance. The service contract includes regular scheduled maintenance for all systems and equipment at an agreed service level and cost

#### On-site support

We offer phone and on-site support of desktop and server operating systems as well as support for a wide range of hardware. We aim to provide you with the highest possible level of customer service. When you call us we assign you with an experienced technician who can provide you with an 'end-to-end' resolution to your problem. Our technician will assess your situation, before recommending a course of action. If it is necessary to buy new parts or software than the technician will install these and ensure that you have a working system.

Rest assured that Clear Intentions keeps track of your support history so that we can maintain the continuity of care that you expect and trust.

#### Off-site / remote systems management

For fast, efficient more cost-effective support, Clear Intentions can instigate a protocol to manage your company's IT systems remotely. Problems can be fixed quickly with minimum impact on your business and without waiting for a technician. Many tasks can be performed remotely including:

- Performing security checks
- Maintenance of user accounts and permissions
- Network operations and monitoring

# AMC AGREEMENT

We, M/s. **HANI IT-Solutions L.L.C.**, Bin Sougath Building , Muraqabat, Deira, Dubai shall maintain the various Computer Systems and other Peripherals specified in this Agreement on terms and conditions hereinafter mentioned. Any addition/deletion of machines /equipment shall be subject to terms and conditions of this agreement.

## Terms of Agreement

This agreement shall remain in force for the period from ..... to ..... for .....  
..... It shall be open to either party to terminate this Agreement any time during the said period by giving one-month notice to the other party in writing.

## Maintenance

### Annual Maintenance Contract

Under this Comprehensive maintenance contract, the following services will be providing.

- Quarterly preventive maintenance and checks.
- Operating System level support without any spare part
- Spare Parts required for Maintenance will be provided by customer or will be charged extra
- ***Any service apart form the agreed in the contract or any fresh work / assignment will be charged for , at the charges agreed at that point of time.***

Note : The Replaced Components , Cables Or Card Will Become The Property Of HANI IT Solutions

**HANI-IT-Solutions L.L.C.**, shall provide service from 10:00 AM to 06:00 PM on all working days to keep the machines / equipment in good working order. The service consists, corrective maintenance and includes carrying out the necessary repairs and fittings of parts. The maintenance service with the following conditions includes:

- **The Service Engineers shall attend the faults within 2-3 working hours from the time of complaint.**
- The Service Engineers should maintain Log Registers for all calls attended / pending issues / preventive maintenance records and details of spare replacement.
- No component(s) / spare(s) shall be removed without informing the Competent Authority.