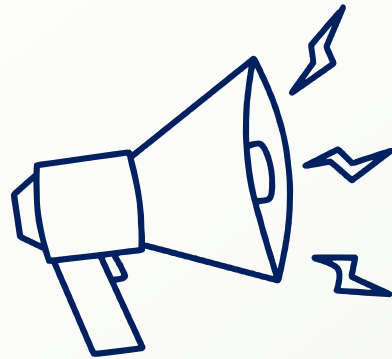


Mohit

FIX DADDY

C/O S & C IT SOLUTIONS

*2-3A Basement Shree Ram Nagar Khirni Phatak Road
Jhotwara Jaipur Rajasthan India - 302012 (Opp. Kailash
Jewellers) Contact - 0141 -2240009 Web: www.fixdaddy.in
Mail - info@fixdaddy.in*



Smart Care Silver

Support Hours - 8 Hours / Day

Working - 5 Days/Week

Remote Support – Within 1 Hrs.

Site Visit - Next Business Day

₹ 999/-

Price Per System
(GST 18% Extra)



Smart Care Gold

Support Hours - 12 Hours / Day

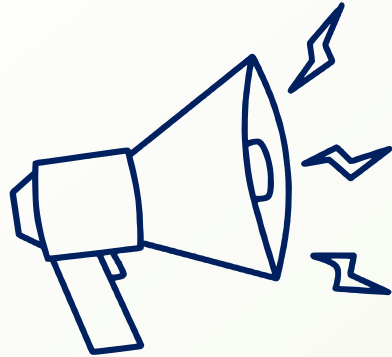
Working - 6 Days / Week

Remote Support – Within 30 Mints

Site Visit – 5 to 6 Hours

₹ 1499/-

Price Per System
(GST 18% Extra)



Smart Care Platinum

Support Hours - 24 Hours / Day

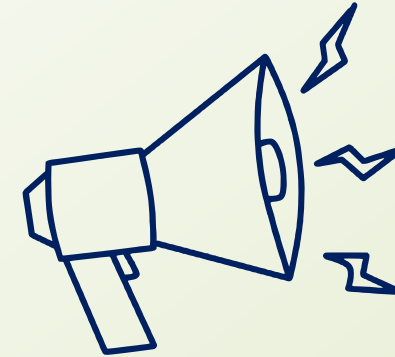
Working - 7 Days / Week

Remote Support – Immediately

Site Visit – 2/3 Hours

₹ 1999/-

Price Per System
(GST 18% Extra)



Smart Care Diamond

Support Hours - 24 Hours / Day

Working - 7 Days / Week

Remote Support – Immediately

Site Visit – 1 Hour's

₹ 2499/-

Price Per System
(GST 18% Extra)

AMC FOR COMPUTERS

One realizes the value of an AMC (Annual Maintenance Contract) only when one faces a computer emergency. Find instant and cheap solutions to computer emergencies like hard drive crashes, viruses, monitor on the blink, power fluctuations, and lots more. Pay for an annual AMC on your computer and get peace of mind. Get cheap AMC estimates on your computers, PCs, laptops, netbooks, handhelds, notebooks, and lots more. Find the most competitive AMC quotes for your computer hardware as well as software. Look around and compare the different AMC contracts for your computers and hardware. Ensure that your annual AMC on computers covers frequently faced problems.

If you have software AMC for your computer or laptop, then it should cover virus attacks, Trojan problems, automatic updates, patches, backups, and more. Hardware AMC for your computer should include regular cleaning, emergency help, customer support, and so on. A comprehensive AMC on your computer or notebook or netbook should cover all the above. Find cheap estimates of AMC on your computer and peripherals. Find the best local AMC contracts and computer experts in your own neighborhood. Find advertisements about AMC or post a classified about your personal computer AMC requirements.

SERVICE FEATURES

- Unlimited Doorstep Visits | Certified Hardware & Software Engineers
- 100% Resolution Guaranteed | Support For All Brands. Dell, HP, HCL, Acer, Samsung, LG, Microsoft, Tata
- Free Remote Support Included | 365 Support, 7 Days Of Working
- Quarterly System Performance Checking | On-site Support
- Virus And Malware Removal / Firewall Support | Internet Support / Security Support
- Computer Repair And Diagnostics | Email Setup
- Windows Troubleshooting | Speed Up A Slow Computer

ADVANTAGES

- Saves From Unexpected Failures And Repairs
- We Offer 365 Days And 24/7 Support.
- Highly Reliable And Planned Services For Your Products
- We Offer AMC For Our Products, And Competitor Products To Support Our Clients.

COMPARISON SHEET 2022

<u>Service</u>	<u>Silver</u>	<u>Gold</u>	<u>Platinum</u>	<u>Diamond</u>
Part Discount	-	-	2.50 %	5 %
Working Days	5 Days	6 Days	7 Days	7 Days
Site Visit Time	Next Day	5 / 6 Hrs.	2 / 3 Hrs.	1 Hrs.
Site Visits (A Year)	8 Visit	12 Visit	20 Visit	Unlimited
Extra Site Visits (A Year)	-	2 Visit	4 Visit	Unlimited
Printers Support (Sharing & Troubleshoot Only)	-	Yes	Yes	Yes
Networking (LAN, WAN, WIFI, Security)	-	-	Yes	Yes
Servers Support (Paid)	-	-	-	Yes
Software Support (Paid)	-	Yes	Yes	Yes
Doorstep Facility	-	Yes	Yes	Yes
Assets Requirements	>30	>1	>1	>1
Parts Repair Facility (Charges Extra)	-	-	-	Yes

COMPARISON SHEET 2022

<u>Service</u>	<u>Silver</u>	<u>Gold</u>	<u>Platinum</u>	<u>Diamond</u>
Extra Per Visit Charges	450/-	350/-	250/-	-
Emergency Support When You Need It	-	Yes	Yes	Yes
FREE Remote Support Included	Yes	Yes	Yes	Yes
Hardware Uptime	90%	90%	95%	99.5%
Daily Status Report(DSR) of Complaints	-	-	Yes	Yes
Payments Term's	Quarterly Advance	Quarterly Advance	Quarterly Advance	Quarterly Advance

ESCALATION MATRIX

	Name	Role	Time	Escalation
Level 01	Mr. Sanjay +91 73740 74183	IT Manager	10:00 To 19:00 P.M	Computer / Laptop / Parts Others
Level 02	Mr. Mohit +91 74128 36836	IT Head	10:00 To 19:00 P.M	Networking / AMC / Purchase

Mail - info@fixdaddy.in

Web - www.fixdaddy.in

