

COMPUTER AMC SERVICES



WHAT DOES KSR COMPUTER DO?

KSR Computer is a cluster of networking and computer professionals excelling their respective domains. These professionals thrive in relentlessly to identify potential threats or issues related to the networks and computers.

- **Sale of branded and assembled desktops**
- **Network Cabling and Wi-Fi installation**
- **Installation & Maintenance of Server, Firewall and Data Security Solutions.**
- **Maintenance of Computer Hardware and Anti-virus solutions**

WHAT DOES KSR COMPUTER'S COMPUTER AMC SERVICES ASSIST YOU WITH?

- Monitor maintenance so that you do not have to face the hurdles associated with screen displays and resolutions.
- Installation of anti-virus software to shield your desktop from different virus attacks.
- Virus Removal Assistance to safeguard your desktop files and data from engulfment by viruses such as Spywares and Adwares.
- Assistance in substantial cost savings for the betterment of your desktop performance in comparison to individual calls.
- Support of a single window which facilitates all the requirements of your desktop.
- Computer repair, unlimited customer support services, and other related services.
- Addition or Removal of Computer Hardware.
- Internet-based services associated with network troubleshooting.

WHY SHOULD YOU CHOOSE KSR COMPUTER'S COMPUTER AMC SERVICES FOR BETTER AND QUALITY ASSURED SERVICES?

- KSR Computer professionals are proficient enough to protect your system from hackers so that your desktop and your business network works efficiently.
- Free and monitored updates of critical software for all your desktops undergoing the KSR Computer's computer AMC servicing.
- Fixing computer security issues, patches and installation ease for service packs.
- A complete solution for protecting your desktop against the attack of hackers, Trojans, and viruses with the additional Firewall protection feature. To avail the Firewall protection facility, however, you might have to spend a more amount from your pocket.
- Unlimited or 24/7 customer support extended by on-call support, tele-support, online chat support and support via email services.
- Additional support services and so on.
- For premium KSR Computer members, a fixed and an affordable servicing rate as a token of long-term membership.
- Scheduled discount availability on new products.
- The accomplishment of preventative measurements to periodically check problems associated with your system even before they are bound to occur.

WHAT ROLE DO KSR COMPUTER PROFESSIONALS ACCOMPLISH WHILE DEALING WITH YOUR COMPUTER AMC SERVICES?

The KSR Computer professionals prioritize three criteria to accomplish your computer AMC services efficiently. These three criteria are as follows:

- **Performance issues:** While checking for your desktop performance issues, KSR Computer professionals work out on a periodical checking of computer hardware. In case, the professional executing a periodic check encounter any problem concerning your desktop performance they work towards updating the same.
- **Networking:** KSR Computer's team is a bunch of expert technicians. The networking expertise technicians of KSR Computer is ever-ready to configure all types of your servers and routers as well as firewalls.
- **Facility Management:** Our professionals procure the hardware as per the client request. Furthermore, if needed, the technicians assist in changing the malfunctioned computer parts which are under the warranty period.

WHAT ARE THE TYPES OF COMPUTER AMC SERVICES RENDERED BY KSR COMPUTER TEAM?

The KSR Computer team works on rendering two types of computer AMC services: Non-comprehensive and Comprehensive computer AMC services.

- **Non-Comprehensive Computer AMC services:** Non-comprehensive computer services are inclusive of costs related to services and repairs of defective parts. In case of non-comprehensive computer AMC services, only the value for the defective ones is subjected to the customers.
- **Comprehensive Computer AMC services:** Comprehensive Computer AMC services are meant for the service and repairs of all parts. Here, the customer's do not need to bear the charges of labor or the replaced computer parts.

WHAT ARE THE DIFFERENT TYPES OF COMPUTER AMC SERVICES RENDERED BY KSR COMPUTER?

KSR Computer renders two types of service packages: premium pack and the regular pack.

Premium Packs for Computer AMC services:

- The premium pack for computer AMC services is accompanied with two hours of reporting time once you make a call. Support extended on all working days.
- Computer AMC services under the premium pack are entitled to be available all around the year.
- Twice a week generalized service and instant clean-up remote help for the distant customers.
- Assured free and quality intact delivery of the peripherals purchased from KSR Computer.
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Regular Pack for Computer AMC services:

- A reporting period of 3 hours after the call log.
- Twice a month generalized servicing and clean-ups for the regular pack customers.
- Instant help support and query resolution for distant customers with the assistance of remote control.
- Service availability from morning 10 am is to evening 6 pm on all the six weekdays.
- You enjoy flexible payment options here. You can pay either quarterly, monthly or per annum basis

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