

## Companies Without I.T. Departments Are Saving Thousands Of Dollars in I.T. Costs Through Outsourcing.

Does your company lack an I.T. department? Do you constantly worry about network and computer downtime? Troubleshoot the problems yourself? Find it expensive to hire a full-time I.T. support personnel or pay a vendor to solve your I.T. problems?

Now you can solve your I.T. problems through Telescience S-Plan. S-Plan provides helpdesk & on-site servicing on a 7 x 24 hours basis with a minimum subscription of S\$1,000.

### S-PLAN

7 x 24 hours availability  
4 hours response time  
Transport costs within Singapore not chargeable

S\$1,000 for one year term (10 service units)  
S\$3,000 for two years term (33 service units)  
S\$5,000 for three years term (60 service units)

**Office Hour :** Mon – Fri (8.30am ~ 6.00pm)

### Terms & Conditions

Unit time starts when service engineer reaches customer's premises. Service units deducted will be at 1.5 times after office hours on weekdays and Saturdays, and 2 times for Sundays and public holidays.

Rates include service only. Costs of parts to customers are cost price + 5% from Telescience (S) Pte Ltd. Payment term is nett 7 days. Customers may prefer to buy parts from their own preferred supplier.

### Select Plan

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- S\$3,000 for two years term (33 service units)
- S\$5,000 for three years term (60 service units)

PC & Peripherals	1 unit
MS Windows OS	1 unit
Virus maintenance, email, Internet	1 unit
Windows Application Software	1 unit
Windows Server	2 units
Router/Switch/Mux /Firewalls	2 units
Web Design	2 units

**Service Unit per hour or part thereof for on-site maintenance during office hours**



### About Telescience

Established in Singapore since January 1990, TeleScience is a member of the public listed Singapore Computer Systems Group of companies (SCS). SCS acquired a 50% ownership of Telescience in 1995. SCS is a leading system integrator in the Infocommunication Technology (ICT) industry. This mutually beneficial relationship has further enhanced TeleScience's position as a leading System Integrator for high value turnkey projects in the ICT industry, especially in the telecommunication sector.



### TELESCIENCE

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