



SUPPORT PACKAGES



Hours Care

The Hours package is based on a previously agreed set of hours. These set of hours can be used by your company when it needs support for spontaneous problems that may arise. This is a good package for those companies who don't need a constant IT Systems maintenance, but still, want to be assured that the problems that might occur can be quickly solved.

The Service

If you choose this type of service, you have at your disposal the number of hours previously agreed with us, and you can use them as your needs for support occurs. If you have a problem, you just need to contact us by telephone, e-mail or messenger and also through our website. In this type of service we can also go to your facilities in order to solve problems that can't be solved remotely.

Examples

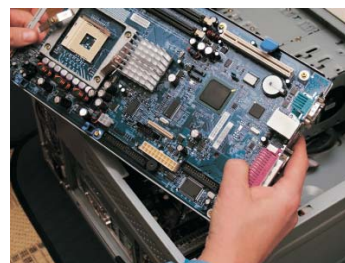
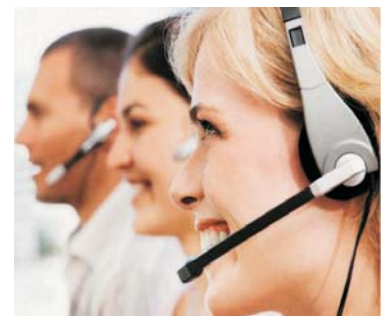
Common problems such as Microsoft Outlook related issues, general Windows failures and specific applications errors, may be experienced by users along the way and may come up often. In order to assure the reliability of your computers and because we want to make sure everything runs smoothly with your IT systems, we take preventive tasks such as general network and computers maintenance, routine checking of issues that users may report and often test each specific system.

Specific Tasks

Because not all of your needs will be about solving issues, and in addition to our service, we also offer other types of support, such as: installation / configuration of software, e-mail accounts management and configuration as well as IT systems and networks management and consulting.

Billing

This type of service only requires that you buy the hours you need, and eventually, if needed, the travel expenses to your facilities.



Features

How to start getting emails on managers mobiles?	We offer this integration by showing and explaining you what you'll need and how to get it done. In order to build a platform that suites your type of work, we offer diversified options, and we implement it, so everyone gets its e-mails anywhere with their mobiles.
Can we access and work remotely on our network ?	Yes. If working remotely is a solution for your type of work, then with Microsoft Remote Desktop Connection you can do it efficiently and flawlessly. We offer you the configuration and integration of this technology so you can work from virtually any place.
We need to have a firewall and anti-virus complete solution, do you provide it ?	Yes. We work with and test several software options, types and brands of firewall and anti-virus, as well as all types of software protection. Having in mind the perfect solution for your business, we offer a customized package of the best software.
Do you help us install a very special software ?	Yes. Our technicians are qualified to operate in any type of software environment, even on software they're not familiarized with, so you can trust your new or specific software configuration to us.
Should we upgrade our old desktops; can you assist us in a plan?	Yes. We analyze all your desktops that need intervention and build an upgrade plan, based on each case and its specific needs. For instances, a RAM memory upgrade might be just the solution for some cases. In other hand, outdated desktops would not benefit that much from a RAM memory upgrade, so in this case we propose a new desktop and we do all the task related to the migration process, from the old to the new machine (this includes profile, data, e-mail and software migration for instances).
I need to share a printer on the network, can you assist?	Yes. We offer detailed assistance either locally or remotely and with any brand and type of printer. This subject may seem of simple troubleshooting for some, yet, there are several variables that may compromise the correct solution, such as the versions of the operating system used on the desktops and laptops that will use the printer. They may need individual configuration and experienced expertise.
Can you help us setup a secure wireless network?	Yes, we can set-up a secure wireless network for you, as well as a wire connected network. Also, we provide all the hardware and technical knowledge needed for this type of configuration, assuring you that your system keeps efficient and reliable.



Mael Consultores is a company devoted to the development of information engineering systems and dedicated to the integration of technologies in shipping business. It was founded in 1999 through the creation of a technological infrastructure aiming at the development of information system solutions. Furthermore, the company relies on information and software engineers acting in the market and specialized in consultancy, implementation, training and development of standard software and the support service to small and medium-sized business.

Mael Consultores is a Microsoft Gold Certified Partner and a Microsoft Small Business Specialist. Microsoft Enrolled Competencies and Specializations: Advanced Infrastructure Solutions - Systems Management; Data Management Solutions - Data Management; Information Worker Solutions; Microsoft Business Solutions - Microsoft – CRM; Networking Infrastructure Solutions. Mael Consultores is a Computer Associates Partner for All Fusion Plex ARAD tool. Mael Consultores is Citrix Certified Partner for Access Essentials Suite. Mael Consultores has a protocol of collaboration with Lisbon Technical University - Instituto Superior Técnico, for juniors engineers integration. Mael Consultores is a Business Technology Partner with Portugal Telecom for Networking and Communications.



<http://www.maeil.pt>
maeil@maeil.pt

Taguspark • Núcleo Central
2740-122 Oeiras • Portugal
Phone.:(+351) 214 229 110
Fax: (+351) 214 229 119

Microsoft GOLD CERTIFIED Partner
Networking Infrastructure Solutions
Advanced Infrastructure Solutions
Data Management Solutions
Security Solutions

Microsoft GOLD CERTIFIED Partner
Business Intelligence
Licensing Solutions
Microsoft Business Solutions
Information Worker Solutions

This document is for information purposes only.
Mael Consultores, T.I.E, Lda makes no warranties, EXPRESS, IMPLIED, OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.
©2009 Mael Consultores. All rights reserved.

