



## SUPPORT PACKAGES



# Instant Care

### The Service

This type of support package is as simple as having our services at your disposal whenever you need them.

We can provide all the IT Structure supports you need, just by you letting us know your problem or request service.

You can benefit from our support services by contacting us through telephone, e-mail, messenger and website.

We provide support to a wide range of technologies, that you can consult on our webpage.

We have large experience in network installation and maintenance, in systems support on many platforms, and provide services for hardware and software.

Just call us, and report your need.

### Scheduled Service

There's no previous scheduling, just contact us, and we'll analyze and diagnose your problem.

If it can be solved remotely, there's no travel expenses associated.

If it is more complex, then we can schedule a visit to your facilities in order to do a more intense intervention and solve the emerging issues.

### Billing

In this type of service, you only get charged for the services you request, and that's it.

The travel expenses will also be considered if you need our technicians to go to your facilities, just as stated before.

The Instant Care package is designed having in mind those companies that have stable IT Structures, and don't need constant support, yet, needing support instantly, when needed. If that's your company's case, than this is the right package for you.



**support center**

**Infrastructure**

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

[support@maeil.pt](mailto:support@maeil.pt)



## Typical Troubleshoot Situations of our InstantCare Clients

<b>We have problems with the internet access...</b>	In this case, we take care of the situation by taking needed tasks, such as analyzing your router, analyzing your network, or contacting the ISP provider in order to quickly solve the problem. With that, you don't have to stop your company normal functioning to take care of the issue.
<b>What are the options for licensing our entire platform?</b>	We offer you all the possible options for licensing accordingly to the needs of your company and combining them with the market options. That said, we're also a Microsoft Gold Certified Partner which allows us to offer you a customized package for your department or company.
<b>Our server is demanding memory upgrade, can you analyze it?</b>	Yes. We do analyze your system carefully and find the correct RAM memory, proceed with its installation and we test it, in order to grant its compatibility and proper functioning. We can also analyze if the lack of memory is really the bottleneck or if there are other problems or limitations.
<b>The printer is not shared correctly; some users have problems to print...</b>	In this case, along with other problems that may come up in your network, we offer you our support services, either remotely or locally, in order to solve the pending issue. You might have sharing problems, or systems such as Vista which require more security configurations.
<b>Can you help us setup a secure wireless network?</b>	Yes, we can set-up a secure wireless network, 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.
<b>What other tasks will you do?</b>	We'll check and solve issues that might come up unexpectedly, such as general Microsoft Windows and Outlook for instances, but also, if needed, we offer installation and configuration services for any application you may need. E-mail accounts management and configuration are also other examples as well as consulting tasks, based on improvements that can be made by locally analyzing your IT Systems.

**Contact us for any IT problem, whenever you don't have a solution.**



Maeil 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.

Maeil 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. Maeil Consultores is a Computer Associates Partner for All Fusion Plex ARAD tool. Maeil Consultores is Citrix Certified Partner for Access Essentials Suite. Maeil Consultores has a protocol of collaboration with Lisbon Technical University - Instituto Superior Técnico, for juniors engineers integration. Maeil Consultores is a Business Technology Partner with Portugal Telecom for Networking and Communications.



<http://www.maeil.pt>  
[maeil@maeil.pt](mailto: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.  
Maeil Consultores, T.I.E, Lda makes no warranties, EXPRESS, IMPLIED, OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.  
©2009 Maeil Consultores. All rights reserved.