

SUPPORT PACKAGES



Total Care

The Service

After concluding what your enterprise needs are and what's the best way to help you in your business, we schedule how often will you need our local maintenance and support.

Adding to the tasks we can provide during our local maintenance and support such as, servers, computers, networks, communications and devices maintenance, backup tasks and restore tests (to ensure backup integrity), there's also remote problem solving, and additional consulting services for emerging needs.

This way, we ensure that your enterprise IT systems remain always safe and up-to-date.

Along with Microsoft products we also provide virtualization services, giving your business total flexibility and a wide array of options related to it. For instance, we can setup your system to be available from virtually any part of the world, at any time.

If you need even a more versatile option where you can't have a computer nearby, we offer mobile e-mail too. This way, you can be always updated with your business by receiving e-mails on a mobile device such as BlackBerry.

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

IT Infrastructure

There are several services and applications that need to be available in order to make your infrastructure run correctly. Depending on your business needs, we analyze your environment and after discussing with you the options available, we implement the correct services and applications for each situation. Some examples of operating systems, services and applications we work with in this domain are: Microsoft Windows 7, Microsoft Windows Server 2008 R2, Microsoft Exchange, Microsoft Active Directory, Microsoft SQL Server, Microsoft Systems Management Server, Microsoft SharePoint and Microsoft Communication Server.

The Total Care package allows you to completely trust your IT structures to our technicians, and it gives your enterprise a safe and fully integrated service. Because maintenance of IT Systems and close support is important, this care pack includes all the services we can provide, based on a consulting plan specific for each need.

Scheduled Service

We offer weekly, fortnightly and monthly visits to your facilities, accordingly to your needs, but also, our remote support is available 24 hours a day and 7 days a week.

During our local support and maintenance service, we offer personalized support for the needs of each co-worker.

In all cases, we offer a fast and efficient support.

Billing

This type of service requires a monthly charge. This is based on the dimension of your infrastructure, its specific needs and is settled earlier in the process.

Further Improvements

You also benefit from the integration of Microsoft Dynamics CRM. This means you can request our support services by registering your problem (creating a CRM case) straightly into our website. This way, you don't need to contact us by phone, e-mail or messenger, and your problem goes directly into our database for analysis, and fast problem solving.



Features

Our financial package needs some technical advice expertise, can you help us?	Yes. We have specialized professionals and technicians that use their extensive experience in this area to guide you through the best possible solution for your business. Also, we have a partnership with Primavera Software, an important and trusted company dedicated to financial software.
We need to design and connect some office sites by VPN, what do you advise?	We offer you detailed consulting options by analyzing the structure of your company and its network. We study each solution in order to implement a solid and efficient package, accordingly to your needs.
Can you help us implementing a VOIP solution, integrated with our email and fax system?	Yes. As with all our consulting services, we analyze your IT Structure and we listen to your needs. After that, we let you know the available options and integration possibilities. After you decide for the most logical integration, we prepare the implementation of the service along with the service provider, so you only have to tell us what do you need and trust us with all the necessary tasks.
Do you provide long term strategic assistance for IT investments, to improve our business?	Yes. One of our company's biggest focuses is to provide reliable and efficient support, along with your company's evolution. Our goal is to assure that your IT Infrastructure goes along or surpasses your expectations in terms of business needs, so when you concentrate on your work, you don't have to worry, in any case, about your IT Systems. We also strive to get updated with your business opportunities or in a better perspective, anticipate them, so this way, we can always offer you the ultimate solution.
Can you help us deploy an intranet web portal, for document management?	Yes. We support every step of its deployment and we also configure it in the most efficient way to your type of business. Tell us how you want to work with it and we'll provide a solution.
Does your service really cover all of our specific needs?	Yes. In the same way we focus on the most urgent and complex issues that may come up on your company's IT Environment, we also give total importance and detailed support to the individual issues and needs of your employees. We prize for being able to solve all issues as quickly as possible, so no one gets its job stopped by a computer problem or other related to IT Systems.



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.



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Microsoft GOLD CERTIFIED Partner
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Microsoft Business Solutions
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