IT Support
Services

24/7
SUPPORT

AUTOMATED

ASL
A member of the Teamsun Group

IT Support Services Overview

ASL is committed to meeting customer needs in order to help them achieve business goals and transform digitally. We offer a full suite of IT support services to customers and provide end-to-end solutions to generate value. Enjoy our managed services to optimize your choice of technology, people and budget.

Remedial Services -
Hardware Maintenance Support Services

Remedial Services -
Software Maintenance Support Services

Monitoring Services -
Capacity (Threshold)

Patch Services

Asset Inventory Services

Service Request -
Security Remediation Services

Service Request -
Office IT Relocation Services

Remedial Services –
Hardware Maintenance Support Service

Supporting hardware is mission critical for every business. Our hardware maintenance support service offers a set of bespoke approach to help you simplify IT management, reduce costs and improve productivity.

Service Offerings

- 24x7 hardware maintenance, hotline and helpdesk support
- Resolve hardware issues
- Preventive maintenance, cleaning and inspections
- Weekly/monthly reports on incidents, call trend and impact analysis

- Data backup, recovery and restoration
- Microsoft Windows imaging and cloning
- Hardware firmware upgrade
- Virus/malware scanning and cleaning

Service Benefits

- Gain access to the right support for your hardware assets
- Leverage single-call accountability for hardware support
- Minimize costly downtime to protect against outages
- Accelerate recovery, improve productivity and rapid response time

Service Details			Talent Pool
Service Scheme	Service Hours	Service-level Agreement	Engineers Certification
Contract Maintenance (Per year) / Incident Repair (Per call)	24x7	Next Business Day 8x5x4	Over 30 Engineers with MCSE

Remedial Services –
Software Maintenance Support Service

Proactive software maintenance support is required to ensure stable functionality, high-quality performance, and security. Our software maintenance support services provide remote troubleshooting services and support, installation assistance, and basic usability assistance to help you resolve software issues in a timely manner.

Service Offerings

- Provide assistance with basic installation, setup, and general technical usage on Microsoft Windows, Office and VMware

- Back to back support for Microsoft and VMware

- Migration for major releases of software and other types of proactive and reactive on-site services

- Troubleshoot issues related to problem and usage (e.g. unable to start Microsoft Windows or Microsoft Office)

Service Benefits

- Save time so you can focus on your business
- Cost saving/reduction
- Minimize downtime
- Identify glitches in software and solve issues within a short period of time

Service Details			Talent Pool
Service Scheme	Service Hours	Service-level Agreement	Microsoft and VMware platform
Contract Maintenance (Per year) / Incident Repair (Per call)	24x7	Next Business Day 8x5x4	Over 15 VMware Certified Professionals

Monitoring Services – Capacity (Threshold)

Capacity threshold monitoring services provide remote and on-site support, remote monitoring solutions, and consultation services to assist you in configuring a range of monitoring checks for your servers, network equipment, and devices. Your support team will be alerted if a certain threshold is reached.

Service Offerings

- Provide solution to remotely monitor your devices, operating system and application
- Provide consultation service to define threshold level
- Integrate incident management to support your case with service level governance
- Provide remote and on-site support
- Escalate your case if additional resources is required (e.g. RAM, HDD etc...)

Service Benefits

- Save time so you can focus on your business
- Cost saving/reduction
- Minimize downtime
- Capacity planning - monitor thresholds to help you understand the importance of utilization and meet business needs

Service Details			Talent Pool
Service Scheme	Service Hours	Service-level Agreement	Engineers Certification
Contract Maintenance or One-Off Project Base	24x7	Next Business Day 8x5x4	Over 20 Engineers with MCSE

Patch Services

Without a consistent and effective patch management strategy, your businesses are exposed to performance slowdowns, random reboots, and cyber-attacks. Our patch services offer a complete patch management process with best practices, automation, and monitoring technologies to ensure your business operates smoothly without interruption and unplanned downtime.

Service Offerings

- Expert recommendation - provide monthly update by selected vendor if any patches are released and recommendation for critical level issues
- Patches deployment - verify and confirm the current status of your operating systems, servers and desktop applications
- Pre-testing on complex updates/patches - provide testing at customer's UAT environment

Service Benefits

- Maintain software compliance and minimize security vulnerabilities
- Ensure compliance requirements to avoid fines
- Fix security vulnerabilities that cybercriminals could exploit
- Reduce system downtime and maintenance costs

Service Details			Talent Pool
Service Scheme	Service Hours	Service-level Agreement	Engineers Certification
Contract Maintenance or One-Off Project Base	24x7	Next Business Day 8x5x4	Over 20 Engineers with MCSE

Asset Inventory Services

IT asset inventory is pivotal to your company's accounting processes. To ensure your company is leveraging its assets in the most efficient and cost-effective way, our asset inventory services assist you in identifying, locating, and tagging your assets by providing barcode and RFID labels to your assets, depending on the tracking environment.

Service Offerings

Automated tools to be used in this services:
- Management Engine Asset Explorer
- Microsoft System Center Configuration Manager (SCCM)
- BMC Track-IT
- Solarwinds

Service Benefits

- Secured assets
- Ability to assess asset value
- Locate required assets in a timely manner
- Purchase or renew licenses of certain software and equipment

Service Details			Talent Pool
Service Scheme	Service Hours	Service-level Agreement	Engineers Certification
Contract Maintenance or One-Off Project Base	24x7	Next Business Day 8x5x4	Over 20 Engineers with MCSE

Service Request–
Security Remediation Services

Cyberattacks have evolved to a level of sophistication that can now bypass traditional endpoint protection. Our security remediation services can help you overcome these challenges.

Service Offerings

- Troubleshoot your devices
- Conduct a full system sweep to identify viruses, spyware, and malware
- Remove viruses, spyware, and malware if any

- Install supplied antivirus software to ensure virus protection and clean up infected system
- Disconnect infected machines from the network and applying recommended fixes and/or patches

Service Benefits

- In-person or remote assistance for computer virus removal
- Minimize downtime
- Identify and clean virus from your infected system

Service Details			Talent Pool
Service Scheme	Service Hours	Service-level Agreement	Engineers Certification
Contract Maintenance or One-Off Project Base	24x7	Next Business Day 8x5x4	Over 20 Engineers with MCSE

Service Request –
Office IT Relocation Services

To minimize business impact during an office relocation, we help customers address specific IT relocation issues and work closely with related parties to ensure seamless integration through our office IT relocation services.

Service Offerings

- Supervise, plan and manage office relocation
- Plan in detail for IT systems relocation
- Data backup and disaster recovery planning
- Manage and label inventory for all computer equipment
- Backup workstation data
- Disconnect and unplug devices
- Relocate your computer equipment
- Reinstall equipment

Service Benefits

- Save time so you can focus on your business
- Minimal disruption to your business, whilst ensuring maximum efficiency with ease
- Keep track of all your IT assets and assure all your data is secured throughout entire relocation

Service Details		Talent Pool
Service Scheme	Service Hours	Engineers Certification
One-Off Project Base	24x7	Over 20 Engineers with MCSE

Why ASL?

Trusted Advisor with Global Presence

Largest quality professional services contract provider for the Hong Kong Government, with strong accolades across the Financial Services and Insurance, Healthcare, Education, and Transportation sectors. Successfully empowered global enterprises with IT advisory services spanning Hong Kong, Macau, Taiwan, Mainland China, Thailand, the United States and Europe. Along with ASL's 18 R&D centers worldwide, we are your trustworthy unified technology services partner.

Commitment to Technology Innovation

Equipped to deliver certified professional services across cloud, security, infrastructure to data management, smart applications, containerization, open source and more. We pursue an aim of acquiring essential competencies, value creation, and above all.

Proven Industry and Technology Expertise

Benefit from one of the region's most proficient application developers, IT professionals, certified security experts, data scientists, ITIL and Scrum masters.

CMMIDEV /5

The Highest Level of International Accreditation for Software Development Capability Maturity

ISO/IEC 27001: 2013
Security Operation Center

ITIL

38+ ITIL Certified
8 ITIL Experts
4 ITIL Professionals

ISO/IEC 20000-1 : 2018
IT Service Center
Security Operation Center

ISO 9001 : 2015
Service Delivery

ISO 9001 : 2015
Sale Operation Division

No.1

HK Gov't SOA-QPS Provider

Top 3

HK IT Services Provider
Named by IDC

Global Coverage
End-to-end Integration

Tried and Tested Processes for Greater Assurance

Leveraging ASL's 49+ years of deep industry-specific experience and cross-platform IT knowledge, we are here to optimize your choice of cloud technologies in as a Service model. Our unique technology neutrality brings you the widest, and market-proven cloud technology options that best suit your particular business needs.

Trustworthy and Professional Global IT Partner

As your trustworthy and professional global IT partner, ASL is here to provide both the stability of running your day-to-day operations and the efficiency of optimizing your business processes. Outsourcing to ASL offloads the difficulties your company is facing, thereby helping you maximize your business potential for future readiness.

Contact Us

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