



FOCUS SUPPORT SERVICES & CHARGES

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FOCUS provides a variety of Support Services including Technology Consulting, Design, Installation, Training and Maintenance within Malaysia as follows:

CONSULTING

***TECHNOLOGY CONSULTING SERVICES** are available to Authorized Reseller AND Customers based on a Standard Man Hour / Daily Rates.*

Consulting Services covered include Formal One on One Advice, Conducting Presentations, Writing Solution Tender Specifications and cover all our Specialized Areas of expertise including Security CCTV & Access Control Systems, LED Lighting Systems and IT Solutions.

All Consulting assignments are conducted by Mr Nassir Rogers the Principle Consultant of Focus Smart Technologies Sdn Bhd.

DESIGN

***SOLUTION DESIGN SERVICES** are available to Authorized Resellers and Direct Customers based on a Pre-Agreed Project Based Quote.*

INSTALLATION

***ON-SITE INSTALLATION SERVICES** are available to Authorized Resellers and Customers based on a Pre-Agreed Project Based Quote.*

TRAINING

***ADMINISTRATOR & OPERATIONS USER TRAINING SERVICES** are available to Authorized Resellers & Customers based on a Pre-Agreed Project Quote Basis covering our CCTV, Security, IT and LED Lighting Solutions.*

Focus Smart Technologies Sdn Bhd

T1-L27B, Boulevards, Jalan SS12/1, Wangsa Baiduri, 47500 Subang Jaya, Selangor, Malaysia

Tel: +603-5635-0885 Web: www.focus.com.my



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Normally Resellers / Customers are to provide the Training Room Facilities and Refreshments whilst FOCUS provides all Handout Training materials and the Senior Instructor.

MAINTENANCE

FOCUS provides ON CALL FAIL & FIX MAINTENANCE SERVICES to Authorized Reseller & Customers as follows:

- Receipt of Authorized Problem Report (Work Order),,
- Next Available Basis Support Mon to Sat except Public Holidays,
- Fixed On-Site Call Charges are at:
 - ❖ Travel, Accommodation & Expenses Incurred,
 - ❖ Repair Materials and or Product Costs if outside Warranty Coverage,
 - ❖ 9am to 6pm Mon to Sat Labour @ RM 200 per hour with minimum charge of one (1) Hour,
 - ❖ After Hours / Sun / Public Holiday Labour @ RM 300 per hour with minimum charge of one (1) Hour.

FOCUS also provides 1 to 5 YEAR MAINTENANCE AGREEMENTS with Preventative Maintenance Schedules and Target Service Levels to Direct Customers / Authorized Reseller (Back to back to Customers) on a negotiated basis for Standard or Enterprise coverage models as follows:

- STANDARD Mon to Sat 9am – 6pm Coverage.
- ENTERPRISE Mon to Sun 24 * 7 Coverage

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