



Breakthrough ● Innovation
Tailor-made IT service plans based on customer needs

**Small and Medium Enterprise Business
Computer Maintenance Plan -
Quotation**

CAVUMBS2025

Address: RM08, 25/F, Block GF, Golden Bear Industrial
Centre, 66-82 Chai Wan Kok Street, Tsuen Wan
Email: CS@kumatechnic.online
Phone: 5690 5795



Small and medium-sized enterprise commercial computer maintenance plan



The basic service scope includes

computer Upgrade, maintain, and restructure	System upgrade and reinstallation	Clear junk files and spam emails Set up email sending and receiving	Provide remote assistance Regularly check the operation of the computer
Computer archives and printers Set up related services	Computer Internet settings Optimize computer performance	Computer products and information consultants	Provide backup solutions Data backup
Computer Support Services	Free telephone support service Search for information about computers and Software issues	Wiring or wireless network Installation Settings	Eliminate viruses Clear Spyware Clear Trojan programs

Scope of value-added services:

Management and maintenance of servers, NAS, and workstations	Remote backup support Preventing catastrophic data loss	Technical consultant for factories in mainland China	Various types of servers/NAS support
Network design, cabling, and installation	Web design and production SEO/SEM Services	Projector network phone	Email Server Data storage
Add maintenance locations	Virtual office system virtualization in the cloud	Other special circumstances support	



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One year commercial computer maintenance plan

	Lightweight solution MBS1	Small Business Solution MBS2	Small and Medium sized Enterprise Solution MBS3	Small and Medium sized Enterprise Plan MBS4
Number of computers	Up to 6 units	Up to 10 units	Up to 15 units	Up to 20 units
Office location	1 piece	1 piece	1 piece	1 piece
Appointment for on-site support (Inspection&Maintenance) *Parts are calculated separately [annually]	Free 45 hour package (Free on-site appointment once a month)	Free 50 hour package (Free on-site appointment once a month)	Free 55 hour package (Free appointment for 2 visits per month)	Free 60 hour package (Free appointment for 4 visits per month)
Emergency call service	Once	Once	2 times	3 times
24-hour telephone support	unlimited	unlimited	unlimited	unlimited
Regular on-site inspections every month	Not included	Not included	Once	2 times
Network service support	Not included	Limited support	unlimited	unlimited
Remote support	Limited	unlimited	unlimited	unlimited
Free antivirus settings	free	free	free	free
Annual fee	\$13,000	\$15,600	\$18,500	\$21,500
Average monthly expenditure	\$1,083.3	\$1,300.0	\$1,541.7	\$1,791.7
Average monthly expenditure per unit	\$180.56	\$130.0	\$102.78	\$89.58



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Average daily expenditure per unit (calculated over 30 days)	\$6.02	\$4.33	\$3.43	\$2.99
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matters needing attention

Only applicable to the same registered location, multi-point support plan to be discussed separately

*1 SERVER / NAS Will count two computers

*1 PRINTER for Will count once computers

*Appointment for on-site support, any hardware parts will be charged separately

*The appointment for on-site support hours is calculated based on one year (exceeding HK \$300 per hour)

*If the above plan does not meet your company's requirements, our company can also customize other maintenance plans for you

Special case support

Welcome to inquire

*The customer needs to pay a one-year fee first

*If the customer specifically requests to arrive at the designated location for support / repairs on Saturdays, Sundays, public holidays, without prior appointment for emergency calls, or within the specified time, an additional fee of HKD 500 will be charged.

(Arrive within 3 hours of the scheduled time, except for outlying islands)