



# Masterfox IT Maintenance

Improve productivity and business excellence  
with efficient, flexible and reliable IT support!

"Masterfox provides a single point of contact for all my IT needs. With a dedicated Masterfox professional, its like having my own IT team at my fingertips. You can't ask for anything more."

**Ronnie Tan**  
Managing Director

Masterfox IT Support and Maintenance can significantly reduce business downtime and disruptions.

Concentrate on what is important.  
Focus your resources on building your business and leave IT support and maintenance to us.

### Your investment and money

With the purchase of servers, network, desktops, laptops etc. you have made a valuable investment to your business. Like any asset, these purchases will incur an annual depreciation. This annual depreciation can only be justified if the investment actually serves the purpose it was initially purchased for, without glitches, without downtime and without the constant need for corrective troubleshooting. Minimize these disruptions and maintain a high level of productivity with Masterfox IT Maintenance - a suite of support services that is aligned towards your business's unique and ever-changing IT business needs.

### No two businesses are alike

We recognize and understand that no two businesses are alike. Here at Masterfox, we offer you an IT Maintenance solution that is tailored around your organization's requirements. We cover the entire arena of preventive maintenance, scheduled maintenance, unforeseen technical support, right through consultations and implementations. With over 27 years of experience in the field of providing critical support and network implementation, you can be sure that your IT infrastructure is in safe hands.

### Concentrate on what you are good at

It is important for any business to focus its energies, expertise and managerial prowess towards its core business activities. If IT Support and Maintenance is not a top most competence on which you are building your business, protect your investments with a concise, simple and well-tested approach that is well-suited for any Small Medium Enterprise. Masterfox IT Maintenance includes the following which is essential to our client's success.

- Proactive problem avoidance
- Remote service monitoring
- Single point of contact
- Subject matter experts
- Priority response
- Priority access to equipment, tools and facilities
- Designated Masterfox professional



## Competent staff

In many situations, the biggest challenge is getting the correct staff, with the necessary skill-sets to support the environment assigned. The last you would want is a situation where the support crew is on-site, fiddling through manuals and documentations, trying to ascertain what has gone wrong.

At Masterfox, we train our professionals vigorously and they are cross-trained in a variety of Small Medium Enterprise environments to ensure utmost competence. Unlike others, we concentrate and build on what we do best, servicing Small Medium Enterprise clients.

## Speed of response

Dependent on your needs, choose from a set of service levels that best meets your requirements for issue resolution.

**Critical** While it is essential to avoid downtime and disruptions, you can count on Masterfox to deploy its professionals and be on-site within 4 hours for critical issue resolution that is effecting your business.

**Same-Day** For all your time-sensitive operations, you can count on Masterfox professionals to provide on-site issue resolution on same business day, after the initial phone and/or remote-based troubleshooting.

**Next-Business-Day** Non-critical operations will be attended to, on the next business day, after the initial phone and/or remote-based troubleshooting.

## Proactive problem avoidance

Prevention is better than cure. Frequent downtime and malfunctions in your environment can be costly and time-consuming to rectify. With Masterfox IT Maintenance, we bring to you a suite of support services that protects your investment and minimize disruptions even before it occurs.

**Preventive Maintenance** A regime of tests and checks help reduce unplanned downtime and optimizes stability. Proactive identification and resolution of potential issues and threats. Proactive upgrade and patch management.

**Remote Assist** Robustness is only one part of the jig-saw. The ability to react quickly in times of adversity and attacks is also a required attribute. As part of the Masterfox IT Maintenance suite, remote assist facilities allow us to provide your infrastructure with the ability to react fast to an on-going threat, reacting before issue resolution is required.

**Advisory** To support your ever-changing business needs, our subject matter experts will be on-hand to give you timely remote consultations on installation, configuration, upgrades and overall infrastructure management.

Clients with Preventive Maintenance report up to 40% less issues than clients who do not have the service.

"Masterfox took efforts to understand our IT environment well. Issue resolution has been quick and responsive. We have built a close and trusted relationship with them and hope to continue the relationship for many years to come."

**Yamada Nobuyuki**  
Director

"We are happy to have Masterfox as our IT vendor who provides proper and good advice to ascertain the improvement of our network system, giving us peace of mind to concentrate on our business operations"

**Nelson Tan**  
Managing Director

"We would like to express our thanks and acknowledge the excellent service level which we have received, which includes assisting us for urgent, last-minute requests."

**Kenneth Cheong**  
Finance Director

## **Multifaceted protection**

Basic is sometimes not enough. Select additional add-ons that help protect you, your staff and your business.

### **MFC-iBackup - A Network Backup Solution**

Ensure that your most valuable asset - data, remains protected. MFC-iBackup leverages on existing technology to create a simple, disk based backup solution for all your backup needs similar to those deployed in larger organizations. Backup all your important files anytime with a single click or use the scheduler to automate backups.

### **MFC-iRBackup - A Remote Backup Solution**

MFC-iRBackup is a full-featured remote backup solution that works hand-in-hand with the existing MFC-iBackup solution to deliver a comprehensive, robust disk backup solution for all your business needs. The main advantage of using MFC-iRBackup is that it protects your data from on-site disasters, such as fire, burglary or flooding damage by taking backups and storing them in a secure off-site location.

### **MFC-iVPN - An OnSite VPN Solution**

MFC-iVPN leverages on the Internet and uses the highly mature secure protocols to establish a safe and secure tunnel back to your office. Within a few clicks, you can access files, email, and network applications as if you were directly connected to your network.

### **MFC-iSurf - An OnSite Internet Proxy Solution**

Ever been in a situation where you wish you were able to find out who has been excessively surfing the Internet, using company time and resources? Do you know that at least 25% of Internet bandwidth is wasted due to needless downloads and surfing? Do you know that more than 10% of business hours are lost due to leisure Internet surfing for news, jobs, personal emails and instant messengers? Here's the solution to all your Internet woes ... MFC-iSurf

- Small footprint and friendly hardware requirements
- Easy white-listing and black-listing of websites i.e. deny access to website like youtube.com, ebay.com, yahoo.com, etc.
- Prevent users from downloading specific file types i.e. MP3, MOV, AVI, ASF, EXE, COM, BAT, CMD etc.
- Prevent users from signing onto popular instant messenger servers i.e. MSN, Yahoo Messenger, GoogleTalk etc.
- Highly configurable to include transparent filtering, timed access, user authentication, distributed access etc.
- Detailed GUI logs to show surfing frequency and sites visited

Features	MFC-ITMaintenance (Standard)	MFC-ITMaintenance (Premium)
Hardware Technical Support	●	●
Software Technical Support	●	●
Business Hour Support	●	●
Unlimited On-Site Support	●	●
Unlimited Telephone Support	●	●
Unlimited Remote Support	●	●
Priority Response	Up to 2 Business Days	Same Day / Next Business Day
Priority Response - Critical	Same Day / Next Business Day	4 hours
Access to Subject Matter Experts	●	●
Single Point of Contact	●	●
Discounted Rates	●	●
Dedicated Professional	NA	●
Preventive Maintenance	NA	●
Remote Assist	●	●
Advisory	●	●
MFC-iBackup	Available Add-on	Available Add-on
MFC-iRbackup	Available Add-on	Available Add-on
MFC-iVPN	Available Add-on	Available Add-on
MFC-iSurf	Available Add-on	Available Add-on

For more information about any of our service offerings, please feel free to contact us at +65 6748 8776

Email us at [enquiries@masterfox.com.sg](mailto:enquiries@masterfox.com.sg) or visit us on the web at <http://www.masterfox.com.sg>



**Get IT Maintenance & IT Support  
that your business deserves ...**

**Contact us for a free discussion today**

### **Masterfox Connections Pte Ltd**

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### **How We Differ**

Founded by a pool of talented and ambitious entrepreneurs in 1987. Over 27 years of experience in IT support and maintenance.

With a combined industry experience of more than 30 years amongst our professional staff, we provide dependable quality service to our clients.

We pride ourselves in providing our customers with a complete computing solution starting from consultation, recommendation and implementation right through rectification and annual maintenance.

Over 80% of our clients are local Small Medium Enterprises (SMEs) and we provide them with individualized service, forging a strong mutually beneficial relationship.

Our people are our greatest assets. They provide the intelligence, the expertise and the teamwork that determines our very existence.

Placing customer service and satisfaction as our priority, Masterfox strives in providing customers with fulfilled promises and dedicated personal attention.