

# WebSphere Service Pack

Tao.Net WebSphere Service Pack is a comprehensive personalized WebSphere support program that engages a dedicated team of experience IBM certified WebSphere specialist. Our Service Pack Team will ensure that your WebSphere operates at peak performance and 24X7 so that your systems are fully functional and your data is accessible. Tao.Net WebSphere Service Pack offers a comprehensive range of WebSphere application support, delivered either through our Service On-line (SOL) or Service On-site (SOS) support.

## WebSphere Setup & Support

- a. Application server setup & troubleshooting
- c. JDK setup
- e. Maintenance

- b. RDBMS setup
- d. Configuration

### Related Network Infrastructure Setup

- a. Network infrastructure planning
- c. Firewall Setup
- e. Additional device setup (e.g. LAN Card)

- b. DNS setup
- d. Server setup
- f. Maintenance for each of the above, if applicable

## Service Packages - within Klang Valley only

	Service Unit	Price (RM)
a. Start-up Pack	40 units	30,000.00
b. Standard Pack	60 units	43,500.00
c. Gold Pack	110 units	77,000.00
d. Premium Pack	280 units	180,000.00

\* We operate on a debit-per-unit system which deducts service units based on actual service incurred, excluding travelling time.

## Service Rates:

Types	Charges in Service Unit
Service On-line (SOL)	1 unit per call (Normal Operating Hours)
Service On-site (SOS)	2 units per visit/day (Normal Operating Hours)

## Service On-line (SOL)

Tao.Net Service On-line service is managed by qualified Java and WebSphere professionals. From our helpdesk, our experts will diagnose and solve your problem promptly and efficiently, thus minimizing any downtime to your business operations.

## Service On-site (SOS)

Tao.Net Service On-site offers the most efficient and customizable support from our dedicated technical team. In this case the content of our services is defined by you and will best help you increase your development productivity. We can also provide you with customized on-site training which covers the modules of your choice or simply help you to develop or debug your application.

## Coverage Definition

Normal Operating Hours :- normal working hours between 9.00 am to 6.00 pm, Monday to Friday, excluding public holidays.  
 Geographical coverage:- Within 50km radius from Tao.Net place of business.  
 Any distant beyond this radius will be charged outstation rates

## After Normal Operating Hours

### Extended Hours\* Rates

1.5 times of normal service rate

### Off-Hours\*\* Rates

2.0 times of normal service rate

-all services rendered after Normal Operating Hours have to be pre-arranged.

\* Extended Hours are from Mon to Fri (6pm - 12 midnight and Saturday (9.00 am - 1.00 pm)

\*\* Off-Hours - from Mon to Fri (after 12 midnight)

- Saturday (after 1.00pm)

- Sunday & Public Holidays

- Each Off-Hours service shall not exceed 8 hours.

## Outstation Rates (beyond geographical coverage)

Mileage Claim - Return trip RM0.50 per km by car or cost of air ticket.

Accommodation - All meals and lodging for any visit that requires overnight stay.

For more information, kindly contact us at 03-2171 2803 or [biz@tao.net](mailto:biz@tao.net)



TAO.NET

The Business Process Integration Company

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