



**Sunshine**  
IT Infra Services Pvt. Ltd.



# Annual Maintenance Service

## Enhancing Business Efficiency with Sunshine IT Infa Pvt. Ltd.'s AMC Services



### Introduction:

Sunshine IT Infa Pvt. Ltd. is a leading provider of Annual Maintenance Contract (AMC) services designed to meet the specific needs of businesses. With a strong reputation for excellence and a commitment to customer satisfaction, we offer comprehensive solutions to ensure the smooth operation and optimal performance of your company's IT infrastructure.

Key benefits and features of our AMC services are:

### Proactive Maintenance and Timely Support:

With Sunshine IT Infa Pvt. Ltd.'s AMC services, your business can enjoy proactive maintenance and timely support for your IT systems. Our team of skilled professionals performs regular inspections, updates, and preventive measures to identify and address potential issues before they become major problems. This proactive approach minimizes downtime, improves system reliability, and keeps your operations running smoothly.

### Cost-effective Solutions:

AMC services from Sunshine IT Infa Pvt. Ltd. offer cost-effective solutions for businesses of all sizes. By opting for an annual contract, you can benefit from comprehensive IT support at a predictable cost. This eliminates the need for ad-hoc support and reduces unexpected expenses associated with system failures. With a fixed budget for IT maintenance, you can allocate resources more efficiently and focus on core business activities.

### Priority Response and Reduced Downtime:

When technical issues arise, time is the essence. Sunshine IT Infa Pvt. Ltd. understands the importance of prompt resolution, and our AMC services guarantee priority response times. Our dedicated support team is available round the clock to address any IT-related concerns swiftly and efficiently. By minimizing downtime, your business can operate seamlessly, avoiding productivity losses and maintaining customer satisfaction.

### Expertise and Specialized Knowledge:

Sunshine IT Infa Pvt. Ltd. boasts a team of highly skilled professionals with extensive expertise in various IT domains. Our technicians are well-versed in the latest technologies and industry best practices, ensuring that your IT infrastructure is in capable hands. With our specialized knowledge, we can offer tailored solutions to meet your unique business requirements and guide you in making informed technology decisions.

### Comprehensive Services:

From hardware maintenance and software updates to network monitoring and security audits, Sunshine IT Infa Pvt. Ltd.'s AMC services cover a wide range of IT support requirements. Our comprehensive offerings encompass preventive maintenance, troubleshooting, performance optimization, and system upgrades. By entrusting your IT infrastructure to Sunshine IT Infa Pvt. Ltd., you can consolidate your support needs under one reliable provider, streamlining operations and improving efficiency.





**We offer a comprehensive range of services to meet your needs.**



### **Network Infrastructure Maintenance:**

- Proactive monitoring of the network infrastructure to identify and resolve issues promptly.
- Regular performance testing to ensure optimal network speed and reliability.
- Managing network security measures, including firewalls and intrusion detection systems.
- Conducting routine backups and disaster recovery planning to minimize downtime.



### **CCTV Surveillance System Maintenance:**

- Continuous monitoring and optimization of CCTV cameras for optimal performance.
- Cleaning and adjusting camera lenses for clear and sharp video footage.
- Regular software updates and firmware upgrades to enhance system functionality.
- Timely repair or replacement of faulty cameras or components.
- Monitoring and managing video storage systems for efficient data retention.



### **Access Control System Maintenance:**

- Regular maintenance of access control systems, including card readers and biometric devices.
- Testing and calibration of access control devices to ensure accurate identification and authentication.
- Monitoring system logs and generating reports to track access activities.
- Upgrading access control software and hardware to enhance security measures.
- Providing user training and support for efficient utilization of the access control system.



### **Fire Alarm System Maintenance:**

- Regular inspection and testing of fire alarm systems to ensure they are in proper working order.
- Prompt identification and resolution of any issues or faults in the fire alarm system.
- Conducting preventive maintenance to prevent potential fire hazards.
- 24/7 monitoring and emergency response services for immediate action in case of fire alarms.



### **Data Center Maintenance**

- Regular inspection of data center infrastructure, including cooling systems, power supplies, and servers.
- Monitoring and management of data center environment variables, such as temperature and humidity.
- Testing and maintenance of backup power systems, such as generators and UPS's.
- Performing routine server maintenance, including software updates and hardware replacements.
- Implementing security measures to protect data center facilities from unauthorized access.



### **Audio- Visual System Maintenance**

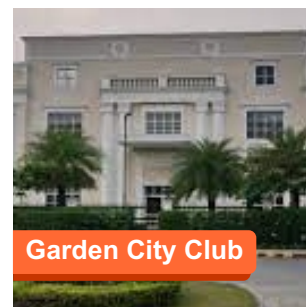
- Inspection and maintenance of audio-visual equipment, such as projectors, speakers, and video conferencing systems.
- Calibration and optimization of audio and video settings for optimal performance.
- Troubleshooting and repair of audio-visual system components.
- Software updates and firmware upgrades to keep the system up to date.
- On-site technical support and training for end-users.

**These are some of the key AMC services provided by us.**

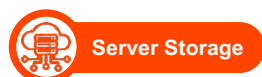
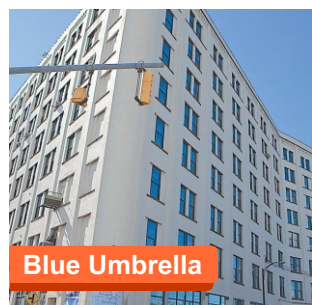
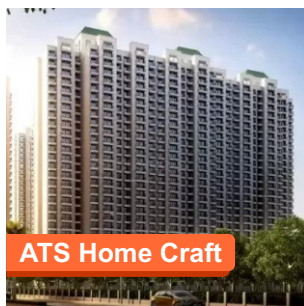
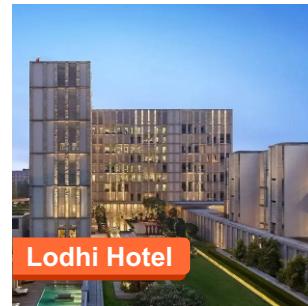
**Our Company offers Tailored made AMC Services that caters to the unique requirements of each customers.**



# Sprinkle of our Esteemed Clients:



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## Escalation Matrix

AMC Support Level



01

### **Case Log for Support & Service:**

+91-11- 41329639 / +91-8527649500  
services@sunshinetechnology.in

02

### **Escalations for Service Manager:**

+91-9205150222  
amservices.sunshine@sunshinetechnology.in

03

### **Escalations for Operations Head:**

+91-8527670700  
operations@sunshinetechnology.in

04

### **Escalations for Management Manager:**

+91-9899099243  
aparna@sunshinetechnology.in

05

### **Escalations for Manangement:**

+91-9899099639  
Director@sunshinetechnology.in





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