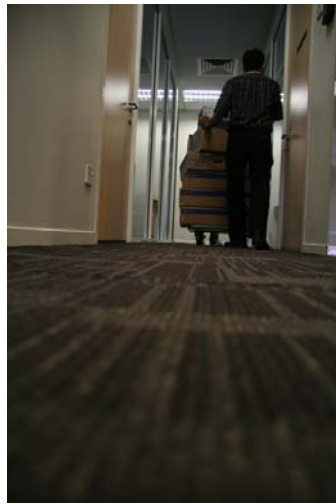
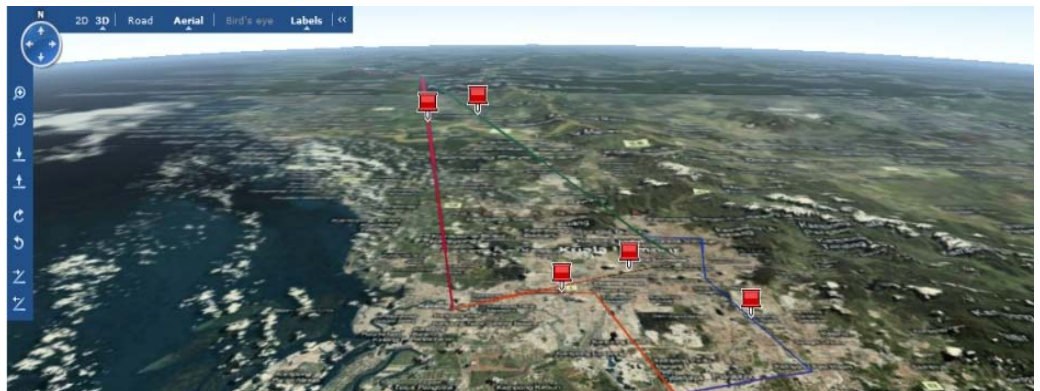


OPERATIONS



The Operation and Maintenance Support strategy has been established for meeting all the customer short term and long term objective and ensuring adequate and solid availability of maintenance support service for the supplied equipment and software.

Support Coverage



IBIL Regional Support Centre is a key to keeping the systems running, and then fixing them quickly whenever a failure does occur. Work closely with IBIL Service Desk on a frequent and ongoing basis to proactively prevent problems from occurring.

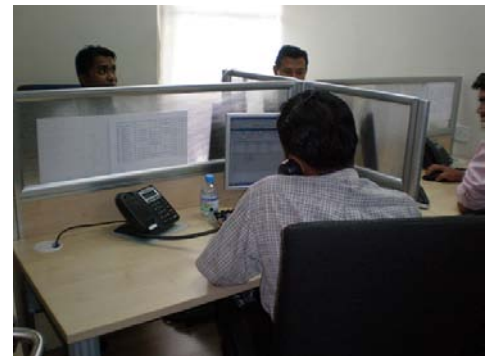
IBIL Regional Support Centre maintains a proactive role to keep systems running, but provides a rapid response if a failure does occur. TNB NOC or IBIL Service Desk shall have direct contact with a remote hand personnel at site during the maintenance period and when service is required on an as and when basis.

Hardware Support



IBIL provides labor, parts, and materials necessary to maintain the hardware products in good operating condition. IBIL diagnoses and corrects product malfunctions and failure. Replacement parts are take place as per requested.

Single Point of Contact



SERVICES AVAILABLE

Technical Support

Installation and Setup

Maintenance

Application Support

Hardware Support

Guaranteed Warranty

IBIL (M) Sdn Bhd provides the Stop Point of Contract (SPOC) to our customer. The dedicated officers and agents are ready 24x7x365 to provide an excellent services and guidance. IBIL Service Desk team will always assist to log the incident and problem received by them. IBIL Service Desk is a medium for customer to get any update and info as well as for fault escalation. IBIL Service Desk is located at Bukit Jelutong Shah Alam.



technology
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