

Nationwide Onsite Support Services

Diversified Gateway Berhad (301306-T)

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URL : <https://www.divfex.com/>



WHO ARE WE: **Diversified Gateway Berhad**



Incorporated in April 1994.



DiVFex

Subsidiary of
DIVFEX

<https://www.divfex.com/>



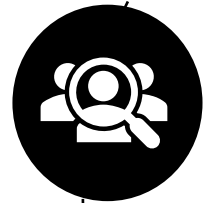
Premier Network System Integrator in providing onsite support services to Telco & Enterprise for more than 25-years of experience



Current staff strength of 60+

OUR VISION:

Possesses the right Resources,
Technology & Infrastructures



Dedicated to
serving our
valued
Customers.



Committed to provide
Quick Response and
Excellence in Customer
Service

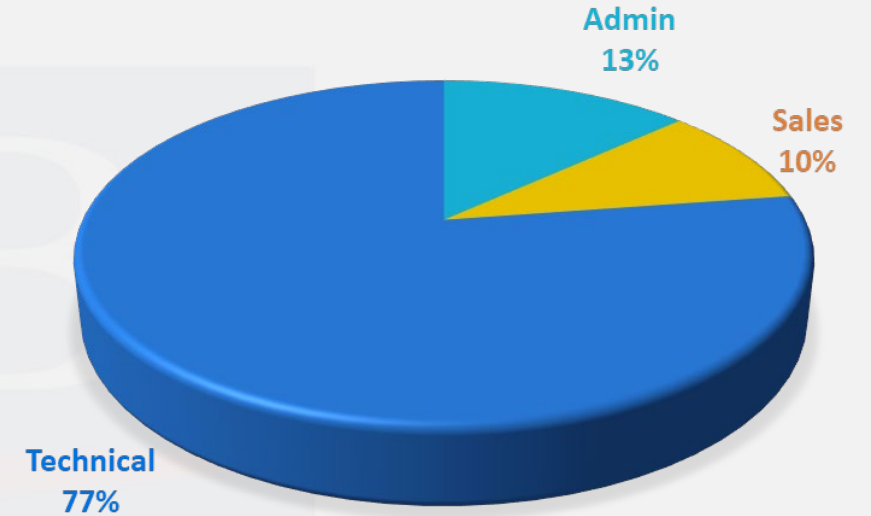


Satisfying both
customer's
current & future
digital business
needs



Being a One-stop IT,
digital communication
and Solutions Provider.

DGB RESOURCES



2/3 of our resources are experienced
and trained technical professional.

OUR SOLUTIONS OFFERING



SOLUTION

- » Consultation
- » Design
- » Proof of Concept



DEPLOYMENT

- » Project Management
- » Implementation & Commissioning
- » Project Handover and Training
- » Outsourcing Services



SUPPORT

- » 24x7 Technical Support
- » 24x7 Help Desk
- » Onsite and Spare Support
- » Nationwide Coverage

MAINTENANCE AND SUPPORT



24-hour Onsite Service



24 x 7 Helpdesk Response



18-Nationwide Remote Support Stations (RSS)

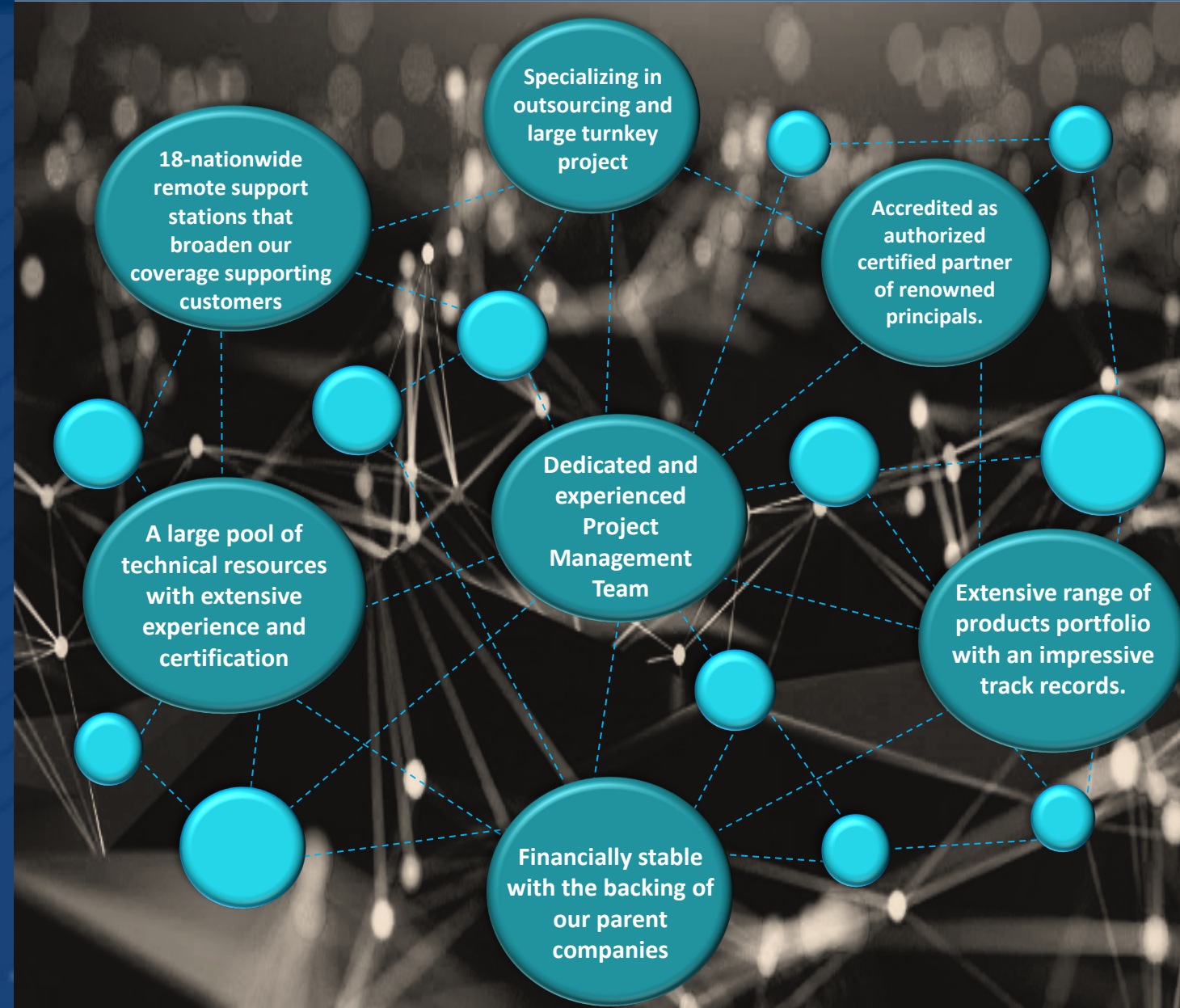


Availability of Managed Spares

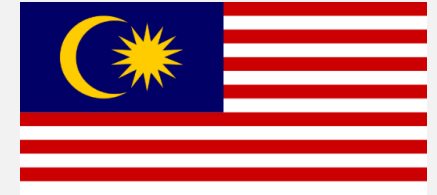


DGB's own Remote Engineers

COMPETENCE



DGB NATIONWIDE REMOTE SUPPORT STATIONS (RSS)



18 Nationwide RSS



Package 1: Smart hands Onsite Support (SOS)

- ✓ 1 country 1 price
- ✓ Ticket base Ad Hoc service.
- ✓ Charges: Per ticket base. (limited to 4 hours per ticket). Price can be negotiable base on volume.
- ✓ 24/7, 365 days on-site IT support and helpdesk support.
- ✓ Cost-effective pricing with no hidden cost
- ✓ Skilled engineers with IT knowledge + local languages
- ✓ Dispatched to site within 4 hours in all major cities in Malaysia
- ✓ No SLA binding.
- ✓ The services cover hardware installation, rack & stack, basic configuration setup, level 1 troubleshooting, provide remote access to client, preventive maintenance, cable house keeping, labelling, testing & commissioning.
- ✓ Service only and no spare provided. Customer can arrange their own spare and engineer will assist in spare handling.

Package 2: Advanced Onsite Support (AOS)

- ✓ 1 country 1 price
- ✓ Ticket base contractual service.
- ✓ Charges: Per ticket base. (limited to 4 hours per ticket). Minimum volume 20 and above. Price can be negotiable base on volume. 1 year contract with advance payment. Contract period and billing cycle can be discussed.
- ✓ 24/7, 365 days remote support and helpdesk support.
- ✓ 8X5XNBD Onsite support.
- ✓ Cost-effective pricing with no hidden cost
- ✓ Skilled engineers with IT knowledge + local languages
- ✓ Dispatched to site within 4 hours in all major cities in Malaysia
- ✓ SLA = 8X5XNBD.
- ✓ The services cover hardware installation, project deployment, rack & stack, basic configuration setup, level 1 troubleshooting, provide remote access to client, preventive maintenance, cable house keeping, labelling, testing & commissioning.
- ✓ Service only and no spare provided. Customer can arrange their own spare and engineer will assist in spare handling.

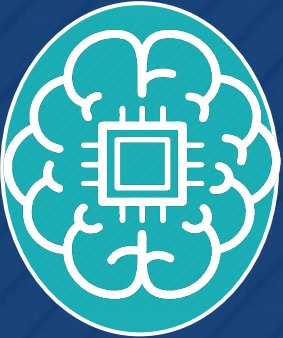
Package 3: Premium Onsite Support (POS)

- ✓ 1 country 1 price
- ✓ Ticket base contractual service.
- ✓ Charges: Per ticket base. (limited to 4 hours per ticket). Minimum volume 20 and above. Price can be negotiable base on volume. 1 year contract with advance payment. Contract period and billing cycle can be discussed.
- ✓ 24/7, 365 days onsite support, remote support and helpdesk support.
- ✓ A dedicated PIC will be assigned to perform ticket management .
- ✓ Cost-effective pricing with no hidden cost
- ✓ Skilled engineers with IT knowledge + local languages
- ✓ Dispatched to site within 4 hours in all major cities in Malaysia
- ✓ SLA = 7X24X4.
- ✓ The services cover hardware installation, project deployment, rack & stack, basic configuration setup, level 1 troubleshooting, provide remote access to client, preventive maintenance, cable house keeping, labelling, testing & commissioning.
- ✓ Service only and no spare provided. Customer can arrange their own spare and engineer will assist in spare handling.

Package 4: Global Onsite Support (GOS)

- ✓ Design for oversea customer which have an install base in Malaysia.
- ✓ Ticket base Ad Hoc service.
- ✓ Charges: Per ticket base (limited to 4 hours per ticket) or Man-days base. (Pay in USD)
- ✓ 24/7, 365 days on-site IT support and helpdesk support.
- ✓ Cost-effective pricing with no hidden cost
- ✓ Certified engineers with IT knowledge + local languages
- ✓ Dispatched to site within 4 hours in all major cities in Malaysia
- ✓ No SLA binding.
- ✓ The services cover hardware installation, rack & stack, basic configuration setup, level 1 troubleshooting, provide remote access to client, preventive maintenance, cable house keeping, labelling, testing & commissioning.
- ✓ Service only and no spare provided. Customer can arrange their own spare and engineer will assist in spare handling.

PRODUCTS: SOLUTION



Enhancement



f5 BLUE COAT citrix peplink
radware PRTG NETWORK MONITOR solarwinds



Cloud Computing



Google Cloud



Microsoft Azure



SANGFOR CLOUD

vmware



Security



FORTINET CISCO JUNIPER NETWORKS SOPHOS
citrix f5 efficient iP Infoblox SANGFOR



Networking



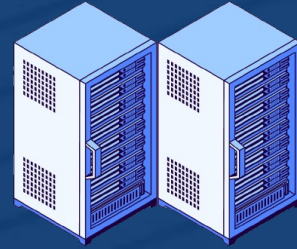
ciena ARISTA CISCO JUNIPER NETWORKS HUAWEI
CISCO Meraki CISCO Aironet Cambium Networks
Ruckus aruba NETWORKS

DISCLAIMER: Support availability will vary based on specific brands and particular remote locations

KEY PRODUCT SERVICE OFFERINGS



Campus Network



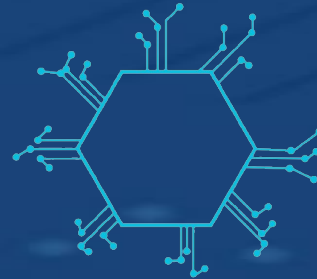
Data Center



Cloud Networking



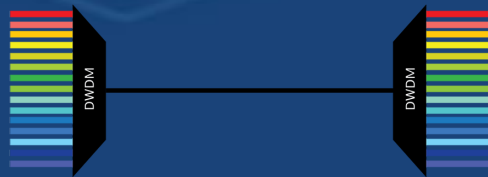
Next-Generation Firewall
Routing & Switching



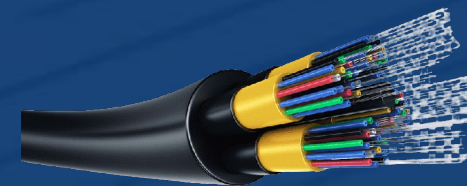
Network Management
SD-WAN



Security



DWDM



Converged Packet Optical