

## AlphaCare SupportPlus FAQ:

# Reliable IT Support Service in Malaysia



For Malaysian businesses, reliable **IT support service** is essential to keep computers, servers, and network infrastructure running smoothly. **AlphaCare SupportPlus** by Alphamatic Systems offers a comprehensive IT support solution that ensures minimal downtime, fast issue resolution, and operational continuity. Here's everything you need to know about SupportPlus for Malaysian enterprises.

## What is AlphaCare SupportPlus?

AlphaCare SupportPlus is a **full-service IT support service in Malaysia** that provides:

- Coverage for computers, servers, network devices, and peripherals.
- Unlimited phone, remote, and on-site support for Malaysian businesses.
- Quick resolution of IT problems by industry-trained engineers.
- Expertise leveraging partnerships with top IT vendors like Microsoft, HPE, DellEMC, Ruckus and many more.
- Seamless integration of new IT products into your network.

SupportPlus helps Malaysian businesses reduce IT workload, maintain high uptime, and safeguard critical data while ensuring compliance with local regulations.

## What Are the Hours of Coverage?

- **Standard Coverage:** Monday to Friday, 8 hours per day (excluding public holidays).
- **Extended Support:** Options such as 6x8 or 7x24 coverage are available with a surcharge.

This flexibility ensures your IT support service aligns with your Malaysian office operations.

## Service Level Agreement (SLA)

AlphaCare SupportPlus ensures timely responses and resolutions for businesses in Malaysia:

- **Response Time:** 1 hour for phone & remote support; 4 hours for on-site support.
- **Resolution Time:** 4 hours for critical incidents, 24 hours for non-critical.
- **Critical Incidents:** Server/network downtime affecting more than 10% of users – on-site support within 2–4 hours during office hours.
- **Non-Critical Incidents:** On-site support within 4–24 hours.

Packages can be tailored to meet custom SLA requirements for Malaysian enterprises.

## How to Get AlphaCare SupportPlus in Malaysia

You can acquire SupportPlus directly from **Alphamatic Systems Sdn Bhd**. Contact your appointed sales representative or call **+603 8060 3836**. This service is available for businesses across Malaysia, including Kuala Lumpur, Penang, Johor, Selangor, and other regions.

## Unlimited IT Support

- **No Points Needed:** One-time payment gives unlimited phone, remote, and on-site support.
- **End-of-Support Products:** Products beyond End-of-Support may incur a surcharge due to security vulnerabilities. Upgrading to newer models is recommended.

## Third-Party Installations

SupportPlus also covers products installed by other vendors, limited to items listed in the supported products list.

## Preventive Maintenance (PM)

Annual preventive maintenance ensures Malaysian businesses maintain peak system performance:

- Checks on service patches, virus definitions, and backup operations.
- Monitoring of network logs and potential disruptions.
- Early detection of IT issues to prevent downtime.

## Equipment Troubleshooting

- **No extra charge** if devices need to be brought to Alphamatic Systems for troubleshooting.
- **Hardware replacements** are quoted and approved by the customer before service.

## Why Choose AlphaCare SupportPlus in Malaysia?

AlphaCare SupportPlus offers **reliable, unlimited IT support service for Malaysian businesses**. By leveraging industry expertise, SLA guarantees, preventive maintenance, and vendor partnerships, your company can:

- Reduce downtime and IT workload
- Maintain secure and operational networks
- Integrate new IT solutions efficiently

**Contact Alphamatic Systems today to get AlphaCare SupportPlus and enjoy hassle-free IT support service in Malaysia.**

[Click here to know more](#) ↗

**ALPHAMATIC SYSTEMS SDN BHD**

Excellent Service Is Our Promise



Copyright © Alphamatic Systems Sdn Bhd 2026. All Rights Reserved.

Wisma Alphamatic, No. 22-18, Jalan Puteri 4/2,  
Bandar Puteri, 47100 Puchong, Selangor, Malaysia.

Tel: 03-8060 3836

Fax: 03-8061 6839