Annual Maintenance Contract

Support Services

Service overview

ARAB SPEC Care Service is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. ARAB SPEC IT COMPANY (ARAB SPEC) technical resources provide support and work with your IT team to help you resolve hardware and software problems with hardware and selected third-party softwares.

For hardware the service includes remote diagnosis and support, as well as on-site hardware repair if it is required to resolve an issue. This service may also include Basic Software Support for selected software. Contact ARAB SPEC for more information and determination regarding which eligible software products may be included as part of your hardware product coverage. ARAB SPEC provides remote technical support and access to software updates and patches.

You can choose from a set of reactive support levels to meet your business and operational needs.

ARAB SPEC AMC Service-level options

ARAB SPEC will provide the hardware support features for covered hardware products and the software support features for covered software products.

ARAB SPEC support coverage windows and response times will apply to covered hardware products, and software support coverage windows and response times will apply to covered software products. All coverage windows are subject to local availability. Product eligibility may vary.

ARAB SPEC offers three distinct service levels:

- **BASIC Care Service**
- **STANDARD Care Service**
- **ADVANCED Care Service**

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Data sheet

AMC Plan Comparison for IT Support

Locations Covered: Khobar & Dammam

Plan	Support Hours	Response Time	Number of Visits / Month	Services Included	Conditions
Basic Care	Sunday - Thursday, 9 AM - 4 PM	Within 48 Hours	1 Visit per quarter	▶ Remote troubleshooting ▶ Routine maintenance ▶ Server/Desktop performance & temperature monitoring ▶ User/client short requirements ▶ End – end Cat6/connectivity and internet access. ▶ Biometric systems check and support	▶ No extra configuration ▶ No hardware replacement covered ▶ Site visits only if necessary ▶ Any cable pulling not included
Standard Care	Sunday - Thursday, 9 AM - 4 PM	Within 24 Hours	1 Visit per Month	▶ All services in Basic AMC ▶ Enhanced monitoring ▶ VoIP System troubleshooting ▶ Cybersecurity audits ▶ Enterprise data storage support ▶ Data recovery services	▶ Hardware costs clientside ▶ Site visits only if required for hardware issues
Advanced Care	Sunday - Thursday, 9 AM - 4 PM	Within 6 Hours	2 Visits per Month	All services in Standard AMC ▶ Priority support ▶ Next-gen cybersecurity ▶ Cloud solutions support ▶ On-demand remote fixes for critical issues	▶ Additional configuration quoted separately

Additional Information:

- Remote Support: Most troubleshooting is handled remotely. On-site visits are only scheduled if hardware issues or specific circumstances require them.
- Extra Visits: Any visits beyond the stated number will be charged at 300 SAR per visit.
- Hardware Costs: Not included; hardware replacement or procurement is client-side.
- Additional Work: Any extra configuration or services beyond what is listed will be charged separately.

AMC vs Non-AMC Comparison for IT Support

Arab Specifications Company for Information Technology (ARAB SPEC)

Service/Aspect	AMC (Annual Maintenance Contract)	Non-AMC (On-Demand Maintenance)
Support Type	Ongoing support, routine maintenance, and system stabilization	Support available only upon request; requires scheduling.
Response Time	Guaranteed response time (6, 24, or 48 hours based on AMC plan)	No guaranteed response time; subject to availability.
Cost	Fixed monthly or yearly payments, predictable costs	Pay-per-service, can be higher for urgent or complex issues.
Preventive Maintenance	Includes regular checks (server performance, temperature, etc.)	No preventive maintenance; only reactive support.
Priority Handling	Higher priority based on plan (Advance, Standard, Basic)	No priority; first-come, first-served basis.
Cost Control	Predictable, budget-friendly with no surprise costs	Potentially higher emergency or out-of-scope costs.
On-site Visits	Includes 1-2 site visits per month based on plan (Khobar & Dammam)	On-site visits charged separately at 500-1000 SAR per visit.
Remote Troubleshooting	Remote support for most issues, site visits only when necessary	Full support requires physical visits, leading to delays.
Services Included	▶ Routine maintenance ▶ Server monitoring ▶ VoIP troubleshooting ▶ Cybersecurity audits ▶ Data recovery ▶ Cloud solutions support	Only troubleshooting, charged separately for additional services or issues.

Benefits of AMC:

- Proactive Maintenance: Ensures continuous monitoring and preventive actions to avoid future disruptions.
- Faster Response: Guaranteed response times based on your plan (Advance, Standard, Basic).
- Predictable Costs: No surprise charges for routine issues, making it easier to budget IT expenses.
- Comprehensive Coverage: Includes monitoring, routine checks, and troubleshooting across different services like VoIP, cybersecurity, cloud solutions, and more.

Drawbacks of Non-AMC (On-Demand Maintenance):

- Delayed Support: Without an AMC, response times are not guaranteed and depend on availability.
- Higher Costs: On-demand support is charged per service request, potentially making it more expensive for urgent or complex tasks.
- Reactive Approach: No preventive checks, leading to potential issues that could have been avoided with regular maintenance.