



**Technical Experience and Trust**

**AMC (Annual Maintenance Contract) Proposal**

**Computer and Peripheral, Network (Sever, Router, Switches), CCTV and IP Camera, Firewall**

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# Technical Experience and Trust

## Company Profile

**GYANAM GROUP** is a Hardware company set up in 2015 with a goal to provide best services and innovative Information technologies to its customers. Our focus is on developing and enhancing your IT infrastructure taking into considers your business needs and constraints. We are located at Maharaja Chowk, Adarsh Nagar, Durg (C.G) .

Unmatched services and 100% customer satisfaction defines of our success Over the Past 3 years .We have dealt with problems as varied as they are complex. We are one of the leading companies in Chhattisgarh that offers complete Hardware and Networking Solutions and services providing Company, Combining unparalleled experience, comprehensive capabilities across all industries and business functions. Affiance Corporation collaborates with clients to help them to become high-performance businesses. We bring together latest technology in offering our services to all our clients.

Our specialty in offering Computer Hardware & AMC Services is that we properly understand the exact requirement of our clients. **We are highly flexible in our timing, and attend the problems at clients' site at their comfortable time, either day or night.** Our executives are available 24x7 so that your business schedule is not hampered or disturbed while we do the maintenance service. We are also one of the best computer hardware and AMC companies that quote unbeatable prices.

### *Services*

- AMC SERVICES. (IT and Computer)
- NETWORKING SERVICES. (Wire and Wireless)
- L2 AND L3 DEVICES
- COMPUTER LAPTOPS REPAIR.
- NETWORK SECURITY (Firewall)
- CCTV AND IP CAMERA
- BLADE SERVER AND RACK SERVER

## Annual Maintenance Contract (AMC) of Computer & Peripherals, Networking, CCTV

### SUB: GENERAL RATES FOR A.M.C OF COMPUTER and IT Services

#### Non-comprehensive

- AMC Charges of Per PC without any parts @ .....
- AMC Charges of Printers without parts @ .....
- AMC Charges of Scanner @.....
- Networking Maintenance 1-10 Connections @.....
- AMC Charges For Laptop Without Part @.....
- Windows, Linux installation and repair in .....
- AMC Charges For CCTV Without Part @.....
- AMC Charges For IP camera
- AMC Charges for Firewall Without Part @.....
- AMC Charges for RACK Sever Without Part @.....
- AMC Charges for BLADE Sever Without Part @.....
- AMC Charges for L2 and L3 Devices Without Part @.....

**Charges apply on four module MONTHLY, QUARTERLY, HALF YEARLY and YEARLY**

#### MAINTENANCE TERMS AND CONDITIONS

- ❖ **PC/ SYSTEM** and all its peripherals should not be moved from installed position without the knowledge of concerned of Gyanam Group or his guidance
- ❖ **Maintenance services** will be provided within 48 hours.
- ❖ **Burn & Damaged goods/part not cover in A.M.C.**
- ❖ The contract will cease if any person other than **Gyanam Group** opens the system. The customers has the right to make any changes or attachment to the equipment under AMC, by concerning with AFFIANCE CORPORATION. If any up gradation or addition is to be made to the systems then it should be done in the presence of a representative of **Gyanam Group SERVICES and AMC** charges will be increased accordingly.
- ❖ We shall not be responsible for repair of damage or malfunctions of system due to accident, or use of non-standard electrical power, dust air conditioning, if repaired the customers has to bear the cost of spares.
- ❖ **Replacement of All Parts (all spares)** , consumables parts like ribbon printer head, floppies, key switches & tops, hard disk media, CRT, cabinet, Adaptor, Plastic Parts,

CD-Tape head/ lenses/ scanner unit/any type of magnetic Media etc. Shall be charged extra as they are not covered under any type of AMC Agreement (AMC with Parts or AMC without Parts) in laser, Inkjet and DMP printers.

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- ❖ Customers will Hand over the system in perfect working conditions to **Gyanam Group** who in turn will Hand over the system in perfect working conditions to customers at the time of termination of contract. AMC will cover only electronic parts of Computer Device not any plastic or metal parts.
- ❖ Initially AMC will be undertaken for the machines in OK conditions and if any repair required before commencement of AMC, shall be done at cost i.e. ONE TIME REPAIR- REPORT (OTR-REPORT) before AMC undertaken system will be checked and repair on customer cost, Above AMC contract valid for hardware only, if software support required apart from operating system, will charged extra.
- ❖ **If any major crashed in computer system due to virus attack will not covered under AMC Repair and damage cost will be paid by customer.**

**Additional Facility**

- One Service Engineer will Be Allotted to You for service call, if more than 70 computer, which Save our Customer time.  
(Same Engineer won't require input to start the service call, normally familiar with customer hardware Setup)

**Here is our offer for Hardware AMC of computer And Also our Other General Terms & Conditions enclosed.**

**Please read and feel free to discuss any doubts. Hoping to work with you in the time to come.**

**Thanking you and assuring you our best support & services all the times .**

After Read download AMC Form <http://www.gyanamgroup.com/gyanamamcform.pdf>

Full fill all require entity with seal and sign SEND Email- [gyanamtech@gmail.com](mailto:gyanamtech@gmail.com)