



STARVIEW
TECHNOLOGIES

Starview MAintenance and support (SMART)

Realizing the value of your technology investments over its lifetime is greatly enhanced with a service partner. Starview offers **SMART Services**



Help Desk

- Phone, web, email
- Trouble ticketing system



SLA

- Spare part guarantee
- 24 x 7 or 5 x 8 or NBD
- Custom SLA



Services

- Multiple-site CPE deployment
- Testing, Staging, Project Management, Site Survey
- L2 and L3 TAC



Training

- Installation, Operation and Maintenance
- Hands-On
- Technology Partner



Extended Warranty

- Back to factory repair
- Extend manufacturers' warranty (1-3 yrs)



Preventive Maintenance

- On-site
- Hardware & software
- Half-yearly, or quarterly



Installation & Commissioning

- 1-stop service material arrangement
- Configuration
- Burn-in test
- 3rd party integration

Multiple channel Help Desk – Phone, Web & E-mail

Incidents are updated and tracked through ticket system with history logging

Phone: +65 6100 3375 (6100 desk)
Immediate/Urgent attention

Web: <https://helpdesk.starviewtech.net/portal/en/signin>

Email: support@starviewtech.net

