Enterprise system management

We look after the systems your staff work on every day: servers, computers, business software, backups and user accounts. Small faults are fixed before they stop work, and one team answers when something breaks.

CRITICAL ISSUE SLA	GENERAL QUERY SLA	ON-SITE HARDWARE VISIT	ACCOUNT OWNERSHIP
Within 4 hours (AMC)	Within 24 hours (AMC)	Scheduled within 48 hours	Domains & hosting stay yours

Scope & deliverables

- **Server & workstation care:** Linux and Windows servers plus staff computers kept documented, configured and healthy.
- **Scheduled OS & app patching:** Security and operating system updates applied on an agreed maintenance window.
- **Backup & restore testing:** Automated off-site and local backups with periodic test restores to verify recovery.
- **User access & onboarding:** Joiner/leaver accounts, email setup, role permissions and removal of shared passwords.
- **Direct helpdesk & site visits:** Support over WhatsApp, phone and remote desktop, with engineers dispatched for hardware faults.

When clients bring us in

- Your business has no full-time IT administrator, or internal IT is stretched thin.
- Backups run silently, yet nobody has tested a full restore onto clean hardware.
- Your ERP, website or accounting database runs on a server nobody actively patches.

How an engagement runs

- **1. System & backup audit.** Inventory every server, workstation, user account, licence and backup job.
- **2. Stabilise urgent risks.** Fix failing backups, unpatched systems, expiring SSL certificates and shared logins first.
- **3. Set the AMC schedule.** Put covered equipment, SLA response times and routine checkups into one annual contract.
- **4. Ongoing care & helpdesk.** Scheduled upkeep, monitoring and single-number support from the same engineering team.

Response & coverage under an Annual Maintenance Contract (AMC)

SUPPORT CATEGORY	AGREED OPERATIONAL STANDARD
Critical system outage	Engineer response within 4 hours via remote session, phone or WhatsApp
Routine user or software query	Response within 24 hours with ticket tracking at umaish.com/track
On-site hardware fault	Site visit scheduled within 48 hours across covered service locations
ERP & web server care	Covers cloud, data-centre or office servers while hosting accounts stay in your name

Commercial terms & confidentiality

Offered as an Annual Maintenance Contract (AMC) sized to your computers, servers and sites, or as a defined stabilisation project. Book a free IT health check first if you want an honest baseline.

Next step: Request a free IT health check at umaish.com/assessment?assessment=it-health or size an AMC at umaish.com/system-management.

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