



# Master Linux

Power of change

MASTER LINUX POWER OF CHANGE



BETTER SYSTEMS

BETTER BUSINESS

BETTER CUSTOMER SERVICE

MORE FOR LESS



## WHO ARE WE?

Master Linux IT Services is a one stop shop for all your E-Business related needs. We don't just designing and Implementing IT Solutions and develop your application, but we transform them to powerful business channels to be a powerful tool for promoting a business and a source for generating new business leads. If you are planning to take your business to an international level and promote it to the global market then you can join our services. Master Linux Provides the solutions and services required for deploying and managing efficient and highly available Linux/Open Source enterprise

environments, custom engineering for specific development needs, and support to ensure maximum systems availability and performance. Master Linux Also Provides Desktop/Web Based open source applications. By combining these services with ground-breaking Linux technologies such as Cluster Software and Secure Service Technology, Master Linux provides Open Source tools needed to maximize the performance of your IT infrastructure. Also Master Linux provides you with advanced Training in Most of IT Solutions with help of Master Linux high qualified staff.

We understand your needs. Our support contracts offer packages incorporating regular on-site visits, guaranteed response times, fixed budgets and access to a team of dedicated IT Professionals.

This service is typically customized based on your requirements, after we have evaluated your IT position.

Master Linux Support Contract keeps your systems secure and operational, bringing greater reliability, increased productivity and less staff frustration.

## MASTER LINUX SUPPORT SERVICES

## SERVICE BENEFITS

There are many reasons why SME Companies might wish to choose Linux/Solaris/HP Server Support. Benefits include

- 1 Removing the need for departments to maintain their own Solaris , HP or Linux server infrastructure.
- 2 Increased time and resources available to local IT staff to devote to department-specific support issues.
- 3 A secure computing environment patched and maintained per vendor Recommendations.
- 4 Around-the-clock monitoring of the server and critical applications.
- 5 Initial hardware installation/configuration into the Glue environment.
- 6 Rapid response to service degradation and unexpected outages (see below for response time service levels).
- 7 99.8% system uptime (does not include service outages associated with scheduled maintenance, electricity failure , and so on ).
- 8 Server operating system (OS) version upgrades installed on a timely basis.
- 9 Critical security updates applied as needed.
- 10 Installation and maintenance supported backup client software.
- 11 Assistance with obtaining hardware specifications and price quotes for computers and peripherals.

Master Linux has its own dedicated team of system engineers and developers that can modify or support existing infrastructures and software or develop custom applications. With their continual commitment to security and training in the latest technologies, they have the ability to find solutions with lower overall costs and the highest level of support possible. Master Linux has the ability to deploy solutions, in Linux/Unix environments. With our own Linux distributions, Master Linux provides the most advanced skills, right down to the operating system level.

**MASTER  
LINUX  
STAFF**

## STANDARD

*Used for companies with an IT existing IT solution or a simple set up. Typically a company with its own IT Personnel which calls on us for more complex tasks or monthly on-site checkups.*

- Support via Phone, Web, Remotely and Mail.
- Support during working hours 8 Hours / 5 Days.
- (Sunday to Thursday 9:00 AM until 5:00 PM).
- 5 help desk tickets per month.
- Our expert advice on product/services.
- E-mail support response within 48 hour.
- Unlimited phone calls during working hours.
- (Sunday to Thursday 9:00 AM until 5:00 PM).
- Does not include any Operating System updates.
- This Package contains service availability only.

## ADVANCED

*For a more hands on, experience This option is ideal for a company that has a complex IT system and minimal IT staff available.*

- Support via Phone, Web, Remotely and Mail.
- 10 help desk tickets per month.
- Support 12 Hours / 5 Days.
- (Sunday to Saturday 9:00 AM until 9:00 PM).
- 10 help desk tickets per month.
- 1 on-site visit a month.
- Our expert advice on product/services.
- Unlimited phone calls during support hours.
- (Sunday to Thursday 9:00 AM until 9:00 PM).
- include Operating system updates and upgrades if required.
- This package contains service availability, system tuning and system security check.

## PREMIUM

*Where all your IT Services are handled by us and utilize smart managed services in-house to give you a powerful solution that is seamless and flexible to your needs.*

- Support via Phone, Web, Remotely and Mail.
- Support 24 Hours / 7 Days.
- 2 on-site visits a month.
- Unlimited helpdesk tickets a month.
- Our expert advice on product/services.
- On site Engineer within 4 hour inside Cairo.
- This Package includes 24 visits only (12 routine visits/one each month).
- This package includes Operating system updates and upgrades if required.
- This package contains service availability, system tuning and system security check.



# SUPPORT PACKAGES

ITEM	STANDARD	ADVANCED	PREMIUM
SUPPORT HOURS	8 Hours / 5 Days	12 Hours / 5 Days	24 Hours / 7Days
SUPPORT CHANNELS	Phone, Web and Remotely.	Phone, Web , Remotely and on site visits	Phone, Web , Remotely and on site visits.
NUMBER OF INCIDENTS	5/Month	10/Month	Unlimited
ON SITE VISITS	NO	1 Visit / Month	2 Visits / Month
SUPPORT DETAILS	Service Availability	Service Availability , Performance Tuning and Security Check	Service Availability , Performance Tuning and Security Check
UPGRADE AND UPDATES	NO	Yes	Yes
PERIODIC BACKUP	NO	NO	Yes
PRICE /SERVER	Depends on No. Of Servers	Depends on No. Of Servers	Depends on No. Of Servers

## PRIORITY

Critical

High

Medium

Low

## RESPONSE TIME

Within 2 Hours

Within 4 Hours

Within 8 -16 Business hours

Within 2 Business days

## SITE VISITS (IF NEEDED)

From 2 - 4 Hours

Within 8 Hours

Within 12 Business hours

Within 2 Business days



# FREQUENTLY ASKED QUESTIONS

## WHICH LINUX DISTRIBUTIONS DO YOU SUPPORT?

Our standard support contracts cover the following Linux distributions: •Debian •Red Hat •Cent OS •Ubuntu  
Generally we only support the current release(s) of those distributions; however, if you have specific version requirements or you would like to discuss support of another distribution, please contact us.

## CAN YOU PROVIDE REFERENCES?

Yes, and we'll try hard to match your industry with an existing client or two for you to talk to. You may like check some of our clients [Sample Of our Clients](#) .

## I HAVE A LINUX PROBLEM BUT I DON'T HAVE A SUPPORT CONTRACT. CAN YOU HELP?

Of Course: Please contact us by e-mail [support@masterlinux.net](mailto:support@masterlinux.net)  
or you can reach us directly via our phone number (+202)22918487-(+202) 01113522632-(+202)01144445872)

## DO YOU SUPPORT WINDOWS?

No. However, we do have partnerships with reputable specialist Windows support companies, and we can offer you a "one stop" support service for both Linux and Windows that is backed by one of those companies.

## WHAT IS THE MINIMUM SUPPORT CONTRACT PERIOD?

Six months. You can then terminate your support contract with one month's notice

## WHAT ABOUT BACKUPS?

All of our support contracts include backup of system configuration information every night. We also offer backup of user data as an additional service.

## DO YOU SUPPORT LINUX ON THE DESKTOP?

Yes; please contact us for full details

## WHAT'S COVERED BY THE SUPPORT CONTRACT?

Please see the [Support Contracts Packages](#) page

## WHAT ARE YOUR PAYMENT TERMS?

Payment terms are 100% In Advance (15) days Before the Service Starting. You Can Pay by Check or Cash. Details will be included on your invoice.

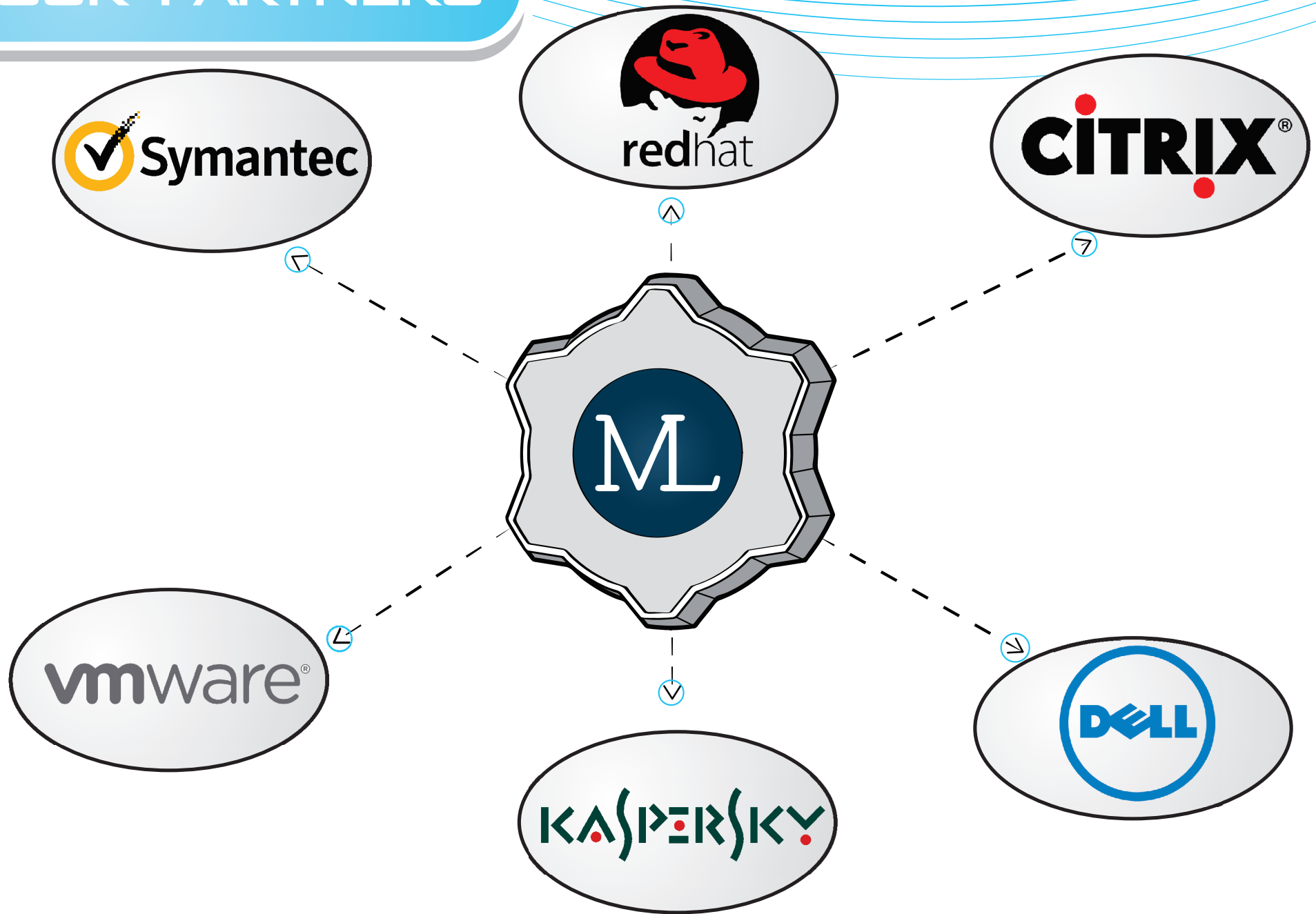
## DO YOU OFFER ANY DISCOUNTS?

Yes. A discount is offered to those clients who have 4 or more servers. Call us for More Details.

## MY QUESTION ISN'T ANSWERED HERE

Please contact  
[support@masterlinux.net](mailto:support@masterlinux.net)  
or call us on (+202) 22918487 - (+20) 1113522632 - (+02) 114445872 and we will do our best to answer your question.

# OUR PARTNERS





Master Linux Company: Year Founded:2003

Main Office : 8 El Marwa Towers , Nabil Elwakad st , 8th floor

Heliopolis ,Cairo, Egypt

Telephone : (+202) 22918487    Mobile : (+20) 1113522632    (+20) 1144445872

E-mail : [support@masterlinux.net](mailto:support@masterlinux.net)    [sales@masterlinux.net](mailto:sales@masterlinux.net)

[www.masterlinux.net](http://www.masterlinux.net)