ipsip VN

Smart IT Help-Desk

Service Presentation

2026

IPSIP VIETNAM





Agenda

01. **Intro**

02. **IT HELPDESK PRO**
Basic package

03. **IT HELPDESK PRO+**
Basic package + CyberSecurity

04. **Benefits**

05. **Implementation**

Common IT Issues in Businesses



Forgot / locked out of password



Network issues - unstable or no Internet connection



Computer crashes, freezes, or software errors



Peripheral device malfunctions



Unable to send/ receive emails



Software installation or upgrade problems



Data loss due to user error or technical issues

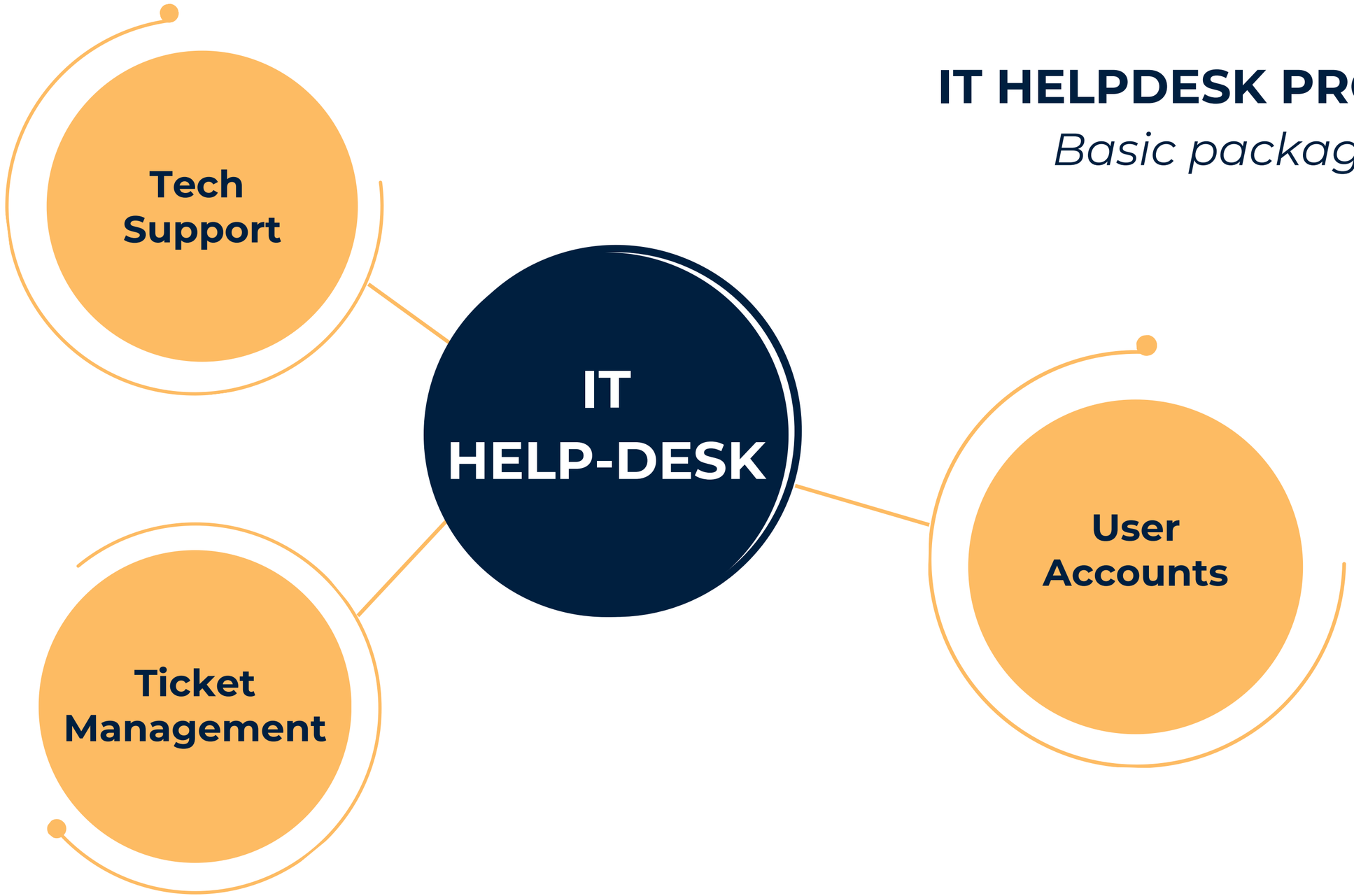


Signs of cyberattacks (viruses, malware, phishing emails)

IT HELP-DESK - AN ESSENTIAL SOLUTION

IT HELPDESK PRO

Basic package



Remote and On-Site Support Services

Flexible technical support, available both remotely and on-site in Vietnam



Troubleshoot issues related to software, operating systems, and office applications.

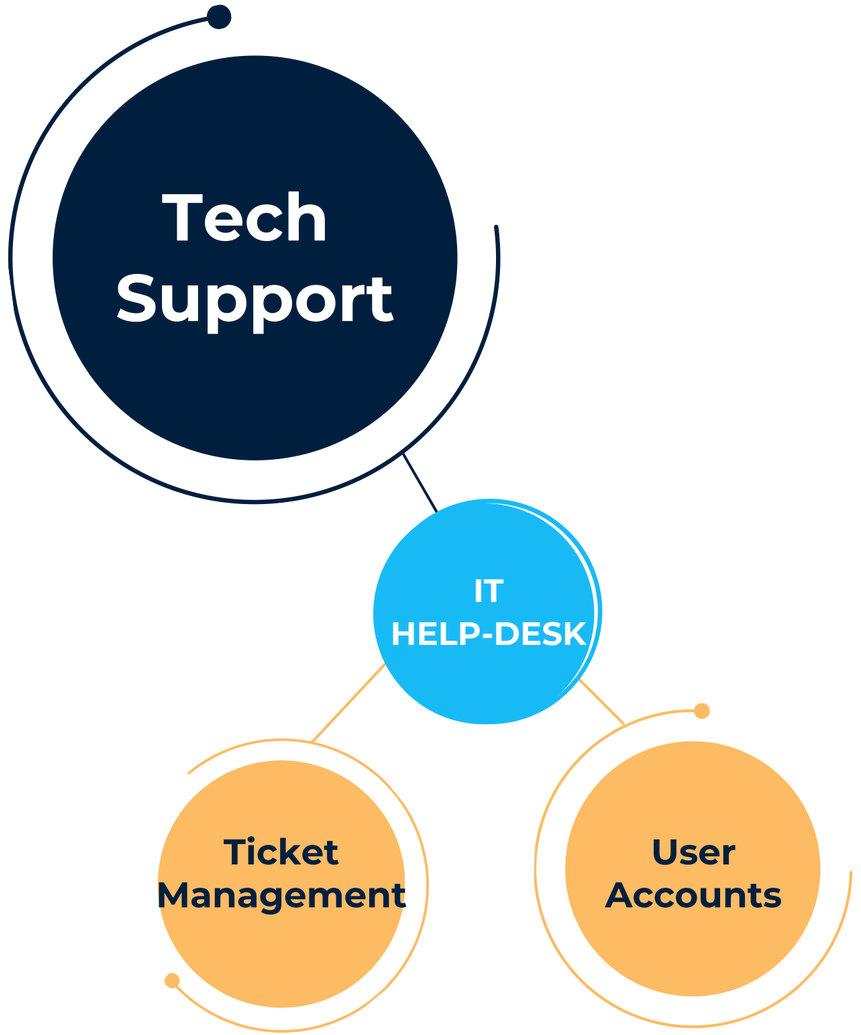


Install and upgrade software and applications as needed.



Configure and calibrate network devices, including routers, switches, and firewalls

(Optional - additional cost applies)



Implementation



Remote Support

- Use remote access software to handle problems.
- Support users via IPSIP ticket system.
- Solve problems with software, operating system configuration, office applications, email, etc.
- Install and update software on demand, no need for technicians to come to your place.



On-site Support

- Send technicians to the customer's office to handle incidents that require physical intervention or are highly complex.
- Perform periodic maintenance (as planned or on demand)

- Check and handle hardware errors, internal network devices (routers, switches, firewalls, cameras,..).
- Configure the system, check the performance of servers, LAN/WiFi networks and peripheral devices.

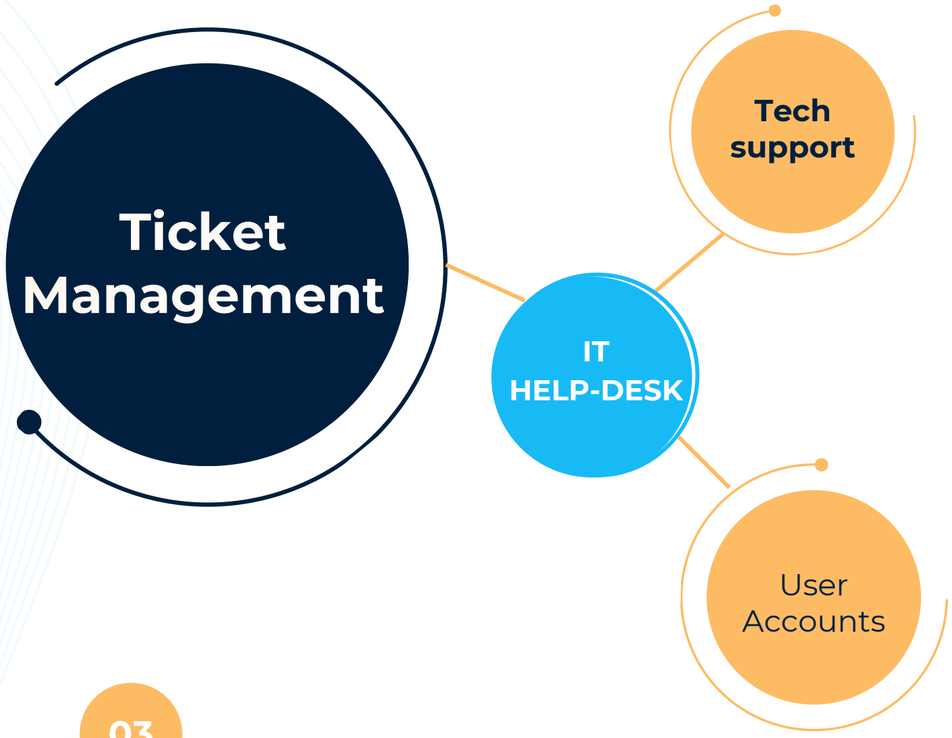


Flexible support

- 24/7 on-demand support
- A mix of remote and on-site support depending on priority and incident type

Optional - additional cost applies





Request & Ticket Management System

01

When there is a problem that needs support, the user creates a ticket and sends it through the system

02

Each support request will be recorded immediately through the ticket system and will have the first response / intervention within 15 minutes of receiving it.

03

Each ticket is tracked from the time it is created (create ticket) to the time it is processed (closed ticket), ensuring that it is not missed and processed on schedule.

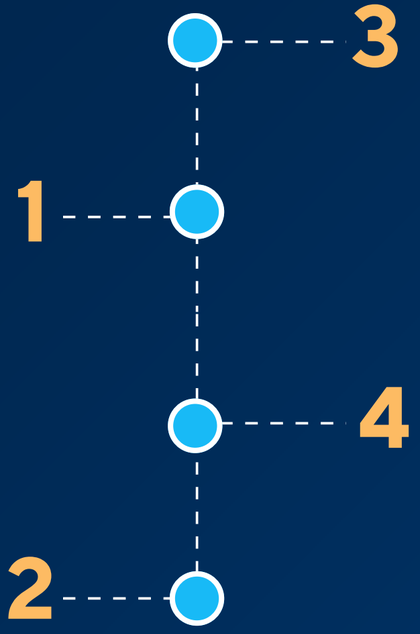
Implementation

User Guide for IPSIP Ticketing System

- Install and configure ticket management software
- Customize the interface, process, and classify requests according to the specifics of the business (Software, hardware, network, user account support, etc.).
- Set up priority levels, support levels (level 1, 2, etc.) and responsible people.

Multi-channel request intake

- Users can submit requests via multiple channels: email, ticket system, phone.
- Each request is assigned a unique code (ticket ID) for tracking.

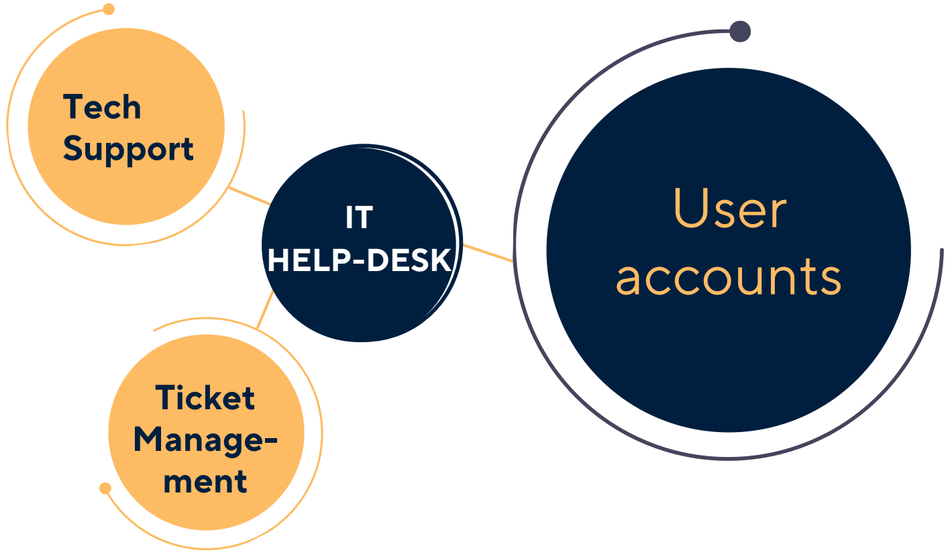


Track and update status

- The system records the entire processing process: reception time, processor, technical exchange, current status.
- Ticket status is clearly updated: Received → Processing → Pending → Completed.

Close ticket and provide feedback

- Once the issue is resolved, the ticket will be closed.
- Users can receive notification of the results and feedback on the service quality.





Internal Users account management

Create, edit, or disable user accounts as needed.

Grant appropriate access to network resources, ensuring the right person has the right role.

Assist with password resets and account security requirements.

Implementation

1. Receive requests through the ticket system

- All operations related to the account are processed according to a clear process through the IPSIP ticketing system.
- Record full information: requester, purpose, time and priority.

Create, adjust and disable accounts

- Create new accounts for new employees (email, access to internal systems, specialized software...).
- Update user information when there are changes (title, department, permissions).
- Disable or delete accounts when employees leave, change departments or according to security requirements.

3. Role-based access rights

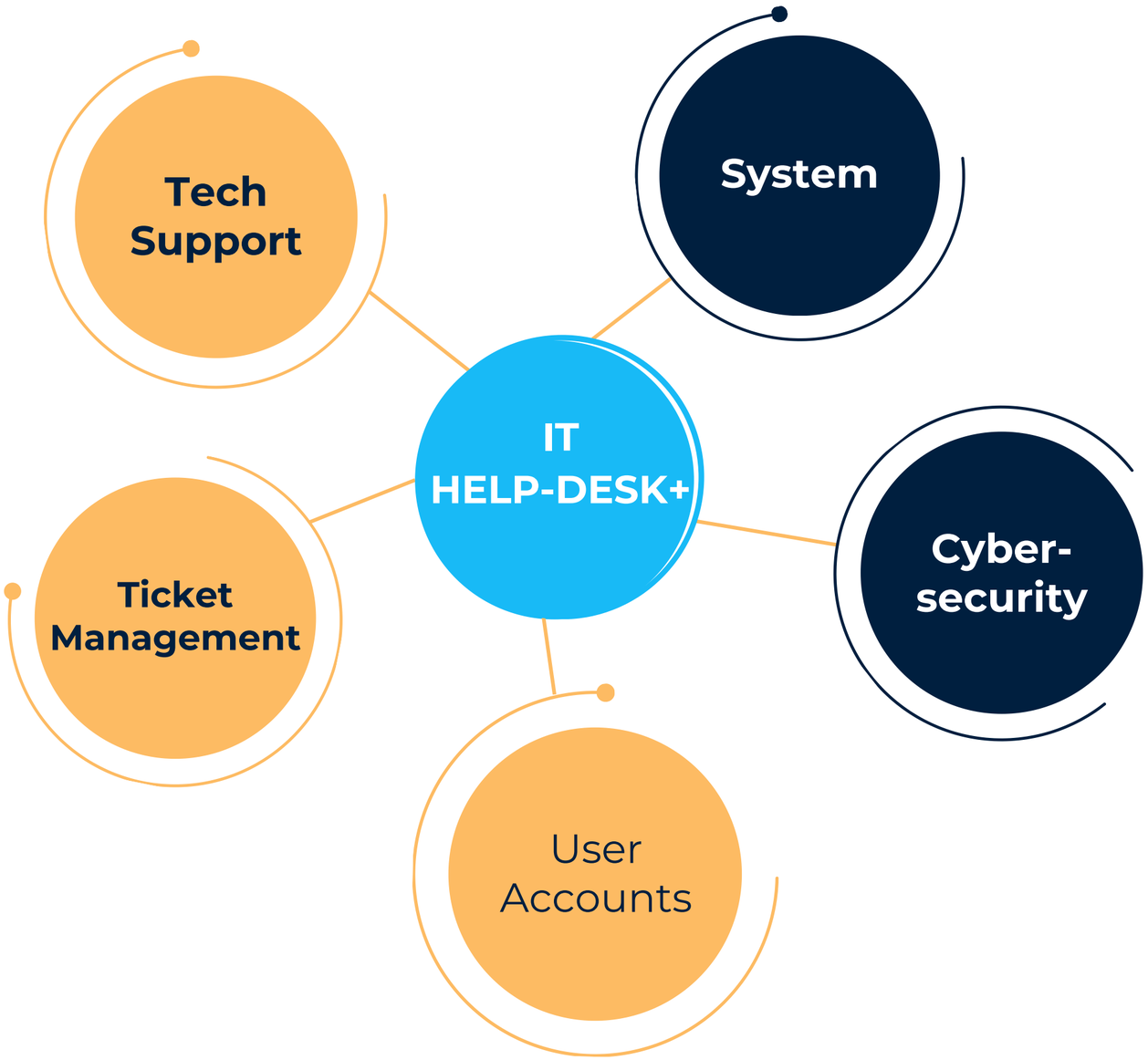
- Set access rights to data, folders, applications... based on the principle of "appropriate role - minimum rights" (Role-based Access Control - RBAC).
- Ensure users only have access rights that are appropriate for their assigned tasks, limiting the risk of data leakage.

4. Reset passwords and security support

- Support users to reset passwords in case of forgetting, locking accounts, or periodically.
- Apply security policies: 2-factor authentication (2FA), periodic password change reminders.

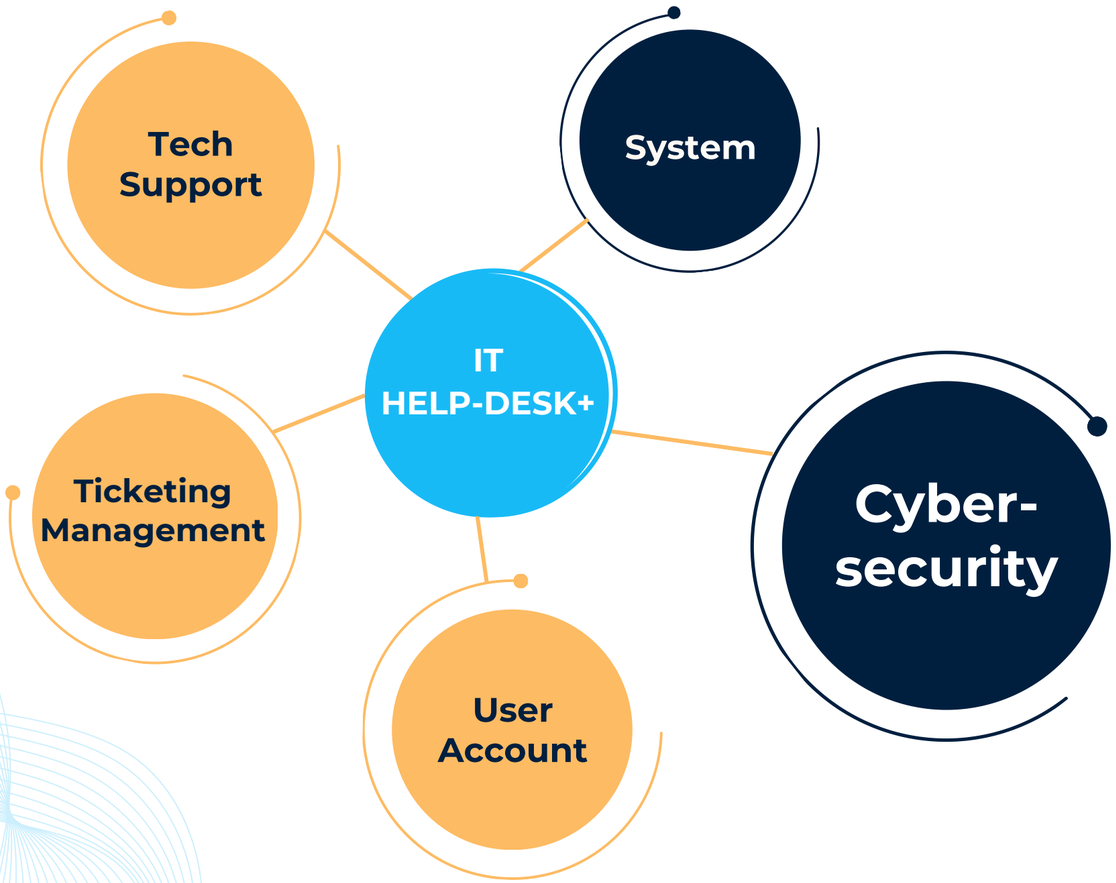
5. Track and control changes

- All account changes are logged to ensure transparency and easy retrieval when investigating or checking security.



IT HELPDESK PRO+

Basic package + CyberSecurity



- Cybersecurity Protection
- Cloud Application Security
- Email protection
- Wireless Attack Prevention and Remediation
- Mobile Device Management MDM

Optional - additional cost applies

Implementation

Cybersecurity Protection

- Document the current system status (network, endpoints, applications).
- Deploy multi-layered protection solutions: Firewall, anti-malware (antivirus/EDR),
- Real-time threat monitoring and alerting (if integrated with SOC).

Cloud App Security

- Configure security policies for email, Drive, OneDrive, SharePoint, Microsoft 365, Google Workspace...
- Detect and warn of unauthorized access, data leakage from user accounts.
- Apply conditional access control, protect files stored on the cloud.

Email Protection

- Against malware
- Against user impersonation / phishing attempts
- Against spam
- **Inbound / outbound attachment type filtering**
- **Inbound / outbound keyword filtering**

Optional - additional cost applies

Prevent attacks via wireless networks (Wi-Fi Security)

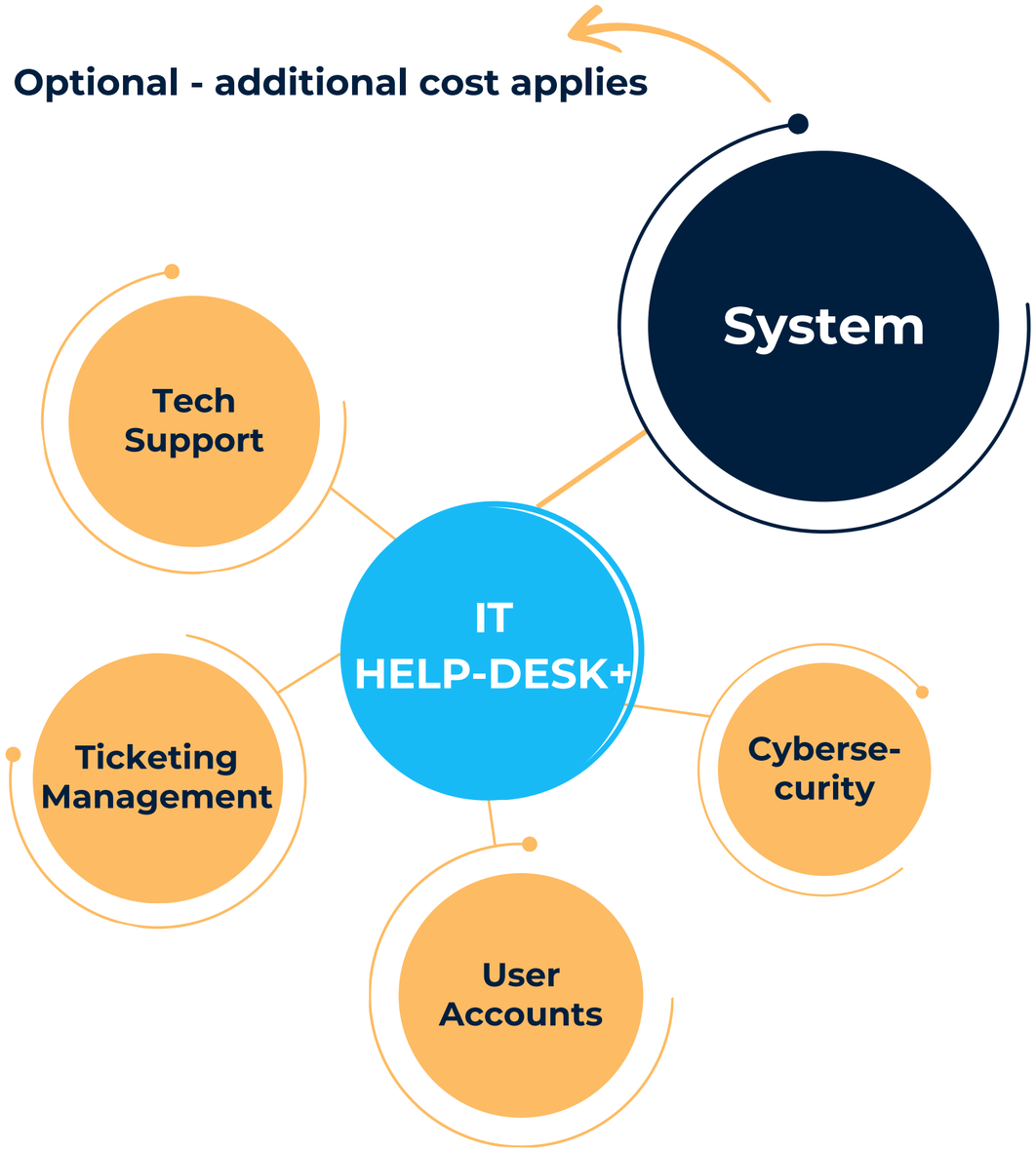
- Check the security of the enterprise Wi-Fi system: password, protection, network partition (guest/private).
- Configure warnings when strange devices access the network.
- Advise on changing Wi-Fi devices or upgrading configurations if necessary.

Mobile Device Management - MDM)

- Install MDM software to monitor and control employees' mobile devices (smartphones, tablets).
- Allow businesses to:

+ Install applications remotely.
+ Limit access by geographic area or time.
+ Remotely wipe data when the device is lost or at risk of leakage.

Optional - additional cost applies



System monitoring

- Continuously monitor the operating status of servers, network devices and important services.
- Timely detect and handle technical problems, minimizing the risk of downtime.
- Perform regular data backups to protect important information and support recovery when needed.

Implementation



Install dedicated monitoring tools:

- Deploy system monitoring software such as Zabbix, PRTG, Nagios or SaaS solutions (remote monitoring via cloud).
- Configure real-time monitoring of components such as: servers, switches, routers, firewalls, operating systems, disk capacity, network services (web, mail, DNS...).



Alerts

- Set warning thresholds (eg: CPU exceeds 80%, hard drive is 90% full, service is down...).
- The system will send warnings via email, SMS or chat software when there are signs of abnormality. (on demand)



24/7 or hourly monitoring

Flexible according to business needs:

- Full-time monitoring (24/7).
- Monitoring according to working hours.
- Monitoring according to specific schedules for each system.

Backup Monitoring

- Set up a regular data backup schedule (daily, weekly...).
- Monitor backup results (success/failure), detect errors promptly.
- Support data recovery in case of loss or system error.

SERVICE PACKAGE COMPARISON

IT HELP-DESK PRO

1. Does not include 24/7 system monitoring

2. Technical support 24/7

- Receive, respond to, and resolve common IT incidents
- Support provided based on user-raised requests

IT HELP-DESK PRO+

1. Includes continuous 24/7 system monitoring

2. TIntegrated early detection of hidden risks and cyberattacks

3. Remote deployment and management of EDR (Endpoint Detection & Response)

System is fully protected under the supervision and operation of IPSIP’s expert team

Benefit

IT Helpdesk helps businesses operate seamlessly by providing timely, expert-driven support and ensuring strong cybersecurity posture.

24/7 Support

Get help whenever you need it - day or night - to quickly resolve incidents and minimize disruptions.

Highly Skilled Team

Access to a team of certified IT professionals who diagnose, resolve, and guide effectively across various tech issues.

Strengthened Cybersecurity

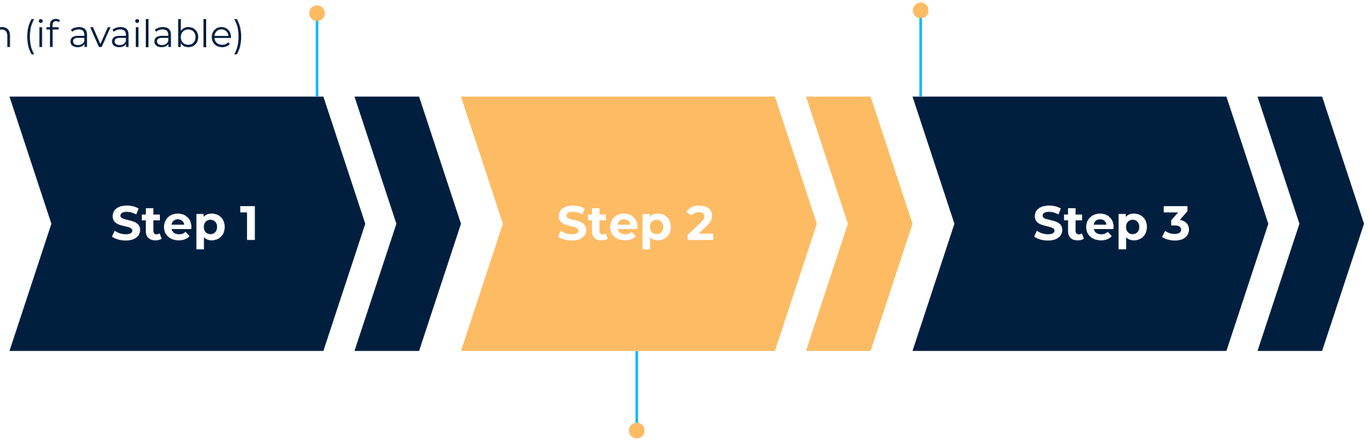
Protect your business from malware, phishing, and hidden threats with layered security and real-time monitoring (with PRO+).

Implementation of IT HELP-DESK IPSIP

Step 1: Onboarding & Information Gathering

Collect initial technical information, including:

- Employee list
- Devices inventory
- User accounts
- Network diagram (if available)



Step 2: Setup & Initialization

- Configure remote access connections
- Provide guidance on using the ticketing system
- Conduct testing and trial run

Step 3: Request Handling & Ongoing Support

- Handle service requests
- Ensure continuous service operation
- Deliver periodic reports

Scope of work

IT HELP-DESK PRO

Remote & Onsite Technical Support	(Troubleshoot issues: software, operating systems, and office apps)	(Install and upgrade software, apps as needed)	(Perform periodic maintenance on demand)
(IPSIP Ticketing System)	(Request/Incident Logging)	(Categorization & Prioritization)	(Assignment & Resolution)
Internal User Account Management	(Create, edit, or disable user accounts as needed)	(User Access Control)	(Assist with password resets & account security requirements)

IT HELP-DESK PRO+

CyberSecurity	Cybersecurity Protection	Cloud App Security	Secure Mail Protection

Service Level Commitments (SLA)

No.	GENERAL INFORMATION	PACKAGE	NOTES
1.	Business Size	.... users	Users include: PCs/Laptops, ...
	Support Activity	**Response Time**	
2.	Issue acknowledgment	Within 10 minutes of notification	
3.	Remote troubleshooting	15 minutes	
4.	Onsite technician arrival	Within an 1 hour	During business hours only
5.	Full issue resolution	Within 4 hours	
6.	Support availability	24/7 coverage	Including weekends and holidays
7.	Unlimited support requests	No cap on the number of tickets	

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Thank you!