



OUTSOURCE  
 OPENSOURCE  
 OPENMIND

**IT projektai, JSC** – the company established in Vilnius, in 2004.

The company's main activity – complex IT solutions.

IT projektai, JSC provide complex services of image formation, technical maintenance, consultancy and training, development and integration, security assurance.

Experience in IT projects of different complexity allows us to represent You or be Your independent consultant when analysing information systems and implementing them together with other IT companies.

Being experienced in maintenance of various computer systems, we are able to offer proper office equipment and the best computer network solution.

Additional experience in publishing and design makes us confident to offer our services in brand development and refined design of IT solutions!

We are open to our clients and we are sure that our "know-how" is needed.

## Client package

### Confidentiality undertaking!

Confidentiality undertaking shall be signed with every client! Undertaking defines amount of protected information, information security instructions and liabilities.

### Agreement!

Standard agreement stipulates a possibility to package services from different fields. Five service groups include around 40 different services.

### IT audit!

IT audit shall be performed before works and annually afterwards. Audit enables establishment of the status of hardware and software, evaluation of needs for training, documentation and procedure checkups.

In audit conclusions, we indicate weaknesses and prepare preliminary settlement plan and budget.

### Maintenance check-ups!

Maintenance check-ups of all hardware and software are performed annually. Equipment is cleaned, its operational status is checked, damaged and default parts are repaired or replaced, documentation and disorder statistics are revised and etc. Around 30 prevention procedures are performed at each workplace.

### Database of equipment!

Each unit of the client's hardware is marked with a hologram sticker. Data of maintained hardware is entered to a special database where equipment characteristics, date of the last maintenance check-up, purchase date, responsible persons and procedures are recorded.

### IT Helpdesk!

Customers are able to register all disorders in IT Helpdesk. When registering this way, a responsible person working on troubleshooting a problem and status of work is always known.

### Remote maintenance!

Remote maintenance software is installed into each work place computer and users are trained.

### Supervision!

Special supervision software is installed into the client's network.

### Complete work report!

Authorised people of the client are granted an access to the statistic, analytic data base where they can find statistics on disorders, time for troubleshooting, log of services, issued invoices, dates of maintenance check-ups, intended and performed tasks.

### Business continuity plan!

We prepare all relevant IT documentation and procedure descriptions. One of the main documents - business continuity plan is prepared constantly. The plan includes descriptions of risks of the current business and mechanisms of their elimination /reduction. The plan is specified on demand and is annually revised in detail.

## Prices

Task definition	Price, LTL/ hour, VAT excluded
Training and IT policy, high-complexity tasks	Ask for special prices!
Training and IT policy, medium-complexity tasks	
Training and IT policy, low-complexity tasks (onsite consultancy, accountancy program maintenance)	
Technical maintenance, high-complexity tasks	
Technical maintenance, medium-complexity tasks	
Technical maintenance, low-complexity tasks	
Programming, high-complexity tasks	
Programming, medium-complexity tasks	
Programming, low-complexity tasks	
Image formation, high-complexity tasks	
Image formation, medium-complexity tasks	
Image formation, low-complexity tasks (Internet website maintenance, update)	
Organizational work, high-complexity tasks	
Organizational work, medium-complexity tasks	
Organizational work, low-complexity tasks (supplies ordering, purchase, warranty, preventive tasks)	