



raiden.lk

Annual Maintenance Contract

Raiden (Pvt) Ltd.

**Crafting Digital
Experiences with
IT Services & Creativity**

Raiden (PVT) Ltd

About Us

Raiden (PVT) Ltd is a forward-thinking IT solutions provider based in Sri Lanka, serving customers across islandwide, with extended services reaching overseas clients as well. With a strong focus on reliability, customer satisfaction, and innovation, Raiden delivers a full spectrum of IT services, hardware and software solutions, network infrastructure setup, and after-sales support for both individuals and businesses.

300+

System Components

250+

Customer Base

50+

Services

Empowering Businesses Through Smart IT Solutions

Founded with a vision to bridge the gap between technology and end-users, Raiden has grown into a trusted partner for clients ranging from small startups to established enterprises. Whether you need a single laptop for your home office or a complete IT infrastructure for your business, we ensure seamless service, expert consultation, and timely delivery.

We are authorized resellers for major global brands like HP, Dell, Lenovo, Microsoft, Adobe, Kaspersky, and many more—offering genuine products at competitive prices with warranty-backed assurance. Our technical team is composed of skilled and certified professionals capable of handling everything from workstation repair and data recovery to server deployment, cybersecurity planning, and ongoing maintenance through Annual Maintenance Contracts (AMC).

our mission is to provide high-quality IT products, services, and support through customer-focused solutions, certified expertise, and strong partnerships with global brands. We are committed to ensuring technology works seamlessly for our clients—locally and internationally—by offering dependable service, genuine products, and continuous technical support tailored to their needs."



The Value of Signing an Annual Maintenance Contract (AMC)

An Annual Maintenance Contract (AMC) ensures your IT systems stay reliable, secure, and well-maintained throughout the year. It offers regular preventive maintenance, software updates, virus protection, and expert support at a fixed, affordable cost—helping you avoid unexpected breakdowns and repair expenses.

AMCs reduce downtime, improve system performance, and extend the lifespan of your hardware. You also benefit from priority service, discounted parts, and quick issue resolution.

With Raiden (PVT) Ltd as your IT partner, an AMC gives you peace of mind, letting you focus on your business while we take care of your technology.

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Experience Streamlined and Seamless IT Operations Year Round

Raiden for Professionally Managed IT Annual Maintenance Contracts (AMC)



Scan this QR code for more information
<https://raiden.lk/amc>

Our Key Offerings Include:

- **IT Hardware Supply:**
Desktops, Laptops, Servers, Monitors, Printers, and Accessories
- **Computer Repairs & Upgrades:**
Full diagnostics, system restoration, and hardware replacements
- **Network Setup & Configuration:**
Structured cabling, router/switch installation, and office-wide connectivity solutions
- **Software Reselling:**
Genuine licensing and installation support for Microsoft, Adobe, and leading antivirus brands
- **Cybersecurity Solutions:**
Virus protection, firewall management, secure remote access, and data protection services
- **Annual Maintenance Contracts:**
On-site/off-site support, scheduled maintenance, and priority service and remote helpdesk support
- **Cloud & Web Hosting Management:**
Data recovery, storage solutions, and Web Hosting System Administration



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AMC Package Privileges

	Essential Care	ProSecure Plan	Enterprise Shield
Unlimited access to technical support representatives.	Monday – Friday 8.30 AM - 5.00 PM Saturday 8.30 AM -1.30 PM	Monday – Friday 8.30 AM - 5.00 PM Saturday 8.30 AM -5.00 PM	24/7, 365 days
Remote Internet based IT support in addition to our on-site services.	✓	✓	✓
Response time	Next Business Day in onsite	On-site response time within 4 hrs. (Colombo Area)	On-site response time within 4 hrs. (Colombo Area)
The average repair turnaround time	5 Business Day	3 Business Day	1 Business Day
Provision of temporary equipment until the defects are resolved	—	Desktop PCs & Laptops Only	
Software warranty extend to 1 year	Only for Genuine license purchase from Raiden.lk		
Discount rates for warranty extend pack for PCs and Notebooks*	✓	✓	✓
Comprehensive services per year	Two (2) Services	Three (3) Services	Three (3) Services
Data Backup and Recovery*	—	—	For Notebooks purchased from Raiden (Pvt) Ltd.
Special Discount on new supply orders and/or consumables	✓	✓	✓
Off-site repair with pickup and return service.	—	✓	✓
Dedicated IT Engineer Support	✓	✓	✓

*Customers may purchase extended warranty packs as optional add-ons for their existing PCs or laptops.

For full details and eligibility criteria, please refer to the following URL: raiden.lk/extendedwarranty

*Data backup and recovery services will be provided if feasible, depending on the condition of the device and data integrity at the time of service.

From Hardware to Helpdesk – We've Got You Covered

Our focus is to provide high quality IT and Computer support to businesses islandwide. we are ready to support you.

Raiden has a team of highly qualified, friendly, customer facing engineers. They are able to provide you with computer support over the telephone, remotely over the Internet and of course on site.

Our IT engineering services are available either as part of an all-inclusive annual IT Computer Support maintenance contract or on an adhoc time and material basis.

Our annual IT Support contract ensures that your computer system is up and running as quickly as possible after a system failure.

Other companies offer hardware support contracts. However, unlike Raiden, you will find that most fall short when failures are caused either by software or a combination of software, hardware and operating system.

Our support contract ensures that you get the very best service with response times available to suit your needs.

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AMC Package FAQs



What types of issues are resolved during onsite support?

Onsite IT support addresses a wide range of technical issues that require physical presence to diagnose, repair, or maintain equipment. Here are the common types of issues resolved during onsite support: PCs and Laptops not starting or crashing, Faulty power supplies, RAM, hard drives, or motherboards, Overheating issues due to dust or fan failure, Peripheral device failures (printers, scanners, monitors, etc.) Physical network infrastructure issues (cables, ports, patch panels), Software & OS Issues

Is your service truly available 24 hours a day?

Yes! For the Enterprise Shield Package This is genuine 24/7 support. Our IT helpdesk engineers turn up on a shift basis to their desks and are ready for calls.

What are the devices included in your IT AMC support?

Raiden provides professionally managed IT support for all your office IT infrastructure- PC, Laptop, Server, Switch, Router, Printers and CCTV devices among other IT peripherals.

Is customization of IT AMC support and services possible?

Yes, our AMC modern IT services are exclusively developed after proper consultations and confirmations with the client catering to their specific IT infrastructure and budget requirements.

What are the procedures involved in the IT AMC agreement?

Raiden offers yearly IT AMC contracts. Once the plan is designed according to your needs and after confirmation, both parties will sign the agreement. All the terms and conditions will be clearly stated within the agreement.

How do we contact the Raiden IT help desk for IT AMC Support?

Consumer satisfaction is a top priority for the GS-IT team. For professional IT AMC support, Use our 24/7 Chat support | Call us on our helpline number | Email us at info@raiden.lk You can also use our ticketing tool to put in a request for remote support of all IT peripherals.

Does Raiden (Pvt) Ltd. keep our information private?

Client privacy and security are prioritized in all our IT support AMC services. As part of our IT AMC agreement, we prepare and sign confidentiality forms to guarantee the safety of your critical data and assets.



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How Much Will My Managed IT Support Cost?

Finally, the big question—how much will your managed IT services cost?

That's going to be very difficult for you to figure out on your own without contacting IT service providers for full descriptions of their services, but here are a few questions you can ask yourself to help get you closer to a ballpark number—and to ensure managed IT firms can give you a more accurate quote:

- 1 Do you want to have internal IT staff?
- 2 Or are you comfortable outsourcing the entirety of your IT needs?
- 3 Do you want to pay a flat, predictable amount each month, or is a low monthly fee with unpredictable additional billable charges okay?
- 4 What kind of IT support do you need?
- 5 24/7? Do you want remote and onsite IT support? Or just remote support?
- 6 Do you need proactive monitoring and maintenance? Or are you comfortable with just putting out fires as they happen?
- 7 Do you need cybersecurity tools that you are currently lacking?
- 8 Do you anticipate growth and need IT services that scale with your growth? Or do you plan to not grow over the next few years?
- 9 How complex is your technology environment?
(This is a bit of a trick question because complexity can differ depending upon the eye of the beholder. It's not uncommon for someone to call us and say that they have a simple IT network only for us to find out that the organization's needs are much more complex from a technical perspective than they ever knew.)
- 10 Is your data in the cloud, on-premises, or a combination of both?
- 11 What kind of data backup solution do you have, and does it need to be monitored and maintained?
Do you want faster recovery speeds from your data backups?
- 12 Do you require strategic IT planning and consulting?



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<https://raiden.lk/amc>



Getting IT AMC Support from Us is Simple!

Arrange a free IT Consultation : To find out how Raiden IT can help your business to succeed, speak to a member of our expert team. You can call us on +94 70 724 9800, email info@raiden.lk, or send us a message using our online form.



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