PINTER TECH SOLUTIONS

IT SERVICES PORTFOLIO

IT services & cloud support.

Proposed service scopes and deliverables. Suitability, access and delivery capability are confirmed before a quotation is agreed.

01 SSL Certificate & DNS Support

Plan renewals, investigate HTTPS issues and configure agreed domain records.

PROPOSED SCOPE

- Certificate inventory, expiry review and renewal planning.
- CSR preparation, certificate-chain checks and agreed TLS changes.
- DNS record updates and post-change connection checks.

DELIVERABLES Renewal record, validation notes and expiry schedule.

02 Business Email Setup

Configure custom-domain email with an agreed Microsoft 365 setup scope.

PROPOSED SCOPE

- Domain verification, user accounts and mailbox configuration.
- MX, Autodiscover and SPF/DKIM DNS configuration.
- Send/receive checks and basic email client setup.

DELIVERABLES DNS record register, test results and setup notes.

DISCUSS YOUR REQUIREMENT

info@pintertechsolutions.com

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Technical reference: Microsoft 365 domain and email DNS setup

IT SERVICES PORTFOLIO

Practical support. Tested recovery.

Additional business IT scopes for agreed environments. Workstation, email and file-backup engagements require a capability and scope review.

03 Remote IT Support

Troubleshoot defined software and access issues through scheduled remote sessions.

PROPOSED SCOPE

- Basic Windows application and user-access troubleshooting.
- Software installation and agreed workstation configuration.
- Issue documentation, user guidance and escalation where needed.

DELIVERABLES Issue log, actions taken and next-step guidance.

04 Backup Setup & Recovery Checks

Configure a selected file-backup approach and verify an agreed sample restore.

PROPOSED SCOPE

- Confirm files, backup destination and retention requirements.
- Configure the selected backup tool and agreed schedule.
- Restore selected sample files and record the validation result.

DELIVERABLES Backup checklist, sample-restore notes and handover.

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Scheduled support and defined restore checks; wider coverage is quoted separately.

IT SERVICES PORTFOLIO

Clear handovers. Connected systems.

Practical technical guides and SAP cloud connectivity support, with an agreed scope, documented checks and operational handover.

05 Technical Documentation & Training

Turn technical work into clear instructions and practical learning material.

PROPOSED SCOPE

- Installation guides, operating procedures and technical runbooks.
- Training material tailored to the agreed audience and systems.
- Structured walkthroughs, handover sessions and practical Q&A.

DELIVERABLES Reusable guides, session material and follow-up actions.

06 SAP Cloud Connectivity Support

Support connectivity between SAP BTP and agreed on-premise resources.

PROPOSED SCOPE

- Cloud Connector installation, configuration and access review.
- SAP BTP subaccount connection and agreed resource mappings.
- Connectivity checks, trust review and troubleshooting.

DELIVERABLES Connection register, validation notes and admin handover.

DISCUSS YOUR REQUIREMENT

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Technical reference: SAP BTP Connectivity and Cloud Connector