



## SUMMARY

With our strong customer relationship, professional tools and wholehearted service attitude to the clients, AMS China has been offering the maintenance and technical services for Guangzhou Railway (Group) Company and its subsidiaries for seven (7) successive years, since 1999.

This track record shows not only of our service capabilities, deliverables, fixing customer problems but also demonstrate excellence in service quality.

## CHALLENGES

Guangzhou Railway (Group) Company has purchased a total of 48 HP/Compaq computer servers and super-computer servers over the past decade, hence some of this equipment employed legacy technology not found in modern days. The challenge is to maintain its services 24/7 all year round.

## SOLUTIONS

AMS China has offered and provided comprehensive maintenance and technical support to the customer. Our service deliverables include:

1. 24 hour/day standby for technical service responding all the year around (365 days);
2. For each quarter, our engineers will visit client's site to check and replace vulnerable components;
3. When a fault occurs, we will respond immediately and clear such fault by all necessary means, so that the client's application systems can be timely recovered;
4. Provide other value-added services: computer performance optimization, equitable distribution of resources, and the configuration of related network system and foreground/background applications. We will provide expert-level guidance and consultation services.
5. We will initiate a series of technical trainings on client's application each year, with our customer engineer lecturers specialized in software development, database arrangement, system performance optimization and maintenance service.



## **BENEFITS**

During the past seven years, our professional services and “tailor-made” system services have helped gain high recognition from the client. The contract for outsourced maintenance service has been extended for seven years, well marking AMS China high-quality technical services, excellence in technical strength and the capability & experience in team management.

However, we are not satisfied yet. We believe that only professional technologies and sound after-sales service will enable us to earn further recognition from more clients. Therefore, we have been making constant efforts in innovation and are trying our best to allow more clients to know us and choose our products and services.

## **CUSTOMER INFORMATION**

Established on February 8, 1993, Guangzhou Railway (Group) Company is formerly known as Guangzhou Railway Bureau, and is one of 512 key state-owned enterprises designated by the State Council, as well as one of 120 pilot enterprise groups. It is also the first enterprise group of China’s railway transportation industry, and is currently ranking 97th among the top 500 enterprises of China.