

# Business Plus

*The Best Software Solution For Your Success*

The Benefits Table of Annual Maintenance Service.

Business Plus ERP & POS after the Warranty Period (MA)



# The Benefits Table

of Annual Maintenance Service Contracts.




























**Business Plus ERP & POS** after the Warranty Period (MA)

Benefit Description	Types of MA		Not sign MA
	Platinum	Gold	
1. <b>Free</b> upgrade during warranty period (Download link for new version from <a href="http://www.businessplus.co.th">www.businessplus.co.th</a> )	Free upgrade Service at Center (Excluding On-site service)	Free upgrade Service at Center (Excluding On-site service)	
2. <b>Free</b> consulting services via phone, E-mail, fax, <b>Line</b> , <b>Webboard</b> during office hour	 Special / Immediately Responding within 30 minutes (Service Hotline)	 Responding within 1 hour	 <b>** Scope of service</b>
3. <b>Free</b> consulting service via mobile, <b>Line</b> , <b>Webboard</b> after office hour (Monday-Friday 05.30 pm - 10.00 pm) (Holiday 08.30 am - 10.00 pm)			
4. <b>Free</b> Special service via e-Remote Computer during office hour (Only Basically Service)	 Responding within one day.	 Responding within two day.	
5. <b>Free</b> consulting service online e-Openhouse consulting by Making appointment 2 days inadvance			
5.1 Bangkok and Upcountry with distance less than 200 km. from BKK, and suburb of BKK included Pathumthani, Nonthaburi, Nakornphatom, Samutsakorn, Samutprakan <b>Free</b> e-OpenHouse 2-3 hrs./time	 - <b>ADV</b> 2/time/year - <b>PRO</b> 4/time/year		
5.2 Upcountry with distance up to 200 km <b>Free</b> e-OpenHouse 2-3 hrs./time	 - <b>ADV</b> 2/time/year - <b>PRO</b> 4/time/year	 <b>ADV</b> 1/time/year <b>PRO</b> 1/time/year	
6. Installation program according to the number of devices and Licenses (according to the right) During the office hour (Monday-Friday 8.30-17.30)	 Standard price	 Standard price	 Standard price
7. Add on Service/data migration/Change device migrate Sever Online/e-remote service (installation according to the number of Licensed) during the office hour (Monday-Friday 8.30 -17.30)	 Standard price	 Standard price	 Standard price
8. <b>Free</b> for inspection /consulting at Service Center			
8.1 <b>Free</b> Data checking by sending data to service center	 Report preliminary results within 1 day (working day)	 Discount 20% (from price 1,000-3,000 Baht) Report preliminary results within 2 days (working day)	
8.2 <b>Free</b> Data checking and consulting by Making appointment 2 days inadvance		 Discount 20% (from price 1,000-3,000 Baht)	

# The Benefits Table

of Annual Maintenance Service.

**Business Plus ERP & POS after the Warranty Period (MA)**

Benefit Description	Types of MA		Not sign MA
	Platinum	Gold	
8.3 Checking server Performance (Request from customers) - Auto backup - Advice for RAM/HDD	 Appointment in advance within 2 days (working day)		
9. <b>Free</b> for Onsite Service/Data Check (Customer ofce)			
9.1 Bangkok <b>Free</b> Service 4-5 hrs./time	 Based on contract (only- PRO)	 3,500 Baht/time/day	
9.2 Upcountry with distance less than 200 km. from BKK, <b>Free</b> Service 4-5 hrs./time and suburb of BKK included Phathumtani, Nonthaburi, Nakornphatom ,Samutsakorn, Samutprakran	 Based on contract (only- PRO) (Extra charge for travelling expenses as company standard)	 4,500 Baht/time/day (Extra charge for travelling expenses as company standard)	
9.3 Upcountry with distance up to 200 km. from BKK, Service for 2 days / 1 time, Price 14,000 Baht (7,000 Baht each) Extra charge for travelling & accommodation expenses as the company standard	- STR 	- STR 	- STR 
	- ADV  (Price 14,000 Baht/time/ 1 night/ 2 days) Extra charge for travelling & accommodation expenses	- ADV 	- ADV 
	- PRO  (Discount 10% from Price 14,000 Baht/time/1 night/ 2 days) Extra charge for travelling & accommodation expenses	- PRO  (Price 14,000 Baht/time/ 1 night/ 2 days) Extra charge for travelling & accommodation expenses	- PRO 
10. <b>Free</b> standard training course e-training. (Register and download Document from website)		 Discount 20% (from price 2,000 Baht/ day/1 person)	 Price 4,000 Baht/day/ 1 person
11. Training Service			
11.1 Outside training with the special course for each company (Exclude travelling & accommodation expense for upcountry) (ifany)	 Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons 500 Baht/day and Persons	 Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons 500 Baht/day and Persons	
11.2 Training Service online e-training	 Discount 30% (from price 12,500 Baht/day)	 Discount 20% (from price 12,500 Baht/day)	



## Annual Maintenance Service Schedule For Business Plus ERP & POS after expiry period (MA)

### 1. Service benefits in the maintenance period Under the maintenance and service (MA)

#### • Help Desk

Ready to serve you with pleasure once problems occurred, there would be answered via telephone, e-mail from experience staff available.

#### • Telephone Service

The company will provide the consulting service program as following;

- In case staff cannot service immediately. Staff will contact back to solve the case until the problems have been solved.
- In case the problem cannot solve via the phone
  - You might bring problem information to correct the service or advice at Business Plus Service Center with free of charge. By appointment in advance from Monday to Friday.
  - In case you cannot come to our Service Center, we will send our staff to solve the problem in your place but you have to pay for the extra charge based on term and condition. By appointment in advance from Monday to Friday.
- Mobile Service out of the office hours.

#### • Special Service by Remote Computer

In case the problem cannot be solved via the phone, our support staff will solve the problem as beside you without to worry about confidential information. During the problem solve, end user can view all process from user screen.

#### • System and Technical Consult

Provide service for system and technical consulting before and after program installation. For all process work smoothly and mobility by providing as following service :

1. Give an advice on the computer and peripherals.
2. Give an advice or check existing computer system that can be supported current system or not?
3. Give consulting for cable connection between head office and branch.
4. Give consulting for network and infrastructure.

#### • Consulting

Service for consulting and system design can save time and reduce the cost and increase revenue by fastest implementation which the good experience from the past.

#### • e-Learning training via web page

<https://www.businessplus.co.th/Training/account-erp-c072>

#### • Training at service center and number of Onsite service based on the package that purchased.

#### • We have main support that will follow up with you in case answer the questions, coordinate and facilitate to make you feel comfortable.

#### • Others

- Cover for receiving news, documents, seminar, special training, banner advertising based on the package that purchased.
- Gift for giveaway and others (if applicable).

# The Benefits Table

Business .plus

of Annual Maintenance Service.

**Business Plus ERP & POS after the Warranty Period (MA)**

## Program warranty in the maintenance period

### Scope of warranty

- Cover bug fixing based on standard features of the program.
- Free upgrade program by downloading from website but exclude for the data media and delivery cost.
- Cover only program that are copyright.
- The company reserves the right to modify data structure of the program without prior notice.

### Scope beyond warranty and service, will not cover as following;

- Troubleshooting that occurred from the operating system or virus computer or network or computer and peripheral.
- Troubleshooting that occurred from the operating system or database or network or computer and peripheral.
- Any damage that caused by accident, robbery or disaster that can make the program unusable.
- Using the program in the wrong way or data access is not passed through the program which normal procedure.
- Upgrade program in the wrong way or without the company's approval.
- In additional requirement except standard program and standard report.
- Any additional program that developed by client or any error that occurred from using this program.
- Any additional report that developed by client or any error that occurred from using the report.

### Business Hours

Monday - Friday Time 08.30 – 17.30

#### Call Center :

0-2880-8800, 0-2409-5409

#### Mobile Call Center :

08-0915-5660, 06-5629-0509,

09-4997-3559

#### Customer Relations :

08-7320-6775, 08-0582-5747



@crmBplus

### Out Of Business Hours

Monday - Friday Time 17.30 – 22.00

Holiday Time 08.30 – 22.00

#### After Sales Service :

##### HRM Support

08-1790-5855, 09-8902-3459

##### ERP Support

08-6341-4268, 08-6342-9081

##### System Support

08-6341-4267, 08-6342-9080

Support@businessplus.co.th

### Or Other Channels



#### HRM Support

LINE Line ID : @businessplus\_pr

Email Support\_payroll@businessplus.co.th



#### ERP Support

LINE Line ID : @bplusaccount

Email Support\_account@businessplus.co.th



#### System Support

LINE Line ID : @businessplus\_se

Email Support\_system@businessplus.co.th

### BUSINESS & TECHNOLOGY CO.,LTD.

11 Soi Borommaratchachonnani 39, Taling Chan, Bangkok 10170 Thailand.

Tel : 0-2880-9700, 0-2409-5409, 0-2880-8800 Fax : 0-2424-0972

Contact us : Sales Department 085 234 5980

Email sales\_account@businessplus.co.th



Facebook  
BusinessplusERP



Facebook  
BusinessPlusPosSoftware



@saleBPLUS



businessplus.co.th