

























The Best Software Solution For Your Success

The Benefits Table of Annual Maintenance Service. Bplus HRM after the Warranty Period (MA)



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of Annual Maintenance Service.
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Benefits Description	Types of MA				If not sign MA Contract
	Beyond	Platinum	Gold	Silver	
1. Free upgrade during warranty period (Download link for new version from www.businessplus.co.th)	 Free upgrade files and manual (Excluding service fee)	 Free upgrade files and manual (Excluding service fee)	 Free upgrade files and manual (Excluding service fee)	 Free upgrade files and manual (Excluding service fee)	
2. Consultation Services During Business Hours Monday – Friday, 08:30 a.m. – 05:30 p.m., available via telephone, e-mail, and Line.	 Special/Immediately Responding within 15 minutes	 Special/Immediately Responding within 30 minutes	 Responding within 1 hour	 Responding within 2 hour	 **Scope of service
2.1 Response Time (To be specified)					
2.2 Issue Resolution Timeframes The resolution timeframes are categorized according to the Service Level Agreement (SLA) as follows:					
2.2.1 Critical – Critical (P1) Issue resolution within 4 hours					
2.2.2 High – Complex (P2) Issue resolution within 3–5 business days					
2.2.3 Medium – Standard (P3) Issue resolution within 1–2 business days					
2.2.4 Low – Basic (P4) Issue resolution within 4 hours					
SLA (Service Level Agreement) refers to the agreed level of service. **Sample questions for each category can be found in the attached document under the section: Service Level Agreement**					
3. Free consulting service via mobile and Line after office hour for 2 of these timeline					
3.1 Monday-Friday 05.30 pm – 10.00 pm					
3.2 Holiday 08.30 am - 10.00 pm Only via phone and Line app					
4. Free Special service via e-Remote Computer during office hour (only Basic service) (Monday-Friday 08.30 am-05.30 pm)	 Services Hotline/Except software installing and version upgrading services	 Except software installing and version upgrading services	 Except software installing and version upgrading services		
5. Installation services in case of server migration by e-remote (according to the purchased license) only on office hour (Monday-Friday 08.30 am – 05.30 pm)	 Service fee (20% sale from default price)	 Service fee (10% sale from default price)	 Services fee	 Services fee	
6. Online Consulting /e-Open House service (appointment in advance) only on office hour (Monday-Friday 08.30 am – 05.30 pm)	 6 times per year (2-3 hours/time) (3 days appointment in advance)	 4 times per year (2-3 hours/time) (3 days appointment in advance)			




























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7. Inspection /consulting services at Service Center					
7.1 Data checking by sending data to service center	Report preliminary results within 1 working day	Report preliminary results within 1 working day	Discount 20% (from 1,000-3,000 Baht) Report preliminary results within 2 working days		
7.2 Data checking and consulting by making appointment for 2 days in advance					
	Report preliminary results within 1 (working day)	Report preliminary results within 1 (working day)	Discount 20% (from price 1,000-3,000 Baht)		
7.3 Checking server Performance every 3 months - Auto backup - Advice for RAM/HDD/SSD					
	Appointment in advance within 2 days (working day)	Appointment in advance within 1 days (working day)			
8. Onsite Service/Data Check (Customer office)					
8.1 Bangkok and surrounding area					
	2 times/year (Extra transportation fee for outer area)	3,500 Baht/time/day (Extra transportation fee for outer area)	3,500 Baht/time/day (Extra transportation fee for outer area)	3,500 Baht/time/day (Extra transportation fee for outer area)	
8.2 Other provinces with distance less than 200 km. from BKK, Free Service 4-5 hrs./time and suburb of BKK included Phathumtani, Nonthaburi, Nakornphatom , Samutsakorn, Samutprakan.					
	Based on contract (Extra transportation fee according to our policy)	4,500 Baht/time/day (Extra charge for travelling expenses as company standard)	4,500 Baht/time/day (Extra charge for travelling expenses as company standard)	4,500 Baht/time/day (Extra charge for travelling expenses as company standard)	
8.3 Other provinces with distance more than 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					
	(14,000 Baht/time/1 night/ 2 days) Extra charge for travelling & accommodation expenses	(14,000 Baht/time/1 night/ 2 days) Extra charge for travelling & accommodation expenses	(14,000 Baht/time/1 night/ 2 days) Extra charge for travelling & accommodation expenses	(14,000 Baht/time/1 night/ 2 days) Extra charge for travelling & accommodation expenses	
9. e-Training services according to standard courses (Register to view VDO from the web page anytime, anywhere)					
10.Training Service					
10.1 Onsite training with the special course for each company (Excluding travel & accommodation expenses for other provinces) (if there is)					
	Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons cost 500 Baht per person	Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons cost 500 Baht per person	Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons cost 500 Baht per person	Normal price 12,500 Baht /day/ 5 Persons. Over 5 Persons cost 500 Baht per person	
10.2Online service e-training course for each specific individual company					
	Discount 30% (from price 12,500 Baht/day	Discount 20% (from price 12,500 Baht/day	Discount 5% (from price 12,500 Baht/day	12,500 Baht/day	

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	Beyond	Platinum	Gold	Silver	
11. Modify form/report/create new shifts and time attendance condition. price based on company's standard (Manday)	 Discount 15% from standard price	 Discount 10% from standard price	 Standard price	 Standard price	
12. Transfer onsite services times after warranty expired	 Can be transferred (in cased confirm MA within warranty expired)	 Can be transferred (in cased confirm MA within warranty expired)	 Can be transferred (in cased confirm MA within warranty expired)	 Can be transferred (in cased confirm MA within warranty expired)	
13. Transfer form/report modocation rights after warranty period.	 	 	 	 	
14. Free Banner Advertisement in www.businessplus.co.th	 	 	 	 	
15. Free Seminar/Special activity (if have only)	 	 	 	 	
16. Program is the copyright especially for the individual person or company affairs. The copyright cannot be transferred. There would be based on the tax identification number that has been registered.	 (Except Renaming of entrepreneur or company name. An entity documentation is required from The revenue Department or Department of Business Development)	 (Except Renaming of entrepreneur or company name. An entity documentation is required from The revenue Department or Department of Business Development)	 The copyright cannot be transferred. There would be based on the tax identification number that has been registered.	 The copyright cannot be transferred. There would be based on the tax identification number that has been registered.	 The copyright cannot be transferred. There would be based on the tax identification number that has been registered.

Remarks

-  = Free or Free with condition
-  with condition = No free but can buy additional service
-  = No free and cannot buy additional service

PR Full = HRM software 6 Modules
(HRM, Personnel, Time Attendance, Advanced Rights, Disk Transfer, Advanced Security)

Basic Service : Check / Monitor and x data by Support specialist that could be xed by remote without the technical and time limitation. In case could not serve as a basic service our support team will inform customer immediately. On the other hand, customer have to pay for onsite service under the company standard condition.

**Scope of service :

1. In case under Maintenance Period, receive service type follow the Benets table
2. In case of out Maintenance Contract.The service will be only e-mail after our support team service all warranty customer completely
3. In case lack of Maintenance Contract since over 5 years. There have no right to renew the maintenance contract and all type of service.

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- **Availability of service.**

The company is ready to provide both hardware and software services.

- **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 Bplus 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.

- **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.

- **Emergency services**

In case of emergency or crisis; clients need rescue immediately

In case the customer encounters a problem that they want to receive immediate service. We have concluded problems and solutions The details are provided. as follows

Details of immediate crisis assistance service are as follows:

1. Unable to access the program, including main programs and add-ons.
 - Analyze problems and suggest basic solutions first.
 - Network may have connection problems, let customers' IT check initially.
 - Preliminary hardlock inspection, recommend restarting hardlock service.
 - Try restarting the machine or server initially.
 - Try reinstalling the program first.

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- Analyzing problems from the above cannot be solved. Must remote desktop inspect or onsite service provide immediately, For example:
 - The database is corrupt.
 - The server is damaged or infected with viruses.
- 2. Customers can't calculate salaries.
 - Analyze problems and suggest basic solutions first.
 - Help analyzing problems and solutions for customers to continue.
 - Analyzing the above problems cannot be solved; remote desktop to help immediately
- 3. Customers have problems forgetting the password code or the username is locked.
 - Analyze problems and suggest basic solutions first.
 - Help analyzing problems and solutions for customers to continue.
 - Analyzing the above problems cannot be solved; remote desktop to help immediately
- 4. Customers encounter problems preparing banking disks.
 - Analyze problems and suggest basic solutions first.
 - Help analyzing problems and solutions for customers to continue.
 - Analyzing the above problems cannot be solved; remote desktop to help immediately
- 5. Customers encounter problems to send e-Payslip via e-mail.
 - Analyze problems and suggest basic solutions first.
 - Help analyzing problems and solutions for customers to continue.
 - Analyzing the above problems cannot be solved; remote desktop to help immediately
- 6. Customers encounter HRM Connect system problems not working.
 - Analyze problems and suggest basic solutions first.
 - Help analyzing problems and solutions for customers to continue.
 - Analyzing the above problems cannot be solved; remote desktop to help immediately
- 7. Customers can't print reports. The report must be submitted by today.
 - Analyze problems and suggest basic solutions first.
 - Help analyzing problems and solutions for customers to continue.
 - Analyzing the above problems cannot be solved; remote desktop to help immediately

SLA (Service Level Agreement) Resolution Timeframes

1. Critical – Critical (P1)

- Nature of Work: Issues that prevent payroll processing or submission of tax/social security data.
- SLA: Investigation and resolution within 4 hours.
- Example Cases:
 - o Program error preventing period closing.
 - o Unable to generate social security/tax files.
 - o Database corruption (requires restore/recover).
 - o System inaccessible (Critical System Error).
 - o Errors when generating reports, e.g., missing data or report execution error.

2. High – Complex (P2)

- Nature of Work: Requires in-depth analysis, affects multiple modules, involves testing and confirmation with the client.
- SLA: Resolution within 3–5 business days.

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- Example Cases:
 - Checking errors in retroactive payroll closing.
 - Adjusting integration between modules (e.g., Payroll Web).
 - Custom reports or special analytical data extraction.
 - Issues related to version upgrades (e.g., v7.3 → v7.4).

3. Medium – Standard (P3)

- Nature of Work: Requires system data verification, impacts calculations but does not halt overall operations.
- SLA: Resolution within 1–2 business days.
- Example Cases:
 - Reviewing and correcting certain payroll calculation formulas.
 - Verifying text file transfer with banks (Paylink/Standard Import) not functioning.
 - Requests for additional reports beyond standard reports.
 - Data migration between companies with more than 300 employees.

4. Low – Basic (P4)

- Nature of Work: Issues that can be immediately resolved, with no major impact on core systems, and require minimal investigation.
- SLA: Resolution within 4 hours.
- Example Cases:
 - Correcting basic employee data such as name or ID card number.
 - Adjusting fundamental settings such as tax, social security contributions, provident fund, etc.
 - Adding or modifying leave entitlements.
 - Incorrect payroll display values, decimal rounding issues.
 - Incorrect results in time attendance processing, shift condition setups, or imported working hours.
 - Resetting passwords / user access rights.
 - Guidance on generating various program reports.

Note:

The SLA outlined above serves as a standard guideline for general cases. In certain situations where the issue is more complex or involves unique circumstances, resolution may require a longer timeframe. Should the SLA target not be met, the company will inform the client of the cause or any obstacles encountered in the resolution process.

- **e-Learning training via web page**

<https://www.businessplus.co.th/Training/hrm-payroll-c073>

- **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).

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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.
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Support Service

Service every day from 8:30 a.m. - 10.00 p.m.

Bplus ERP Support		Bplus Pos Support		Bplus HRM Support		Bplus RD Support		
E1 Service Team		S1 Service Team		H1 Service Team		Service Team		
Responsible Person	Phone Number	Responsible Person	Phone Number	Responsible Person	Phone Number	Responsible Person	Phone Number	
Miss Chirawan	063-345-1380	Mr. Peeradech	086-341-4267	★ S1	Miss Sirirat	086-378-9348	Mr. Sirichai	088-982-8729
Miss Laddawan	088-982-8709	Mr. Saharat	081-710-4190		Miss Kansinee	088-982-8810	Mr. Nadthasin	063-187-6850
Mr. Suwisit	063-345-1381	Mr. Chalernpol	088-982-8746		Miss Rungthip	088-982-8824	Mr. Panyapol	094-327-9279
Miss Rungarun	086-342-9081	S2 Service Team			Mr. Thawatchai	088-982-8841	Miss Pinkamon	088-982-8748
Mr. Wachirayan	088-982-8728	Responsible Person	Phone Number	H2 Service Team		Miss Paranun	088-982-8750	
E2 Service Team		Mr. Wasan	086-342-9080	Responsible Person	Phone Number			
Responsible Person	Phone Number	Mr. Yanawut	065-504-8927	★ S1	Miss Rungrat	081-790-5855		
Mr. Thanakrit	065-504-8929	Mr. Watcharaphon	088-982-8741		Miss Nipawan	063-187-6852		
Miss Prapassorn	063-345-1383	S3 Service Team		S2	Mr. Waragrit	088-982-8823		
Miss Pattama	088-982-8716	Responsible Person	Phone Number		Miss Punnada	088-982-8844		
Miss Prattana	065-205-8199	Mr. Thunthab	066-115-0288		Mr. Chainarong	088-982-8815		
Mr. Thawatchai	088-982-8715	Mr. Sombat	088-982-8732		Mr. Thitithitichok	088-982-8825		
Mr. Prawit	088-982-8719	Mr. Kitchon	088-982-8742	S3	Mr. Chalermchai	088-982-8832		
Mr. Apisit	088-982-8725	S4 Service Team			Mr. Tanatad	088-982-8842		
E3 Service Team		Responsible Person	Phone Number		Miss Noppamas	065-504-8970		
Responsible Person	Phone Number	Mr. Tammarong	066-056-8991	S3	Miss Aunyananee	088-982-8831		
Mr. Pitipong	088-982-8710	Mr. Paladon	088-982-8735		Mr. Channarong	088-982-8837		
Miss Saranya	088-982-8712	Mr. Narayut	088-982-8736	H3 Service Team				
Mr. Siriyos	088-982-8713	Mr. Mongkol	066-115-0289	Responsible Person	Phone Number			
Mr. Teerawit	063-345-1382	S5 Service Team		★ S1	Miss Chamaichanok	098-902-3459		
Mr. Takdanai	088-982-8717	Responsible Person	Phone Number		Miss Anannatouch	088-982-8814		
Miss Pannida	088-982-8720	Mr. Yuttapun	081-710-4189		Mr. Phanupong	088-982-8827		
Miss Bussaya	088-982-8726	Mr. Kantapon	063-187-6853		Miss Wimonwan	088-982-8826		
EVIP Service Team		Mr. Siriwat	088-982-8738	S2	Miss Chantamon	088-982-8835		
Responsible Person	Phone Number	Mr. Theerawat	088-982-8740		Miss Natchaya	099-421-3003		
Miss Laorthip	086-341-4268				Mr. Sakolphak	088-982-8829		
Mr. Thawatchai	088-982-8714				Mr. Pongsathorn	088-982-8834		
Mr. Supakorn	065-205-8299				Mr. Anawil	088-982-8845		
				H4 Service Team				
				Responsible Person	Phone Number			
				★ S1	Miss Kanokwan	065-504-8988		
					Miss Attaporn	088-982-8812		
					Mr. Chanin	088-982-8819		
					Miss Jutima	088-982-8836		
				S2	Miss Phakamon	088-982-8839		
					Mr. Pongsirichai	088-982-8816		
					Mr. Wuthichai	088-982-8821		
					Mr. Rattanapon	088-982-8840		
					Mr. Sittikorn	088-982-8846		


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Bplus HRM after the Warranty Period (MA)

Service center

Monday – Friday : 8.30 a.m. – 05.30 p.m.

 **Call Center :**
0-2880-8800,
0-2409-5409
(Auto 30 Line)

 **Mobile Call Center :**
08-0915-5660, 06-5629-0509,
09-4997-3559
(Queuing Management System.)

 **Customer Relations Department :**
08-7320-6775, 08-0582-5747



CRM
 @crmBplus

 support@bplus.co.th

Or Other Contact Channels





Line@ : every day from 8.30 a.m. – 10.00 p.m.

e-Mail : Monday – Friday 8.30 a.m. – 10.00 p.m.





Bplus HRM Support

 Line ID : @businessplus__pr
 support__hrm@bplus.co.th





Bplus ERP Support

 Line ID : @bplusaccount
 support__erp@bplus.co.th



Bplus Pos Support

 Line ID : @businessplus__se
 support__system@bplus.co.th

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