



The Best Software Solution For Your Success

The Benefits Table of Services for Bplus HRM Software's First-Year Customer



























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Benefits Description	Types of Software Licenses			
	PR Full (L) +Web	PR Full (L)	PR Full (S)	PR No Full
1. Free upgrade for the whole services year. (Download the new version from web only)	 <p>Special service upgrading version via online remote desktop or the user can come to the service center for the version for free.</p> <p>(Prior appointment 3 days in advance) (Excluding onsite services fee)</p>	 <p>Special service upgrading version via online remote desktop or the user can come to the service center for the version for free.</p> <p>(Prior appointment 3 days in advance) (Excluding onsite services fee)</p>	 <p>Special service upgrading version via online remote desktop or the user can come to the service center for the version for free.</p> <p>(Prior appointment 3 days in advance) (Excluding onsite services fee)</p>	 <p>Special service upgrading version via online remote desktop or the user can come to the service center for the version for free.</p> <p>(Prior appointment 3 days in advance) (Excluding onsite services fee)</p>
2. Free consulting services via phone, E-mail, and Line during office hour (Monday-Friday 08.30 am - 05.30 pm)	 <p>Special /Immediately Responding (Hotline Service) within 30 minutes</p>	 <p>Special /Immediately Responding (Hotline Service) within 30 minutes</p>	 <p>Special /Immediately Responding (Hotline Service) within 30 minutes</p>	 <p>Special /Immediately Responding (Hotline Service) within 30 minutes</p>
3. Mobile phone and Line app services out of office hour (excluding remote desktop) (Monday-Friday 05.30 pm – 10.00 pm) (Holiday 08.30 am - 10.00 pm)				
4. Online e-Remote Special Service in office hour (Preliminary Service) (Monday-Friday 05.30 pm–10.00 pm)	 <p>Services Hotline/Except software installing and version upgrading services</p>	 <p>Services Hotline/Except software installing and version upgrading services</p>	 <p>Services Hotline/Except software installing and version upgrading services</p>	 <p>Services Hotline/Except software installing and version upgrading services</p>
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)	 <p>Services fee</p>	 <p>Services fee</p>	 <p>Services fee</p>	 <p>Services fee</p>
6. Online Consulting /e-Open House service (appointment in advance) only on office hour (Monday-Friday 08.30 am – 05.30 pm)	 <p>2 times per year (2-3 hours/time) (3 days appointment in advance)</p>	 <p>2 times per year (2-3 hours/time) (3 days appointment in advance)</p>	 <p>2 times per year (2-3 hours/time) (3 days appointment in advance)</p>	 <p>2 times per year (2-3 hours/time) (3 days appointment in advance)</p>
7. Inspection /consulting services at Service Center 7.1 Data checking by sending it to the service center	 <p>Report preliminary results within 1 working day</p>	 <p>Report preliminary results within 1 working day</p>	 <p>Report preliminary results within 1 working day</p>	 <p>Report preliminary results within 1 working day</p>

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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	 Report preliminary results within 1 working day	 Report preliminary results within 1 working day
7.3 Checking server Performance every 3 months - Auto Backup Management - Advice for Ram/HDD	 Report preliminary results within 1 working day	 Report preliminary results within 1 working day	 Report preliminary results within 1 working day	 Report preliminary results within 1 working day
8. Onsite Service/Data Check (Customer office)				
8.1 Bangkok and surrounding area	 Based on contract (Extra transportation fee according to our policy)	 Based on contract (Extra transportation fee according to our policy)	 Based on contract (Extra transportation fee according to our policy)	 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)	 Based on contract (Extra transportation fee according to our policy)	 Based on contract (Extra transportation fee according to our policy)	 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 Services				
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	 Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons cost 500 Baht per person
10.2 Online service e-training course for each specific individual company	 Discount 30% (from price 12,500 Baht/course/day)	 Discount 30% (from price 12,500 Baht/course/day)	 Discount 30% (from price 12,500 Baht/course/day)	 Discount 30% (from price 12,500 Baht/course/day)

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11. Modify form/report/create new shifts and time attendance condition. price based on company's standard (Manday)	 Discount 15% (from price 12,500 Baht/course/day)	 Discount 15% (from price 12,500 Baht/course/day)	 Discount 15% (from price 12,500 Baht/course/day)	 Discount 15% (from price 12,500 Baht/course/day)
12. Transfer onsite services times after warranty expired	 transferrable (in case confirm MA within warranty expired)	 transferrable (in case confirm MA within warranty expired)	 transferrable (in case confirm MA within warranty expired)	 transferrable (in case confirm MA within warranty expired)
13. Transfer form/report modification rights after warranty period.	 	 	 	
14. Free Banner Advertisement in www.businessplus.co.th	 	 	 	
15. Free Seminar/Special activity (if have any)	 	 	 	
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)	 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)

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 Benefits 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.
- 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.

- **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

• 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/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.

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@bplus.co.th

Or Other Channels



HRM Support

Line ID : @businessplus_pr

support_hrm@bplus.co.th



ERP Support

Line ID : @bplusaccount

support_erp@bplus.co.th



System Support

Line ID : @businessplus_se

support_system@bplus.co.th

E-BUSINESS PLUS CO., LTD.

12-14 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 092 345 3681

sales_hrm@bplus.co.th



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BusinessplusHRM



@Businessplushrm



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