

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

Business **plus**

of Annual Maintenance Service Contracts.

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

































Benefit Description	Types of MA			Not sign MA
	Platinum	Gold	Silver	
1. Free upgrade during warranty period (Download link for new version from www.businessplus.co.th)	Free upgrade Service at Center (Excluding On-site service)	Free upgrade Service at Center (Excluding On-site service)	Free upgrade Service at Center (Excluding On-site service)	
2. Free consulting services via phone, E-mail, fax, Line , Webboard during office hour	 Special / Immediately Responding within 30 minutes (Service Hotline)	 Responding within 1 hour	 Responding within 1 hour	 ** Scope of service
3. Free consulting service via mobile, Line , Webboard after office hour (Monday-Friday 05.30 pm - 10.00 pm) (Holiday 08.30 am - 10.00 pm)				
4. Free Special service via e-Remote Computer during office hour (Only Basically Service)	 Responding within one day.	 Responding within two day.		
5. Free 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 Free e-OpenHouse 2-3 hrs/time	 - ADV 2/time/year - PRO 4/time/year			
5.2 Upcountry with distance up to 200 km Free e-OpenHouse 2-3 hrs/time	 - ADV 2/time/year - PRO 4/time/year	 ADV 1/time/year PRO 1/time/year		
6. Free for inspection /consulting at Service Center				
6.1 Free 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)	Discount 20% (from price 1,000-3,000 Baht) Report preliminary results within 2 days (working day)	
6.2 Free Data checking and consulting by Making appointment 2 days inadvance		 Discount 20% (from price 1,000-3,000 Baht)	 Discount 20% (from price 1,000-3,000 Baht)	
6.3 Checking server Performance every 3 months - Auto backup - Advice for RAM/HDD	 Appointment in advance within 2 days (working day)			

The Benefits Table

Business **plus**

of Annual Maintenance Service.

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

























Benefit Description	Types of MA			Not sign MA
	Platinum	Gold	Silver	
7. Free for Onsite Service/Data Check (Customer ofce)				
7.1 Bangkok Free Service 4-5 hrs./time	 Based on contract (only- PRO)	 3,500 Baht/time/day	 3,500 Baht/time/day	
7.2 Upcountry with distance less than 200 km. from BKK, Free Service 4-5 hrs./time and suburb of BKK included Phalthumtani, Nonthaburi, Nakornphatom ,Samutsakorn, Samutprakan	 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)	 4,500 Baht/time/day (Extra charge for travelling expenses as company standard)	
7.3 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 	- STR 
	- ADV  (Price 14,000 Baht/time/ 1 night/ 2 days) Extra charge for travelling & accommodation expenses	- ADV 	- 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 	- PRO 
8. Free standard training course e-training. (Register and download Document from website)		 Discount 20% (from price 2,000 Baht/ day/1 person)	 Discount 20% (from price 2,000 Baht/ day/1 person)	 Price 4,000 Baht/day/ 1 person
9. Traning Service				
9.1 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	 Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons 500 Baht/day and Persons	
9.2 Training Service online e-training	 Discount 30% (from price 12,500 Baht/day	 Discount 20% (from price 12,500 Baht/day	 Discount 10% (from price 12,500 Baht/day	

The Benefits Table





Business **plus**

of Annual Maintenance Service.

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

Benefit Description	Types of MA			Not sign MA
	Platinum	Gold	Silver	
10. Modify form/report, price based on company standard (Manday)	 Discount 10% from standard price	 Standard price	 Standard price	
11. Transfer onsite service after warranty expired	Can be transferred (in case confirm MA within warranty expired)	Can be transferred (in case confirm MA within warranty expired)	Can be transferred (in case confirm MA within warranty expired)	
12. Transfer form/report modification after warranty period.				
13. Free Banner Advertisement in www.businessplus.co.th				
14. Free Seminar/Special activity (if have only)				
15. 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.	- STR  - ADV  - PRO  (Except Renaming of entrepreneur or company name. An entity documentation is required from The revenue Department or Department of Business Development)	- STR  - ADV  - PRO  (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.

Remarks

-  = Free
-  with condition = Free or Free with condition
-  = No free and cannot buy additional service
-  with condition = No free but can buy additional service
- STR** = Business Plus ERP Software version Starter
- ADV** = Business Plus ERP Software version Advanced
- PRO** = Business Plus ERP Software version Professional

Basic Service : Check / Monitor and fix 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 :

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

The Benefits Table

of Annual Maintenance Service.

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

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.

• Training e-training based on the right in the maintenance contract.

- Standardized consultation.
- Training for specic courses.
- Training for executive courses.
- Training for 1 person per course.

• 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.