

ANNOUNCEMENT OF SUPPORT CALL CENTRE AT AURANGABAD

Dear Customer,

We are glad to announce that we have set-up a customer support call-centre in order to provide remote services to all our PHARMACC and PHARTAIL Clients.

The call-centre is operational from 01-Feb-2015 and the contact details with the office timings are as follows

Monday to Saturday : 10 AM to 7 PM

Contact Numbers : +91-94222-11938, +91-70280-31048

Once you call us, please let us know your firm name and software and then tell us about your problem.

We shall try to solve the problem over the phone.

If required, we shall ask you to connect us to your computer through TeamViewer or AamyyAdmin software (which is provided to you along with our software). Please note that we are operating only with TeamViewer 5 licensed version and AamyyAdmin hence only use the QS Version supplied to you.

Please also note that we are **not supporting personal visits** to your place in this phase. Hence, we shall not be able to send customer service person to your establishment.

Please note that the services are provided only to those clients whose installation is under warranty or have registered with us under Annual Maintenance Contract.

We welcome your suggestions for improving the level of customer service from our side. If any of your problem is not solved by our call centre to your satisfaction, please communicate on md@softmanindia.com

We value your patronage and support to us.

ANNUAL MAINTENANCE CHARGES SCHEDULE FOR FY 2016-2017

PHARMACC

Rs. 3500/- Per Server Per Year

Rs. 750/- Per Node Per Year

< Including Service Tax >

Above cost includes set-up updates, phone call support, remote desktop based support over internet, attendance to training sessions, web-subscription for online document store review, back-up posting services, Tally Transfer facility, Invoice export over email.

All facilities of the software are included in the set-up.

PHARTAIL

Rs. 2500/- Per Server Per Year

Rs. 500/- Per Node Per Year

< Including service tax >

Above cost includes set-up updates, phone call support, remote desktop based support over internet, attendance to training sessions, web-subscription for online document store review, back-up posting services, Tally Transfer facility, Invoice import over email.

Mobile User License for Mobile billing : Rs 1250/- per year per mobile

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For more information, please call +91-240-2343230, +91-94222-11938

When you pay AMC, please ask for your Support Registration ID without fail.