



SINO S-TECH LIMITED MAINTENANCE

THE BEST SERVICE OF SOFTWARE



**CUSTOMER
EXPERIENCE**



MA. PROGRAM BENEFITS TABLE

MAINTENANCE SERVICES

BENEFIT DETAILS	MAINTENANCE TYPE
	FULL SERVICES
1. Version update when new released.	<input checked="" type="checkbox"/> Upgrade new version service No Charge
2. Call & Email Troubleshooting Service.	<input checked="" type="checkbox"/> 08.00AM – 05.00PM (Working day)
3. Mobile Phone Troubleshooting Service.	<input checked="" type="checkbox"/> 24 Hours (Working day & Including holiday)
4. Remote Service 24 Hours. (Working day & Including holiday)	<input checked="" type="checkbox"/> (Not including installation / Upgrade new version)
5. Inspection / Consulting Service. 5.1 Preventive Maintenance Service at Customer Site. (Bangkok Area)	<input checked="" type="checkbox"/> Quarter (4 times/year) by 24x7 local support
5.2 Corrective Action Service.	<input checked="" type="checkbox"/> 24x7 (Working day & Including holiday)

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MAINTENANCE SERVICES

BENEFIT DETAILS	MAINTENANCE TYPE
	FULL SERVICES
<p>5. Inspection / Consulting Service.</p> <p>5.1 Remote Online Service.</p> <p>5.2 Remote Support Coverage by NICE. (Open Case or Open Ticket)</p>	<p>✓ 24x7 (Working day & Including holiday)</p> <p>✓ 8X5 (Working Day) (No Charge)</p>
<p>6. Offsite Service Charge</p> <p>6.1 Bangkok Area.</p> <p>6.2 Upcountry to a distance not more than 100 km. from Bangkok.</p> <p>6.3 Upcountry to a distance of 100 km. or more from Bangkok. (Additional travel / accommodations fees will be charged according to standards rate of company)</p>	<p>✓</p> <p>✓</p> <p>✓ (Charged according to company standards)</p>

HAPPY CUSTOMER

