

# Run your business with 24x7 Support

Quality Infrastructure, Efficient Process, Effective Tools  
and above all well trained support engineers...

Reach us. 24x7 365 days  
Response Center

## Service assurance through world class infrastructure to meet your business needs

24x7 Customer Response Center - hunt lines available at +91 044 4303 6699
Web hosted CRM tool for registration and tracking of support incidents
Complete customer and support incident history for all executives supporting the customer
Leading remote support tools in the industry are used
Software maintenance best practices: unique patch manager tool to update customer environment with latest patches
Periodic patches to address changes in market needs and for bug fixes in the product to address issues
Onsite Troubleshooting Tools : RayMedi Doctor as part of the installation to help identify and resolve common printer, hardware, networking, installation related issues
Good coverage by field support staff and RayMedi service partners to give you onsite support
Well defined escalation process to get the attention of GoFrugal management to the issues
Experienced and knowledgeable product & QA team to deliver quality products & services
Well defined product life cycle policy



E-Mail  
Support



Telephone  
Support



Call/Chat



Remote  
Connect



Web  
support



field visit  
support

## How to reach us

E-mail	Product specialists can be contacted via e-mail through the product specific e-mail addresses.
Telephone	Our 24x7 Customer Response Center is +91-44-4303 6699
Chat/Instant Messenger	Facility to chat with the customer support experts or product experts directly
Remote Trouble Shooting	Remote trouble shooting support through tools like VNC.
Web Support	Access to comprehensive knowledge base and user discussion forums
Field Visit	Direct field visit by the customer support executive to debug/clarify any problem.

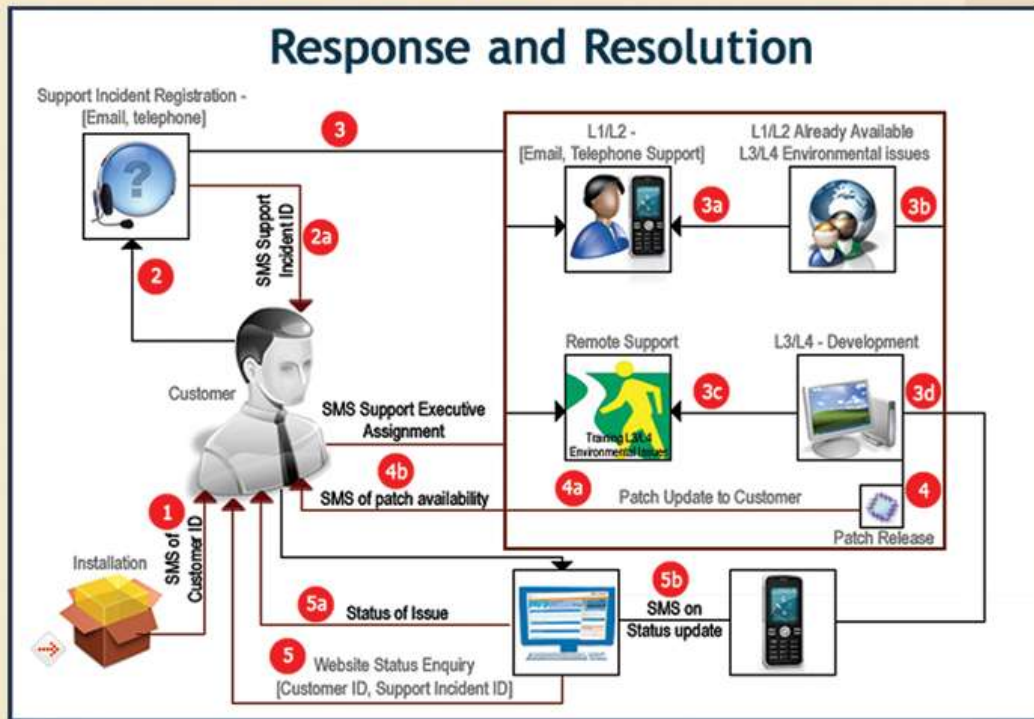
## Your Entitlement

Description	30 Day Evaluation Support	Paid Support*	Premium Support
Business Hours	9 x 5	24 x 7	24 x 7
1. Acknowledgement	2 Business Day	1 Business Day	Within 4 Hours*
2. Telephone	✓	✓	✓
3. E-Mail	✓	✓	✓
4. On-line Access	✗	✓	✓
5. Remote Connect	✗	✓	✓
6. Service Pack/Minor Release	✗	✓	✓
7. Major Release	✗	✗	✓
8. Customer Portal	✗	✗	✓
9. Field Visit	✗	✓ <sup>1</sup>	✓ <sup>2</sup>

\*conditions apply 1. max 4 visits a year 2. max 6 visits a year

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## Service assurance through systematic approach



- L1 - Usage doubts, clarifications - responded by e-mail, telephone.
- L2 - Operational issues - solutions, workaround available.
- L3 - Bugs, database corruption related issues - remote troubleshooting, patch updation.
- L4 - Feature requests - patch updation, release updates.

Unique customer ID for every customer (1)
Every customer call is recorded and given an unique support incident ID (2)
Customer is informed of support incident ID and the status of the support incident through SMS (2a)
Incident response & resolution (3)
Customer informed of executive assigned for the support call by SMS (4a)
Customer informed of status change to the support ticket by SMS (4b)
Customer can enquire status of support ticket from gofrugal.com website (5)

### Our customer appreciations

We are getting remarkable service from Gofrugal team. I am really appreciating their response time to attend the complaint calls, as their team understands the criticality of the customer's business.

D. Venkata Subramanian, VP, Pizza corner (GFA Corp), Bangalore

Apart from the regular product features, the most important point I would like to say is the Service of the Technical team (RPOS, NetTrade & HQ). The way in which they are responding is very good. They are highly dedicated to their job. They can understand our difficulties and problems and able to give solutions by phone or by system access (VNC) or by physical presence. This is the most valuable part for the money which i paid for the software.

K.S.Sridhar, Mahayogam Super Market, Chennai

Whenever we contact RayMedi Technical support team, we are able to get immediate response and solution from the team.

Gopalakrishnan, GK Medical Suppliers, Kochi.

Customer service is good. Getting good support from the field team.

R.Chandrasekar Nadar, Kani Departmental stores, Mumbai

Getting good support from the field team as well as from the 24x7 customer care. Your online support is very helpful to us and customer complaint ID & system follow up is very good.

Chandrant Khandelwal, Generation Next, Bhubaneswar

Able to get immediate response from support team. Good. I am satisfied.

S.K.Gupta, Geeta Circle, Kolkatta

I got always positive reply, whenever I need support from field team and customer care.

Janak Shah, J S Enterprises, Vadodara

I am very much satisfied with your support team and also your SMS support communication is very helpful to us.

Mrs. Suman Chaudhary, Chaudhary Traders, Bareilly

Support team was very kind to help us. Each time when we needed help from them, they were patient in sorting out our problems.

Don, Delhi Bible Institute, Delhi