

Quality Infrastructure, efficient process, effective tools, well trained support engineers and above all, service with a smile attitude



RAYMEDI
CONNECTING BUSINESS

Service assurance through world class infrastructure to meet your business needs

24x7 Customer Response Center - hunt lines available at +91 435 302 7900
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

Reach us 24x7 365 days
Response Center



E-Mail Support



Telephone Support



Messenger



Remote Connect



Web support



field visit support



Knowledge Base

Run your business with 24x7 Support

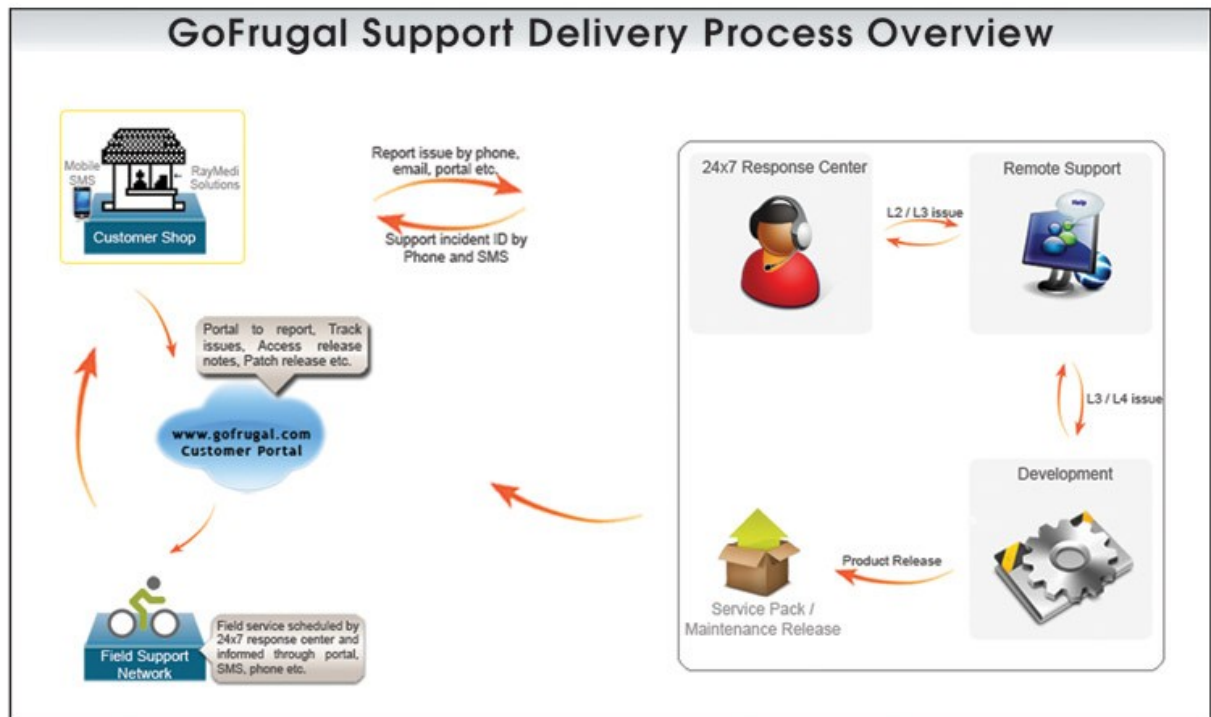
How to reach us

E-mail	Product specialists can be contacted via e-mail through the product specific e-mail addresses.
Telephone	Our 24x7 Customer Response Center is +91 435 302 7900
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. Response	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. Designated Primary Contact	✗	✗	✓

GoFrugal Support Delivery Process Overview



Unique customer ID for every customer

Every customer call is recorded and customer given a unique support incident ID

Customer is informed of support incident ID and the status of the support incident through SMS

Incident Response & Resolution

Incident that affects customer business are responded quickly so that customer business is restored

Incident classified as L1 [24x7 Response Center], L2 /L3 [Remote Support], L4 [Feature Enhancement Request and Compatibility Issues]

L1 - incidents are resolved over the phone, L2 - using Internet call/chat, through remote support or through email

L3/L4 incident, if they are already available in the latest patch update, are resolved through remote support or Customers can download from www.gofrugal.com and can apply it by help of 24x7 response center or Remote support

L3/L4 incidents, to be addressed, are forwarded to the development team. As soon as a patch is made available, they are resolved by remote support

Compatibility issues, caused due to hardware, OS, networking, third-party software etc. are resolved by remote support

Release Notes published in <http://release-notes.gofrugal.com>

Customer informed of executive assigned for the support call by SMS

Customer informed of status change through SMS

Support incident status tracking from www.gofrugal.com

Please note that the above are subjected to customer's entitlement

Customer Appreciations

RayMedi has very good product(s) in market. RayMedi support team responsiveness is excellent. 24x7 service and VNC support helps me to resolve my issues or doubts quickly.

Mr.Chandrant Khandelwal, Generation next, Orissa

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

I want to thank RayMedi for an excellent product as well as the responsive customer service that they provide. I contacted your customer support, and always I am positively getting immediate response. I am getting SMS updates for each and every activity from RayMedi. Its absolutely great.

Mr.Sanjai Kumar Jain, M P Agencies, Ernakulam, Kerala

One amazing thing about RayMedi is their Multi level support. When I faced a problem, I just called the 24x7. The customer care person from Level1 (L1) support responded my call with a smile attitude. He explained me the issue very softly and solved it.

Mr.Naveen Samtani, Hangout, Mumbai

We had used 4 other softwares but we are surpriced and very happy about RayMedi support. They are always very responsible to resolve my doubts / issues.

Mr.Kabir, Best shop, Sathyamagalalam

Once I faced a issue during peak hours in my shop. I called 24x7 support and they transferred my call to the experienced product specialist in Level2 (L2) support as it was a critical issue. I was surprised that they solved my issue remotely and I continued my billing. Thanks for the wonderful support given by L2 team.

Mr. Ankit Kedia, Amit Book Depot, Bhubanehsvar

RayMedi support team treated me like a good paying customer even after I told him I was a free edition user. They clarify my doubts not only through phone, they immediately respond me through mails.

Mr.Vasan, Vasan medicals, Thuraiyur

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