



With SolveIT's Continued Service Program,
you're never alone

Are you tired of having vendors who wash their hands off as soon as the project is over? Are you being hassled constantly by software issues that you are on the phone with your vendor trying to haggle a new offer? At SolveIT, we understand how businesses are struggling with their vendors trying to fix bugs or implement newer updates to their systems. We have come-up with a unique offer, SolveIT Continued Service Program, which is sure to alleviate you from any stress related to fixing bugs or constantly updating newer configurations.

It's a pay as you go program that will enable customers to ensure that their minor ongoing development and support needs are met once the application is in production and continue even after expiration of the Warranty period. Now, we believe in our core application development and would vouch for its robust performance. However, the Continued Service Program is geared toward system iterations and enhancements and also protects you in the rarest event of an issue with our application.

We would advise our clients to be in the program, given the vibrant nature of the technology universe. We feel that our clients shouldn't be left out of the loop when it comes to upgrading to a newer version. Rest assured, you have SolveIT's trusted support and our committed long-term relationship in enabling you to have a technologically dynamic presence in the market.

The process

The way it works is very simple. You buy a minimum number of hours of development time based on your needs and use the time for your development and support needs for a project. When the number of hours is exhausted then replenish the account for more hours. A status report will be sent to you on a monthly basis based on the time spent on a project.

When you utilize the maximum number of hours, you can replenish the account by adding more hours. Moreover, if you choose to add more hours than initially purchased, there will not be any additional charge.

We have tiered packages that cater to both the small and large business communities and we can work closely with you and help you choose a package that best suits your needs.

Differences between Conventional Support Contract and SolveIT Continued Service Program

Conventional Support Contract	SolveIT Continued Service Program
<ul style="list-style-type: none"> ▪ More of a troubleshooter 	<ul style="list-style-type: none"> ▪ A trusted technology partner
<ul style="list-style-type: none"> ▪ Every call is considered billable 	<ul style="list-style-type: none"> ▪ Hours are billed once the project implementation starts
<ul style="list-style-type: none"> ▪ Hours aren't redeemable 	<ul style="list-style-type: none"> ▪ Easy, rollover options
<ul style="list-style-type: none"> ▪ Fixed plans 	<ul style="list-style-type: none"> ▪ Flexible options to suit the needs of large and small businesses
<ul style="list-style-type: none"> ▪ Focused on fixing bugs and issues with existing system 	<ul style="list-style-type: none"> ▪ Concentrated toward system enhancements and updates

Warranty

We offer 60 days of warranty for our products, twice the number of days offered by the industry. However, if you encounter a problem within the first 60 days of our implementation we will fix the issue free of cost. But if you are enrolled in SolveIT Continued Service Program, you are protected for the entire year from any unforeseen issues and you can be assured of having upgrades and enhancements to your system done periodically.

Conditions

This program is renewable on a yearly basis. Any leftover hours will be added to the number of hours being purchased for the next year. However, the hours will expire if the program is not renewed.

If you want to request a quote, Visit us www.solveitcorp.com