

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 Aurangabad 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 : +91-240-2343230, +91-94222-11938

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 software (which is provided to you along with our software). Please note that we are operating only with TeamViewer 5 licensed version and 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 office.

The services are presently offered on trial basis and hence are not chargeable till 31-March-2015. **However, if the set-up needs to be upgraded, it will be chargeable.** The services from 01-Apr-2015 shall be provided only under AMC contract which you need to sign and pay before 01-Apr-2015.

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 softman.mandar@gmail.com

We value your patronage and support to us.