

Technical Subscription Policies Details

**ONCE
Version**

Given the rapid, successive developments in IT field, **TeBAS** desire to provide the best level of service to its customers distinguished, hence we are pleased to extend to you the following technical support:

Subscription includes the following services:

- ✓ **Take advantage of the new versions of applications**, which is published every six months of each year and take advantage of new reports and improvements and enhancements and new additions added to the applications in each issue which are not less in each new version of the previous release by 10% (around) of the applications screens, and reports. **TeBAS** will provide new versions, improvements and modifications to applications to develop and improve the performance of applications and documents as deemed appropriate. **TeBAS** will notify the modifications in advance to customers with the operating procedures to clarify **or** when working through **TeBAS** and representatives **or** be made available in the web.
- ✓ **Reserve space and Bandwidth** on the Internet to run the application on the web.
- ✓ **Providing technical advice** for the business cycle using the applications, to make sure the best use of applications and to keep abreast of any changes that may appear in the working conditions or the rules and laws and provide technical advice to reconcile the application with changes.
- ✓ **Regular follow-up for applications:**
 - To maintain, control and coordination database (Verify) to ensure the workflow regularity, reports speed production and to prevent any sudden stop of the database or applications.
 - To review the applications logs (System Log report), and the abolition of third parties including the user whenever necessary, to increase the speed of reports and applications.
 - To make sure that the data backup are correct and ready to work when you need them.
 - Follow up applications performance and ensure it operates efficiently and the expected speed and address any impediments to the work may appear as a result of the special nature of the data for each company.
 - Review the applications logs, aiming to identify the best use of applications that is compatible with the nature of the work of each company in order to achieve the added value of the business cycle, taking advantage of all potential applications which will return the utmost interest at the executive level and senior management in the shortest time, with the highest return on investment for applications.
- ✓ **Training and retraining staff** on the use of applications, extract results in order to raise the efficiency of staff to save time, effort and make the possibilities available in the applications.
- ✓ **Transfer knowledge and experiences** and learn from other companies experiences that use the applications and provide technical advice by the best possible solutions in view of the similarity of the nature of work between the companies and address any impediments to action that might occur and avoid falling as a result of the special nature of each company.
- ✓ **Possibility of request for technical assistance by telephone or internet**, from 9:00 AM to 5:00 PM that with maximum of number of hours specified in **Subscription License Agreement**.
- ✓ **Cover any errors that may appear** when using the applications (due to technical defects in the applications) and **TeBAS** will respond immediately to resolve the problem within **(12) hours** from request technical support.
- ✓ **Possibility of requesting a visit to the customer's premises** during official working days from Sunday to Thursday and from 9:00 AM to 5:00 PM except weekends and public holidays.

TeBAS ensure that any service provided by the quality of professional applications in accordance with industry computer software applications.