

ENHANCED CENTRE AUTOMATION SYSTEM

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We believe in transparency and work for good relations with our clients even if less in number. The eCAS team wants to dedicate its entire caliber to the development and enrichment of product and services thus we tend to avoid any scope for petty business botherations.

We requests the clients to take note of the following points before deciding for the purchase of software so that there are no differences in perception about any of the parameters of the deal.

1. Customisation (Will it suit my requirements?)

eCAS is a generalized solution and not a customized development for a specific client. This does not mean it is aloof of your requirements. After having implemented at several big and small institutes, the software has become rich as we implement the improvements in the product with every new finding.

Thus, for good it means that, the software encompasses and comes ready with a standard set with a wide range of procedures and reports which are required and accepted by all of the clients.

From our prior experiences we can say, that a specific institute, at the most requires some changes in the layout of the reports, which is a simple non technical process and can be accomplished by the client himself as per his requirements. Though we always help the client to do it.

Any customization change, if required, is discussed and weighed according to its utility and load on the efficiency and flexibility of the product. If found relevant and reasonable, it is implemented if it does not harm the flexibility and the core way of working of the product.

Any customised changes are implemented once the installation, training and practice on standard set is complete. We believe in transparency and work for good relations with our clients even if less in number. The eCAS team wants to dedicate its entire caliber to the development and enrichment of product and services thus we tend to avoid any scope for petty business botherations. We requests the clients to take note of the following points before deciding for the purchase of software so that there are no differences in perception about any of the parameters of the deal.

2. Updation (What if the technology changes, what about improvements and updates?)

As discussed above, eCAS is not a customized development for a specific client. So it does not wait for a client to tell amendments or improvements. Development of ECAS is an ongoing process, a team is continuously working on the enhancement of the software and addition of the latest technology, whether a client requires or not. So we welcome positive and meaningful suggestions and these are incorporated in the product to enrich it. Such updates are provided to clients free of cost. So meaningful updation is free of cost always, but forceful and unnecessary customization due to insistence of client might be chargeable.

In some cases customised changes are incorporated, that are very specific to the client, and contrary to the general requirement, it would be difficult to provide future updates to that client as it is difficult to maintain different streams in parallel.

3. Technical Backup, Support visits and Maintenance Contract

eCAS is designed keeping in mind the independence of the client. The setup is complete in itself and can be managed by the client even without any presence of support form our team.

The client has the CD for installation. This is the only point where physical interaction is required. The case is similar as MS Office where no one from Microsoft comes to give you support, you have the CD and you reinstall it whenever in trouble and everything is fine. So is the case with eCAS.

At the time of installation a few days training is given to your staff. The software is supported by a manual which answers most of your queries. In case the problem persists, online and telephonic support is available during office hours. Any other training or assistance emphasized by the client is chargeable on actual basis.

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Sale of the software involves one time cost as per module pricing and we do not suggest or insist on any Annual Maintenance Contract as we feel, it is not needed. Though AMC can be provided additionally if client insists. As a matter of fact no AMCs have been contracted yet for any of the sales till now as they were not felt necessary by the clients after training.

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4. Payment Procedure

PRICES PRINTED IN THE LIST ARE ABSOLUTELY FIXED AND NOT NEGOTIABLE.

Sometimes the clients say, let us evaluate the software first. Here it is important to recognize that you do not pay for your car after you have learnt driving. You have to believe the car manufacturer for the performance and technology.

The software is old enough and mature enough and already applied at sufficient number of the clients with vividly different work process. In the past two years there has not been any single installation where the clients requirements were not covered in the software.

So instead of judging the software, the client must pay attention to learning the software. Because it has so much flexibility, that there are multiple ways for doing one task . The client cannot judge until he is trained properly to exploit the full potential and flexibility of the software. Multiple days will not be invested in training until the payment is received.

The payment of the purchase has to be given on the day of installation. No credits are entertained for any reason. If the client wants to play safe and establish faith first, he can take a limited risk by beginning with minimum number of modules. Later you can go on adding modules as you gain confidence in the product. But like any other purchase, in this case too, training and support begins after the purchase.

Whatever order is placed in one go is honoured. Any further order for addition of modules is entertained only after all previous dues are clear.

5. Implementation Problems (What if it does not work well?)

There is no question of errors or software not performing or giving technical errors. For such cases you have a lifetime technical guidance from the Admen office.

But mostly the contradictions in implementation arise due to the unwillingness and avoidance of the persons who are trained to use the software. At times the junior operators tend to deject or complicate things because their interests sometimes get hit by implementation of the software. Above all, thorough faith and conviction of the top management is required for implementation of automation, because software or computer is mumb and negative people create a negative impression. It is the duty of the top management to stick to the process with full faith.

Sometimes the users are not willing to take responsibility of signing the report even when they have themselves seen the functionality or operated on the listed features. This becomes the most major point of conflict as the implementation is assumed completed once the feature has been functionally demonstrated to the users. This is sufficient to acknowledge the application and demonstration of the corresponding feature in the implementation report. If the users do not start using a feature for a long time, it should not be made a reason to withhold the implementation report.

Sometimes, during implementation, the client decides to use some features at a later time. It is very obvious and likely that the person might forget the modus operandi he has been told. For future reference, a manual is provided which can be used to refer to revive the process or if required the user can seek help from our office at any time to help revise the steps of operation. In such cases the client insists to stop payments of modules not yet made functional. In these cases we simply suggest to reorganise the order and remove the modules not in use and buy them later whenever required.

But if a module has been asked for and it has been provided and functionally demonstrated, it should be paid for failing which we are forced to cease all the technical support to the client.