Flair Software Solutions

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AMC charges for Nautilus 5.0 Transport Management software

1] Basic Support plan AED 2,800.00 per annum per database, includes
- Includes Software and database upgrades
- Includes Error fixing through Teamviewer
- Includes updates for VAT
- Setting up of VAT will have to be done by yourself through training manuals

- **Does not include software installation. Online Client computer installation charges @ AED 150/- and online Server computer installation charges @ AED 500/- will apply**
- **Does not include visits to your office for installation, charges per visit will be AED 500/per visit, excludes the installation charges**
- **Does not include support for Accounting and VAT support, which will have to be co-ordinated through your Auditor**

2] Limited Support plan AED 3,800.00 per annum per database, includes
- Includes Software and database upgrades
- Includes online software installation on **Terminal computers**
- In case of any problem, the data will have to be sent via the internet in zipped format, for rectification
- Includes the updates and initial setting up, Accounting and VAT co-ordination with your Auditors

- **Online software installation on Server computer will be charged @ AED 350/-**
- **Does not include visits to your office for installation, charges per visit will be AED 500/per visit, excludes the installation charges**

3] Premium Support plan AED 4,800.00 per annum per database, includes
- Phone support
- Software and database upgrades
- Software installation on Terminal and Server computers
- In case of any problem, the data will have to be sent via the internet in zipped format, for rectification
- Includes the updates and initial setting up of Accounts for VAT implementation, as and when it is announced

- **Entitles visits within the UAE, only if the data cannot be fixed via internet support. Only if required, personal visits within the city, is not chargeable under this plan**
- **Includes VAT related training, support and coordinating with your Auditors**

Services covered under AMC

- AMC payment should be made in full at the beginning of the contract
- Support will be provided only for the latest version software
- Customizations of the existing software or additional reports are not covered under the AMC
- If the company database needs to be split due to overload, the charges for creating and support of the new database in the same Server will be AED 6000/-

Services of charges in the absence of AMC

- Online fixing of corrupted database will be AED 1,500/-
- Online upgrading of more than 1 year old database to make it compatible with latest software version **AED 1,500/per year/per database**
- Online re-installation of the software on Server database computer will be AED 750/- and on terminal computer will be AED 150/-
- All the work is done via Team viewer, if any visits are required by clients, then per visit AED 750/- will be applicable, excludes installation charges.

Should you require any further information, kindly contact the undersigned

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