

## Maintenance

First Level Support Samdisha Support provides 24 hours a day 7 days a week support services as follows:

- Provides Maintenance Releases of the Application Software whenever necessary.
  - Provides phone-in assistance during Normal Office Hours.
  - Diagnoses and rectifies the Application Software to good working order upon request.
  - Provides technical assistance to complement to customer development team.
  - Provides on-going technical advancement via our Research & Development.
  - Acts as advisor and consultant to customer in the events of customer losing his key personnel and threatens to unable to carry on the normal operation of the Application Software.
  - Provides modification and/or enhancement to the Application Software to meet and comply with any new regulatory and/or statutory requirements including but not limited to such directives that may be issued by the Central Bank from time to time.
- Second Level Support Samdisha support provides 24 hours a day 7 days a week support services as follows:

- Telephone assistance with mission-critical escalation.
- Remote system monitoring & problem escalation, on-site support when required.
- Software upgrades included at no additional cost.
- Software release planning & change management assistance.
- Half yearly preventive maintenance with on-site application review and performance tuning.