

DATE: 11/06/2022

SERVICE LEVEL AGREEMENT

PROVIDER OF SERVICE

Ayur Sattva Technovation IT Help Desk

TYPE OF SERVICE

Vaidyamanager - Ayurveda hospital management software IT support service

SERVICE PERIOD

April 18, 2022 through April 18, 2023 (Depending On your subscription period)

PERFORMANCE

In order to provide optimal first level support service to all departments, all problem and Query calls must be received by the Help Desk.

The company Ayur Sattva Technovation IT HELP DESK will **Shri Krishna Super Speciality Institute of Ayurveda, Delhi** with the following support:

1. All problems will be recorded.
2. Problems will be resolved or assigned to the appropriate specialist.
3. Problems will be monitored.
4. Users will be notified of commitment times and any problems that occur in meeting the established commitment.
5. Online Support through Screen sharing software, E-mail, Live chat, Phone call.
6. All general updation will be free of cost but specific customization required by you will be chargeable, that will be count on hour basis by our technical team. Once we receive need, then we will decide time bound to deliver it in time. Client customization will not be altered by ayur sattva technovation.
7. Onsite support will be paid if required from your side.
8. Ayur sattva is not responsible for every new staff training if you required each training session would be charge by 500rs/hour.

234, Iscon Emporio, Jodhpur Cross Road, Near Star Bazaar, Satellite, Ahmedabad, Gujarat – 380015

Contact No. : 8866011194, Email: sales@ast.company, www.ast.company

Copyright © ayur sattva technovation

9. Your data is secured on cloud (AWS) it is web-based software.
10. Space provided in cloud will be limited only for OPD data, Panchkarma data, images and videos.
11. AWS maintain a wide variety of compliance programs that validate our security controls.
12. AWS protect the security of your information during transmission to or from AWS websites, applications, products, or services by using encryption protocols and software.
13. AWS maintain physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of personal information. Our security procedures mean that we may request proof of identity before we disclose personal information to you.
14. In case of discontinuation with this software - you will get your data in csv format. (Basic details of the patient, medicine stock and all types of invoices)
15. Our software ensures retention, storage and retrieval of the data, as and when required.

RELIABILITY

Services will be provided between the hours of 09:30 a.m. and 6:30 p.m., Monday through Saturday, except holidays.

The telephone numbers (8866011194, 9427082251) will be available to take calls. When both lines are busy, you can leave a message. The Help Desk guarantees a return call within 10 minutes or an urgent message/email reply. All messages left will be confirmed for receipt within two hours.

If ayur sattva technovation is not able to provide subscription based service in future by any reason then client have option to move into business version or enterprise version to sustain their service without any interruption, all version price is mentioned below and meaning of each version and mode of product.

234, Iscon Emporio, Jodhpur Cross Road, Near Star Bazaar, Satellite, Ahmedabad, Gujarat – 380015

Contact No. : 8866011194, Email: sales@ast.company, www.ast.company

Copyright © ayur sattva technovation

Subscription version : Subscription version means client have to pay every year subscription price as committed and mention in invoice. First branch it would be 8000rs/yearly, and additional branches 7000rs/yearly (GST extra). Price will be increased by 20% every three years from date of first subscription purchase.

MODIFICATIONS

This agreement may be amended at any time with mutual consent of both parties.

CUSTOMER NAME:

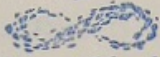
**Shri Krishna Super Speciality Institute
of Ayurveda, Delhi**

Date:11/06/2022

COMPANY NAME

AYUR SATTVA TECHNOVATION.

Shri Krishna



Shri Krishna

Super Speciality Institute of Ayurveda
C4A/48A, Janak Puri, New Delhi-58



Signature

234, Iscon Emporio, Jodhpur Cross Road, Near Star Bazaar, Satellite, Ahmedabad, Gujarat – 380015

Contact No. : 8866011194, Email: sales@ast.company, www.ast.company

Copyright © ayur sattva technovation