



“the ability to understand and deliver the expectations of customers”

Health is Wealth!

maintenance & support services

After successfully leading organizations with our special affinity towards creative design, the team of like-minded who invested their creative minds on design, innovation & creativity have come together to offer world-class design experience. The team with 50+ man years of experience in Visual Design, User Interface Design, User Experience, Web & Mobile Development, Usability, SEO and Digital Marketing

Mpathy, helps Startups, Medium and Large organizations with specialized services with collaborative knowledge and experience.

ANNUAL MAINTENANCE & CONTRACT (AMC) SERVICES

It is something similar like painting your home and keep it clean and neat always. When you keep your home clean and neat it is obviously seizing the attention of visitors and they love to visit again and again similarly if you keep your website/Applications maintained with duration it makes lot of difference in user centric and user satisfaction.

Mobile Apps AMC Includes:

Daily monitoring

On request trouble shooting

Images replacement and imagery history

Content change (Content will be provided by client)

Links/screen observation and fix

Store statistics and version controlling

Backend admin portal maintenance

Implementing any additional features and functionalities (on a separate SOW)

Hosting server maintenance and regular check on updates

Periodical backup plan and regular health check-up

Monthly stakeholders update meeting

Change history documentation and weekly reports

UI fixes & updates

Admin portal hosting server protection surveillance check

Website/Web Application AMC Includes:

The standard elements of Annual Maintenance Contract (AMC) Services:

Daily monitoring

On request trouble shooting

Images replacement and imagery history

Content change (Content will be provided by client)

Links/URL observation and fix in a random interval

Updating the required scripts & Meta tags, HTML clean up, CSS Updates.

Complete Monthly Backups – each month the client existing website will be backed up by the Mpathy team and sent to them/ uploaded in their local server. The back-up includes everything, i.e., Contents, Images, Scripts, Programming and Databases.

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We would love to work with you!

WHY MPATHY?

Experienced Professionals

Mpathy web development team is available in combination of full / part time professionals each with more than three to ten years of web development experience. We take AMC on a dedicated team deployment modal.

Customer Service

Mpathy web development experts are friendly, polite, and most significantly quick responsive to your communications, and you will receive the estimated hours in very short time.

Availability

Our robust Offshore/Offsite/Onsite AMC flexible modal help our client to reach us with ease. We are available throughout AMC duration on your requests. On demand we can arrange onsite support as well.

MPATHY DIGITAL AGENCY PRIVATE LIMITED

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THANK YOU !

GENERAL TERMS OF AMC

- ▶ Guaranteed technical support services to resolve installation, configuration and integration issues.
- ▶ Client must inform Mpathy of any updates or changes via E-Mail, Skype or direct calls.
- ▶ In case of any major changes, Mpathy will analyse the requirement and share the required efforts for the requested change or implementation.
- ▶ For any such major change request, Mpathy needs 4-8 hours to address the requested tasks to analyse and act.
- ▶ Client will provide complete access to the hosting server(s), control panel and if any access that Mpathy need as maintenance part.
- ▶ Mpathy will take the prior approval of the estimated efforts
Monthly invoicing will be on 1st of every month
- ▶ Monthly AMC reports will be shared with all stakeholders
- ▶ Monthly standard billing will be decided after evaluating the client needs
- ▶ Mpathy will generally provide a bucket of 480 hours for a year support and maintenance (40 hours monthly)
- ▶ 480 hours can be utilized during the contract period. If 480 hours completed within the contract period and additional hours are required, such hours will be billed @ INR 800/hour
- ▶ Monthly additional utilized (more than 40) hours will be communicated and added to the specific month billing.
- ▶ Not utilized hours will be treated as accomplished at the end of the contract date.
- ▶ Any major software version upgrade or Hosting server migration are not part of AMC and the same will be executed with a separate SOW.
- ▶ Any third-party services or tools procurement is the Client responsibility.