



iQ-Maintain™

Qualex's iQ-Maintain™ is the solution to your maintenance needs; it is a solution for organizations that, after implementing software solutions, need additional support to Maintain or Improve their system's operation. Qualex offers bundles of consulting hours from its specialized consultants In Data Integration, Data Warehousing Construction, Business Intelligence Reporting and Business-Critical Analysis. All of these services are provided at a low cost, with high quality and maximum accessibility. Qualex can help you in the following ways:

- * Install or re-install software.
- * Update new software versions.
- * Assess reporting efficiency.
- * Telephone support at customer's chosen level of need.
- * IT support for software integration.
- * Support in the use of EBI.
- * Train support staff.
- * Assist in the creation of new users.
- * Assist in writing basic software code.
- * Assist in the use of reports via the portal.
- * Solve technical problems in multi-tiered environments.
- * Assist in the design and development of stored processes.
- * Support to your business users.

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The iQ-Maintain™ service is offered for a minimum of four months. After this initial period, either Qualex or the client can terminate the service without any additional responsibilities or costs. The decision to conclude services requires a one-month notice. The notice provides Qualex time to conclude any pending services. Your organization will pay for maintenance services according to the standard Qualex consulting fee schedule. Payment includes all appropriate taxes according to local laws. Services are paid monthly. Qualex can increase its maintenance fees only once a year. The annual increase will not exceed 10%.