

## SLIM Annual Maintenance Contract

This agreement is signed between Algorhythms Consultants Pvt. Ltd (Algorhythms) and St. Andrew's College of Arts, Science and Commerce Mumbai

Algorhythms is to provide Annual Maintenance Services to the library for the SLIM21 software for the of **1<sup>st</sup> May 17 to 30 April 2018.**

### The AMC covers:

- Telephone and email support within 24-48 hours
- Upto 4 visits in a year in case you have problem
- Any software correction patches
- **Upgrades of SLIM modules** purchased by you

### What the scheme does not cover

- In case of a visit from our representative, a guarantee of the problem being solved on the same day. However, we will attempt to solve it in the earliest possible time frame

**NOTE:** With respect to data corruption, Algorhythms will review the nature and extent of the damage to the data and then decide on the solution. This may involve the following:

- a. rendering advice to recover from the data corruption.
- b. providing new programs to reconstruct data integrity.
- c. suggesting precautions that should be taken to avoid data corruption in the future

100% recovery of the data is not guaranteed. Some of the data items within data records may have to be re-entered by the end user.

Algorhythms' software engineer will deal only with problems related to SLIM data files. Removal of virus or installing any other software or any such services are not covered.

For Algorhythms Consultants Pvt. Ltd.



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LIBR  
SLIM SW