

Oxus HR & Payroll Suite: Pricing & Product Information

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Description

Oxus HR & Payroll Suite

Please note that we provide the same set of product features to all customers regardless of their purchase plans.

Additional costs are charged for software support and service level agreements as attached to this document. Support varies with chosen plan. Support come with extended features like data migration, logistics and integration with third party applications. The recommendations are not mandatory.

	Basic	Standard	Premium
Core HR: Staff Records, experience, Education, dependents and next of kin information. Incidence management. Probations and Confirmation. Staff movement (transfers) Leave Job descriptions Vacancies and Recruitment Performance Management Organizational Structure Promotions	Yes	Yes	Yes
Payroll: Payroll Processing Pay slip generation Auto pay file generation Batch Payroll Export to Excel Report Variance reports Bank schedule Pension fund schedule, Executive Summary Tax schedule PITA Compatible Pay optimization Utility	Yes	Yes	Yes
Self Service: Pay slip generation Application for leave and loans	Yes	Yes	Yes



History/balance of leave and loans Employee information change Request Pension History			
Enterprise (full-text) search	Yes	Yes	Yes
Role based authorization and Authentication	Yes	Yes	Yes
Software License	Yes	Yes	Yes
Training	Up to 2 individuals	Up to 5	Up to 10
Employee licenses (This figures are subjective and any corporation can opt into any plan. These figures are negotiable for extensively customized systems.)	Less than 200 employees.	Less than 200 - 1000 employees or no dedicated IT department.	1000 - 2000 Employees
Setup	Yes	Yes	Yes
Integration with 3rd Party Apps	No	No	Yes
Data Migration Assistance	No	Yes	Yes
Custom Reports/form fields	No	Up to 5	Up to 20
SLA (Defined Below)	Basic	Standard	Premium
Cost (1st year)	N450,000	N1,500,000	N3,500,000
Annual Support (Subsequent years.)	15% of 1 st year cost	15% of 1 st year cost	15% of first year cost
Recurring License (After 1st year)	20% of 1 st year cost	20% of 1 st year cost	20% of 1 st year cost



***NB: Standard and Premium support include free product upgrades for up to 3 years after initial installation.



Production Support Scope of Coverage

For all tiers of Oxus HR and Payroll;

We Support:

1. Installation
2. Usage
3. Configuration
4. Diagnosis
5. Bug Fixes (Dependent on product life cycle)

Evince will provide full support on all past, current and future releases of Oxus HR & Payroll Suite

We do not support:

1. Code development (with new version release, migration options and costs are released as well)
2. System and network design
3. Implementation and development of security roles and policies

Support Severity Level Definitions

Severity One (Urgent)

A severity one (1) issue is a catastrophic production problem which may severely impact the client's production systems, or in which client's production systems are down or not functioning; loss of production data and no procedural work around exists.

Severity Two (High)

A severity two (2) issue is a problem where the client's system is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of the client's business operations and productivity. The system is exposed to potential loss or interruption of service.

Severity Three (Medium)

A severity three (3) issue is a medium-to-low impact problem which involves partial non-critical functionality loss. One which impairs some operations but allows the client to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the client's

operation and issues in which there is an easy circumvention or avoidance by the end user. This includes documentation errors.

Severity Four (Low)

A severity four (4) issue is for a general usage question or recommendation for a future product enhancement or modification. There is no impact on the quality, performance or functionality of the product.

Production Support Service Level Agreement

	Basic	Standard	Premium
Hours of coverage	8am – 5pm Mon-Friday	8am – 5pm Mon-Friday	8am – 5pm 24 X 7
Support Channel	Web/Email	Web/Email/Phone	Web/Email/Phone/Onsite
Number of cases	Unlimited	Unlimited	Unlimited
	Initial or ongoing support times		
Severity 1	2 business days for all issues	1 business hour	1 hour
Severity 2		4 business hours	4 hours
Severity 3		1 business day	1 business day
Severity 4		2 business days	2 business days

Contact

08033412143: Technical Support

08035082026: Technical Support

Developer Support Scope of Coverage

	Basic	Standard	Premium
3rd Party Product Integration			Yes
Custom reporting		Yes (up to 5)	Yes (up to 20) (extensive integration)



			or non-standard interface are negotiated separately)
Database tuning	No	Yes	Yes
Application Architecture and Design	No (Not required by small teams)	Yes	Yes
Application Porting	No	Yes	Yes
Training	Max 2	Up to 5	Unlimited for 1 location
In between release feature upgrades	N/A	Yes	Yes
Data Migration/Importation	No	No	Yes
Recommended Organization Size	Less than 200	200 - 1000	1000 - 2000
System Recovery	N/A	N/A	Yes
Scheduled maintenance and system upgrade	N/A	Scheduled maintenance	Yes

Technical Account Management (Premium Support Only)

The Technical Account Management service is intended for customers who desire the highest level of support from Evince Nigeria Limited in order to maximize their return on a significant investment in technology. The service provides a primary technical contact at Evince who will work with you to understand your ongoing technology requirements and provide advice to minimize downtime through informing you of critical bugs and fixes that may be relevant to your environment. Your Technical Account Manager will act as your single point of accountability when you are faced with mission critical issues affecting your production systems.

TAM Service Key Attributes

- Direct access to a senior Evince Support engineer.
- Exposure and access to Evince technology and development plans
- Early identification of issues and bug/feature escalation/resolution)
- Weekly or monthly review calls
- Two on-site technical review visits per year
- Quarterly service performance metrics through the TAM Dashboard
- For Premium support, the coverage includes locations outside Lagos, Nigeria. However, client will bear the cost of air and land travels and accommodation.



Before Contacting Evince Technical Support

The following steps are an example of what is required.

1. Define the Problem

Being able to articulate the problem and symptoms before contacting Evince support will expedite the problem solving process. It is important that you be as specific as possible in explaining a problem or question to our support engineers. It is also beneficial to explain the steps you used to reproduce the problem.

Evince support engineers want to be sure that they provide you with exactly the right solution. The better they understand your specific problem scenario, the better they are able to resolve it.

2. Gather Background Information:

To efficiently solve a problem, the support engineer needs to have all the relevant information about the problem. Being able to answer the following questions will help us in our efforts in resolving your issue:

- What version of OXUS HR are you running?
- What steps led to the failure?
- Can the problem be recreated? If so, what steps are required?
- Have any changes been made to the system that might have triggered the issue?
- Were any messages or other diagnostic information produced? If yes, what were they?
- Were there any error number(s) or any messages received during the time of issue?

3. Gather Relevant Diagnostic Information (if possible):

It is often necessary that our support engineers analyze specific diagnostic information, such as a system report, dumps, traces, logs, etc., in order to resolve your problem. Please provide as much of this information as possible. It will be critical in resolving your problem.

4. Determine the Severity Level:

Evince Technical Support strives to respond to all customer inquiries and requests in a timely manner. When submitting an issue, you will need to assign a severity level to it based on the table provided above so we have an understanding of the impact a problem is having on your organization.