

Frequently Asked Questions (FAQ)

1. Why and when do I need this service?

If you have 1 ~ 50 PCs in your office and your business depend on the success and failure of your IT functions and you need helpdesk support services, as and when required. Unfortunately, you do not have the option to spend money on a helpdesk engineer sitting in your office, for regulatory 8 hours a day, with mandatory lunch break along with sick and vacation days off. You might also need experts in different domains in IT, which is not possible for a single person to handle.

If the above description is matching with your situation, you are a perfect fit case for this service. As we essentially function from India, our cost is pretty low (starts from JPY 1000 per hour or incident) and we can afford to get you experts in different domains of IT for 24 hours a day, 7 days a week, 365 days a year.

2. IT Support from India? I am in Tokyo and need support in Tokyo.

Yes, we know that you have your business in Tokyo (or anywhere in the world) and we have devised a plan for it. Actually, over a period of our experiences, we found that people need helpdesk personnel, 70% of the time to ask questions like “Can we change the page setup in Word? If ‘yes’, how?”, or “My Internet Explorer is not showing one particular site. What shall I do?”, or even “I can not see my networked drive. Any help?”

In most of the above cases, our helpdesk engineers (which include even the server and network engineers) will be able to walk the user thru to a solution. To reduce, telephone calls to and from India, we have established a chat service for you, where you will have the option to see, your previous questions and your conversations transcript.

3. Chat service? I heard it’s insecure and anybody can listen to our conversations.

Yes, we know it. We know that if you use the publicly and freely available chat services, it is mostly insecure, at the current stage. And as your business has its own trade secrets and tricks, we have started a secure chat service, where only you and our engineers are allowed and nobody else. Once registered with us (and paying monthly fee regularly) you will be given a chat room exclusively for you and your employees’ use. All of your conversations with our engineers will be recorded, for your future reference. However, if you want it not to be recorded in our secure chat services, you can “lock” the door of the room, and your conversations will not be recorded in our transcripts and your files shared will not be available for future download (remember, you will still be charged depending on when did you leave the room, and locked door conversations have 20% extra charges on the normal charge).

Your data transmitted and data received with our chat server will also remain encrypted by SSL technology, so that no one else can see or use it.

4. What is you are required to send some engineer to our place? Will he come from “India”?

Yes, we know that all problems can not be taken care of using remote chat services. There will be instances when we will require our engineers to go and work at your place (like say a new PC installation, Server installation, Printer installation etc.). In those cases, we will send

engineers from your city (or nearest city to your location) only. We will not go for our Indian Engineers to start processing visa for your service, and then fly down to you (unless it is planned well ahead). Of course it will have separate charges. Please see our rate chart for details of such services.

5. I heard that Engineers can remotely connect to our servers and do their jobs. Is it not possible for you to do instead of sending engineers on site?

Yes, it is certainly true and we can do it as well (separate charges apply). You need to have a Virtual Private Network (VPN) in place, (which is secure) for our engineers to connect to your servers or desktops, remotely (from India) and work on it. If you currently do not have a VPN in place, we can help you to establish that as well. This will also additionally help you to connect your own office desktop or server from outside of your office, at the time of your requirement. Whether you go for our services or not, you might get the VPN done for your own benefit, if you need to access your office workstation or server from outside.

However, please refer to our rate chart for details of such charges.

6. Will you be able to support Japanese people and PCs?

We are sorry! We are currently providing our services in English only. We might provide help on Japanese PCs on a best effort basis, if the problem can be communicated in English. Otherwise, we might have to refer your case to our Japanese engineers in Tokyo, for which the cost will be a bit higher. We have plans to start Japanese support as well from India, so please write your requirement to sales@hexcodetechnologies.com .

7. What are the functions you will be able to cover?

We expect to cover all of the below products and technologies:

Windows 2000 (Professional and Server)

Windows XP

Windows 2003 server

Adobe Acrobat Writer and Reader (including Japanese fonts)

Office 2000 (Word, PowerPoint, Excel, Outlook, Access, FrontPage, and Visio)

Office XP (Word, PowerPoint, Excel, Outlook, Access, FrontPage, and Visio)

Office 2003 (Word, PowerPoint, Excel, Outlook, Access, FrontPage, and Visio)

Internet Explorer

Firefox

Printer Installation and Troubleshooting

Antivirus Products

Network Support

Broadband Internet Support

Windows XP Firewall Support

Registry error

Supporting server share based problems

Creating, deleting, disabling new user

Share drives permissions

Documentation creation

Performance improvement of the desktops and servers

If you need any other IT support, please contact sales@hexcodetechnologies.com .

8. Rate Chart

The following approximate ranges of per incident or hourly rates for various categories of personnel are currently in effect:

| Per incident/ per Hour Rate | Category |
|------------------------------------|---|
| JPY 1000 | CS Engineer remote chat |
| JPY 1500 | CS Engineer using VPN |
| JPY 3000 | Japanese speaking CS Engineer on chat |
| JPY 6000 | English speaking CS Engineer at customer's site |
| JPY 9000 | Bilingual CS Engineer at site |
| JPY 600 | Research technicians remote chat |
| JPY 400 | Computer/Typists remote services |

Hourly rates will be adjusted semi-annually to reflect changes in the cost-of-living index as published. Unless otherwise stated, any cost estimate presented in a proposal is for budgetary purposes only, and is not a fixed price. The client will be notified when 75 percent of any budget figure is reached.

9. Reimbursable Expenses

- a) Travel expenses necessary for the execution of the project, including rail, taxi, bus, air, rental vehicles, highway mileage in company or personal vehicles, which will be charged at actual.
- b) The cost of actual Virtual Private Network implementation, including the cost of hardware, software and personnel involved.

10. Cost of Registration

The customer has to register his company name with HexCode Technologies Pvt. Ltd. for this support at a cost of JPY 5000.

The customer has to maintain his registration at a cost of JPY 3000 every month even if there is no support calls logged. (First month contract initial charges will be JPY 8000)

The monthly charges are payable by 10th of every month. If for any reason, the monthly charges are not paid within 10th of the following month, the support contract will be cancelled without any further notice to the customer and he has to register afresh

11. How will you bill us?

We will send you the detail invoices, for your used services hours or incidents (as the cases may be) and the monthly renewal fees, by the 5th day of every month for your payment. You need to make a bank transfer to our given account (currently available in Tokyo)