

BoB System Licensing Support and Maintenance Terms and Conditions



System Components

BoB (Barcode out a Box) is a cloud based barcoding and inventory control system that used to print barcode labels and scan stock movement in and out of the warehouse.

The base system license has the following components as part of the base license:

- Printer Management (Unlimited printers)
- Item Labeling
- Location Labeling
- Inventory Receipt
- Inventory Transfer
- Inventory Count
- Inventory Issue
- Live Inventory Reports
- Multiple User Management
- Multiple Branch Management

The system is can be implemented as cloud hosted or on-premise solution depending on the client requirements



Deployment and implementation

Cloud based deployment

The system can be deployed as a cloud based solution which ensures minimal setup is required to start printing and scanning out of the box.

All data is stored securely on a Microsoft Azure cloud SQL Server database and the application is hosted in the Strategico Data Center.

A single PC is required on-site to run the print server to allow for on-demand label printing straight out of the standard setup.

The cloud hosted architecture enables users to access the system from any supported device with an internet connection.

On-Premise deployment

The on-premise deployment requires a Windows Server platform PC / Server which will be used to run the .NET Web application.

The server can be hosted on-site or on the client Data Center. The web application server will also be used as the print server and therefore no other PC is required for the deployment.

The system will only be accessible from supported devices with access to the client network.

Implementation

Implementation of the system is simple and requires a full take-on of the client's Inventory to be managed with BoB.

The take-on can be done via the system one item at a time or by importing the clients Item Master file.

Implementation and basic key-user training normally takes no more than a day per site. However, if more on-boarding or training is required it can be requested at an additional cost. (See Pricing section)



On-boarding

As part of the implementation service, Strategico will follow a formal on-boarding process to assist with loading master data, labeling products and training users (train the trainer approach). Normally this process will not require more than 1 day per site.

If more time is required for onboarding, this can be arranged at an additional cost.

User Training

The time on site is used to train the users and specifically a key user that can take ownership of the system and transfer knowledge to the other users.

In the first few hours Strategico will load new items into the system via the user interface and train users on how to do this in future.

Thereafter Strategico will handhold the users to assist them with following the process themselves and to ensure that the required knowledge transfer has taken place.

If more time or follow-up training is required, this can be arranged at an additional cost.

Annual Support and Maintenance

The standard software support and maintenance support is included in an annual fee which is equal to 22% of the total license fee of the Transaction server and user licenses combined.

This fee is optional but is recommend for any support related issues to be prioritized. Support can be provided on a time and material basis if the Annual Support and Maintenance option is not taken up. However, response time in this case cannot be guaranteed.

New features and updates are released on a continuous basis. These updates are available free of charge to customers who subscribe to the Annual Support and Maintenance program.

Customers who do not take up the Annual Support and Maintenance option will have access to the updates at an additional cost.



Included in the Annual Support and Maintenance program

- Any updates and bug fixes to the modules owned by customer
- Support calls related to system setup
- Support calls related to labels not printing
- Support calls related to incorrect information on labels
- Support calls related to incorrect stock updates
- Support calls related to POD's not printing
- Support calls related to stock counts not updating
- Support calls related to user access
- Support calls related to any reports not working as expected
- Support calls related to on-premise server access not available due to Web server configuration
- Support calls related to cloud server not being accessible

Excluded from the Annual Support and Maintenance program

- Any hardware related issues
- Labels not printing clearly
- Scanners not connecting to the PC
- Scanners not reading the barcode
- Internet connection to access the server
- Local network connectivity
- Any support that requires on-site presence

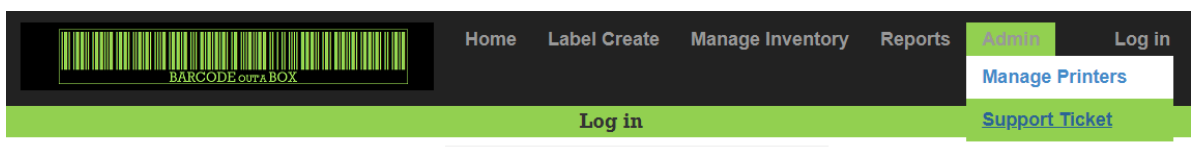


Support SLA

Call method	Allowed response time
Support ticket – no call	24 hours
Support ticket – with call	1 hour

For support to be initiated a support call must be logged via the support portal on the BoB user interface. This will record a support ticket with the client, user and time stamp.

The user will receive an email with the support details and a direct support number to dial in case emergency support is required.



Log a Call

Contactname * **IssueDropdown***

Email * **Phone**

Message *

Add more info related to the issue you are experiencing.

[Send Message](#)

* These fields are required.



Pricing

Pricing per site	excl VAT	
Transaction server	R 4 995.00	
Annual Software Support and Maintenance	R 1 098.90	pa
User monthly rental (unlimited devices)	R 475.00	pm
Users once-off (unlimited devices)	R 17 100.00	
Implementation and training (1-day)	R 5 000.00	
Implementation and training (additional day)	R 6 800.00	
Additional work per hour	R 850.00	ph

Implementation excludes travel and accommodation costs outside of Gauteng

Additional hardware (if required)	excl VAT	
Intermec PC42 label printer	R 4 125.00	
Zebex Bluetooth scanner	R 1 095.00	
Dell i3 Laptop	R 5 999.00	

