

BIGFIX RATE CARD

Technician Charges	Installation	Maintenance	L1/ L2 Repair	L3 Repair	L4 Repairs
	500 Per Trip	500 Per Trip	750	1100	1400
	2 hrs	2 hrs			
		Conveyance: Above 5m, Rs.5/Per KM			
Coordination Charges	SUPPORTS	Description	BRONZE Pack Rs.150	SILVER Pack Rs.200	GOLD Pack Rs.300
	SOFTWARE	* Apps (CRM, PX & TX)	Yes	Yes	Yes
		* Messaging			
		* Cloud Hosting			
		* API Integration			
	CUSTOMER	* Voice Support	-	Yes	Yes
		* Chat Support			
		* Mail Support			
		* Technician Support			
	PARTNER	* Voice Support	Yes	Yes	Yes
		* Chat Support			
		* Mail Support			
		* Technician Support			
* Technician Upskilling					
LOGISTICS COORDINATION	Phone Co-ordination	-	-	Yes	
MATERIAL MANAGEMENT	Phone Co-ordination	-	-	Yes	
DOCUMANTAION & REPORTS	Day to Day Work Execution	-	-	Yes	
BILLING SUPPORT	Through App	Yes	Yes	Yes	