

# Service Portal on IndAXonline

## Frequently Asked Questions



IndAXonline is **India's largest online open marketplace** for new, used, refurbished and unutilized automation assets that include components of PLC systems, Scada, RTU, VFDs and other industrial & Electrical Control Systems along with services. The portal has unique functionalities that include **Trading, Repair & Service Solution**.

### **Q: WHAT AREAS OF SERVICE EXPERTISE DOES INDAXONLINE CATER TO?**

IndAXonline provides a platform for freelance service professionals in Industrial Automation, Electrical and Instrumentation, to showcase their domain expertise across brands, vertical and industry segments.

The platform enables companies seeking to engage service professionals, to instantly tap into a pool of talented resources to receive competitive bids on their projects.

### **Q: WHAT SERVICES DO THESE PROFESSIONALS OFFER?**

Professionals listed on IndAXonline may be hired for specialized services that include project design & engineering, application development, testing, startup, retrofitting, field services, commissioning, training and much more.

### **Q: WHAT DOES 'PROVEN' AND 'VERIFIED STATUS' INDICATE IN THE PROFILE LISTINGS?**

A service professional is marked as 'PROVEN', based on the satisfactory feedback provided by an IndAXonline customer who in the past, has hired the services of that specific professional.

In cases where a service professional has provided customer credentials for past experience, IndAXonline undertakes to verify these credentials, prior to marking the service professional as 'VERIFIED'.

### **Q: HOW CAN I HIRE THE SERVICES OF PROFESSIONALS LISTED ON INDAXONLINE?**

You can view the profiles of service professionals listed on the portal.

Once you have shortlisted a service professional, you can email IndAXonline at [admin@indaxonline.com](mailto:admin@indaxonline.com), to initiate the hiring process for that specific professional.

### **Q: WHAT SHOULD I DO IF THE DESIRED SERVICE EXPERTISE IS NOT LISTED ON INDAXONLINE?**

You can post your service requirement in the RFQs section. IndAXonline has a pool of system integrators & service providers located pan-India, who will be able to address your service requirement as per your RFQ.

### **Q: HOW MANY ENGINEERS CAN BE MADE AVAILABLE FOR SPECIFIC SINGLE JOB & FOR WHAT DURATION?**

There is no limit on the number of service professionals that can be deputed for a particular requirement.

**Q: IS THERE A RATING MECHANISM FOR SERVICE PROFESSIONALS?**

Rating for a service professional is calculated based upon customer reviews of a service professional, after the service has been provided to those customers.

**Q: WHAT SHOULD WE DO IF ALONG WITH SERVICES, WE ALSO REQUIRE SUPPLY OF PRODUCTS?**

We recommend that you post your product and service requirements in the RFQ section of IndAXonline.

Publishing an RFQ on our portal connects you with additional suppliers and service providers across brands, providing you with greater choices, best prices and on-time delivery.

**Q: DOES INDAXONLINE ALSO PROVIDE REMOTE ENGINEERING SERVICES?**

In addition to on-site / field services, we are also equipped to provide remote & centralized engineering services, through our network of partner locations.

**Q: DO YOU UNDERTAKE ANNUAL SERVICE CONTRACT FOR INSTALLATIONS?**

Our Annual Service Contract for site installation adds value to our clients business, as it is a very cost effective and reliable service solution.

**Q: HOW QUICKLY CAN INDAXONLINE MOBILIZE THE REQUIRED SERVICE?**

The typical timeline to mobilize a service professional is 2 weeks from our receipt of a techno-commercially valid Purchase Order / Work Order.

However, this timeline may be shorter, subject to the service professional's availability.

**Q: WHAT ARE THE SERVICE CHARGES AND COMMERCIAL TERMS FOR AVAILING THE SERVICE FROM INDAXONLINE?**

Typically, service is provided on 'man day charge basis'. This charge varies between service professionals, based on the level of expertise and years of experience.

However, if a customer provides the job requirement along with specification, the service may also be provided on a fixed rate basis.

**Q: WHAT ARE THE CONTRACTUAL TERMS FOR AVAILING SERVICES FROM INDAXONLINE?**

We will provide the contractual terms & conditions, along with our service proposal.