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: HOW CAN INDAXONLINE ASSIST IN PROMOTING MY PROFESSIONAL SERVICES TO THE INDUSTRIAL AUTOMATION INDUSTRY?
A: After signing up as a Service Professional on the IndAXonline portal, freelance service professionals in Industrial Automation, Electrical and Instrumentation can create an online profile, to showcase their domain expertise across brands, vertical and industry segments.

Q: HOW CAN I VIEW MY PROFILE AFTER IT ITS PUBLISHED AND MADE ACTIVE ON THE PORTAL?
A: When a registered user submits a profile, a unique ID is generated which will be linked to the profile once it is published to our portal. This unique ID will need to be cited for all subsequent communication with the IndAXonline administrative team.

To maintain the quality of our listings, our team will review the submitted profile prior to publishing it on the portal. If the profile listing is as per our terms of use, the listing will typically appear on our website within 48 hours.

Q: WILL ALL THE INFORMATION THAT I PROVIDE IN PROFILE ENTRY PAGE, BE PUBLICLY VISIBLE?
A: Confidential information such as contact details and expected per man-day charge, is not listed in public view. This information is collated for processing by the IndAXonline team, when a Company has shown interest in hiring your services.

Q: WILL I BE HIRED AS A SERVICE PROFESSIONAL, BASED ON THE MAN-DAY RATE I PROVIDED WHEN I WAS CREATED MY ONLINE PROFILE?
A: Your quoted man-day charge is considered as a benchmark for your service capability, experience & competency. Although we circulate the same rate to hiring companies, it is the company's prerogative to issue a service order based upon the lowest rate available in the market for the equivalent skill set.

We recommend that you to quote realistic man-day charges that are justified as per industry norms, to increase your chances of being hired.

Q: IS THERE ANYTHING I CAN DO TO IMPROVE MY CHANCES OF RECEIVING SERVICE JOBS FROM COMPANIES?
A: We advise you include as much relevant and critical information as possible when creating your online profile. Testimonials, past experience certificates, appreciation letters and other performance certificates are always considered very positively by companies looking to hire professionals for the projects.

Q: HOW WILL REVIEW AND FEEDBACK FROM MY SERVED CUSTOMERS IMPACT MY FUTURE POSSIBILITIES OF GETTING SERVICE JOBS THROUGH INDAXONLINE?

A: Satisfaction levels expressed by customers, for jobs you have served, are indicators of performance. Hence, Customer Review and Feedback mechanisms are amongst the most valued functions on IndAXonline, as they create transparency in the evaluation process for future hiring.

Q: WHAT DOES 'VERFIED' INDICATE IN THE PROFILE LISTINGS?

A: When a service professional provides credentials for past experience in the form of testimonials, past experience certificates, appreciation letters and other performance certificates, IndAXonline undertakes to review and verify these credentials; after which the service professional profile is marked as 'VERIFIED'. This provides companies with a reasonable assurance of the service professional's experience, competency and capabilities.

Q: WHAT DOES 'PROVEN' INDICATE IN THE PROFILE LISTINGS?

A: A service professional is marked as 'PROVEN', based on the satisfactory review and feedback provided by at least 5 (five) IndAXonline customers who in the past, have hired the services of that specific professional. This provides companies with a high assurance of the service professional's experience, competency and capabilities.

Q: CAN I EDIT OR UPDATE MY PROFILE AFTER IT IS PUBLISHED ON THE PORTAL?

A: To ensure that your professional skills, growth and progress are showcased adequately, we advice that you review and update your profile on a periodic basis. However, when any edit / update is made to a profile, it will temporarily be 'unpublished' from the portal, will be reviewed by our team and will be 'republished' within 48 hours.

Q: HOW CAN I KNOW THAT AN INDAXONLINE CLIENT HAS SHORTLISTED MY PROFILE?

A: All profiles listed on IndAXonline may be sorted and filtered by companies, based on their individual hiring criteria. After a profile is shortlisted by a company, the company places a request to IndAXonline for man-day rates, matching of suitability in skill sets for the project, availability of the professional, etc. The information is tabulated for all such short-listed professionals and provided to the company for final selection. Upon final selection, IndAXonline connects with the selected professional to discuss and finalize acceptance of the service order.

Q: WHAT ARE THE TERMS & CONDITIONS FOR ACCEPTING / EXECUTING THE JOB OFFERED?

A: Standard Terms & Conditions as well as Special Terms and Conditions for the specific job are shared with the service professional along with the offer.