

**VAIOS™**



**HARDWARE &  
SOFTWARE  
INFORMATION  
FOR THE CLIENT**





## Customer Information on Software and Hardware Development and Support

Dear Customers,  
Thank you for choosing **VAIOS!**

This document will familiarize you with the principles of **software and hardware development**, as well as the **support for your system**. Our team guarantees **efficiency, transparency, and high quality** in the services we provide.

### 1. Development Process.

#### 1.1. Initiating Development.

- ▶ The customer submits a **development request** in one of the following ways:
  1. Through a **single ticket**, describing all the requirements for the development.
  2. Through a **series of tickets**, specifying different modules or improvements.
- ▶ Upon receiving the request, our team analyzes the requirements and prepares an **offer**, which includes:
  1. Description of the necessary tasks.
  2. **Final price** for the development.
  3. **Execution timeline** for the project.
- ▶ The customer approves the offer, after which the project enters execution.

#### 1.2. Development Process.

- ▶ Projects are executed in **stages**, with each stage being tested and validated.
- ▶ **Software development** includes:
  1. **Architectural planning**;
  2. **Programming and development**;
  3. **Testing and bug fixing**;
  4. **Integration and deployment**.
- ▶ **Hardware development** includes:
  1. **Electronic component design**;
  2. **Prototyping and testing**;
  3. **Production and setup**;
  4. **Final testing and approval**.

#### 1.3. Testing and Deployment.

- ▶ All software and hardware products go through a **full testing cycle**.
- ▶ The customer receives a **test version** for preliminary approval before final deployment.
- ▶ Deployment is carried out **according to a pre-arranged schedule**.
- ▶ Each customer has an equivalent **test version** of their software, where they can review the development. After approval (via ticket), an **update to the system** is performed.



# VAiOS™

## 2. Support and Technical Assistance.

### 2.1. Reporting Issues and Requests.

- ▶ Customers submit support requests via the **ERP ticketing system**.
- ▶ Tickets are categorized as **software, hardware, or administrative**, and are assigned priority based on urgency.

### 2.2. Response Time.

- ▶ **Critical issues** (complete system failure) – response within **8 business hours**.
- ▶ **High priority** (limited functionality) – response within **2 business days**.
- ▶ **Medium priority** (minor issue) – response within **4 business days**.
- ▶ **Low priority** (cosmetic adjustments) – response within **5 business days**.
- ▶ *All timeframes are in business days and count from the ticket submission.*

### 2.3. Software Updates and Upgrades.

- ▶ The system receives **regular updates**, including:
  - **Bug fixes;**
  - **Security improvements;**
  - **New feature additions.**
- ▶ Updates may be automatic or scheduled.

### 2.4. Hardware Support and Servicing.

- ▶ In case of failure, the customer can request servicing through the **ticket system**.
- ▶ Repairs are performed at the **service center** or on-site, depending on the nature of the issue.

*Thank you for your trust!*

*Best regards,*

*The VAiOS Team*

## CONTACT US:



**+359 878 310 010**



**office@vaios.bg**



**www.vaios.bg**

