

Zoho Consulting Services

→ Leverage the power of Zoho Applications



Authorized
Partner



ISEKA AS A ZOHO PARTNER | 2021



About Us

- Zoho Partner for over (8) years
- Locations: Bali | Jakarta | Melbourne
- 15 Full time staff (Developers, Project Management, Customer Support)
- Zoho Skills
 - Advanced Zoho Skills across almost All Zoho products.
 - Zoho deludge script, API integration, PhP web development, mobile application development (Android and iOS)



Customer Examples

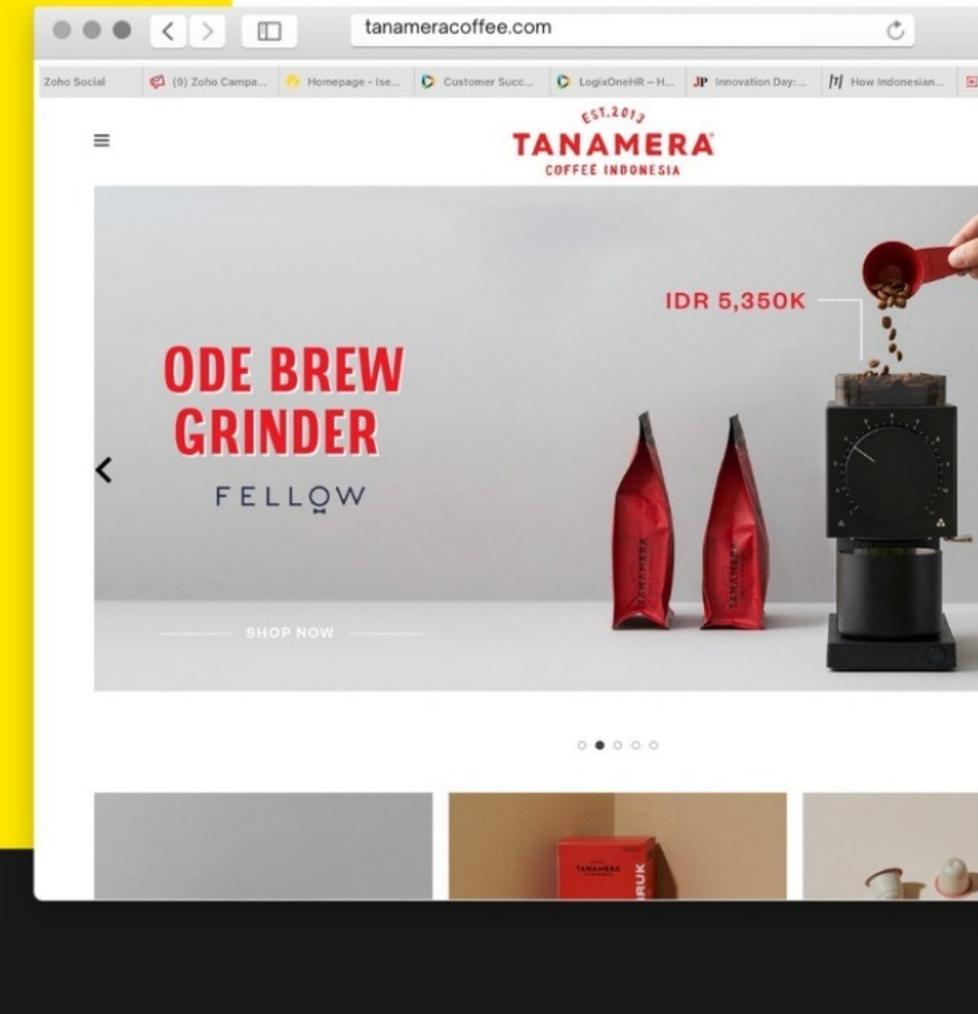


Ekonid

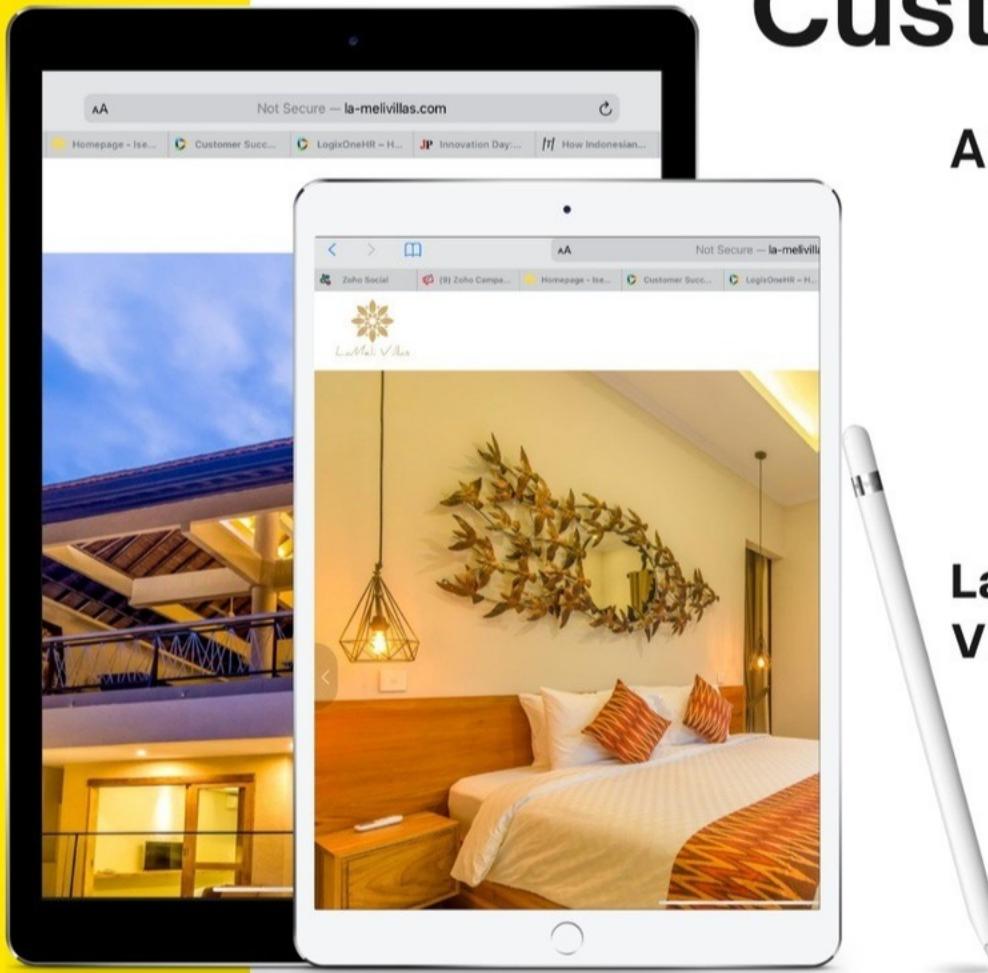
- Ekonid is a promotion of bilateral business relations between Indonesia and Germany
 - Zoho One Implementation
 - Zoho CRM advanced custom design
 - Zoho Books

Tanamera

- Tanamera is Indonesian biggest Boutique Coffee Company
 - Zoho CRM
 - Zoho Finance zBooks and zInventory)
 - Advanced PhP development
 - Website design and integration
 - Customer Loyalty Program and Application
 - HR Management Solution
 - Integration to Point of Sale System



Customer Example →



AHA

► AHA is the ASEAN Coordinating Centre for Humanitarian Assistance on disaster management

- zProjects design and implementation
- zPeople design
- zAnalytics

LaMeli
Villas

► La Meli Villas owns and operates boutique villa style accommodation around Bali, Indonesia

- Zoho CRM
- Zoho Books
- Channel Manager Integration

Customer Examples



WBCM

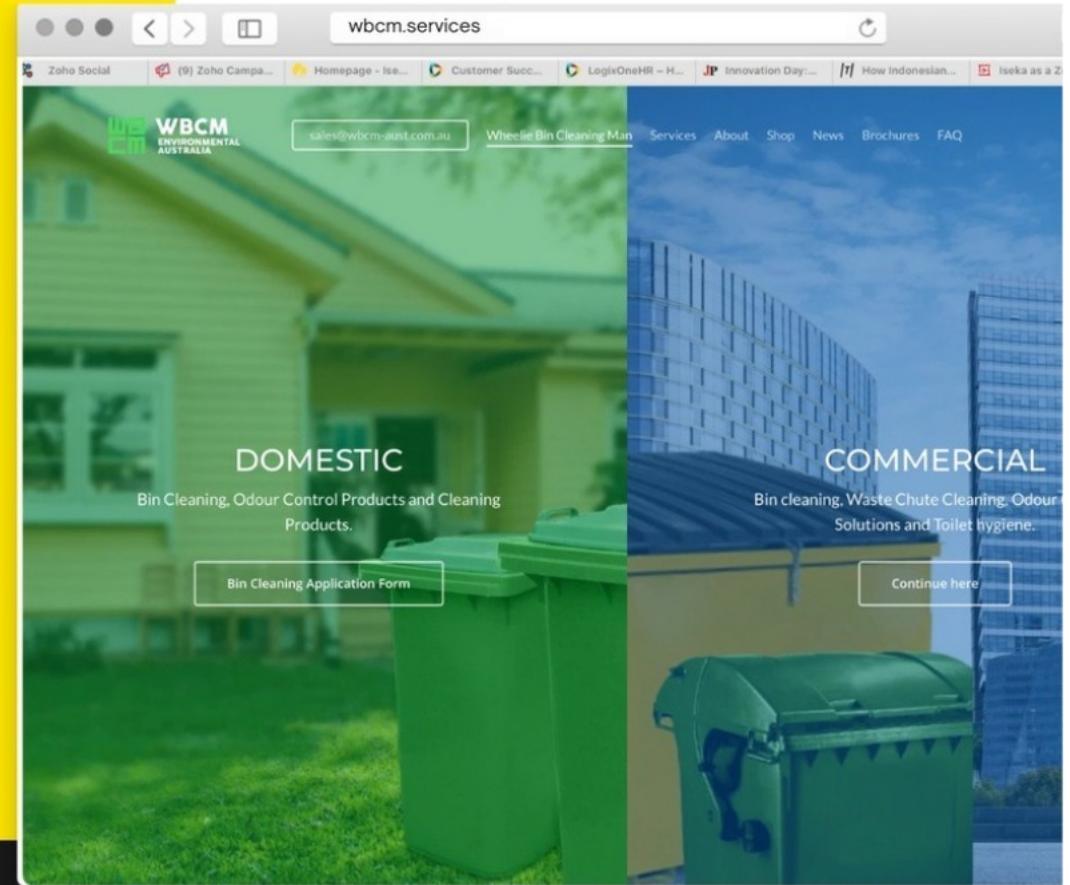
- Zoho CRM
- Xero Integration
- Custom Operator Application
- HR Management System
- Zoho Social Marketing Solutions
- Website Design and Integration

Paglago

- Zoho CRM
- Twilio integration
- Rapid zCRM Implementation

Linked Building

- Zoho CRM
- Google Docs Integration





ZOHO MOBILE DEVELOPMENT SOLUTIONS

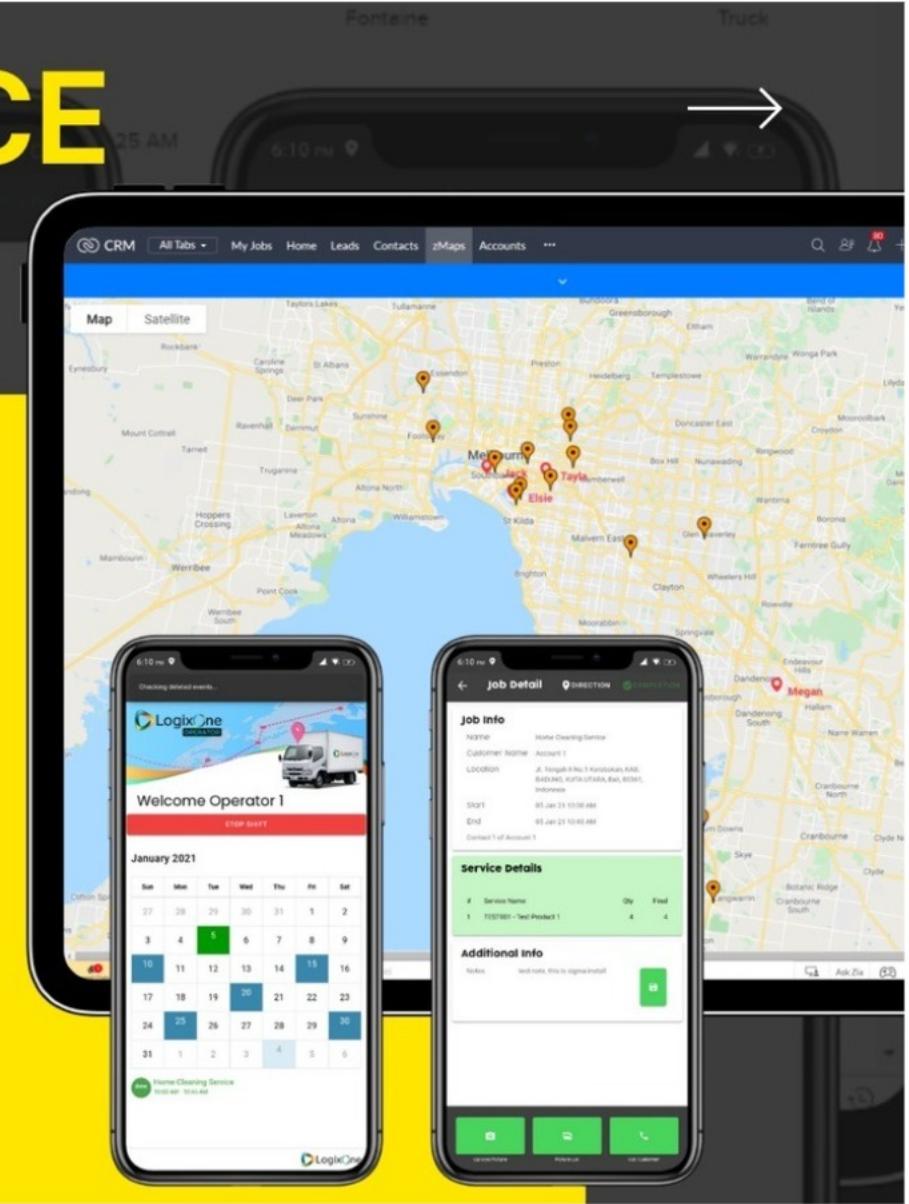


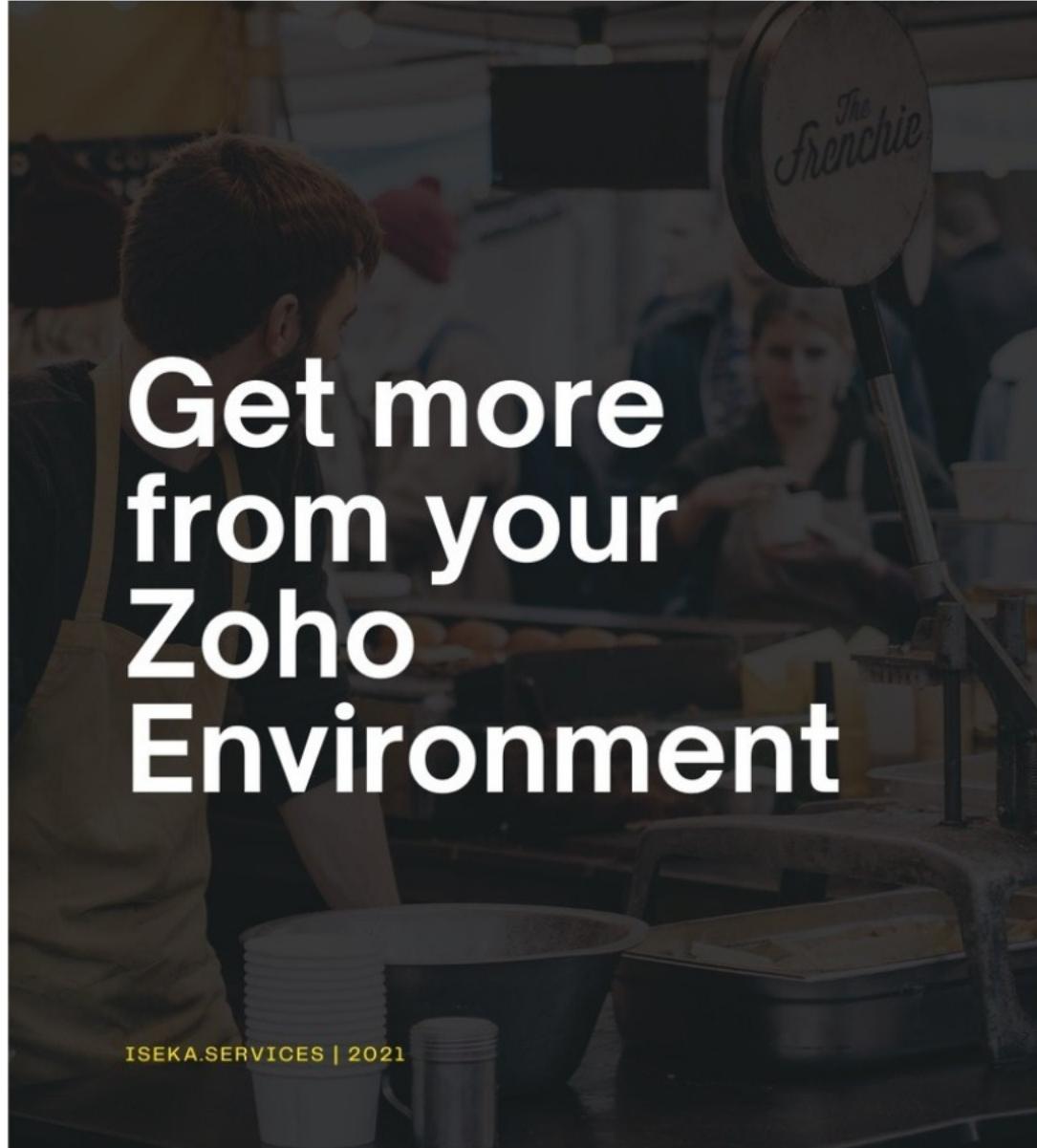
Iseka Services has built a number of preconfigured and tailored mobile application solutions in both android and iOS to extend the capabilities of Zoho products to both internal and external users. This can often mean a more tailored and cost-effective solution as in many cases it can reduce the quantity of Zoho licenses required

ZOHO MARKETPLACE PLUG-INS

Iseka Services has developed a number of Zoho Marketplace add-ins that can be purchased directly from your Zoho CRM environment. All are industry specific and ready to supercharge your Zoho environment.

- ZMaps - Mapping solution for zCRM
- LogixOne Operator - Field Service Management for zCRM
- LogixOne B2B Portal
- SMS InBox, Twilio SMS module for zCRM





Get more from your Zoho Environment

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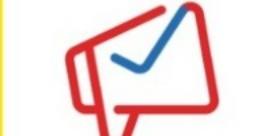


Zoho is a very powerful yet cost-effective way to digitally transform your business. In fact we have helped numerous companies run their entire business on Zoho technologies and with Iseka Services help we have been able to tailor their Zoho environments in a unique way that many customers have gained operating efficiencies that only very large organisations can achieve.

ZOHO CONFIGURATIONS SERVICES



Get help to configure any of the 40 Zoho software products. From simple to advanced scripting services Iseka Services can tailor any of the Zoho products to meet your specific customer requirements and business objectives





ZOHO DEVELOPMENT SERVICES



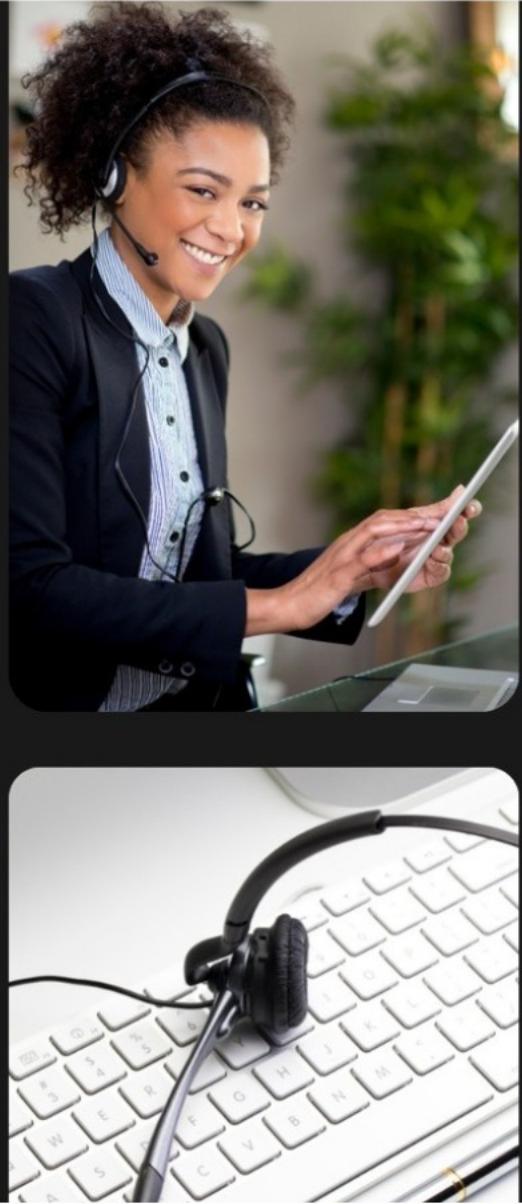
Zoho products can operate upon implementation however often specific business needs and workflows require advanced development and scripting. Iseka Services expert Zoho development team has the ability to develop directly with inside any of the Zoho software product.

ZOHO INTEGRATION SERVICES



While ZOHO has over 30 through products often businesses have existing software that cannot be changed. Iseka Services knowledge of a wide range of third-party product and ZOHO API's enable us to integrate data in a cross platform method.



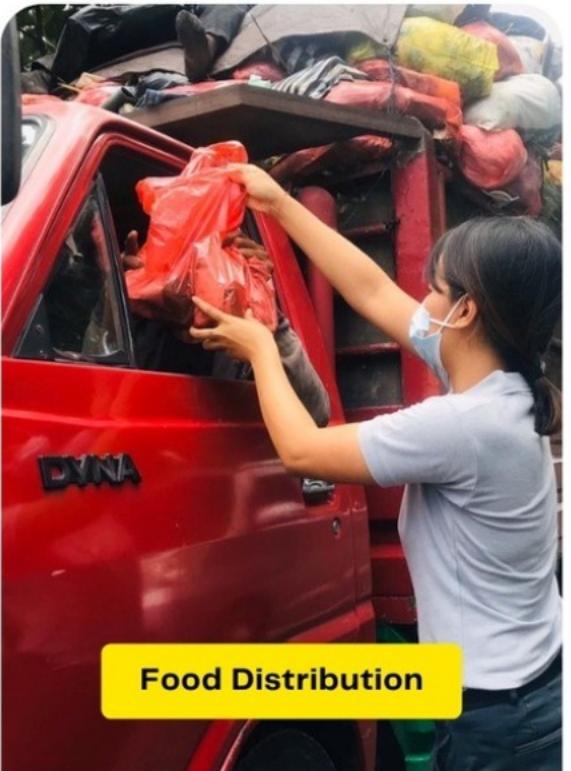


ZOHO SUPPORT SERVICES

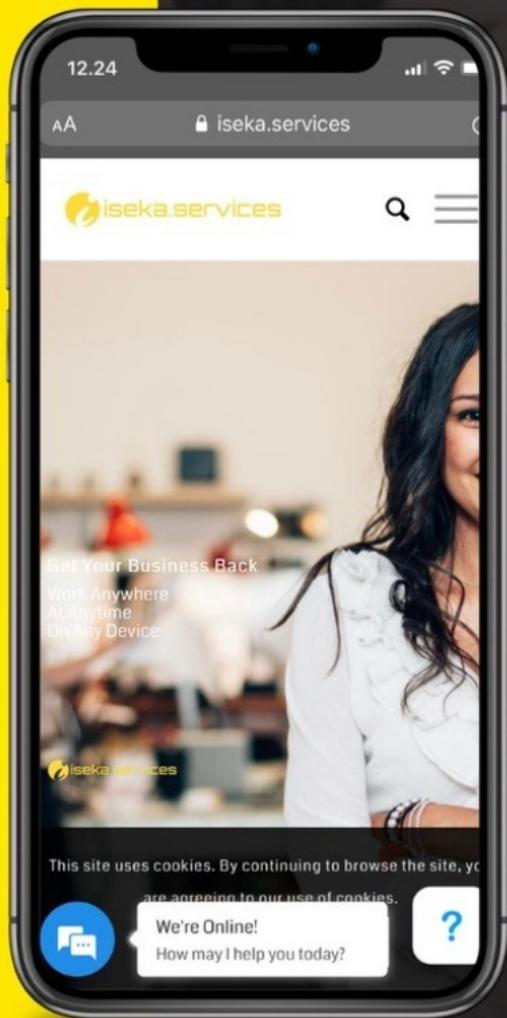
To maximise the ROI of your Zoho implementation requires your users to have a detailed understanding of how to use the software products. Iseka Services support services provide your users with access to our Zoho experts at the click of a button.

Iseka Services Giving Back to Community

We are proud to support our local community and encourage our team to be part of it.



Contact Us



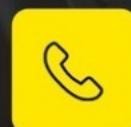
info@iseka.services



iseka.services



ID (+62) 2180 600 690



AU (+61) 3 9088 0252

Zoho Consulting Services Rate Card

Service	Cost Per Hour US\$
Senior Zoho Consultant Provides strategic consulting advice such as ales Operations, Inventory Management, Human Resources, workflow, business re-engineering and project management and implementation services.	\$125.00
Zoho Project Manager Provides general project management services, conducting workshops, updating project management tools, producing project status reports, allocating tasks, etc.	\$75.00
Zoho Configuration Consultant Provides general Zoho configuration services such as; module creation, custom field modification, email templates, mail merge templates, data uploading, report creation, dash-boarding, view creation.	\$45.00
Zoho Coding Consultant Provides Zoho deluge scripting, API integration to other Zoho tools and 3rd party software, php webapps and customised Andoid and iOS applications.	\$75.00
Data Cleansing Provides modification of bulk upload spreadsheets, data checking, column creation for missing data fields.	\$15.00
Market Analyst Provides market research such as websearch, Linkedin and list creation.	\$25.00

*The above rates are based on ad hoc hourly requirements and billed in (15) minute increments.
Further discounts are available for bulk purchase or ongoing resource commitments.



Terms & Conditions



01

The term of this Agreement (the "Term") will begin on the date of this Agreement and will remain in full force and effect indefinitely until terminated as provided in this Agreement.

02

In the event that either Party wishes to terminate this Agreement, that Party will be required to provide 30 days' written notice to the other Party. Any licensing fees paid up front to the provider are non-refundable.

03

In the event that either Party breaches a material provision under this Agreement, the non-defaulting Party may terminate this Agreement immediately and require the defaulting Party to indemnify the non-defaulting Party against all reasonable damages.

04

Except as otherwise provided in this Agreement, the obligations of the Provider will end upon the termination of this Agreement.

05

The Parties agree to do everything necessary to ensure that the terms of this Agreement take effect.

06

The customer is required to provide all business work flows and business process requirements. Iseka Services shall make every attempt to meet the customers requirements but makes no guarantees as to capability of Iseka Services to meet the customers requirements.

07

Except as otherwise provided in this Agreement, all monetary amounts referred to in this Agreement are in United States Dollars.

08

Licence payments are to be paid in advance based on the selected billing cycle (eg monthly or annually). IsekaServices reserves the right to remove access to the customers Iseka Services environment if licencepayments are not paid.

09

Iseka Services reserves the right to modify any monthly payments should the A\$ change against any other currency.

10

Iseka Services will be reimbursed from time to time for reasonable and necessary expenses incurred by the IsekaServices in connection with providing the Services. The Iseka Services will only be reimbursed for expenses submitted according to the following guidelines:

- From time to time, the Provider may be required to fund expenses. If required Iseka Services shall seek Client approval.
- Iseka Services also may require the Client to pay for costs such as additional software licensing and hardware that may become required during the course of the engagement and paid directly to the Supplier. Any costs to be incurred require the approval of the client prior to purchase.

11

Confidential information (the "Confidential Information") refers to any data or information relating to the business of the Client which would reasonably be considered to be proprietary to the Client including, but not limited to, accounting records, business processes, and client records and that is not generally known in the industry of the Client and where the release of that Confidential Information could reasonably be expected to cause harm to the Client.

12

Iseka Services agrees that they will not disclose, divulge, reveal, report or use, for any purpose, any Confidential Information which Iseka Services has obtained, except as authorised by the Client or as required by law. The obligations of confidentiality will apply during the term of this Agreement and will survive indefinitely upon termination of this Agreement.

13

All written and oral information and material disclosed or provided by the Client to Iseka under this Agreement is Confidential Information regardless of whether it was provided before or after the date of this Agreement or how it was provided to the Iseka Services.

14

All intellectual property and related material, (the "Intellectual Property") that is developed or produced under this Agreement, will be the property of the IsekaServices. The Client is granted a PT Iseka Services – All Rights Reserved. PT Iseka Services Zoho Services Agreement Page 4 of 6 Non-Exclusive limited use license of this Intellectual property.

15

The Client is prohibited from re-producing any of the intellectual property without the express approval of Iseka Services. Any Intellectual property and related material is intended for the use of the client only.

16

The copyright, intellectual property rights and distribution rights of the intellectual property shall remain exclusively with Iseka Services.

17

Upon the expiry or termination of this Agreement, IsekaServices will return to the Client any property, documentation, records, or Confidential Information which is the property of the Client. The Client shall pay all outstanding fees; balances owed and any additional expenses incurred by Iseka Services up and until the termination date.



The Client agrees that it shall not enter into any negotiation or discussions with any of Iseka Services employees regarding either their current employment conditions and agrees to not poach or recruit Iseka Services employees. Iseka Services employees are employed under strict confidentiality agreements and are restricted from working for Iseka Services clients directly.

18

In providing the Services under this Agreement it is expressly agreed that Iseka Services is acting as an independent contractor and not as an employee. Iseka Services and the Client acknowledge that this Agreement does not create a partnership or joint venture between them, and is exclusively a contract for service.

19

Except to the extent paid in settlement from any applicable insurance policies, and to the extent permitted by applicable law, each Party agrees to indemnify and hold harmless the other Party, and its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns against any and all claims, losses, damages, liabilities, penalties, punitive damages, expenses, reasonable legal fees and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification will survive the termination of this Agreement.

20

Any amendment or modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement will only be binding if evidenced in writing signed by each Party or an authorized representative of each Party.

21

Iseka Services will not voluntarily, or by operation of law, assign or otherwise transfer its obligations under this Agreement without the prior written consent of the Client.

22

It is agreed that there is no representation, warranty, collateral agreement or conditions affecting this Agreement except as expressly provided in this Agreement.

23

Iseka Services does not warrant or guarantee total system availability and as such will not be responsible for any loss of income or incurred costs that may be suffered by the client.

24

Iseka Services will to the best of its ability respond to custom modifications in a timely manner but makes no guarantees as to the completion of these modifications.

25

Iseka Services does not warrant or guarantee the confidentiality of any communications made by you through the Platform, that the Platform is compatible with your computer system or that the Platform, or any links therein, will be free of viruses, worms, trojan horses or disabling devices or other destructive or contaminating code.



The client accepts all ofthese risks and are responsible for implementing safeguards to protect the security and integrity of your computer system. You are responsible any costs incurred by you as a result of your use of the Platform.

26

Iseka Services reserve the right to change our support terms. We may refuse support, or charge you for excessive requests, requests not covered by your Subscription, overly complex configurations or requests outside of the understanding of our support staff.

27

This Agreement will ensure to the benefit of and be binding on the Parties and their respective heirs, executors, administrators and permitted successors and assigns.

28

This Agreement will be governed by and construed in accordance with the laws of the Republic of Indonesia.

29

The Platform contains links and provides integrations to third-party web sites and services ("Third-Party Sites"). Your use of Third-Party Sites and any content or service provided therein ("Third-Party Content") is at your own risk.

30

Iseka Services makes no guarantee or warranty regarding Third-Party Content or Third-Party Sites, provides such links and integration's only as a convenience and accepts no responsibility for reviewing Third-Party Content or Third-Party Sites.

The Client agrees to review the applicable terms and policies of any Third-Party Site and make all appropriate investigations before proceeding to or engaging with the Third-Party Site and Third-Party Content.

31

The waiver by either Party of a breach, default, delay or omission of any of the provisions of this Agreement by the other Party will not be construed as a waiver of any subsequent breach of the same or other provisions.

