INNOBASE COMPANY

Innobase

Agenda

Innobase Overview

:Innobฺse

1. Company Overview

▪ **It is an IT company with extensive experience in information systems.**

일반 현황	
	:Innobʌse
Company	Innobase, Inc.
CEO	Joon-Pyo Hong
Company start date	October 18th, 2004
Address	**HQ.** Unit 812,813, Anyang SKV1 Center, 25-32, LS-ro 116beon-gil, Dongan-gu, Anyang-si, Gyeonggi-do, Republic of Korea **Seoul office.** Unit 777, Taejeong Building ,578, Seolleung-ro, Gangnam-gu, Seoul, Republic of Korea
Business Type	Wholesale, retail, service, etc
Business	Software development, computer peripherals, communication devices, etc

주 사업 분야

◆ **Software Development and Consulting**

◆ **Solution business : ERP, MES, QMS, WMS, SCM, CMMS, Mold management, process conditions, SI**

◆ **Supply of factory automated barcode equipment and consumables**

◆ **RFID System Supply and Consulting**

◆ **Smart Factory Solutions (APS, Simulation Solution)**

2. History

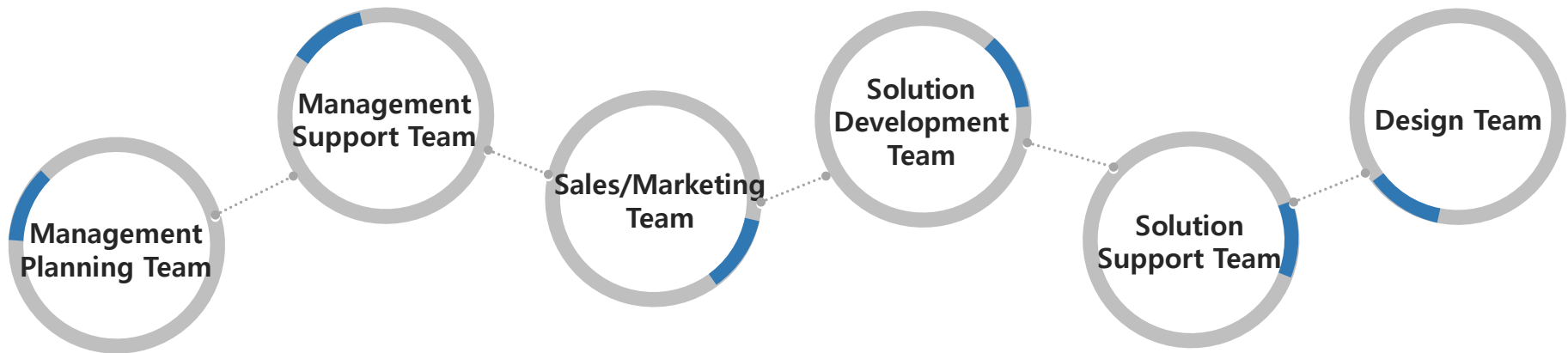▪ **InnoBase has devoted itself to technology development to delivering the best solutions to its customers.**

2022 09 Selected as a partner of hyundaimovex.

05 SK Co., Ltd. selected a manufacturing platform-based partner (Eco)

03 Accreditation of Innovative Small and Medium Business (INNO-BIZ)

03 Development of AI-based anti-wrap solution

2021 10 SEBINE Technology Radar Sensor Supply Partner MOU signed

09 JIKYUNG SOLUTEC PLM Supply Partner MOU signed

08 Accreditation obtained from corporate research institutes

05 Software business registration

2020 09 SMART BASE Mobile (Android) Framework Development

2019 08 Signed a contract to supply simulation solution FLEXSIM

04 Development of Innobase Web Framework

2018 04 Development of mold management solution

2017 12 Capital increase (300 million won)

~2004 '16.12 Development of Process Condition Monitoring Solution

'15.07 Quality Management (QMS) Solution Development

'13.02 MES Solution Development

'11.11 ERP Solution Development

'04.10 Establishing Innobase

3. Organizational Configuration

▪ Based on our experience in carrying out various projects, we have an organization and personnel that can efficiently support the diverse needs of our customers.

InnoBase Organization

Management Planning Team

Management Support Team

Sales/Marketing Team

Solution Development Team

Solution Support Team

Design Team

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4. Major area of business

- **Innobase provides solutions and consulting services for the establishment and development of customer information systems by experts with rich experience and technology.**

Technologies & Experiences

System Business

Solution Business

Service Business

System Business
- System Integration
- ISP Consulting
- FA Master Planning
- Barcode System Consulting
- RF System Consulting
- PDA Development
- Mobile Development

Solution Business
- Package Solution Business (ERP, MES, SCM)
- Warehouse Management System
- Quality Management System
- CMMS (Facility Management)
- Mold Management System
- FOOL PROOF System
- Simulation Solution(FlexSim)

Service Business
- Cloud / On-premise Service
- System Maintenance
- Consumable Supply

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5. Retained Solutions (1/3)

▪ **Retained Solutions**

Solutions	Main functions
ERP	▪ HR, Accounting, Cost, Export/Import, MRO
MES	▪ BOM, sales, production, purchase, material, product, lot tracking
QMS	▪ Process inspection, super heavy goods inspection, import inspection, forwarding inspection, claim, corrective action, 4M/ISIR management
WMS	▪ Material warehousing, production input, production packaging, warehouse warehousing, location management, first-in-first-out, pickup, shipment, inventory
SCM	▪ Production plan information, order information, payment plan, part identification table, warehousing settlement, and company information
FPS	▪ Welding, injection, painting/plating (Facility process condition data monitoring and FOOL PROOF)
CMMS	▪ Facility standard information, facility maintenance history, facility maintenance materials, preventive maintenance, and rate of operation
MMS	▪ Mold information, mold life, mold preservation, mold purchase/stock, mold management monitoring
Simulation Solution	▪ APS(PreActor-Siemens), Simulation Solution (FlexSim)
Groupware	▪ Mail, electronic payment, messenger, community, calendar, document management
PMS	▪ Project information, schedule management, resource management, cost management, output management, statistics management, issue management

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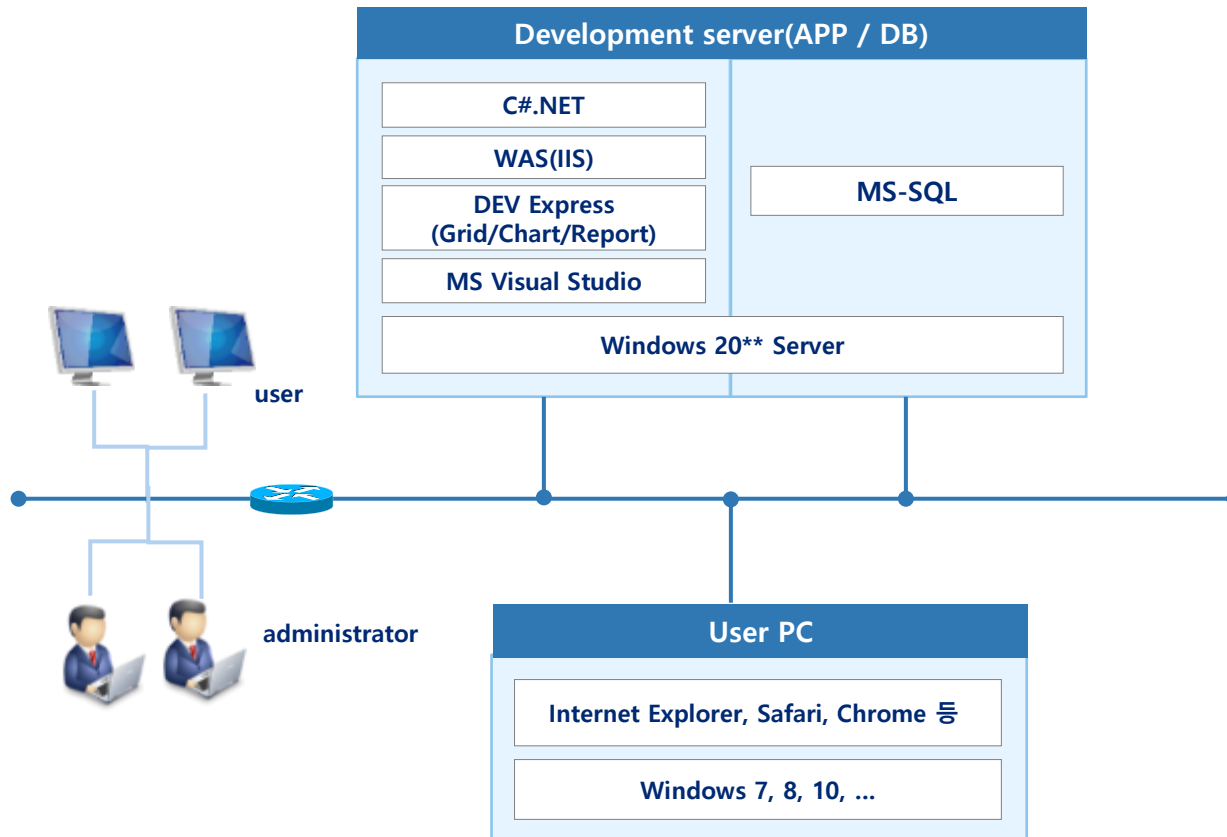# 5. Retained Solutions (2/3)

▪ **Solution Development Concept**

1	Performance and reliability of applied technology	◆ Self-developed source technologies and latest IT technologies
2	The economics of technology introduction	◆ Apply IT technology with both performance and affordability
3	Efficiency of maintenance	◆ Speed, efficiency, and ongoing system upgrades with remote support

▪ **Development tool**

Sort	Details
Development tool	▪ Innobase Development Framework ▪ ASP.net Framework // Microsoft C#.Net
Database	▪ Microsoft SQL Server
Reports	▪ Dev Express Report
Server	▪ O/S : Windows Server 2012 or later ▪ Web Server : IIS 8 or later
Client	▪ PC: Windows 7 or later // Bar Code, RFID (optional), Facility Interface (optional) Mobile Device : PDA, Tablet PC (Android), Smart Phone (Android)

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5. Retained Solutions(3/3)

▪ **Solution Deployment and Production Environment**

순번	Tools
1	WAS(IIS)
2	DEV Express(Grid/Chart/Report)
3	DBMS(MS-SQL)
4	Windows20** Server
5	Windows O/S
6	C#.NET
7	MS Visual Studio

Development server(APP / DB)

C#.NET

WAS(IIS)

DEV Express (Grid/Chart/Report)

MS Visual Studio

MS-SQL

Windows 20** Server

user

administrator

User PC

Internet Explorer, Safari, Chrome 등

Windows 7, 8, 10, …

5. Retained Solutions_ Development plan

▪ **How to Build a Solution**

Build a package-based customized system

SI consulting

Customized Systems

Package Solution

S/W, H/W, DB
System integration

Technical Support
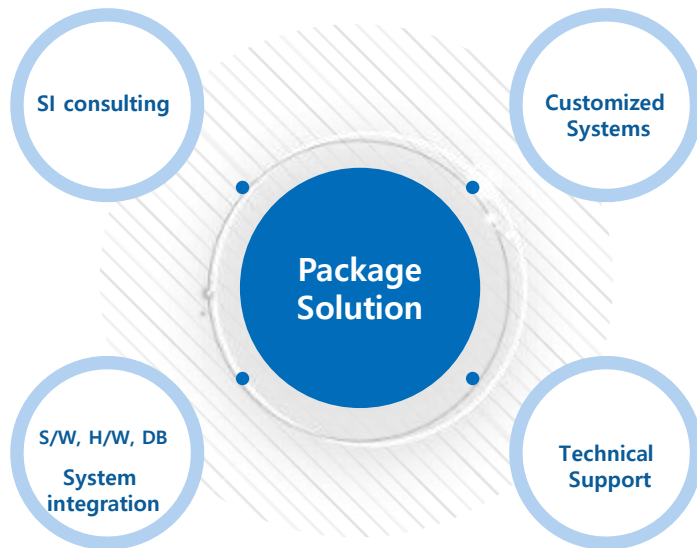
- ◆ **Rich experience and optimized package solutions**
- ◆ **Best Professional and Systematic Methodology**
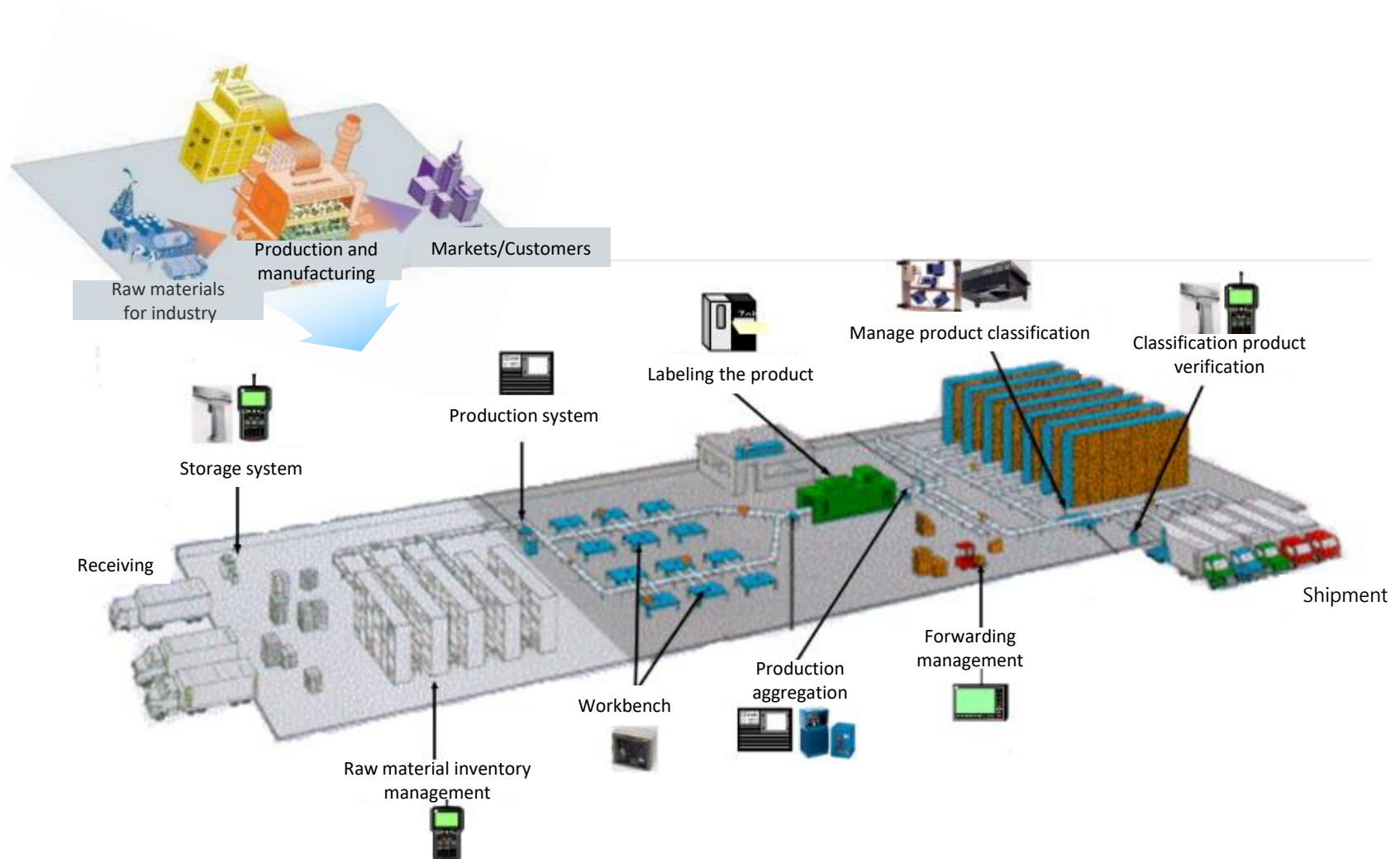- ◆ **Integration of IT resources and best-of-breed maintenance services**

Building a Cloud-Based System
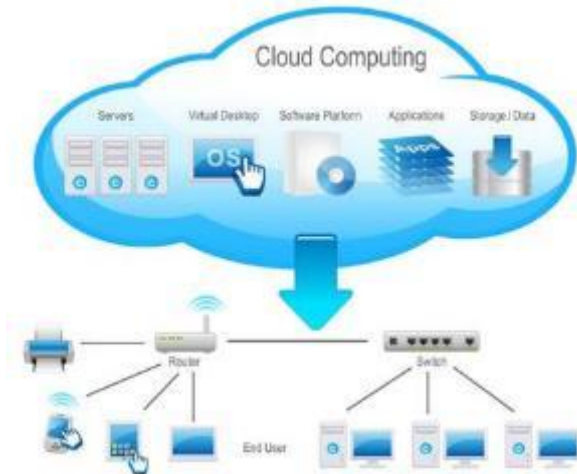
- ◆ **Low initial cost (rent of S/W, H/W, etc.)**
- ◆ **Easy maintenance (using supplier infrastructure)**
- ◆ **Latest feature (version) real-time updates**

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5. Retained Solutions _ Application cases
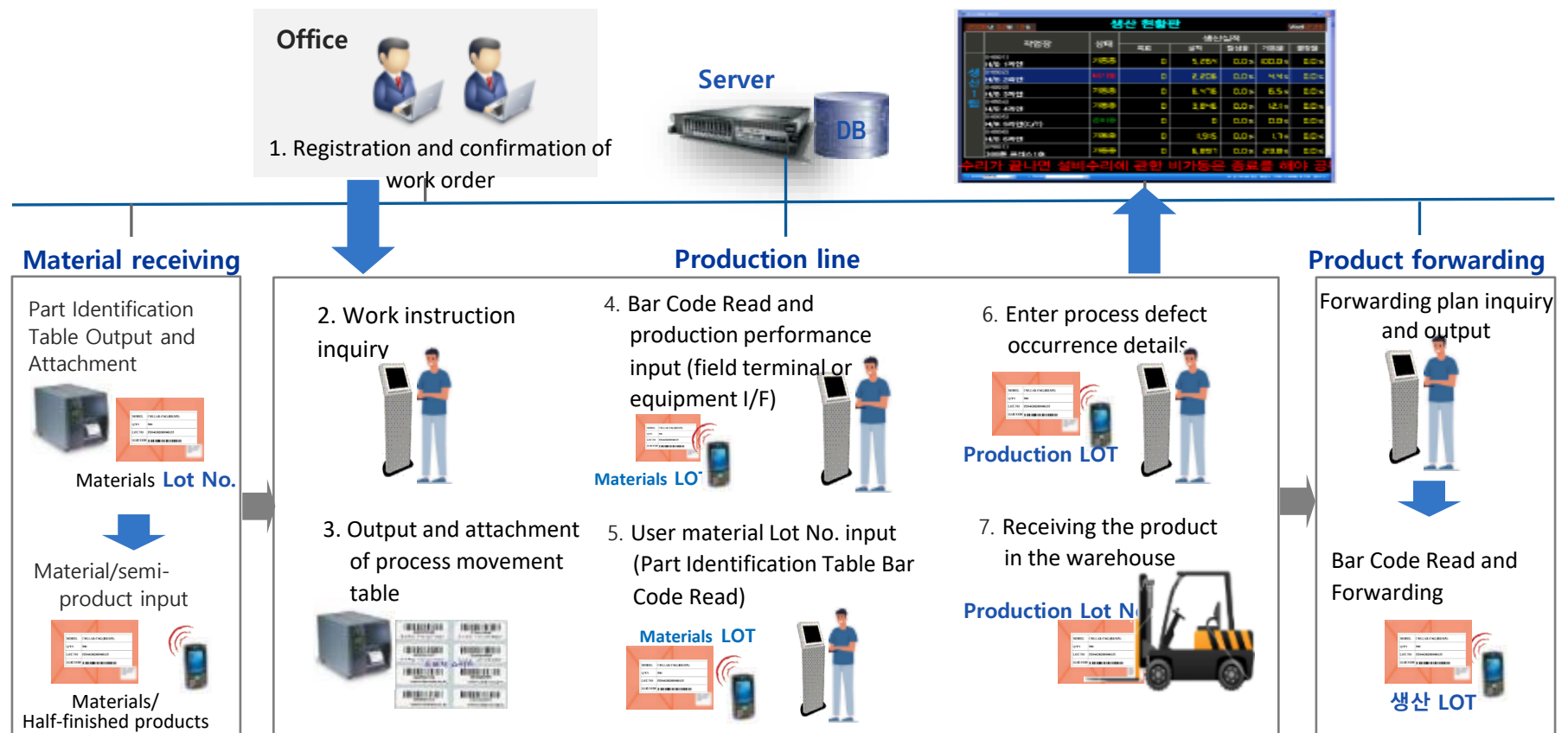
- Production Manufacturing Field Application

Raw materials for industry

Production and manufacturing

Markets/Customers

Manage product classification

Labeling the product

Classification product verification

Production system

Storage system

Receiving

Shipment

Forwarding management

Production aggregation

Workbench

Raw material inventory management

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5. Retained Solutions _ Application cases
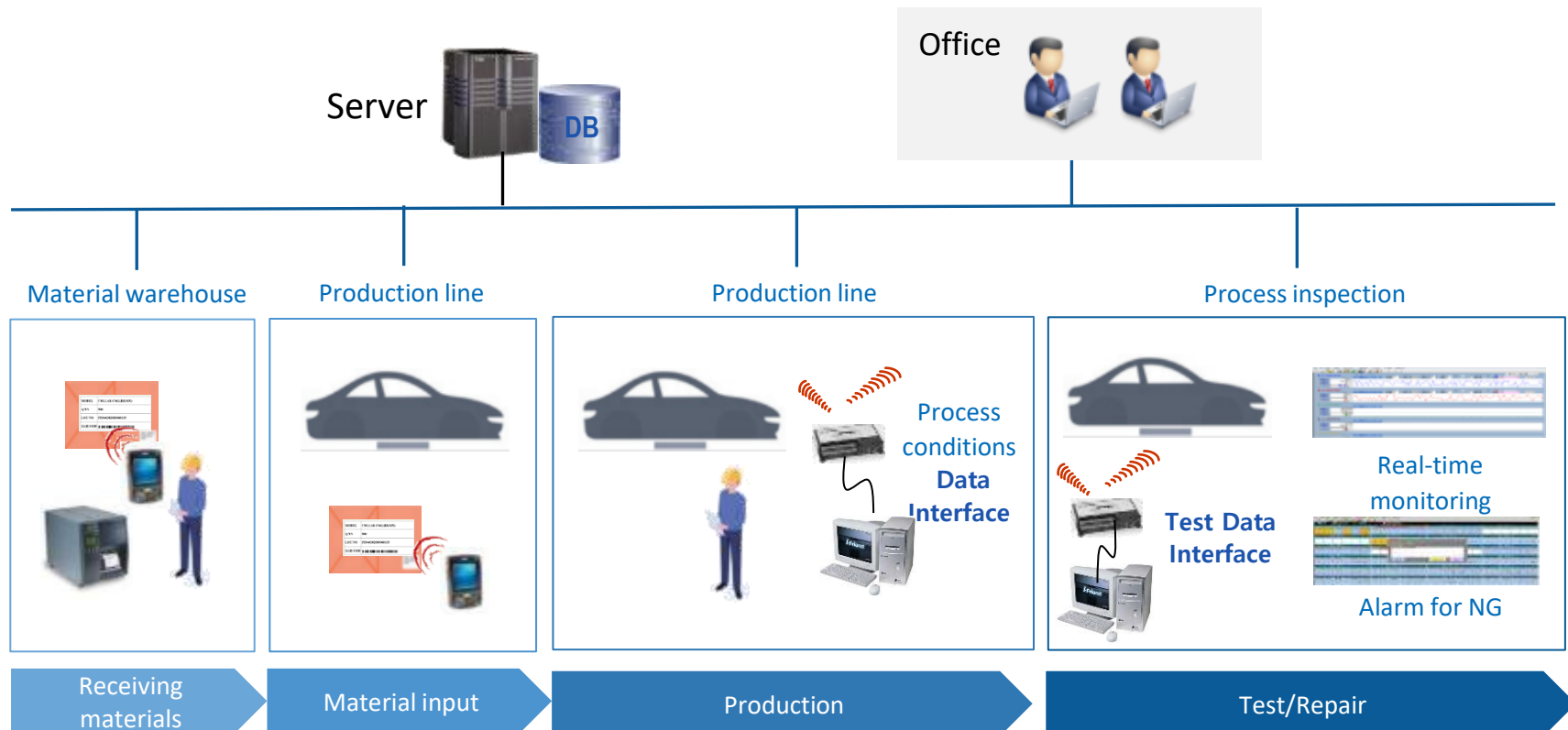
- Process Operations Process

Instead of the manual work daily, the production performance data through the Bar Code Label and field terminal or equipment interface

Establish an operating system that enables real-time visibility and efficient management of field operational information by collecting/entering
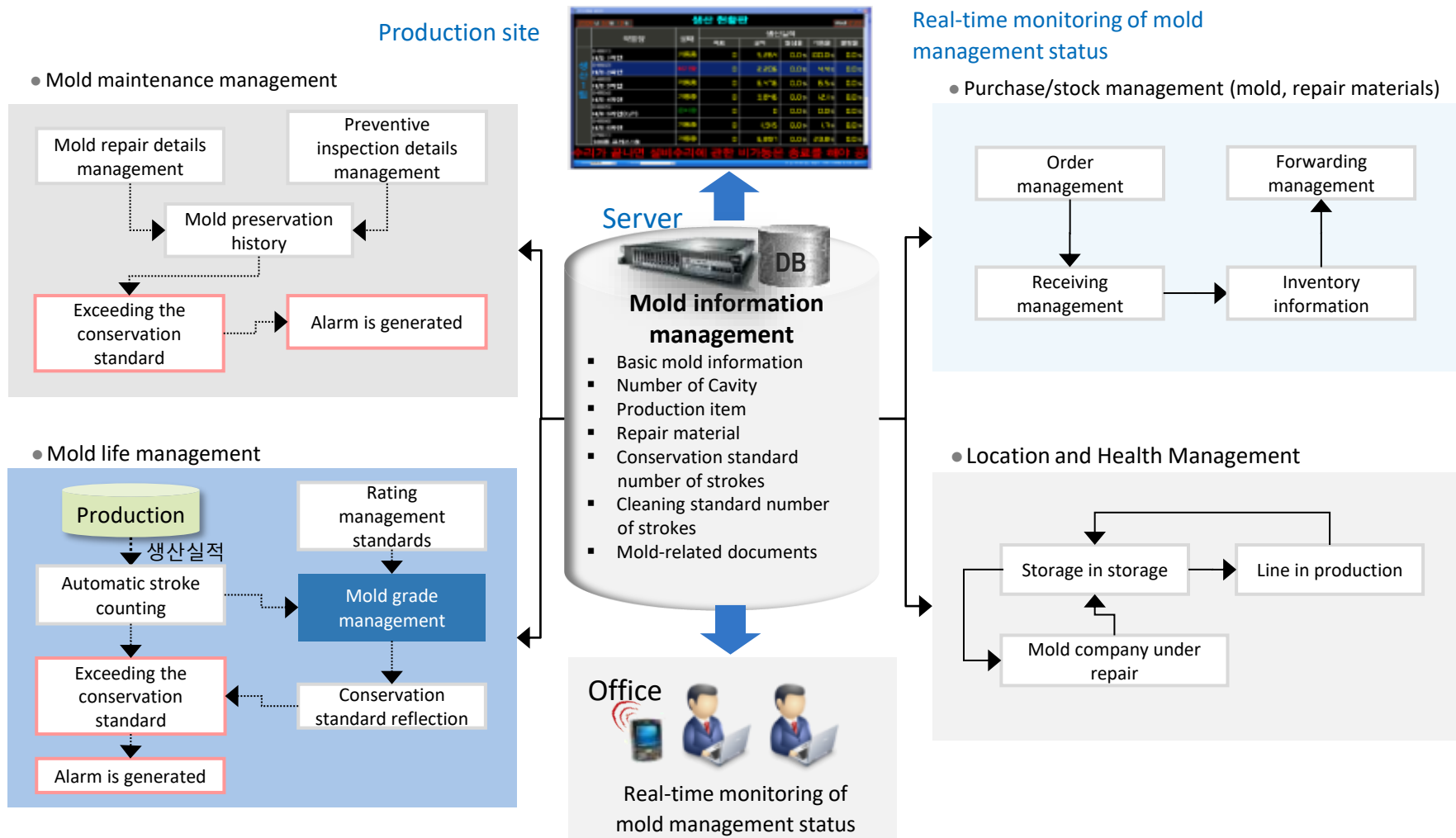

Office

1. Registration and confirmation of work order

Server

DB

Material receiving

Part Identification Table Output and Attachment

Materials **Lot No.**

Material/semi-product input

Materials/
Half-finished products

Production line

2. Work instruction inquiry

3. Output and attachment of process movement table

4. Bar Code Read and production performance input (field terminal or equipment I/F)

Materials LOT

5. User material Lot No. input (Part Identification Table Bar Code Read)

Materials LOT

6. Enter process defect occurrence details

Production LOT

7. Receiving the product in the warehouse

Production Lot No.

Product forwarding

Forwarding plan inquiry and output

Bar Code Read and Forwarding

생산 LOT

5. Retained Solutions _ Application cases

- Process condition monitoring

   1. **It monitors process condition data in real time and automatically stores data that is generated at the same time.**
   2. **In case of NG, send an alarm to the operator/manager to take immediate action.**
   3. **It fundamentally blocks the leakage of defects.**
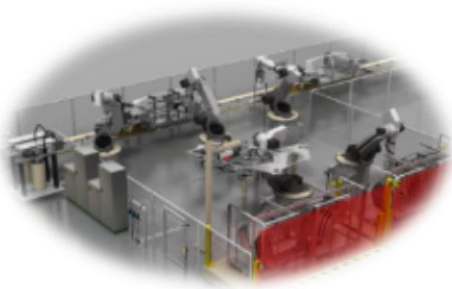
5. Retained Solutions _ Application cases

▪ Mold management system

Production site

● Mold maintenance management

| Mold repair details management |
| Preventive inspection details management |

Mold preservation history

Exceeding the conservation standard

Alarm is generated

● Mold life management

Production
생산실적

Rating management standards

Automatic stroke counting

Mold grade management

Exceeding the conservation standard

Conservation standard reflection

Alarm is generated

Server

Mold information management
- Basic mold information
- Number of Cavity
- Production item
- Repair material
- Conservation standard number of strokes
- Cleaning standard number of strokes
- Mold-related documents

DB

Office

Real-time monitoring of mold management status

Real-time monitoring of mold management status

● Purchase/stock management (mold, repair materials)

Order management

Forwarding management

Receiving management

Inventory information

● Location and Health Management

Storage in storage

Line in production

Mold company under repair

5. Retained Solutions _ Application cases

▪ **RFID SYSTEM (Complete vehicle production line)**

Body Shop   **Paint Shop**   **Assembly**

Main Antenna

External Antenna

Power (24V)
Input (Sensor)
Output (Result)

PC

Ethernet Port

Serial Communication
(RS - 232, 422, 485)

PLC
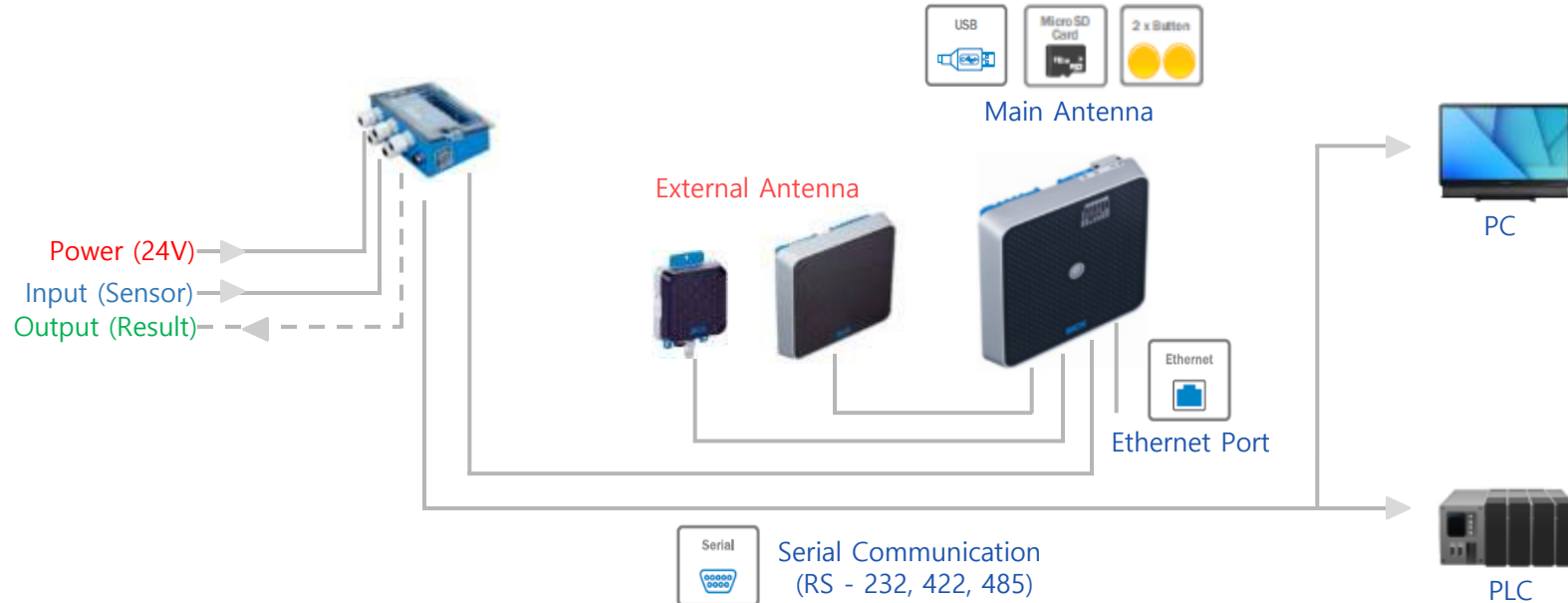
6. Major clients

- We have a track record of building and operating smart factory solutions for companies in various manufacturing industries

Finished cars / Electric car				
SSANGYONG MOTOR	HYUNDAI	CHEVROLET	master 마스타자동차	DPECO

Automobile parts				
Press/Welding	(株)東洋테크 DONGYANG TECHNOLOGY CO.,LTD.	씨와이오토텍	SUNGWON PF (주)성원피에프	E SUNG	Sungyun Hitech
Plating/Painting		FURI	제일연마공업주식회사	SAMYANG	

Manufacturing				
	HYUNDAI ELEVATOR	DONGBANG PLANTECH CO. LTD.	EUMTECH	(주)대영공조시스템	Louders PRO EQUIPMENT

Chemistry				
	Hanwha Compound	SUNGHO POLYTECH	PolyOne Technology	HSGKorea	삼영순화(주)

Others				
	hbgroup	MOTOVELO	ROKIT HEALTHCARE	Pain Famille	B&C GANGNEUNG Bread & Coffee
	이노에어	INTERMOLD	Donga	S}net	AFFC carbon company

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7. Major performances (1/10)

▪ **Major performances**

Company	System	Deployment content	Business period
SSANGYONG MOTOR	BOM System	▪ (Benchmarking the Mercedes-Benz System in Germany)	1995 ~ 1996
	Production specification management system	▪ Management of vehicle production specifications and establishment of a system that provides specification information to the production process and parts suppliers	1995 ~ 1996
	Material Management System	▪ Introduction of a New Material Management System Using Toyota Signage System	1997 ~ 1998
	Customs refund system	▪ Development of a system that can handle tariff refund of introduced materials in a short period of time	1998 ~ 1999
	Export system	▪ Establishment of Export System for Finished Vehicles and KD Vehicles	1999 ~ 2000
	KD Systems	▪ Establishment of a total system to run KD business ▪ (Benchmarking by other companies such as GM Daewoo and Mercedes-Benz)	2003.10 ~ 2004.11
	LLP System	▪ Consulting for Improvement of Parts Procurement Logistics System	2008.04 ~ 2008.11
HYUNDAI	BOM System	▪ For the development of next-generation BOM systems such as E-BOM and M-BOM, ▪ Equipment Analysis and Basic Design	2001.08 ~ 2001.12
CHEVROLET	LLP System	▪ Consulting for Improvement of Parts Procurement Logistics System	2007.06 ~ 2007.12
CT&T	Process Innovation System	▪ Consulting on process improvement in production and materials sectors	2009.05 ~ 2009.11
master 마스타자동차	MES System	▪ Construction of Electric Vehicle Production and Process Inspection System (Equipment Interface)	2019.06 ~ 2019.12

7. Major performances (2/10)

▪ **Detailed performances**

Company	Industries	Project Overview	Details	Business period
SSANGYONG MOTOR	Car	**BOM System:** **Building a BOM System for New Factory/New Model Operations** **(Benchmarking of German Mercedes-Benz Systems)**	▪ E-BOM & M-BOM ▪ ECO Management ▪ BPN Management	1995 ~ 1996
SSANGYONG MOTOR	Car	**Production specification management system:** **Vehicle production specification management, production process, and parts supplier** **Build a system that provides specification information**	▪ Production Spec. Management ▪ A.L.C. Management	1995 ~ 1996
SSANGYONG MOTOR	Car	**Material management system:** **Introduction of a New Material Management System Using Toyota Signage System**	▪ Materials management of light-duty vehicle plant	1997 ~ 1998
SSANGYONG MOTOR	Car	**Customs refund system:** **Development of a new system that can handle tariff refund of introduced materials in a short period of time**	▪ Customs refund BOM management ▪ Export and import site management ▪ Customs refund calculation ▪ Send EDI	1998 ~ 1999
SSANGYONG MOTOR	Car	**Export System:** **Establishment of Export System for Finished Vehicles and KD Vehicles**	▪ CBU/CKD Export Management	1999 ~ 2000

7. Major performances (3/10)

▪ **Detailed performances**

Company	Industries	Project Overview	Details	Business period
HYUNDAI	Car	**BOM System:** **Feasibility Analysis and Basic Design for the Development of Next Generation BOM Systems such as E-BOM and M-BOM**	▪ BOM System Design Consulting	2001.08 ~ 2001.12
SSANGYONG MOTOR	Car	**KD System:** **Establishment of a total system to run KD business (Benchmarking by other companies such as GM Daewoo)**	▪ Order Leader ▪ KD BOM Leek ▪ Packing BOM ▪ Material management ▪ Production management ▪ Claim Lee claim	2002.11 ~ 2003.07
SSANGYONG MOTOR	Car	**KD BOM Operations and Business Consulting:** **KD BOM Management Outsourcing Operation and KD System** **Operational Support**	▪ Configuring/Managing KDBOM Data ▪ Consulting on KDBOM management tasks and training personnel in charge ▪ Support for KD system operation/improvement	2003.10 ~ 2004.11
S}net	IT	**ERP :** **Build an IT Enterprise ERP System**	▪ ERP System ▪ Import Management System ▪ Call Center Service Material Management	2000.11 ~ 2001.07
Donga stone	Building materials	**ERP**	▪ ERP System	2002.01 ~ 2002.08

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7. Major performances (4/10)

▪ **Detailed performances**

Company	Industries	Project Overview	Details	Business period
Youngchang Precision Works	Press welding	**ERP**	▪ ERP System	2005.03 ~ 2006.02
INTERMOLD	Molded	**ERP**	▪ ERP System ▪ Homepage	2006.06 ~ 2007.03
CHEVROLET	Car	**LLP :** **Consulting for Improvement of Parts Procurement Logistics System**	▪ LLP Business Process Design ▪ Logistics System Design Consulting	2007.06 ~ 2007.12
SSANGYONG MOTOR	Car	**LLP :** **Consulting for Improvement of Parts Procurement Logistics System**	▪ Logistics Cost Management System Design ▪ Parts Procurement Logistics Cost Analysis	2008.04 ~ 2008.11
KOREAN AIR	Airline	**ERP :** **Participate in Oracle ERP System Deployment** **(Korea Oracle Partners)**	▪ Catering System ▪ Material/Cost Management System ▪ Maintenance management system	2008.09 ~ 2009.06
CT&T	Electric car Golf car	**Process Innovation :** **Electric vehicle manufacturers establish processes, improve operations, and** **System Deployment Consulting**	▪ Production, Material Division Process ▪ Consulting	2009.05 ~ 2009.11
TRUWIN	Automotive parts (Sensor, injection)	**ERP**	▪ ERP System	2011.03 ~ 2011.11
	Automotive parts (Sensor, injection)	**Cost system:** **Building a Manufacturing Cost System**	▪ Post cost system	2011.12 ~ 2012.02

7. Major performances (5/10)

▪ **Detailed performances**

Company	Industries	Project Overview	Details	Business period
Anpung Industrial	Automotive parts (injection, assembly)	**ERP**	▪ ERP system	2012.03 ~ 2012.08
HAN HYUN's P&T	Automotive parts (Assemblies)	**ERP**	▪ ERP system	2012.09 ~ 2013.01
SI	Automotive parts (main forging, assembly)	**ERP**	▪ ERP system	2012.10 ~ 2013.03
SI	Automotive parts (main forging, assembly)	**MES**	▪ Installation Interface	2013.01 ~ 2013.06
Samyang Chemical Industry	Automotive parts (electrodeposition coating)	**Construction of Process Condition Monitoring System for Electrodeposition Paints**	▪ Fool Proof system	2013.04 ~ 2013.07
FURI	Automotive parts (electrodeposition coating)	**Construction of Process Condition Monitoring System for Electrodeposition Paints**	▪ Fool Proof system	2013.04 ~ 2013.07
Daesung ENG	Automotive parts (electrodeposition coating)	**Construction of Process Condition Monitoring System for Electrodeposition Paints**	▪ Fool Proof system	2013.04 ~ 2013.07
Yeonil metal	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof system	2013.08 ~ 2013.09
Wanghyung tech	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof system	2013.08 ~ 2013.09
Buyeongsa	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof system	2013.09 ~ 2013.10
Gwang-u R&A	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof system	2013.09 ~ 2013.09

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7. Major performances (6/10)

Company	Industries	Project Overview	Details	Business period
Dong-yang Tech	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof system	2013.10 ~ 2013.10
Angug Finetech	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof system	2013.12 ~ 2013.12
Samhwa Tech (Seongseo Factory)	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof system	2013.11 ~ 2014.03
Samhwa Tech (Golyeong Factory)	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof system	2014.12 ~ 2015.05
Ilgwang	Automotive parts (injection, assembly)	**ERP**	▪ ERP system	2013.10 ~ 2014.08
AFFC	Automotive parts (injection, assembly)	**ERP**	▪ ERP system	2014.08 ~ 2014.12
Donghee Industry	Automotive parts (press, assembly)	**Development of MES System for Donghee Industrial Partners**	▪ MES system	2014.07 ~ 2014.11
Yeonil metal	Automotive parts (presses, welds)	**MES**	▪ MES system ▪ Press installation Interface	2014.12 ~ 2015.06
Buyeongsa	Automotive parts (presses, welds)	**MES**	▪ MES system ▪ Press installation Interface	2014.12 ~ 2015.06
Samhwa Tech	Automotive parts (presses, welds)	**MES**	▪ MES system ▪ Press installation Interface	2014.12 ~ 2015.06
Truwin	Automotive parts (sensor, injection)	**MES**	▪ MES system	2015.05 ~ 2016.04
SI	Main Forging, Automotive Parts (Assembled)	**Building an Inspection Manager System**	▪ Inspection Manager	2016.04 ~ 2016.07

7. Major performances (7/10)

▪ **Detailed   performances**

Company	Industries	Project Overview	Details	Business period
Sungyun Hitech	Automotive parts (presses, welds)	**POP**	▪ BOM, Production, Purchase, Material	2016.06 ~ 2016.08
Sungyun Hitech	Automotive parts (presses, welds)	**Building an Inspection Manager System**	▪ Inspection Manager System	2016.06 ~ 2016.08
Sungyun Hitech	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof System	2016.06 ~ 2016.08
Jungah Precision	Automotive parts (presses, welds)	**Construction of a welding process condition monitoring system**	▪ Fool Proof System	2016.07 ~ 2016.12
Seojin Precision	Automotive parts (welding, assembly)	**Building an Inspection Manager System**	▪ Inspection Manager System	2017.12 ~ 2018.02
Dong-yang Tech	Automotive parts (presses, welds)	**Building an Inspection Manager System**	▪ Inspection Manager System	2018.01 ~ 2018.03
Sungyun Hitech	Automotive parts (presses, welds)	**Building a Mold Management System**	▪ Mold Management System	2017.11 ~ 2018.05
Seojin Precision	Automotive parts (welding, assembly)	**MES**	▪ MES System	2018.11 ~ 2019.02
Seoha Industry	Automotive parts (plated)	**Building a MES System**	▪ MES System	2018.11 ~ 2019.02
Sungyun Hitech	Automotive parts (presses, welds)	**MES System Advancement**	▪ MES System	2018.10 ~ 2019.02
Dong-yang Tech	Automotive parts (presses, welds)	**MES, Mold management system**	• MES, Mold management system	2018.10 ~ 2019.01

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7. Major performances (8/10)

▪ **Detailed performances**

Company	Industries	Project Overview	Details	Business period
Seongho Polytechnic	compound manufacturing	**Building a WMS System**	▪ WMS system	2019.06 ~ 2019.10
Master electric car	Electric car	**Building a MES System**	▪ MES system, ▪ Process inspection system	2019.06 ~ 2019.12
FURI	Automotive parts (electrodeposition coating)	**Electrodeposition coating process condition monitoring system upgrade**	▪ Fool Proof system	2019.10 ~ 2019.12
FURI	Automotive parts (electrodeposition coating)	**Building a MES System**	▪ MES system	2020.05 ~ 2020.11
CY Auto tech	Automotive parts (presses, welds)	**Building an Inspection Manager System**	▪ Inspection Manager System	2020.08 ~ 2020.10
Samyang Chemical Industry	Automotive parts (electrodeposition coating)	**Construction of Welding Condition Monitoring System**	▪ Fool Proof system	2020.08 ~ 2020.10
Cheil grinding wheel	Metalworking products	**Establishment of mold management system**	▪ Mold management system	2020.08 ~ 2020.12
Eum Tech	Electronic components, power supplies	**Building a MES System**	▪ MES System	2020.11 ~ 2020.12
Sungwon PF	Automotive parts (presses, welds)	**Building a MES System**	▪ MES System	2020.07 ~ 2021.01
Rockit Healthcare	Medical substances and medicines	**Building a MES System**	▪ MES System	2020.10 ~ 2021.04
HB Global	Fabric conditioner, Detergent	**Building a WMS System**	▪ WMS System	2020.11 ~ 2021.05
ESung industry	Automotive parts (Integrated materials)	**MES System Advancement**	▪ MES System	2020.11 ~ 2021.05

7. Major performances (9/10)

▪ **Detailed   performances**

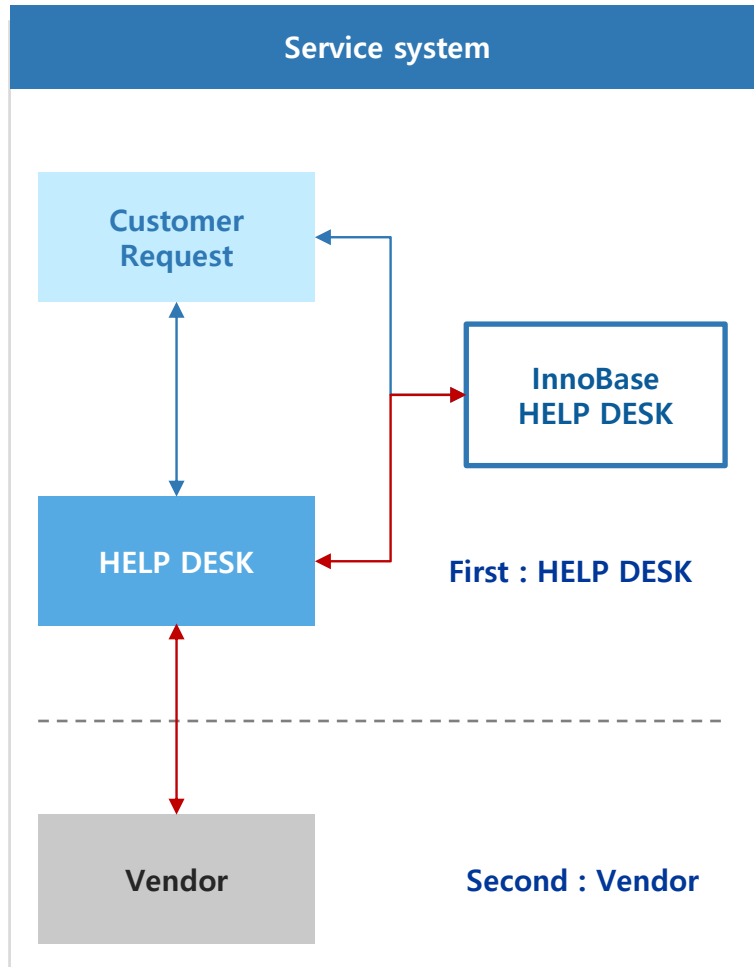| Company	Industries	Project Overview	Details	Business period
Sam Young Soonhwa	Chemicals for semiconductor production	**Building a Shipment RFID System**	▪ Shipment RFID System	2021.01 ~ 2021.07
Daeyoung Air Conditioning System	Air conditioning system	**Building a MES System**	▪ MES **System**	2021.05 ~ 2021.10
Pain Famille	Manufacture of bread	**Building a MES System**	▪ MES **System**	2021.05 ~ 2021.10
Seoha Industry	Processing/wholesale recyclables	**Building a MES System**	▪ MES **System**	2021.07 ~ 2022.05
Seoha Industry	Automotive parts (plated)	**Building a MES System**	▪ MES **System**	2021.09 ~ 2021.12
HB Global	Fabric conditioner, Detergent	**AI System**	▪ AI-based anti-wrap system	2021.09 ~ 2021.12
CY Auto tech	Automotive parts (press, welding)	**Building a MES System**	▪ MES System (Equipment Management System)	2021.09 ~ 2021.12
Hyundai Elevator	Elevator Manufacturing	**Building a MFCM System**	▪ MFCM **System**	2021.10 ~ 2022.06

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7. Major performances (10/10)

▪ **Detailed performances**

Company	Industries	Project Overview	Details	Business period
Hanwha Compound	Manufacture of synthetic resins, plastics	**Building a WMS System**	▪ WMS **System**	2022.06 ~ 2022.10
Gangneung B&C	Manufacture of bread	**Building a MES System**	▪ MES **System**	2022.07 ~ 2022.11
Louders	Production of audio system equipment	**Building a MES System**	▪ MES **System**	2022.07 ~ 2022.11
inoar	Industrial machinery, refrigeration parts	**Building a MES System**	▪ MES **System**	2022.07 ~ 2022.11
Hyundai Elevator	Elevator Manufacturing	**MFCM System Maintenance**	▪ MFCM **System**	2022.07 ~ 2022.12
Dongbang Plantech	Production of iron-making equipment and industrial machinery	**Building a MES System**	▪ MES **System**	2022.08 ~ 2022.12
Master electric car	Electric car	**Demonstrate AI solutions**	▪ AI-based Foresight Conservation System	2022.08 ~ 2022.12
Motovelo	Smart Mobility	**Building a MES System**	▪ MES **System**	2022.08 ~ 2023.02

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8. Major performances

▪ **Innobase enables seamless and reliable use of systems through HelpDesk and a systematic customer support system.**

Service system

Customer Request

InnoBase HELP DESK

HELP DESK

First : HELP DESK

Vendor

Second : Vendor

Maintenance Services		
Sort	**H/W(Commercial S/W)**	**Application program**
Warranty	1 year (Server 3 years)	1 year
List	1 Year Warranty Service - Free repair and parts replacement - No service charge Repair Service after 1 year -equipment manufacturer, distributor or Paid repairs at the service center -Replacement of paid parts -Our own repair is possible	- - Repair application defects - - Replenish application modifications (less than 10 M/D) - - Other than that, after the development discussion, Progress
Maintenance Rate (year))	10% of construction costs (or per Call)	12% of deployment costs

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