



VERSA CLOUD ERP INC. • STANDARD EDITION

Services Overview



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Overview

Customers want Business System publishers to offer supporting services with their software for several reasons. Some of these reasons include:

1 To Provide Expertise and Guidance:

Customers often lack the technical expertise or resources to implement and use complex software effectively. Supporting services such as training and consulting provide customers with guidance on how to best utilize the software for their specific needs, increasing its value and return on investment.

2 To Minimize Risk:

Implementing new software can be risky, especially for mission-critical business processes. Supporting services help mitigate this risk by providing technical assistance, troubleshooting, and maintenance, ensuring that the software operates reliably and meets business requirements.

3 To Enhance Efficiency and Productivity:

Well-designed supporting services can help customers streamline their workflows and increase productivity. For example, customized training programs can teach employees how to use the software efficiently, while technical support services can quickly resolve any issues that arise, minimizing downtime and disruptions.

4 To Help Stay Competitive:

In today's fast-paced business environment, staying competitive requires leveraging technology effectively. Customers expect software publishers to offer supporting services to help them stay ahead of the curve and adapt to changing market conditions, regulatory requirements, and customer demands.

5 To Foster a Long-term Relationship:

Customers value vendors who provide ongoing support and are committed to their success. Offering supporting services builds trust and loyalty, fostering long-term relationships between customers and software publishers.

6 Continuous Improvement:

Software is not static; it evolves over time to address new challenges and opportunities. Supporting services enable customers to provide feedback, suggest enhancements, and participate in the software development process. This collaborative approach ensures that the software remains relevant and effective in meeting customer needs.



Service Offerings from Versa Cloud ERP Inc

Versa Cloud ERP Inc offers a complete suite of Services that a Customer may need to maximize the value and impact of their Business System investments not only in the Versa Cloud ERP system but in related and integrated software and services that together make up the Customers IT environment. These Services include:



Implementation

Services needed to deploy an integrated Versa Cloud ERP system within the customer's business including Planning and Preparation, Configuration and Customization, Data Migration, Training, Testing Deployment and Go-Live



Support (Defect Resolution)

Defect Resolution is the repair of Versa Cloud ERP software defects and resolution of issues that arise from these defects. The Versa Cloud ERP software is determined to have a defect when it does not function as designed.



Developer & User Training

Versa Cloud ERP Inc offers Training for Users of the Versa Cloud ERP system and/or User Developers who do Versa Cloud ERP customization work. Training for users can be either Role-Based or Functional.



Configuration, Customization & Operations Services

This set of Services is centered around Customization of the Versa Cloud ERP system including Forms, Labels, Emails, Reports, Software and Integrations that we do for Customers.

It also includes the work we do to provide the customer with Custom Data Center Services and Infrastructure like Servers of their own or a Custom Software Update schedule.



Consulting

Everything else falls under the Consulting, including Troubleshooting & Remediation of issues not covered under Support.



Business Care



The Business Care Service is for Customers that don't have an IT Team or need to supplement their IT departments with Versa Cloud ERP technical and/or business consultants on an ongoing basis because they view Versa Cloud ERP Inc staff and expertise as an integral part of their business.

Business Care offers these customers the ability to purchase a guaranteed number of Versa Cloud ERP Inc staff hours per month that can then be used for any of the Services described earlier including Training, Consulting and Engineering, Customization and Operations.

The table that follows shows what Services are available when and fees if any for them.

These Services can be delivered remotely from the Versa Cloud ERP Inc. offices or onsite at a location designated by the customer.

Services may incur a Fee (or not) depending on when they are delivered as well as if they are delivered remotely or onsite.

	Pre Go-Live	Upto 16 Weeks from Contract	Upto 90 Days From Go-Live	Greater Than 90 Days Past Go-Live
Implementation Services	16, 1 Hr Remote Meetings for 16 Weeks Included in Guided Implementation Package. Extra Meetings, Hours and Other Implementation Services Provided for a Fee.	16, 1 Hr Remote Meetings for 16 Weeks Included in Guided Implementation Package. Extra Meetings, Hours and Other Implementation Services Provided for a Fee.	<i>POST GO-LIVE</i>	
Support (Defect Resolution)	Unlimited	Unlimited	Unlimited	Unlimited
Customized Role-Based and/or Functional Training	Free Unlimited Max 1 Hour/Day & 2 Days/Week Based on Staff availability	Free Unlimited Max 1 Hour/Day & 2 Days/Week Based on Staff availability	Free Unlimited Max 1 Hour/Day & 2 Days/Week Based on Staff availability	Upto 3 Hrs/Month of Combined Free Training and/or Consulting Based on Staff availability
Configuration, Customization & Operations Services	Fixed Price Based on Quote for Project. Some Projects require Scoping Fees to be Paid to Develop a Quote	Fixed Price Based on Quote for Project. Some Projects require Scoping Fees to be Paid to Develop a Quote	Fixed Price Based on Quote for Project. Some Projects require Scoping Fees to be Paid to Develop a Quote	Fixed Price Based on Quote for Project. Some Projects require Scoping Fees to be Paid to Develop a Quote.
Consulting Services	Upto 1 Hr/Month of Free Consulting Based on Staff availability	Upto 1 Hr/Month of Free Consulting Based on Staff availability	Upto 1 Hr/Month of Free Consulting Based on Staff availability	Upto 3 Hrs/Month of Combined Free Training and/or Consulting Based on Staff availability

THESE SERVICES ARE DELIVERED REMOTELY. SERVICES DELIVERED ONSITE ALWAYS INCUR AN ADDITIONAL FEE



Services Delivery

Unlike most business software publishers that rely on third-party service providers to deliver the Services customers need to Implement and Operate their software, **these Services are provided to Versa Cloud ERP Inc. customers directly by Versa Cloud ERP Inc.**



Not only are **these services delivered by Versa Cloud ERP Inc staff, they are delivered by the same team members,** starting with Implementation, through Go-Live, Stabilization and Operation

Though third-party service providers such as accounting networks, resellers, and system integrators can significantly expand the reach of a business software provider, **Versa Cloud ERP Inc. has chosen to deliver services directly** because it enables the delivery of **superior quality control,** responsiveness, product understanding, and customer relationship management.

Further, having the **same team members** provide support, implementation, training, and consulting services **throughout a customer's journey with Versa Cloud ERP Inc** promotes consistency, deep understanding, relationship building, seamless

integration, **faster problem resolution,** proactive assistance, and **an effective feedback loop,** ultimately enhancing the customer experience and driving mutual long-term satisfaction and

loyalty.

This emphasis by Versa Cloud ERP Inc. on **directly delivering services to customer via dedicated assigned teams** that remain with the customer through their journey implementing and using our offerings **is a critical differentiator between Versa Cloud ERP Inc and other business software publishers** and should be considered as such by customers looking for a long term partner that can support them with respect to their needs for business software and related services.

The sections that follow discuss the benefits of the **Versa Cloud ERP Inc Services Delivery Model** in more detail.



In-House Staff

Delivering Services directly to customers via Versa Cloud ERP Inc team members has several **benefits including**

Quality Control

In-house staff are directly trained and managed by Versa Cloud ERP Inc, ensuring consistency and quality in the delivery of services. This control over the training and expertise of staff helps maintain high standards of service and customer satisfaction.

Faster Response Times

In-house staff typically have a deeper understanding of the software product and its capabilities, allowing them to respond more quickly and effectively to customer inquiries, issues, and customization requests.

Better Product Understanding

In-house staff are more likely to have comprehensive knowledge of the software product, its features, and its potential applications. This allows them to provide more tailored solutions and recommendations to customers, enhancing the overall customer experience.

Brand Representation

In-house staff serve as direct representatives of Versa Cloud ERP Inc, embodying the company's values, culture, and commitment to customer success. This can help build stronger relationships with customers and enhance the overall perception of the brand.

Flexibility and Adaptability

In-house staff can be more easily trained and redeployed to address changing customer needs or emerging market trends. This flexibility allows Versa Cloud ERP Inc to quickly pivot and adjust its service offerings as needed.

Control Over Customer Relationships

By offering services directly through in-house staff, Versa Cloud ERP Inc retains control over the customer relationship, including communication channels, billing, and ongoing support. This direct engagement helps build stronger relationships that can benefit both Versa Cloud ERP Inc and the customer.

Direct Feedback Loop

In-house staff have direct access to developers and product managers within the software company, enabling them to provide valuable feedback on customer needs, pain points, and feature requests. This direct feedback loop can lead to faster repair of defects, required customizations and product improvements and innovation.



Dedicated Teams

Besides providing Support, Implementation, Training, and Consulting Services via in-house staff, delivering these Services via a dedicated team that customer's come to know and trust over time offers many additional **benefits including**

Consistency

Having the same team assist the customer ensures consistency in communication, approach, and understanding of the customer's needs and challenges. This consistency fosters trust and reduces the likelihood of misunderstandings or errors.

Deep Understanding

Over time, the team gains a deeper understanding of the customer's business processes, goals, and unique requirements. This understanding allows the team to provide more tailored and effective support, implementation, training, and consulting services.

Relationship Building

Continuous interaction with the same team builds strong relationships between the customer and Versa Cloud ERP Inc. These relationships are based on trust, mutual respect, and a shared commitment to the customer's success.

Seamless Integration

The team can seamlessly integrate support, implementation, training, and consulting efforts to provide a holistic and cohesive experience for the customer. This integration ensures that all aspects of the customer's journey with Versa Cloud ERP Inc are aligned and coordinated.

Proactive Assistance

As the team becomes more familiar with the customer's needs and challenges, they can anticipate potential issues and proactively offer solutions and recommendations. This proactive approach demonstrates Versa Cloud ERP Inc's commitment to customer success.

Feedback Loop

Continuous interaction with the same team allows for a more effective feedback loop, enabling Versa Cloud ERP Inc to gather insights and suggestions directly from the customer. This feedback can inform product enhancements, service improvements, and future development efforts.

Faster Problem Resolution

The team's familiarity with the customer's environment and history enables them to diagnose and resolve issues more quickly and efficiently. This results in reduced downtime and improved customer satisfaction.



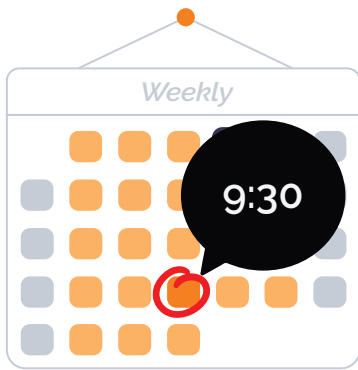
Implementation Services

Two flavors of Implementation Services are offered by Versa Cloud ERP Inc. The first is the **standard Guided Implementation Package** Purchased by most customers. The second option customers have is for Versa Cloud ERP Inc to develop a **Customized Implementation Package** that meets their unique requirements.

4.1

Standard Guided Implementation

The Standard Guided Implementation Package Purchased by customers from Versa Cloud ERP Inc. includes **16, 1 Hour Remote Meetings** that must be consumed within **16 Weeks**.



Implementation starts with an Implementation Kickoff Meeting followed by **Weekly Implementation Meetings**.

These **Weekly Implementation Meetings** are usually scheduled for the same day and time each week through the Implementation, Go-Live, Stabilization and Cutover phases of the Implementation.

If additional Remote Hours beyond the 16 Weekly Implementation Meetings or beyond 16 Weeks for Contract Execution are needed, they can be purchased for a fee. Onsite hours always incur a fee.

The tables that follow identify the main Implementation Tasks and their distribution between the Customer and Versa Cloud ERP Inc Implementation Team

Primary Responsibility: Customer

Week 1-4	Weeks 2-4	Weeks 2-8	Week 9	Week 10-16
Requirements Collection	Customization Plan • Emails • Forms/Labels	System Configuration	Data Reload	Stabilization
Data Load Plan	• Reports • Custom Fields • Dimensions	Data Extraction Data Cleaning Data Load	Smoke-Test	
	Configuration Plan	Team Training	Go-Live	
	Testing Plan	Testing		

New Customization Requirements Can be asked under any Implementation Week



Primary Responsibility: Versa Cloud ERP Inc Team

Week 1-4	Weeks 2-4	Weeks 2-8	Week 9	Week 10-16
CHANGE ORDER & CUSTOMIZATIONS				
Kickoff Meeting			System Reset	
Weekly Implementation Meetings	Weekly Implementation Meetings	Weekly Implementation Meetings	Go-Live Meetings	Weekly Post-Go-Live Stabilization Meetings
Implementation Support	Implementation Support	Implementation Support	Implementation Support	Post-Go-Live Standard Support
Technical Requirements	Training Plan	Training Delivery		Free Training Included for 90 Days after Go-Live
Business Requirements				

4.2

Customized Implementation Plans

Customized Implementation Plans are available For customers who need a different distribution of tasks between themselves and the Versa Cloud ERP team.

For example a customer may request the Versa Cloud ERP Team to take on responsibility for migrating all their data from their existing business systems including Data Extraction, Cleaning, Mapping and Import in the Versa Cloud ERP system.



Support

Support Services offered by Versa Cloud ERP Inc provide customers a means to report Defects in software offered by Versa Cloud ERP Inc and have them resolved in a timely manner that impact to the business is minimized.

Multiple Support Plans are available to Versa Cloud ERP Inc customers including:



Essential User Support

is available to all customers for no additional Fee beyond that paid for the Basic Versa Cloud ERP software.



Essential Developer Support

is available for an additional fee for developers customizing the Versa Cloud ERP software or using the API to integrate other software and services with the Versa Cloud ERP system.



Premium User & Developer Support Plans


are available for Users as well as Developers for an additional fee for customers that need them. Premium Support Plans provide support on a priority basis, over more hours of the day and days of the week as well as on holidays.

The table that follows provides details of each of these Support Plans and their respective Service Level Requirements (SLRs).

File Support Request Via	Essential	Bronze	Silver	Gold
Support Portal	24x7x365	24x7x365	24x7x365	24x7x365
Email	24x7x365	24x7x365	24x7x365	24x7x365
Phone	9 AM - 5 PM Excludes Weekends & US Holidays	9 AM - 5 PM Excludes Weekends & US Holidays	6 AM - 6 PM Excludes Weekends & US Holidays	24x7x365



Initial Response Time	Essential	Bronze	Silver	Gold
● Critical S1 Defects	4 Hr - Phone 1 Business Day Otherwise 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	3 Hr - Phone 1 Business Day Otherwise 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	2 Hr - Phone 1 Business Day Otherwise 6 AM - 6 PM Pacific Excludes US Holidays	1 Hr - Phone 1 Business Days Otherwise 24x7x365
● Significant S2 Defects	2 Business Days 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	2 Business Days 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	1 Business Day 6 AM - 6 PM Pacific Excludes US Holidays	4 Hr - Phone 1 Business Days Otherwise 24x7x365
● Less Significant S3 Defects	2 Business Days 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	2 Business Days 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	1 Business Day 6 AM - 6 PM Pacific Excludes US Holidays	1 Business Day 6 AM - 6 PM Pacific 24x7x365
● Minor S4 Defects	2 Business Days 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	2 Business Days 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	1 Business Day 6 AM - 6 PM Pacific Excludes US Holidays	1 Business Day 6 AM - 6 PM Pacific 24x7x365
● Other	2 Business Days 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	2 Business Days 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	1 Business Day 9 AM - 5 PM Pacific Excludes Weekends & US Holidays	1 Business Day 9 AM - 5 PM Pacific 24x7x365

 **Support is usually delivered remotely.**
If onsite Support is required it will incur and additional fee



Training

Customers require Training on Business Systems for a variety of reasons including:

<p>1. Complexity of the Business</p> <p>Business Systems can be highly complex, involving multiple modules, integrations, and functionalities. Training from Versa Cloud ERP Inc ensures that users understand how to navigate and utilize all aspects of the software effectively.</p>	<p>4. Reduced Errors and Support Costs</p> <p>Well-trained users are less likely to make errors when using the Business System, reducing the need for Troubleshooting and Remediation Services. This can ultimately save the customer time and money.</p>
<p>2. Maximizing Investment</p> <p>Business System are significant investments for businesses, both in terms of cost and time. Training ensures that users can fully leverage the features and capabilities of the software, maximizing the return on investment.</p>	<p>5. Standardization of Processes</p> <p>Training ensures that all users understand and follow standardized processes within the Business System. This consistency is essential for maintaining data integrity and ensuring smooth operations across the organization.</p>
<p>3. Efficiency and Productivity</p> <p>Proper training helps users become proficient in using the Business System efficiently. This can lead to increased productivity, as employees spend less time grappling with the software and more time focusing on their core tasks.</p>	<p>6. Updates and Changes</p> <p>Business System evolves over time with updates and new releases. Training from Versa Cloud ERP Inc helps users stay up-to-date with the latest features and changes, ensuring that they can adapt quickly to new versions of the software.</p>
<p>7. Tailored Learning Experience</p> <p>Software publishers can provide training that is tailored to the specific needs and requirements of the customer's organization. This personalized approach can address the unique challenges and workflows of the business, leading to more effective training outcomes.</p>	

Overall, training provided by Business System publishers plays a crucial role in ensuring successful implementation, adoption, and ongoing usage of the business system within an organization.



Types of Training

Two types of Training are provided to Versa Cloud ERP customers:



User Training

For anyone who uses the business systems offered by Versa Cloud ERP Inc.



Developer Training

For Developers who customize the business systems offered by Versa Cloud ERP Inc, or integrate other systems and services with it.

These Training options are designed to empower both Users and Developers with the knowledge and skills necessary to harness the full potential of our cutting-edge business system solutions.

User Training

User Training can be either Role-Based or Functional

6.2.1 - Role Based Training

In Role Based Training the focus is on Training the User on how to execute the business process workflows they must execute in the software to get their daily, weekly, monthly tasks done.

For example a warehouse worker may require Training on how to execute the following tasks and workflows using the software:

Shipping

- *Select/Schedule which Orders to Fulfill*
- *Generate Pick Lists*
- *Pick*
- *Pack*
- *Ship*

Receiving

- *Receive PO's*
- *Receive Returns*
- *Receive Exchanges*
- *Put Away*

Transfer

- *Inventory Transfers*
- *Cycle Counting*
- *Inventory Reconciliation/Update*

Executing each task/workflow usually requires using some or all the capabilities within multiple software functions, in a sequence that is defined by the how each function has been designed to be used and organizations Standard Operating Procedures (SOP).

6.2.2 - Functional Training

The focus of Functional Training is on specific features provided by the software. During Functional Training the focus is to train the User on how to use specific features in the product.



Developer Training

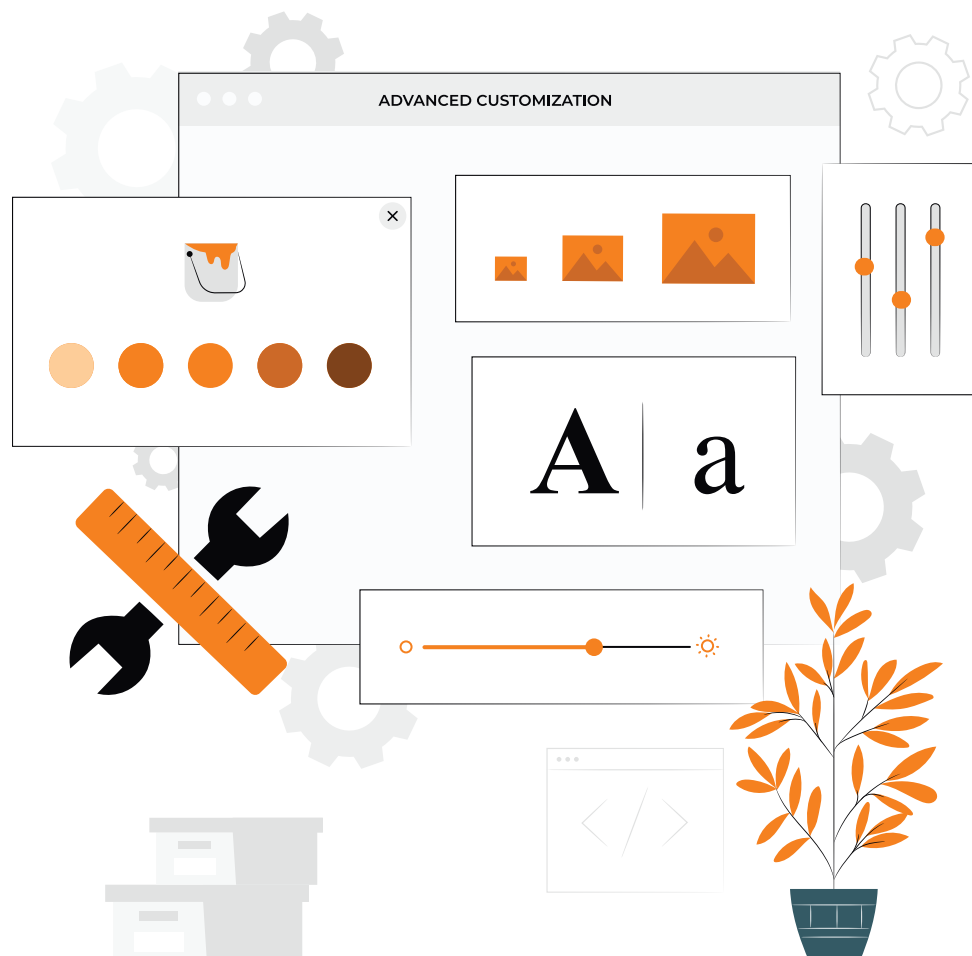
Developer Training helps Software Developers working on the customer's behalf become familiar with the Versa Cloud ERP system API that they can customize the system to their needs as well as integrate it with other software and services.

Configuration, Customization & Operations

This set of Services is centered around Customization of the Versa Cloud ERP system including Forms, Labels, Emails, Reports, Software and Integrations that can be customized for customers.



It also includes the work we do to provide the Customer with Custom Data Center Services and Infrastructure like servers of their own or a custom software update schedule.



If Services not mentioned previously are required by the customer they are delivered as Consulting.

These can include **additional Services** needed by customers to Implement the Versa Cloud ERP system including the delivery of a **Turnkey Implementation** where most Tasks needed to deploy the Versa Cloud ERP system within the customer's business are **executed exclusively by Versa Cloud ERP Inc consultants**.

Similarly **Engineering, Customization & Operations Tasks** can also be partially or completely **outsourced to Versa Cloud ERP Inc consultants**, including Customization of the Versa Cloud ERP system Forms, Labels, Emails, Reports, Software and Integrations.

Tailored Consulting Services are also available to customers who need **Custom Data Center Services** and Infrastructure like Servers of their own or a **Custom Software Update** schedule.

Other types of Consulting Services offered by Versa Cloud ERP consultants include Strategic Planning, Business Process Reengineering, Solution Selection and Solution Design as well as Performance Optimization among others.

Strategic Planning involves aligning ERP initiatives with broader organizational goals and identifying opportunities for improvement.

Business Process reengineering focuses on streamlining workflows and optimizing business processes to maximize efficiency and productivity.

Solution Selection is the process of identifying and evaluating potential software or technology solutions that align with an organization's specific needs and objectives. This involves

conducting thorough research, analyzing requirements, and comparing available options to determine the most suitable solution. Key considerations during solution selection include functionality, scalability, compatibility, cost, vendor reputation, and support.

On the other hand, **Solution Design** involves creating a blueprint or roadmap for implementing the chosen software or technology solution within the organization. This includes defining system architecture, configuring settings, customizing features, and integrating with existing systems or processes.

Solution Design aims to ensure that the chosen solution is implemented in a way that **optimally addresses the organization's requirements while minimizing risks and maximizing benefits**. It often involves collaboration between business stakeholders, IT professionals, and solution providers to design a solution that meets both business and technical needs effectively.

Overall, Solution Selection and Solution Design are crucial stages in the lifecycle of business systems, **laying the foundation for successful implementation and operation**.

Performance Optimization entails fine-tuning the ERP system to enhance its speed, reliability, and scalability.

These and the many other Consulting Services are vital as they help organizations make informed decisions, adapt to changing business environments, and **derive maximum value from their ERP investments**.



Business Care

The Versa Cloud ERP Inc. **Business Care offering** is for customers that don't have an IT Team or need to supplement their IT departments with Versa Cloud ERP technical and/or business consultants on an ongoing basis.

Business Care offers these customers the ability to **purchase a guaranteed number of Versa Cloud ERP Inc Staff "Use-it-or-Lose-It" Hours per Month** that can then be used for any of the Services described earlier including Training, Consulting and Engineering, Customization and Operations.

The **advantage of purchasing a Business Care Plan is that Customers are given priority** with respect to resource access and will be scheduled for Services ahead of customers who are not on Business Care.

Standard Business Care Plans are shown in the table below. Standard Business Care Plans are available for 10, 20, 30 and 40 hours a month and they must be purchased for a minimum of 1 Year.

	Basic	Standard	Advanced	Premium
# Purchased Remote Business Care Hrs <i>"Use-it-or-Lose-It" Hours Do Not Accrue</i>	10 Hrs/Month	20 Hrs/Month	30 Hrs/Month	40 Hrs/Month
Discount on Onsite Hrs	NA	NA	15.00%	25.00%
# Of Recurring Pre-Scheduled Meetings Included	None	1 Per Quarter	1 Per Month	1 Per Week
Permitted Use of Purchased Remote Business Care Hours	Implementation User & Developer Training Customization & Operations Consulting	Implementation User & Developer Training Customization & Operations Consulting	Implementation User & Developer Training Customization & Operations Consulting	Implementation User & Developer Training Customization & Operations Consulting
Scheduling Priority for Non-Support Service Requests	#4	#3	#2	#1

Standard Business Care Packages deliver Services Remotely



Customized Business Care Plans are also available for more hours and for staff with specific skill sets. If Services are required onsite, the hours needed can be purchased for a onsite fee. Onsite fees are discounted for Advanced and Premium Business Care Customers.



Reasons Why Customers Purchase Business Care

Customers purchase Business Care Plans for a variety of reasons including their needs for assistance with:

Regular Maintenance



To help with tasks, associated with the helping the business minimize the impact of software updates, patches, and bug fixes on Users, Customizations and Integrations. This is essential to keep the business system running smoothly and securely especially when there has been extensive customization of the system and/or there are a significant number of Integrations with third-party software and services.

User Assistance



Providing ongoing assistance to Users is crucial for ensuring efficient operation of the business system. This may involve establishing helpdesk services, User training sessions, and documentation to assist Users in resolving issues and maximizing their productivity.

Performance Monitoring and Optimization



Monitoring the performance of the business system helps identify bottlenecks, inefficiencies, and areas for improvement especially in the case of large and complex implementations where Performance depends on how multiple systems work together.

Data Management



Effective data management is essential for maintaining data integrity, accuracy, and security within the business system. Bigger companies like to have their own data backup and recovery procedures outside those provided by the Versa Cloud ERP system, as well as, data governance policies, and data quality initiatives to ensure the reliability and relevance of data stored in the business system.

Scalability and Growth



Scaleability and Growth will need to be managed as the organization evolves and expands. The business system configuration deployed initially will need to evolve to accommodate increased numbers of uses, transaction volumes, and business complexities. Planning for this will need to include provisions for scaling the business system architecture, infrastructure, and resources to support the organization's growth trajectory.



Integration and Innovation



Customers are continuously exploring opportunities to integrate their ERP systems with other business applications and emerging technologies that can enhance its capabilities and value proposition. Many require assistance in developing strategies for identifying integration opportunities, evaluating new technologies, and implementing innovative solutions to extend the functionality and reach of the business system.

Compliance and Security




Ensuring compliance with regulatory requirements and maintaining robust cybersecurity measures are paramount for safeguarding sensitive data and mitigating risks. Customers in certain industry segments may have greater compliance requirements than others and these will have to be addressed via custom compliance initiatives, security protocols, access controls, and data privacy measures to protect the business system from potential threats and vulnerabilities.

By establishing a comprehensive **Business Care** plan for the business systems deployed by them, organizations can proactively manage and optimize their technology investments to drive operational efficiency, agility, and long-term success.



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Standard

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