

FRESA & offered module - IT Questionnaire

1. General Information:

a. What is the official name of the SAAS Model FRESA?

>Fresa Gold

b. What is the purpose of the SAAS Model FRESA?

>SaaS Model FRESA will help SME Forwarders to do several Premium IT Services to their Logistics customers with a fractional monthly cost with No Complexity of Technology. This will allow them to compete with Large Freight Companies' IT Services, when it comes to servicing the customers.

c. What are the primary industries or domains for which the model is designed?

> Fresa Gold is designed for Freight and Logistics Industry (Domain)

2. Technical Details:

a. What programming languages or frameworks were used to develop the SAAS Model FRESA?

> Oracle APEX (Application Express) Version 23.1

b. What are the system requirements (hardware, software, etc.) for deploying and running the model effectively?

>PC or Laptop with Minimum i3 processor, 4GB RAM, Internet Connection and a plain Browser

c. Does the model require any specific data format or preprocessing before input?

>There is no specific data format or pre-processing needed before input.

d. Are there any dependencies or external services the model relies on?

> No, Additional plugins or Extensions are not required to run Fresa Gold, just a browser is enough.

e. Does this software work with different kinds of devices, such as mobile phones, tablets, and PDAs?

> Yes, this Application will work with Tablets & Smart Phones also.

f. Is the server situated UAE? or where is your cloud server located?

> Main site is located in India and Backup site is located in Singapore

g. Is SAAS hosted on a dedicated or shared server?

> FRESA SaaS are Hosted in a dedicated Cluster of Servers on Amazon Web Services in two different countries for high availability and Redundancy of data.

3. Data and Privacy:

a. What type of data does the SAAS Model FRESA use for its operation?

> Fresa Gold use 128 Bit encryption for transmitting, storing and retrieving data through SSL (Secured Socket Layer) this will help protecting customer data from data vulnerability and unauthorized access.

b. How is the data collected, stored, and processed?

> All the three functions are done in a 128 Bit SSL Encryption which are well secured from data breach.

c. What measures are in place to ensure data privacy and security?

> Transmission of data are done in a Secured Socket Layer encrypted with Session Keys, moreover, the storage is done in 128 Bit Encryption.

d. Any ISO standard adhered to for safeguarding data, preventing data breaches, and conducting backups

> Fresa Gold is ISMS 27001 Certified for Compliance with ISO Standards, Fresa Technologies is an ISO 9001:2015 Certified Organization for safeguarding data and preventing breaches.

e. Is it feasible to perform data migration from SAP to E-freight and other modules?

Existing Data can be migrated through predefined Excel Templates upload procedure through Fresa Data Manager. This can be done from any ERP Including SAP or eFreight

4. Deployment:

a. How is the SAAS Model FRESA deployed?

> Once The Rollover Plan is agreed with the customer with a cutoff date, we create a set of Entities with the relevant Branch qualifiers in the SaaS database and migrate customer's existing data such as, Account Receivables, Account Payables, General Ledger, Customer Master, Supplier Master, Agent Master, Carrier Master, Forwarder Master and other relevant masters. Once customer gives a sign off on the accuracy on data and Trail Balances, we will go "LIVE" on the date agreed with Customer.

b. What are the steps involved in deploying the model?

> Excel Template will be provided to supply us with existing data for upload into our system

> Once the data is provided, it will be verified and uploaded to our Cloud based system, once the deployment is done on desired date, we encourage the local user to go "Live" based on our training sessions given.

5. Performance and Monitoring:

a. How is the performance of the SAAS Model FRESA measured and evaluated?

> Fresa in Amazon Cloud is monitored for the server performance 24/7 with Built-in Amazon Tools like Amazon CloudWatch and AWS X-Ray. Our Server Team has Auto Triggers by SMS & eMail on various performance matrix of our servers.

b. What key metrics are used to assess the model's performance?

> Amazon CloudWatch has 11 Groups of dedicated Metrics on the Instance Performance Monitoring which are used by the Server Administrator Group:

- Instance metrics
- CPU Credit metrics
- Dedicated Host metrics
- Amazon EBS metrics for Nitro-based instances
- Status check metrics
- Traffic mirroring metrics
- Auto Scaling group metrics
- Amazon EC2 metric dimensions
- Amazon EC2 usage metrics
- List metrics using the console
- List metrics using the AWS CLI

Check the link below for the complete details of the metrics monitored.

https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/viewing_metrics_with_cloudwatch.html#ec2-cloudwatch-metrics

c. What is the required bandwidth?

Bandwidth Requirement between User Location and AWS Server		
User Count	Bandwidth in Kbps Per User	Total Bandwidth in Mbps
5	512	2.50
10	384	3.75
25	340	8.30
50	300	14.65
100	276	26.95
500	256	125.00

6. Maintenance and Updates:

a. How often is the SAAS Model FRESA updated?

> FRESA Cloud are normally updated in a monthly cycle with new features and options to the end users, However, Hotfix will be done depend upon the emergency of Vulnerability Alerts from the security group.

b. What is the process for applying updates or patches to the model?

> Updates and Patches are first applied on the Test Server, then we run the application with Load and concurrency test of 10,000 Virtual Sessions and 1.5 million Transaction records in the Core Tables, if there is any failure, this will be fixed and then a re-cycle of test event will happen, upon successful of both Load and Concurrency Test, this will be applied to Production Server. Normally, patches are applied during non-peak hours.

c. Are there any backward compatibility issues with new updates?

> No, Oracle always consider backward compatibility on their new releases.

7. User Interface and Integration:

a. Does the SAAS Model FRESA have a user interface? If yes, what technologies are used?

> Oracle Application Express Version 23.1 (Oracle Product)

b. How does the model integrate with other systems or applications?

> Integration Normally done through API with XML or JSON files, however, traditional integration with FTP, CSV or Plain Text file is also possible for older applications

c. Are there any APIs or SDKs available for developers to interact with the model?

> APIs are available

d. In case of integration being present, data will flow automatically?

> FRESA APIs are capable of providing integration which has automatic data flow

8. Support and Documentation:

a. What resources are available for users to learn how to use and deploy the SAAS Model FRESA?

> We have Online Videos and Internet Blogs of HTG (How-To-Guide) on our site for end users.

In addition, Initial training sessions with Fresa staff onsite and WhatsApp support will be provide during initial period of the implementation. Online training sessions will be conducted on daily basis from 3:00-3:30PM IST

b. Is there a dedicated support channel for addressing technical issues or questions?

> Yes, we have a dedicated support channel with Escalation Matrix. Helpdesk credentials will be provided where the issues will be monitored and resolved through an online Ticketing system.

c. Matrix of Assistance and Escalation Protocol along with Approaches for Addressing Critical Matters?

> Escalation matrix with 3 levels of support personnel will be provided to address the issues on priority basis.

d. user guides, tutorials, or documentation available?

> blogs are available at <https://blog.fresatechnologies.com>

e. What is the expected response time for technical support in case of any issues?

> Our support team will respond to the ticket normally within an hour time during working hours.

f. Is this support covered within the terms of the license agreement?

> Yes, the support is covered.

9. Backup and Disaster Recovery Plan:

a. Automated Backups: Use automated backup tools or scripts to ensure consistency and reliability in performing backups without manual intervention.

> Automated DR setup has been configured which is located in Singapore AWS Data Center, apart from the DR Site in Singapore, we also take an AWS Snapshot automatically every hour on the database.

b. Backup Validation: Regularly test the restoration process using your backups to ensure they are reliable and can be restored effectively.

> Backup restoration drill will be conducted every three months interval.

c. Backup Retention Policy: Define how long backups should be retained, considering regulatory requirements and business needs.

> Data Backup Retention policy is Seven Years.

d. Off-Site Storage: Store backups in an off-site location or cloud storage to protect against physical disasters or local data corruption?

> Manual backup is being taken every 24 hours interval and stored in physical Hard Drive

e. Data Replication: Implement data replication to keep a copy of your data in a separate location, enabling faster recovery in case of a primary data center failure.

> Yes, it is Singapore AWS Data Center

f. Failover and Redundancy: Plan for failover mechanisms that allow your SAAS Model Software to switch to redundant systems or databases in case of hardware or software failures.

> Spare server running in Singapore AWS Data Center with Disaster Recovery plan will restore it operation in an hour time normally. (We run Drill on this every 6 months)

g. What is the process for configuring a local database backup for the SAAS model software? How frequently should the backup be created, and in what format should it be stored locally?

> The backup drill for SAAS module will happen every six months

h. Could you provide information about your strategy for maintaining business operations during disruptions?

> Current Strategy for maintain business operations in case of disruptions are:

RTO (Recovery Time Objective) is one hour

RPO (Recovery Point Objective) is less than one hour

10. License and access Authorization

a. Matrix of Licenses and Access Authorization in SAAS Model Software.

> FRESA Gold has License to access all modules in that version for a user, however, the access can be controlled by Customer's Administrator Group based on the Business need.

b. Are there any SAAS subscriptions, in addition to software licensing, that are required or renewed annually?

> SaaS Subscription is Normally Monthly.

11. Test Database

a. Is it possible for users to utilize a testing database environment for the purpose of testing?

> A test environment can be provided to an existing user for test new feature or functionality before doing the same on production.

12. Database Access of SAAS Model Software:

a. If SAAS Model Software provides the capability for database access, what are the methods and steps involved in the process?

> Database access will be provided through our application.

13. In the event of contract termination:

a. What would occur to the data and its security if the contract is breached concerning SAAS Base software?

On Termination, Fresa will export your data in an Excel or as CSV format and erase your data upon your confirmation. Thereafter, we will not be in a position to provide you any data of yours as they are purged from our database once and for all.

b. What processes are in place for Data Ownership after the contract is terminated?

The Data will be purged from our database once we exported and given you the CSV files, you are the only owner of your database.

c. Extent of ownership over the source code?

Source Code and Intelligent Property of FRESA Gold Software will remain with Fresa Technologies.

d. What procedures are followed for data deletion from the cloud server after contract termination? Additionally, could you provide a report that confirms the data removal process from your cloud server through an audit?

Yes, upon termination of contract, once we purged the data from our server, will give you a report confirming the purge operation.