

## **Background**

Sysnet Associates (India) Private Limited (**Sysnet**) is a Software Technology Company, based at Bangalore. **SpApp** [Specify (Your) Application], the flagship product, is an Enterprise AppMaker. SpApp builds Business Applications without programming or databases.

## **Focal Areas**

Sysnet uses SpApp in three different ways, to build solutions and products for its customers.

- a) SpApp is used to build small, medium & large ERP projects for Sysnet's Customers. Such solutions can be on multiple Servers at several locations serving many Applications. Complete and Integrated ERP Solutions at moderate TCOs, are being delivered with SpApp.
- b) SpApp provides the foundation for several Kwik (Trade name) products. These Kwik Products are shrink-wrapped and priced modestly to reach to SMB Customers. Such customers may buy a Kwik Product and use on their own with the aid of Help, Tutor and other guides. Support, if required, is provided thru' email only.
- c) SpApp now delivers on Web. SpApp provides the platform to provide formal, complete and secure SaaS products on Web (WebApps), on a subscription model. Sysnet has already provided two products on its secure server. SpApp also supports formal deployment of Web software on Customers' servers.

## **WebApps as SaaS**

SpApp is a powerful technology on the Web. Applications built for Enterprise use, can be directly deployed on the Web. This is feasible because the core technology behind Apps is the same for Web and Enterprise Apps.

Sysnet Associates (India) Pvt Ltd presents two WebApps on SaaS model, at present. More products are on the anvil.

Some of the key features of the WebApps are:

### **Site Management:**

- Sysnet provides Secure Servers, WebApps and the SpApp Technology at its sites.
- Complete Site Management is done by experienced professionals.
- Site Management is completely transparent to Customers.
- Customer Data assumes paramount importance in WebApps.
- Sysnet manages the Customer Data, in terms of storage and access.
- Sysnet provides full privacy to its Customers.
- The Data is not seen by Sysnet staff at anytime.
- One Customer's Data is not seen by another.
- Full Backup in terms of Computing, Power and other facilities are available.

### **Security:**

- Sysnet focuses on Security as a fundamental need of Customers using WebApps.
- Sysnet uses Secure Web Servers with many built-in protections.
- Servers are very reliable and of very High-Speed and Storage.
- Exclusive zone for each Customer, with Customer ID/Password and User ID/Password.
- Each Customer zone is totally separated and managed transparently.
- One Customer cannot access another Customer's zone at anytime.
- A Customer can withdraw from a WebZone with a written request to Sysnet and all data is removed.
- Server's usage is monitored by professionals, for possible attacks by hackers and others.
- Strong Anti-viral protection schemes are in place.
- Sysnet understands that no security can be foolproof at all times and works on improvements.

**Outlook on Apps:**

- Classic Approach for Apps usage, unlike a typical Website.
- Clutter-free, Ad-Free Apps, for serious business use only.
- Apps are targeted at Professionals for which the Apps are relevant.
- No Apps are made for general audience, retaining the site's professional looks.
- Sysnet retains the right to deny access to users, with any misuse intentions.

**Apps Look & Feel:**

- Full Size Screens, with maximum data content (Other Web pages show typically half the screen).
- Screens show information of the App only (No frivolous content like other web pages).
- Simple Business-like Screens, with easy-to-use features.
- A User gets to see the Company, User Name, Product Name and Date/Time at all times.
- Relevant Help is shown on each screen at the bottom, saving time.
- Screens are designed in such a way, that learning is limited to a few minutes.
- Screen presentations and Access methods are consistent and easy-to-use.
- The screen design is kept very simple to help ease of use.
- Light color schemes which are pleasing on the eyes, are used.
- No special schemes are provided to users, to alter data presentations.

**Access:**

- Support of multiple products for each registered Customer.
- Support of unlimited users for each product.
- Upto 5 Concurrent users per Customer are served at a time, in real time.
- Quit-Now-Go-Direct-Later Feature saves time (Quit direct and getin to last screen on next login).
- If there are many users, it is suggested that each user logs out properly to give others a chance.
- Quick Logout facility from any screen.
- Several checks are made in the WebApps, to ensure that the access requests are proper.
- In case of uncertainty over Request origin, content or routing, the service is denied at that time.

**Data and Usage:**

- An Application is grouped into a list of Profiles.
- A Profile is an entity representing a Concept, Document, Person or an Action.
- Data is added into a profile, subject to the given App's logic.
- Support of List View, Detailed View, Print of Data.
- Support of Addition, Modification, Deletion of Data.
- Data may be viewed with its Related Data at anytime.
- Updates to a profile is controlled tightly by the WebApp.
- If relevant, a user may view data pertaining to him/her only.
- For Example, Leave Data may be viewed by the Employee and his/her Supervisor only.
- Data is presented in a consistent manner, at all times.
- WebApps support document flow control mechanisms.
- For Example, the Status of a Leave Application may be set to Approved, only by the Supervisor.
- Data Updates are in real time, always.
- Just a Refresh button on the browser, gets the latest data when in View modes.
- WebApps do not support Browser's Back button and Backspace keys, for flow consistency.
- Users are required to study the Help text at screen bottom, before using that screen.
- In some WebApps involving User-specific data and Authorization controls, learning may take time.
- WebApps prevent wrong users adding wrong data. Yet, this can be done to a degree.
- It is always the responsibility of the Customer to ensure that the data entered is accurate.

## **App Administration:**

- WebApps provide an Administrator Facility. (typically, Customer's IT/Management person)
- The Administrator may backup or restore data, as required.
- Customer's Data is kept, processed and transmitted at a high encryption level.
- New Users can be created at will, by the Administrator.
- Access Rights to such users are specified by the Administrator.
- Data can be downloaded at anytime by the Administrator, for Customer's use.
- Users may alter their passwords at will. However, the Administrator can view them.
- Old data can be removed by the Administrator.
- A Customer owns its Data, at all times.
- The Customer is responsible for its Data.
- The Customer, thru' its Administrator, maintains its Data.

## **Site Administration:**

- Sysnet takes care of Website Administration with its expert professionals.
- Sysnet has a Messaging System to intimate every logged-in user, to let know current status.
- Periodic Maintenance activities are carried out by Sysnet.
- There is always a possibility of some emergency maintenance activity.
- Sysnet may send any downtime message common to all customers.
- Sysnet may also send Customer-specific messages like overdue payments.

## **Registration:**

- There is no Limit on any data for any Customer, including customers registered on Trial.
- Customers registered on Trial can obtain a subscription and continue, without losing data.
- Registration is available for 1 Month, 3 Months and 1 Year. Grace period is available.
- Change of Address needs to be advised.
- At present, subscription payments are made thru' bank credit.
- We are sorry. No credit card payment facility.

## **WebApps Benefits:**

- Just Register, Pay and Use.
- No overheads of Servers, Software, IT Staff, etc on Customers.
- Data is very secure and available as Text/CSV downloads.
- A Functional user can manage the Administrative load, thru' menu-driven options.
- No serious learning on any tool. Just takes minutes to use any WebApp.
- WebApps bring down the TCO drastically.

## **Summary**

Sysnet's WebApps have been designed with customers' needs in focus. These WebApps are very easy-to-use. Getting started is a breeze. Customer Data Security is assured at all times.

## **Contact**

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