1. **Security:**

* Patient Identification: The system requires patients to verify their identity using their phone.
* Logon ID: Users accessing the system must possess a unique Logon ID and password.
* Database Modifications: Database modifications such as insertion, deletion, and updates are swiftly synchronized and can only be executed by the ward administrator.
* Front Desk Staff Access: Front desk staff have access to view data within the HMS and add new patient records, but they lack authority to modify existing data.
* Administrator privileges: The administrator holds rights to both view and modify any information stored within the Hospital Management Software.

1. **Performance:**

* Response Time: The system promptly acknowledges patient information checks within one second of initiation.
* Capacity: With a capacity to support at least 1000 concurrent users, the system ensures seamless operations even during peak usage.
* User-Interface: The user interface acknowledges user interactions within a maximum of five seconds, promoting swift navigation and usability.

1. **Maintainability:**

* Back-Up: The system provides efficient data backup capabilities, ensuring the integrity and security of hospital records and information.
* Error Tracking: Comprehensive error tracking functionality enables the system to monitor and log every mistake, facilitating prompt identification and resolution of issues for seamless operation and maintenance.

1. **Reliability:**

* Availability: The system maintains constant availability, ensuring uninterrupted access and operation for users.
* Resilience: As a software as a service (SaaS) solution, HMS demonstrates high resilience against technology disruptions, downtime, or crashes common in other systems. It possesses offline capabilities to ensure the continued functionality even in the absence of internet connectivity.