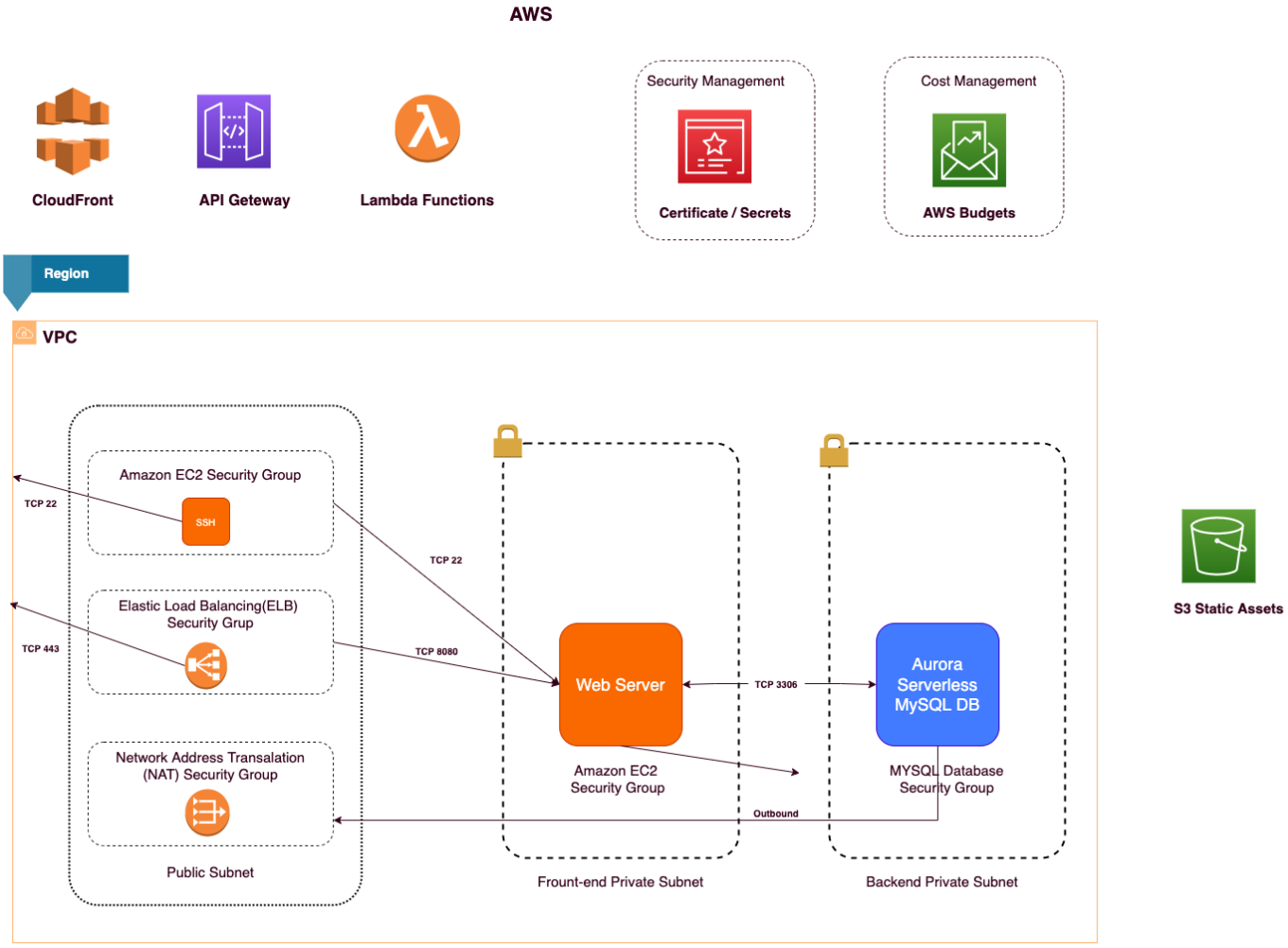
LAUSD_Technical Response

Description of System

1. Describe and attach a diagram of the proposed system architecture and interfaces.



We are going to set up a configuration on the AWS region as a single data center.

The configuration for this scenario includes a virtual private cloud (VPC) with a public subnet and a private subnet. In this above architecture the system can be logically divided into two parts, one part focused on a private *subnet* and another part focused on a public *subnet*.

Under the private *subnet we* are going to manage EC2 instances, MYSQL database serverless instances which will connect using the default 3306 port. Mysql instance will be outbound to the public subnet.

The public subnet can send outbound traffic directly to the internet whereas the instances in the private subnet can't. The private subnet can access the internet by using a network address translation (NAT) gateway. The database mysql server can connect to the internet for software updates using the NAT gateway, but the internet cannot establish connections to the database servers.

We are also going to use load balancers which are the single point of contact for all our clients(Users - Web and Mobile app) . It will distribute all traffic across all instances. It will increase our application availability.

With the help of a security group we are controlling inbound and outbound traffic for VPC. We will assign certain rules which will control our traffic based on protocols and port numbers. There are specific sets of rules for inbound and outbound traffic.

For serving the static files we are going to use AWS cloudfront to serve static assets which will work like CDN(Content Delivery Network) which will improve our application speed and control our cost.

We will save all our user files under S3 buckets.

For managing and controlling the cost we will use certain system alerts for budgets using cost management tools.

Under security management we will use routing 53 to manage highly available and scale cloud applications. That will connect user requests to EC2, Load balancer and S3.

Using a set of Lambda functions we can manage all our sync asset processes. This function will not depend upon our EC2 instance. This function will be run once we need it and it's scalable.

As per our new future requirement we are supposed to use API gateway features which will create, publish, maintain and secure all our API's. We can create our all new restful api.

2. Provide the data dictionary and schema used by the system.
   https://drive.google.com/file/d/1arghHl6caMhupCBKBz9jngZS5tSJE-ef/view?usp=sharing

3. List all the data attributes for assets.

   The solution is built using a No-Code/Low-Code platform therefore new forms or any custom attribute and workflow to any existing form or table could be added by the business admin user without IT involvement.

a. Asset information - Asset Code, Serial Number, Asset Type, Category, Manufacturer, Model
b. Assigned or held information - Site, Location (Held by and assigned to), Held by staff, Assigned user
c. Purchasing information - Purchasing Information, Warranty (In Month's), Vendor, Cost, PO Number, Purchase date, Anticipated life, Anticipated replacement, Funding type, Funding resource,

Funding percentage, Funding by.

d. Device information - Operating System, Processor, Memory, RAM, IP Address, Mac Address, Computer Name, Support End Date, Asset Condition, IMEI Number, SIM Card Number, Screen Size
e. Status - Active, Inactive
f. Related files if any.

4. List all the data attribute for asset users

    a. Student
        i. Personal information - Student Code, Name, Gender, DOB, Email Id
        ii. School Information - State Code, Site, Grade level, Room, Homeroom, Homeroom staff, Distribution teacher, Ethnicity
        iii. Student contact information - Address, Phone no, Cell no
        iv. Person responsible for Student contact information - Family Identifier, Name, Gender, Address, Phone number, Email id
    b. Status - Active, Inactive
    c. Related files if any
    d. Staff
        i. Person Information -Name, Email id, Gender, Role
        ii. Contact information - Address, Phone number
        iii. System information - Site, Status, Job title, Grade taught, Room

5. List all the supported asset types? Any limitations?

    The application supports a wide array of assets which include desktop computers, laptop computers, tablets, carts, printers, projectors, hotspots, routers, switches, servers, PA intercom, alarms, and security devices, drones, networked medical devices, monitor, Apple TV, docking stations, whiteboards, etc. Additionally we support software assets. There are no limitations for asset type for adding in the system.

6. Describe the level of customization available and if a programmer or vendor support is needed.

    The solution is built using a No-Code/Low-Code platform therefore new forms or any custom attribute and workflow to any existing form or table could be added by the business admin user without IT involvement.

    List of customizations available.

    - Action based forms: Collect important information for assets
    - Asset Listing: Look over all your assets, easy to use, filtering and searching.
    - Asset Tracking: You can track all asset history and activity logs by user wise, device wise etc.
    - Workflow actions: CheckIn/Checkout updates or transfer assets quick and easily
    - Custom Fields: You can customize to meet your needs.
    - Custom Roles: Track specific data like assets, employee building more with role configuration that you can create customize.
    - Custom Reports: Allows you to pull the data you need in various report file formats.
    - Notifications: Stay on task with email push notification that tell when tickets tasks

are due, actions are completed or fields meet your defined criteria.

- Integration: We can integrate with existing assets and vendor data using Rest API.
- Master Data: Can manage all data like classroom, vendors, district, school, fine, locations, employee, students

7. Provide the company escalation and response plan and describe how issues are triaged and escalated including timeline and responsible contact.

   Support Service Responsiveness:

Incident classification and SLA Hours	Incident Definition	Incident Responsiveness
Critical Priority Incidents 7am Pacific Time to 7pm Pacifc Time - All days	Service-affecting problems that cause the service to be unavailable to or unusable by end users.	First contact within 60 minutes and updates every 3 hours until resolved. Target resolution: within 24 hours from first contact, provided the issue is not caused by the cloud service provider or third part applications, including authentication.
High Priority Incidents 7am Pacific Time to 7pm Pacifc Time - Monday to Friday, excluding public holidays	Service-affecting problems that cause the service to be unavailable to or unusable by a substantial subset of (but not all) authorized end users or that cause significant service components (but not the service as a whole) to be unavailable to or unusable by end users.	First contact within 2 hours and updates every 4 hours until resolved. Target resolution: within 48 hours from first contact, provided the issues are not caused by the cloud service provider or third party applications, including authentication.
Medium Priority Incidents 8am Pacific Time to 6pm Pacifc Time Monday to Friday, excluding public holidays	Service-affecting problems that cause the service to be unavailable to or unusable by a small subset of (but not all) authorized end users or that cause any service components (but not the service as a whole) to be unavailable to or unusable by end users.	First contact within 1 business day and updates daily. Target resolution within 1 week, provided the issues are not caused by the Cloud Service Provider or third party applications, including authentication.
Low Priority Incidents 8am Pacific Time to 6pm Pacific Time - Monday to Friday, excluding public holidays	Service-affecting problems that do not cause the service to be unavailable or unusable, but they impact functionality and/or user experience. For example, a user may need a	First contact within 2 business days and updates weekly. Target resolution within a mutually agreed time frame based on monthly prioritization meetings/discussions.

	work-around to complete a task, or a cosmetic issue.	Individual incidents may be escalated to Medium priority if they adversely affect consumer or public perception of customer's products or services.

Every request will be created in Jira with priority as mentioned in the Support Services Responsiveness section. Any critical and high priority issue will be followed up with a call to Hexalytics support desk for immediate response.

Critical and High Priority Requests: LAUSD will call the Hexalytics Support Desk in their designated number to immediately notify of any critical or high priority defects and optionally send an email to Hexalytics Support Desk. Hexalytics support SLA will kick in as soon as Hexalytics acknowledges the receipt of the communication on the request.

Medium and Low Priority Requests: LAUSD can optionally notify Hexalytics Support Desk on the email. Hexalytics will acknowledge the receipt of the service request.

The following shall be the point of contacts

1. Level 1 Escalation Contact: Ganesh C <gchaudhari@hexalytics.com>
2. Level 2 Escalation Contact: Barath A, <bashokkumar@hexalytics.com>
3. Level 3 Escalation Contact: Gautham S. <gsampath@hexalytics.com>

8. Describe the process for change management or customer notification including the Service Level Agreement.

   Every request will be created in Jira with priority as mentioned in the Support Services Responsiveness section. Any critical and high priority issue will be followed up with a call to Hexalytics support desk for immediate response.

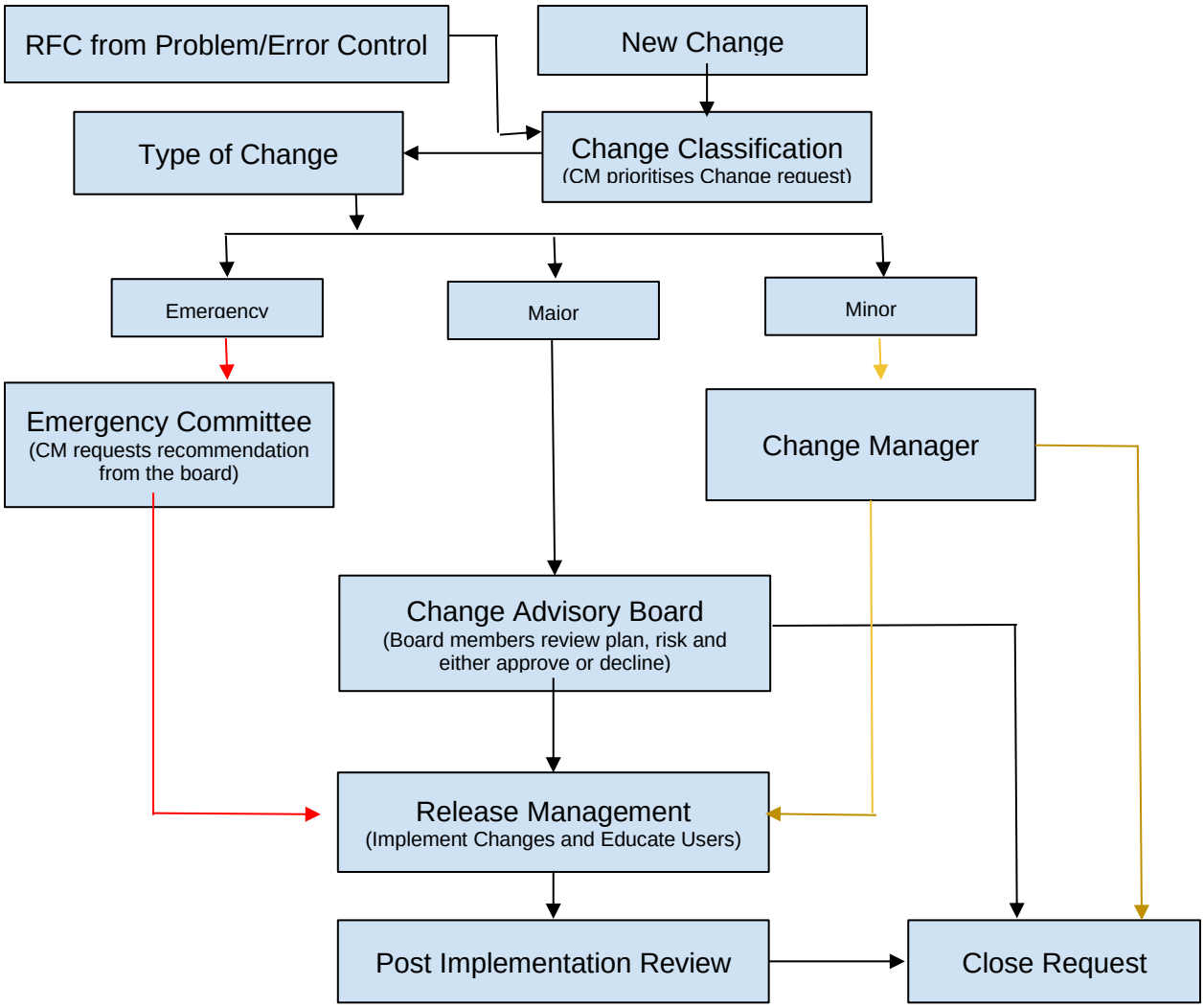
   Hexalytics will maintain the Jira board and provide timely updates to the customer depending on the priority of the issue. Hexalytics will provide access to a list of users who can access the Jira board and evaluate the status of the requests at any point of time.

   LAUSD will need to create a ticket in Jira for change related requests that are intended to be made.This will enable us to use Jira as a repository for all the changes made to the application.

   Following are the request types:
   1. Defect
   2. Small Change
   3. Enhancement
   4. Clarification
   5. Support Request

Any work request from Jira will automatically be notified to the Hexalytics Support Team.

High Level Change Management Process Flow



Release Management:

Every Medium and Low priority change will be planned and prioritized for release in the weekly cadence meeting. All the releases would be planned for 8am ET, Wednesday unless it is a critical or high priority request.

Every release will be accompanied with sufficient notice and release notes with the details on the changes.

Release Workflow:

For all LAUSD requested enhancement, Hexalytics will do the development and testing in the development environment. Following complete testing, Hexlaytics will provide release notes and

scripts to LAUSD in UAT. Hexalytics will handle the deployment to the cloud environment.

Following successful testing in the UAT environment, LAUSD will provide the approval for migration to the production environment.

9. Does your solution provide comprehensive built-in reports? Please attach a listing summarizing available stock ("canned") reports provided by the solution and a sample of each.

   Yes, we do provide comprehensive built-in reports functionality. We provide,

Assets	- Asset by type/ school
	- Assets by checked out/ held by users
	- Assets by checked out/ held by location
	- Assets by funding resources
Software	- Software by usage metering
	- Software licenses by status reports
	- Software licenses by payment reports
	- Software licenses by entitlement reports
Vendor	- Vendor report
Users	- Students by school
	- Employees by schools
	- Frequent offenders
	- Students without assets
	- Employees without assets
Locations	- Locations by schools
Tickets	- Tickets by school
	- Tickets by type
	- Tickets by technician
	- Open tickets
	- Closed tickets
Invoices	- Invoices by type
	- Open invoices
	- Closed invoices
Payments	- Payments

   a. Sample report - https://docs.google.com/spreadsheets/d/1lrCIB0_whCmQr6Z2CO92YwhaRb3lPPvFoe1zbrkhd44/edit?usp=sharing

10. List and describe all the asset and inventory policies and procedures that will be created or updated as part of this solution.

    We use standard industry policies and procedures. We are also open to incorporating any customer specific policies that we need to comply with.

11. Describe low code/no code feature of your solution if any.

    Our application is completely built on the Low code/no code platform. In our application we have

an ability to create custom fields for any type of entities like assets, student and employee. Using this custom field we can create any type of fields like Textbox, Date, Number, Textarea etc. After creating custom fields we can give the ability to the user to put data for that entity. With low-code development it should all happen behind the scenes automatically, with no extra effort, coding, or resources. Custom-coding for these mitigates the difficulty of future changes or additions and speeds development times.

Equipment and Software

12. Identify/ list all software including interfaces required for the solution that is not supplied directly by the Proposer (any/all third-party software).

    N/A - We do not require any third party software licenses for our system.

13. Describe licenses required for the software (concurrent / named user/ device types that consume licenses, development/ test/ production environments).

    We do not require any third party software licenses for our system.

14. Identify access types for licenses, or any constraints imposed by different license types.

    N/A - We do not require any third party software licenses for our system.

15. Provide detailed hardware specifications for any customer-hosted components being proposed. Describe any customer required maintenance/support tasks, and any relevant maintenance schedules.

    N/A - We don't use any customer hosted components in our system.

Backup/Recovery

16. Describe the backup capabilities for the proposed system, including:
    i. Process for how backups are performed
    ii. Process for Tenant-initiated backups
    iii. Service availability guarantee

    We perform backup to both on-prem server and cloud. Backup in on-prem is done using cloud berry(Third party license application for GCP, AWS backups) and In cloud(AWS) we take snapshot of instance for backup. AWS provides 99% storage availability guarantee to S3 storage.

17. Describe your company's Disaster Recovery plan, emergency notification procedure and DR periodic testing, including requirements for zero-downtime.

    We use a staging server and Auto Scaling Group. Auto Scaling group will detect and spin the new instance automatically. We have staging servers are in different availability zones.

    As an additional disaster recovery strategy for your Amazon S3 data, enable S3 object versioning. Object versioning protects your data in S3 from the consequences of deletion or modification actions

by retaining the original version before the action. Object versioning can be a useful mitigation for human-error type disasters. If you are using S3 replication to back up data to your DR region, then, by default, when an object is deleted in the source bucket, Amazon S3 adds a delete marker in the source bucket only. This approach protects data in the DR Region from malicious deletions in the source Region.

Network/Hardware

18. Describe any special networking requirements, i.e. dedicated/segregated network segments, VLANs, etc.

    We are using the AWS provider's network, however, if a customer has a specific ISP or IP range we can use the VPC CIDR range.

Storage

19. Explain how data is archived (on demand, scheduled, and/or automatically via optical disk or other option)

    AWS offers archive storage solutions for long term retention, compliance, and digital preservation. Amazon S3 provides you with virtually unlimited scale, 99.999999999% durability, and the highest standards of data security, all with lower costs and faster access times than on-premises tape storage. The Amazon S3 Glacier storage classes are purpose-built for data archiving, providing you with the highest performance, most retrieval flexibility, and the lowest cost archive storage in the cloud. You can now choose from three archive storage classes optimized for different access patterns and storage duration. S3 Glacier storage classes deliver cost-optimized archive storage, whether you need to access your archive data quarterly, annually, or somewhere in-between.

20. Explain how, upon request or in the event of contract termination, all District data and documents stored in the system will be delivered or made available to the District in a format suitable for import into another system.

    As per the company policies / Terms & conditions, we can handover the latest DB & Files backups to the new account / owner. No code low code solution has the ability store the data both on-prem and on cloud. Customers could use the on-prem data in case of contract termination.

Integration

21. Define the system's capability to support multiple browser types (i.e. Internet Explorer, Mozilla Firefox, and Opera) on different platforms, and the minimum version of each browser supported if the system supports web-based access.

    Software is compatible with various latest version browsers like Google Chrome, Mozilla Firefox, Microsoft Edge with different operating systems like Windows, Mac and Linux. We use bootstrap V5 and required browser's minimum version as follows -

Google Chrome	: Our application supports Chrome version > 61
Mozilla Firefox	: Our application supports Firefox version >4
Internet Explorer	: Our application supports IE version >10
Safari	: Our application supports Safari browser version >4

Microsoft Edge : Our application supports Microsoft Edge browser version >12.
Opera : Our application supports Opera version >10.1

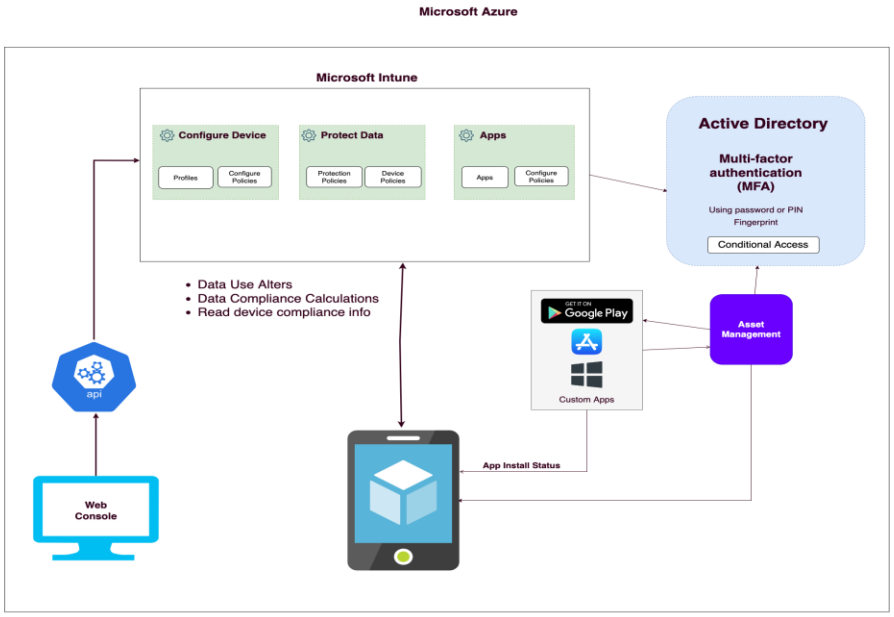
22. Describe how the proposed solution will allow authentication of users through a cloud based solution.
    a. We have a compatibility where we can authorize applications users with their roles and permission using various tools like Sign In with Google, Microsoft ADFS etc.
    b. With the help of this tool we can secure our applications in data, users etc.

23. Describe the solution's ability to integrate data from a variety of systems including but not limited to Microsoft, Outlook, SAP, Aruba, Workspace One, Google console, BMC ITSM, Oracle database, SQL database. Describe any built-in capabilities for integrating with these systems. What integration requirements does your solution have ?

    a. **Servers:** We are going to host this application on a AWS cloud server which has two instances i.e one for testing and another for production software instances.
    b. **SaaS:** The application would be hosted on AWS Cloud server and the complete cost of hosting would be owned by Hexalytics. A preference to host the application in AWS could be accommodated.
    c. **Data Center & Storage :** The application could store the data on-prem, on the cloud or hybrid. On cloud it uses AWS infrastructure.

24. Describe how your solution exchanges data with Mobile Device Management (MDM) enterprise systems to enrich Asset Management data.

    We have compatibility where we can sync all MDM data to our platform. So, if any data gets changed it will automatically sync for web and mobile apps.



Application Security Features

25. Describe how the solution encrypts sensitive information transmitted across the network and internet.

    We use complex algorithms to scramble the data being sent. Once received, the data can be decrypted using a key provided by the originator of the message. We are going to use the KMS encryption process to secure data in our database. For each S3 bucket we are going to also apply encryption policies to stored files in encrypted format. AWS encrypts data both onflight and REST.

26. Describe how access privileges are configured in the system, and whether or not privileges can be based on group designations, work location and roles.

    We have the ability to define roles and its permissions. We have provided functionality where users can add access to roles or access based on locations. There are some default access for each role but administrators can be able to add more privileges to particular access or role by using a system.

Hosting and Downtime

27. Does your solution offer Cloud-based hosting? Any On-premise option or hybrid?

    Being a SaaS solution, the application supports cloud hosting. Having said that, the application could be implemented on-prem, on the cloud or hybrid.

28. Define the system uptime. Include planned downtime windows

    System Uptime: Hexalytics will make the cloud based system available 24x7, except for scheduled maintenance, daily data refreshes (10am Pacfic Time to 6am Pacific Time), cloud provider downtime (AWS or other service providers) or other reasons. For SLA purposes, Hexalytics will be measured by the Scheduled Hours of Availability defined below and not by system uptime.

    "Scheduled Hours of Availability" means the total number of hours during the month, as detailed below, that the indicated SaaS application module or environment is scheduled to be available - excluding scheduled maintenance windows. This will be calculated as 16 hours (from 6am Pacific Time to 10pm Pacific Time) of every business day during the month (excluding weekends and public holidays) from 6am Pacific Time to 10pm Pacific Time of every business day.

    Scheduled Maintenance: Hexalytics reserves the right to take down applicable servers hosting the service to conduct routine scheduled maintenance ("Scheduled Maintenance") during the hours of 7pm Pacific Time Saturday to 6pm Pacific Time Sunday every week.

29. Explain in detail the process used to notify customers of application downtime for both planned and unplanned outages. **Please include service level agreement**.

    Scheduled Maintenance: Hexalytics will use commercially reasonable efforts to perform scheduled maintenance outside of LAUSD's regular business hours and will provide LAUSD with at least 96 hours' prior notice of a scheduled maintenance event, which notice may be provided by Hexalytics posting the schedule for scheduled maintenance on its website or otherwise providing notice of it through the service. If LAUSD objects to the timing of a scheduled maintenance event, Hexalytics and LAUSD will make all reasonable accommodations work to reschedule the event to a time that is acceptable to both if Hexalytics is reasonably able to do so.

Unplanned Outages: If the service unexpectedly becomes unavailable or experiences a serious disruption, Hexalytics will promptly notify LAUSD and commence performance of emergency maintenance with the objective of restoring service as soon as reasonably possible under the circumstances.

30. Explain and describe the features used to ensure the security, redundancy, resiliency and integrity of the datacenter(s) hosting the application, infrastructure and other components.

    Hexalytics will own the basic security of the servers and data. With the help of this security we can control network traffic, load balancing, and the barrier between trusted and untrusted networks. We can also customize security for FTP, RDP and database ports while also tracking security scanning for the servers.

Post Implementation and Managed Services Strategy

31. Describe in details all the activities (operational and as needed) included as managed services for the following areas. Please include frequency, capacities, response time and resolution time (SLA)
    1. Overall System health monitoring and troubleshooting
    2. Upgrade and patching
    3. Report updates or new report request
    4. Maintain all the integrations and data mappings update

    a. Overall System health monitoring and troubleshooting
        i. Monitoring is an important part of maintaining the reliability, availability, and performance of AWS Health and your other AWS solutions. AWS provides the following monitoring tools to watch AWS Health(*Amazon CloudWatch*,*AWS CloudTrail*) report when something is wrong, and take actions when appropriate.
    b. Upgrade and patching
        i. We can use a Load balancer if any one server is down due to maintenance we can serve the application from another server.
    c. Report updates or new report request
        i. While updating the server or in any downtime load balancer will route the traffic to a secondary instance and serve the application.
    d. Maintain all the integrations and data mappings update.
        i. We have the compatibility where we can integrate (Restful/hooks) vendors to their ITAM tools which are going to share their workflows. We can integrate tools like in market ninjaone, freshservice, atera etc. We can do the integration with various Windows Management Instrumentation (WMI) tools to manage data and operations. We can also use SSH and sys logs to track all assets logs. With the help of Simple Network Management Protocol (SNMP) we can detect and manage devices with the health of network performance.

32. Describe all the minor enhancements that are included as part of the managed services.
    a. Any enhancement request worth less than 20 hours (Including PMO, Development, Testing, Deployment) of effort is done along with regular support that is provided for the application. Enhancements requiring greater than 20 hours are considered based on the priority of the request. Large enhancements may be chargeable and don't fall under the promised support for the application. Based on the priority of the request, best effort would be made to implement and release the request in the appropriate release cycle.

33. Describe all the Policy and procedures maintenance as part of the managed services.
    a. As a part of the services, we would provide Managerial assistance and provide complete support until the application goes live. There will be a dedicated team which will handle the implementation, launch of the application and maintenance. Basic training for the solution will be given to the end user as well as all department administrators. We are also going to provide you with a user guide on how to use the solution. Solution will always get tested by the QA team and Bugs and Issues will be treated based on priority and severity. P1 and P2's are worked upon with highest priority along with regular updates to the concerned user group. Bugs/ issues will be recorded and tracked in the agreed system of record along with enhancement requests, clarifications or any other generic support request. Along with this, there will be a dedicated team to follow up with the end user or client on a weekly basis. If any upgrades or minor enhancements happen, the team will always keep posted to the user.

Product Vision and Future Enhancement Strategy

34. Describe your company's product vision and how your company sees the product in the marketplace with a two- to five-year outlook; include a statement of strategic direction. Are there any new industry standards that are currently being implemented in your solution?

Mission, Vision, and Core Values:

1. ***Vision:*** *To be a most trusted market leader in Asset Management solutions.*
2. ***Mission:*** *Providing best industry practices to our clients through asset management solutions for the long-term benefit and helping them grow with technology advancements.*
3. **Core Values:**

    i. ***Passionate****: We are passionate about providing products and services of the highest standard, determined to overcome any challenges, and paving the way for a better future.*

    ii. ***Response:*** *We quickly interpret the queries and take action listening carefully to our clients.*

    iii. ***Transparency****: It keeps both parties on the same track and makes things move smoothly.*

Hexalytics Asset Management Solutions:

Empowers educational institutions to monitor, organize and report with a centralized repository for admissions materials, handbooks, handouts, tables, chairs, computers, software, licenses, and more.

Our Product Offerings:

Product Offerings	***Details***
Fixed Asset Management	*It helps in location tracking; provides real-time data for quantity, quality, condition & maintenance, etc.; depreciation status of fixed assets for easy Accounting Standards; full life cycle management of fixed assets accurately and effortlessly.*
Real-time and automated asset tracking reports	*We offer user-specific real-time dashboards for executives and operations managers. Our 300+ KPIs are based on best industry practices and dashboards ready to help visualize the results.*
Analytical reports for constructive decision making	*Business objectives and KPIs are automatically tracked in the Analytical view; which analyzes, compares, and predict progress toward defined targets with real-time data. For example, if a company is tracking toward a goal of more effective ticket resolution, they may choose to measure: Average close time of tickets, Number of tickets not solved, % of tickets opened online. Analytical reports automatically create reports for each KPI's performance trend using both current and historical datasets. Users can here track KPIs in real-time and compare performance against goals.*
Automations & enabled notifications on-the-go	*It records the location, condition and ownership of an asset. Also, creates an easy workflow process for approvals for control & risk management. Assets can be tracked on Application/Web/Mobile on-the-go.*

Asset life cycle management	*It helps from procurement to disposal and forecasts your needs better. Also, make informed purchasing decisions, infers proactive measures when it comes to replenishing resources/assets, Improve the quality of services. The Asset life cycle includes;* ○ *Order & Tracking* ○ *Receiving/ in-service preparation* ○ *Registration* ○ *In-service* ○ *Cross Utilization* ○ *Out-of-service* ○ *Disposal*
Cloud hosting	*Enables cloud hosting with improved security protection and reliability. It is more affordable, flexible and reliable than traditional hosting.*
Bulk Uploads	*The App can support bulk uploads using Inventory management integrations. It can be uploaded from MS Excel/CSV, etc. It helps upload the bulk data manually. Hence reduces cost and time for the user.*
Geo-location tracking	*Assets can be tracked using geo-location tracking systems as per the requirements. It helps understand the real-time data and generate reports location-wise. Also helps in the audit and accounting process.*
Easy Compliances & Audits	*It keeps audit reports/consolidated reports ready with real-time data. Ensures accountability of assets for accurate records. Compliance auditing includes the review of an organization's policies, procedures, processes, files, and documentation to determine whether they are in alignment with industry standards/regulations.*
License Management	*Software license management denotes the software tools or processes used by an organization/business to control and document where and how the companies' software products are able to run in order to confirm compliance with software licenses. Also, manages all your software and investments.*

Warranty Management	*The App can manage all installed software/asset warranty. A warranty in place ensures customers that the company will stand by the products/services. Furthermore, it gives the customer a confirmation that the customer service extends beyond the point of purchase.*
Ticket Management	*The ticketing system empowers organizations to resolve their internal support queries by managing and streamlining the process for resolution. It is an important factor in Asset Management. And, it plays a crucial role in the Education industry. It helps in registering, organizing, prioritizing, and resolving support tickets issued by users/teachers/employees, etc.*
Attribute Management	*Users can create an extended entity attribute and assign a defined list of values, such as high, medium, and low, to the child node of an extensible object. You can create an extended free-form text entity attribute to the child node of an extensible object.*
Integrations with other OS and existing App Modules	*Asset management apps/modules can be integrated with the existing applications used by the user in their organizations.*
Web-Based	*A web-based asset tracking software lets you access educational asset information across locations - from any device, and at any time.*
Mobile App	*Use our mobile apps to keep tabs on different campuses and stay up-to-date on the status of different departments and custodians.*
Centralizing Tracking	*School inventory is usually spread over different districts. A centralized database lets the user track the entire asset landscape from a single platform.*
Centralized Reports	*Insightful reports enable better planning, especially regarding the procurement of devices across educational departments.*

Bar/QR Codes & RFID	*Easily manage and track assets, from procurement through their disposal using Barcodes and QR Codes. RFID helps in improving efficiency and productivity. It can virtually tag and track an asset.*
History Tracking	*Having a detailed history trail of items like laptops and printers helps you track the general trends in asset usage, and optimize asset utilization accordingly. Inventory Management can be strategized accordingly. Inefficient assets can be disposed of to reduce utility bills, repairing costs, breakdown time, etc.*

Our product has all the above features and our team has been putting efforts to introduce/enhance the products with the best industry-standard fitments. We adopt first-mover advantages in our products to stay ahead of the competitors. Transparency and problem-centric are the key aspects of our business ethics. Our industry experts understand the problem, and priorities, brainstorm and recommend the solution and after a mutually agreed solution, our experts implement the solution. We provide end-to-end solutions to our clients.

35. Describe your company's current and future plans to offer its customers enhancements to the existing products in its proposed solution; include the timeline and frequency for enhancements.

Current and Future plans:

Features	***Details***
Preventive Maintenance	*Plan maintenance on IT assets well in advance. Scheduling service tickets enables flawless maintenance of your equipment and keep you updated. It reduces downtime, repair cost, transportation cost, and other related costs. Also, helps in resource allocation. It is directly related to high labor costs. So, PM is another very crucial aspect of Asset Management.*

AI-enabled Alerts & Notifications	*Customize alerts to manage warranties, calibrations, insurance, and more. It saves time and cost. It cuts down another step before decision-making and enables managers to make impactful decisions making. These can be customized by user-level according to the business requirements.*
Advance Preventive Maintenance with AI/ML	*AI/ML has shaped IT in a different direction, business process has been changing accordingly by adopting technological advancements. It is industry agnostic, hence Asset Management also has scopes for improvements ahead along with technology advancement.*
Business-specific highly customizable Application	*With the business requirements, Asset Management App can be highly customized to have the first-mover advantages and smooth operations. Makes flexible for third-party integrations and business-level customization.*
Scheduled Maintenance	*Calendar integration can be done and the user can view the maintenance schedules in the calendar. This is very helpful in tracking the maintenance schedule visually. It helps users to plan inventories, spare parts, resources & expenses effectively.*
Multi-location Maintenance	*Multi-unit businesses can be tracked easily using the centralized repository. Maintenance can be scheduled easily and helps in smooth operations. For managers, it is very difficult to track multi-location maintenance manually.*
IoT Energy Monitoring	*Utility tracking is important nowadays, it helps in minimizing utility bills, and it gives alerts daily/weekly/monthly/customized reports. High energy-consuming assets can be disposed of to reduce utility bills and maintenance costs. Now-a-day energy efficiency assets have higher demand and also, fit best in the industry compliances/norms.*
Inventory Management	*It sends automated email notifications to users when the asset inventory in the store falls below the reordering level. Configure unit/site-based replenishment reordering level for assets. Configure re-ordering level across products and product types.*

Multi-language Support	*It can be customized multi-lingual as per the requirement. Users can have access to multiple languages for ease of use.*
Streamlining Accounting process	*Based on the accounting standards in keeping track of depreciation costs, Cost Centers, GL Codes, Etc. At the same time, it keeps a record of data according to the accounting standards and while preparing the Balance Sheet it helps in making the consolidated reports for the same.*

Enhancement of the existing product, timeline & Frequency of enhancement:

- ***Internal enhancement****: Our product minimizes enhancements other than industry standards or any other external factors influence such as changes in compliances or major implementations of additional features to provide the best experience in the industry.*
- ***External user-driven enhancement:*** *User-specific enhancement can be done based on mutually agreed terms and conditions. Apart from these technical support will be provided to the user for a lifetime.*

Phases	**Timeline**	**Features**	**Frequency**
Phase 1	*0-6 Months*	1. *Inventory Management* 2. *Preventive Maintenance* 3. *Scheduled Maintenance* 4. *Multi-location Maintenance*	
Phase 2	*6-12 Months*	1. *Streamlining the Accounting process* 2. *AI-enabled Alerts & Notifications* 3. *Advance Preventive Maintenance with AI/ML*	

Phase 3	*12-18 Months*	1. *Business-specific highly customizable Application* 2. *IoT Energy Monitoring* 3. *Multi-language Support*	