

SysComply Internal Product Guide

Objective: To provide the SysComply team with a comprehensive, end-to-end understanding of the product, including our internal administrative functions.

1. What It Does

SysComply is a multi-tenant, web-based platform designed to replace manual spreadsheet-based audit and compliance management. It enforces a structured, hierarchical workflow for assigning tasks, managing documents, and tracking progress.

2. For Whom Is It Built? The Two User Worlds

- **Internal User (Us):** The **QMS Super Admin**. This is our master account with the sole ability to onboard new client companies and create their initial Company Admin account.
- **Client Users (Them):** A hierarchy they create themselves, starting with the **Company Admin** we provide. They then build out roles like Managers, Auditors, and Task Owners.

3. The Onboarding Flow: The Handoff Process

1. The **QMS Super Admin** logs in.
2. They use the "Organization Onboarding" module to create a new company profile.
3. This action generates a unique **Company Admin** account for the new client.
4. We securely deliver these login credentials to the client. The handoff is now complete. Our direct involvement ends here.

4. Feature Deep Dive: The Client's View (Company Admin)

Once logged in, the Company Admin has access to the full suite of tools to manage their organization:

- **Dashboard & Analytics:** High-level view of compliance status.
- **Compliance Management:** For creating Iterations and managing all Tasks.
- **User Management:** For creating Departments and the User hierarchy.
- **Document Management:** Secure repository for evidence.
- **Settings:** For creating Roles and assigning granular Permissions.

5. What It Outputs

The system generates live task lists, visual analytics dashboards, complete audit trails, and the initial Company Admin credentials during onboarding.

6. Why It Is Optimal (Internal Logic): Enforced Structure

The system's rigidity is its strength. By forcing the Company Admin to set up their organization's structure first, it guarantees an orderly and auditable workflow, preventing the chaos of unstructured tools.

7. Why It Is Optimal (Internal Logic): True Multi-Tenancy

The platform is architected for strict data isolation. The QMS Super Admin cannot see any client's internal data (tasks, documents). They can only onboard and offboard companies. This is a critical security and privacy feature.

8. Architectural Principle: Top-Down Hierarchy

The entire system is built on a top-down principle: Company > Departments > Users > Roles > Tasks. This logical flow is the core of the product's value proposition and makes it easy to understand and manage.

9. Critical Operational Note for the Team

An "Iteration" can only be used once for uploading compliance tasks. This must be clearly communicated to clients to avoid workflow errors.

10. Our Primary Value Proposition (Technical View)

We provide a "Compliance-as-a-Service" framework that gives businesses a structured, repeatable, and defensible process for managing audits, fundamentally de-risking a critical business function.