



System Requirements
Modules
SLA
Architecture



Summary

The objectives of this project are as follows:

- To provide an asset management software which caters 1D/2D barcode and RFID technology;
- Provide tags (RFID/Barcode/QR Code) to be used on fixed assets of the Client
- Provide readers, scanners to fully utilize FixTrack features.
- Provide FixTrack Deployment, Project Management, Training, Support and Maintenance.
- Provide specifications of 3rd Party Software and Hardware required to host FixTrack.

Proposed Solution

- FixTrack - an Asset Management System developed to monitor and track fixed assets;
- FixTrack deployment, project management, training, support and maintenance.
- RFID Tags and/or Barcode/QR Code consumables – used as asset identifier
- RFID Readers / Barcode Scanners / Mobile Readers / Mobile Scanners / Labels / Barcode Printer / RFID Printer / RFID Antennas - used to scan, read, monitor, track tagged assets
- Asset Tagging – an optional service to provide training on tagging of assets

Solution Benefits

The proposed solution will bring the following benefits to the client

- Convenience and less management burden
- Maximized employee and equipment efficiency
- Faster inventory of assets using RFID
- Be able to monitor real time assets going in and out of the premise (RFID only)
- Be able to monitor assets almost real time
- Prevent theft and enhance security of assets
- Help meet possible compliance requirements
- Competitively priced service



A. FixTrack Modules

FixTrack is a browser-based (web-based) asset management system used to monitor and track fixed assets. It may be used with barcode, QR code and/or RFID technology. FixTrack was built on Microsoft's .NET platform available in MS SQL and MySQL database. An on premise (installed) system requires a properly configured Windows Server 2012 64 or higher.

1. Dashboard - The Dashboard serves as the centralized overview of the entire asset management environment. It provides a comprehensive summary of key metrics including:

- Total number of assets
- User accounts
- Issued and returned assets
- Active assignments
- Asset movement activities

It features interactive visualizations and graphical charts for quick insight into operations, such as:

- Assets assigned per personnel
- Check-in and check-out trends
- Real-time asset monitoring
- Inventory audit summaries
- Location-based asset distribution

This module empowers administrators and decision-makers with at-a-glance visibility into asset utilization, personnel accountability, and system activity, enabling faster decision-making and proactive asset control.

2. Asset Information - The Asset Information module is the core repository of all asset-related data within FixTrack. It enables users to:

- View and manage a comprehensive list of all registered assets
- Add new assets individually or in bulk
- Edit, update, or delete asset records as needed
- Upload large volumes of asset data via a structured CSV template provided by FixTrack for faster onboarding

Each asset profile can store detailed information, including:

- Basic asset identification and specifications
- Financial and depreciation data
- Status, location, and assignment history
- Attached documents (e.g., warranties, manuals, photos)
- Lease information and custom-defined fields

This module ensures complete traceability and data accuracy, making it easier to maintain up-to-date asset records and prepare reports for audits, compliance, and operational planning.

3. Asset Assignment - The Asset Assignment module enables the efficient and accountable allocation of assets to personnel. It allows administrators to:

Assign one or multiple assets to a single responsible user

Ensure that each asset has a clearly defined point of accountability

View and manage current asset holders, assignment history, and return status

This module is tightly integrated with the Asset Ingress/Egress Monitoring system, which validates whether an asset is authorized to leave the premises based on the assigned personnel. This prevents unauthorized asset removal and reinforces internal asset control



policies.

Note: While a single personnel can be assigned multiple assets, each asset can only be assigned to one accountable individual at a time—ensuring clear ownership and audit trail.

By maintaining a structured record of asset-personnel relationships, this module helps promote responsibility, transparency, and loss prevention throughout the organization.

4. Asset Audit - The Asset Audit module streamlines the process of conducting asset inventories across different locations. It utilizes mobile devices—such as Android handheld computers with barcode scanners or RFID readers—to make audits faster, more accurate, and less labor-intensive.

Key features include:

- Real-time scanning and validation of asset presence
- Automatic detection of assets found in the correct or incorrect locations
- Identification and reporting of missing or unscanned assets during the audit
- Generation of audit results for reconciliation and reporting

This module empowers organizations to perform regular and accurate physical counts of assets, reduce discrepancies, and maintain data integrity across branches or departments.

By leveraging mobile technology, the Asset Audit function supports on-the-go auditing, making it ideal for large campuses, warehouses, and distributed environments.

5. Locate Asset - The Locate Asset module provides a powerful, map-based visualization of asset movements and location history. Designed to work with RFID technology, it enables users to accurately track assets within a facility or across multiple locations.

Key capabilities include:

- Displaying real-time and historical asset location logs on interactive visual maps
- Search functionality for quickly locating specific assets by name or tracking ID
- Integration with RFID readers and antennas to detect and log asset positions automatically

Through the Map Settings interface, users can:

- Upload and manage custom floorplans or layout maps
- Configure and register RFID readers by specifying:
 - Reader IP address
 - Location description
 - Antenna number
 - Reader portal status and direction
 - Serial number, brand, and model

This module gives organizations real-time visibility into asset whereabouts, enhances loss prevention, and supports operational efficiency by minimizing the time spent locating high-value equipment or tools.

6. Asset Ingress/Egress - The Asset Ingress/Egress module provides real-time monitoring of assets as they move through designated entry and exit points within a facility. Leveraging RFID technology, the system ensures that only authorized personnel can bring tagged assets in or out of the premises.

Key features include:

- Real-time detection and validation of asset movement through RFID-enabled portals
- Verification of personnel accountability before allowing asset egress
- Door-specific monitoring — users can select and configure which entry/exit points to track
- Comprehensive reports on all check-in/check-out events, including successful and blocked movements



The system uses a color-coded classification to indicate movement status:

- Red – Blocked/Unauthorized - The asset tag was detected without a matching Personnel ID tag, or no tag was detected at all. This indicates an unauthorized attempt to move the asset.
- Green – Passed/Authorized - The detected Personnel ID tag matches the assigned user of the asset tag, authorizing the movement.

This module significantly strengthens security and accountability, helping organizations prevent asset loss, unauthorized removals, and internal theft while maintaining a clear audit trail of all asset movements.

7. Asset Categories - The Asset Categories module allows users to define and manage the classification structure of assets within the system. This configuration enables better organization, filtering, and reporting by grouping assets based on user-defined categories. Key functions include:

- Creation of custom asset categories tailored to the organization's needs (e.g., IT Equipment, Furniture, Vehicles, Tools)
- Editing and managing category labels for consistency across departments
- Simplified asset tracking and reporting through categorized views
- Enhanced search and filtering capabilities based on category classification

By organizing assets into logical groups, this module improves data clarity, supports departmental workflows, and enables more efficient asset lifecycle management.

8. Location - The Location module allows users to define, manage, and assign physical or logical locations where assets are stored, deployed, or in use. This configuration forms the foundation for accurate tracking, auditing, and reporting of asset whereabouts. Key capabilities include:

- Creation of custom location entries (e.g., Main Office, Warehouse A, Floor 3, Server Room)
- Hierarchical location structure support (e.g., Building > Floor > Room)
- Assignment of assets to specific locations for improved visibility
- Integration with audit and monitoring modules to validate asset presence during inventory

By maintaining a structured and centralized location database, this module ensures that asset records are always up-to-date, traceable, and easy to manage across multiple sites or departments.

9. Personnel - The Personnel module is a critical component of the FixTrack asset management system, serving as the centralized registry of all individuals who interact with or are accountable for organizational assets. Key functionalities include:

- Registration and management of personnel profiles, including names, roles, designations, departments, and contact details
- Defining personnel access to system modules such as:
 - User Account Management
 - Asset Assignment and Accountability
 - Real-Time Monitoring
 - Audit Participation
 - Maintenance Task Execution
- Linking personnel with assigned assets for accurate tracking and accountability
- Integration with ingress/egress validation to control asset movement based on user roles

By maintaining a comprehensive database of active personnel, this module helps enforce ownership, responsibility, and system access control, ensuring that every asset interaction is traceable to a specific individual.

10. Supplier - The Supplier module allows users to manage and maintain a centralized database of vendors from whom the



organization purchases or leases its assets. This module streamlines procurement tracking, warranty management, and vendor performance monitoring.

Key features include:

- Configuration of detailed supplier profiles, including:
 - Company name
 - Contact information
 - Address
 - Point of contact
 - Payment terms
 - Delivery records
- Linking of assets to their respective suppliers for traceability
- Management of warranty periods and service agreements per supplier
- Historical tracking of transactions and procurement sources

By organizing supplier data in one place, this module helps improve supply chain visibility, supports informed procurement decisions, and enhances vendor accountability throughout the asset lifecycle.

11. User Control - The User Control module is responsible for managing system users and assigning appropriate access rights based on their roles and responsibilities. It ensures that only authorized personnel can access specific modules and data within FixTrack.

Key capabilities include:

- Creation and management of user accounts with unique credentials
- Role-based access control (RBAC) to assign permissions per module or functionAssignment of users to specific branches, restricting access to assets within their scope
- Automatic assignment of Super Admin privileges to designated users, granting full visibility and control across the entire organization
- Configuration of Branch Admins, who can only view and manage assets within their assigned branches
- Audit trail of user activities for enhanced security and accountability

This module enforces data security, operational control, and compliance with internal access policies, ensuring users only interact with data relevant to their role.

12. Position - The Position module enables the configuration and management of job titles or designations within the organization. It helps establish a structured hierarchy and ensures alignment between personnel roles and system access.

Key features include:

- Creation of position titles (e.g., IT Officer, Asset Custodian, Branch Manager, Technician)
- Association of positions with personnel profiles for clear role identification
- Support for role-based access control when used in combination with the User Control module
- Enhanced reporting and organizational mapping by grouping users according to their positions

By defining clear and consistent positions, this module supports organizational clarity, responsibility tracking, and efficient workflow management across FixTrack's asset lifecycle processes.

13. Branch - The Branch module is designed for organizations with multiple office locations, facilities, or operational sites. It enables the structured management of assets by segregating them according to their assigned branch.

Key features include:

- Creation and configuration of individual branch profiles
- Assignment of assets, personnel, and users to specific branches
- Enforcement of branch-level data access, allowing users to manage only the assets and activities within their designated



location

- Improved reporting and accountability by isolating branch-specific asset performance, inventory, and usage

This module promotes decentralized asset management while maintaining centralized control, making it ideal for enterprises with geographically distributed operations.

14. Organizational Unit - The Organizational Unit module allows the configuration and management of internal departments or divisions within the company. It supports a structured representation of the organization's hierarchy, helping streamline asset assignment, reporting, and accountability.

Key features include:

- Creation of organizational units (e.g., IT Department, Finance, Operations, HR, Facilities Management)
- Assignment of personnel and assets to their respective departments for clearer ownership and tracking
- Department-level filtering for reports, audits, and asset monitoring
- Integration with other modules (e.g., Personnel, Asset Assignment) for role-based workflows and responsibilities

By defining and organizing departments, this module enhances visibility, promotes departmental accountability, and supports efficient asset governance across the enterprise.

15. Custom Field - The Custom Field module provides users with the flexibility to tailor the Asset Information section according to their unique business requirements. It allows the creation of additional data fields beyond the system's default attributes, ensuring that all necessary asset details can be captured and managed.

Key features include:

- Creation of user-defined fields such as text boxes, dropdowns, dates, numbers, or checkboxes
- Custom labeling and field grouping for easier categorization
- Seamless integration into the Asset Information interface for a consistent user experience
- Support for industry- or organization-specific data (e.g., calibration date, building code, insurance provider, etc.)

This module empowers organizations to achieve greater data flexibility, operational relevance, and custom reporting accuracy, without compromising the system's structure or performance.

16. Email Notification - The Email Notification module enables automated communication by configuring system-triggered email alerts for important asset-related activities and updates. This ensures that key personnel are informed in real time, promoting faster response and greater operational transparency.

Key features include:

- Configuration of email notifications for specific events, such as:
 - Asset Status changes (e.g., deployed, retired, under maintenance)
 - Ingress/Egress events (e.g., unauthorized movement attempts)
 - Asset Assignment and Reassignment
 - Maintenance schedules and due dates
- Assignment of recipients based on role, department, or user level
- Customizable subject lines and message templates to align with internal communication standards
- Notification logs to track delivery and status of system emails

This module improves accountability, responsiveness, and proactive asset management by keeping the right people informed at the right time.

17. Module Groups - The Module Groups module allows administrators to streamline user permission management by grouping related system modules and assigning them collectively to specific personnel or user roles. This simplifies access control and ensures consistency across user permissions.

Key features include:



- Creation of custom module groups (e.g., Admin Tools, Asset Operations, Audit & Reporting)
- Assignment of grouped access rights to users based on their role, department, or responsibility
- Faster onboarding and role changes by applying predefined access templates
- Improved security by minimizing manual access assignment errors

This module enhances permission efficiency, promotes role-based access management, and helps maintain a secure and organized user environment across the FixTrack platform

18. Asset Status - The Asset Status module enables organizations to define and manage the various lifecycle stages or conditions of an asset. These statuses provide clarity on the asset's current use, availability, and operational condition.

Key features include:

- Custom configuration of asset statuses (e.g., Active, In Use, Under Maintenance, Retired, Lost, Disposed)
- Seamless integration with other modules such as Asset Assignment, Maintenance, and Audit to reflect real-time updates
- Status-based filtering for reporting, search, and dashboard metrics
- Clear visibility of each asset's lifecycle, helping teams make informed decisions on usage, repair, replacement, or disposal

By standardizing asset conditions, this module ensures accurate tracking, supports efficient lifecycle management, and enhances accountability and audit readiness

19. Asset Services - The Asset Services module is designed to configure and manage the list of available maintenance services applicable to assets. These services support both preventive and corrective maintenance activities, helping ensure asset longevity and operational efficiency.

Key features include:

- Definition of service types such as:
 - Preventive Maintenance (e.g., routine inspections, scheduled servicing)
 - Corrective Maintenance (e.g., repairs, part replacements)
- Association of specific services with relevant asset types or categories
- Customization of service intervals, frequencies, and required resources
- Integration with the Asset Maintenance module for scheduling and work order generation

By centralizing service configurations, this module helps organizations implement a structured maintenance strategy, reduce downtime, and extend the life of critical assets.

20. Asset Group - The Asset Group module allows users to bundle multiple registered assets into a single logical group, enabling collective handling and tracking—especially during check-in and check-out processes.

Key features include:

- Creation of custom asset groups (e.g., Toolkits, Office Equipment Sets, Demo Units)
- Grouping of assets that are frequently deployed, issued, or moved together
- Simplified tracking and reporting for grouped assets
- Integration with modules like Asset Assignment, Ingress/Egress, and Maintenance for group-based actions

This module enhances efficiency, consistency, and accountability, particularly for organizations managing kits, mobile units, or grouped operational assets that must always be kept and tracked together.

21. Asset Maintenance - The Asset Maintenance module provides a centralized platform for planning, managing, and tracking maintenance activities across all assets. It supports both preventive and corrective maintenance to ensure optimal asset performance and reduce downtime.

Key features include:



- Scheduling of preventive maintenance tasks for individual or multiple assets based on defined intervals (e.g., monthly, quarterly, annually)
- Creation of corrective maintenance requests for assets that are damaged, malfunctioning, or require urgent attention
- Work order generation, tracking, and assignment to technicians or service teams
- Status monitoring of maintenance activities from request to completion
- Historical logging of maintenance records for compliance and performance analysis

By organizing maintenance operations in one module, this feature helps prolong asset lifespan, reduce unexpected failures, and support proactive maintenance planning and regulatory compliance.

22. Audit Trail - The Audit Trail module provides a comprehensive, time-stamped log of every action performed on each asset within the system. It ensures full visibility into an asset's lifecycle by capturing all critical events—from creation and updates to transfers, maintenance, and deletion.

Key features include:

- Detailed logging of all asset-related activities, including:
 - Asset creation and registration
 - Modifications to asset details or status
 - Ownership or location transfers
 - Maintenance schedules and completion
 - Deletion or retirement of assets
- Identification of who performed each action, what was changed, and when it occurred
- Filterable and exportable logs for internal audits, compliance checks, and reporting
- Strengthened accountability and traceability for every asset interaction

By maintaining an unalterable record of asset transactions, this module reinforces data integrity, supports audit readiness, and promotes transparency across asset management operations.

23. System Logs - The System Logs module captures and records all system-level activities to provide a comprehensive view of platform behavior, user interactions, and system events. It serves as a vital tool for administrators to monitor operations, ensure platform stability, and maintain security.

Key features include:

- Logging of essential system events such as:
 - User logins and logout activities
 - Configuration changes and system updates
 - Access attempts (authorized and unauthorized)
 - System warnings, exceptions, and error messages
- Timestamped entries with user identifiers and detailed action descriptions
- Filtering and search capabilities for easier investigation and review
- Exportable logs for audit and compliance purposes
- Proactive monitoring to identify unusual activity or system misuse

This module strengthens system oversight, enhances IT security, and supports proactive issue resolution—ensuring reliable, secure, and accountable operation of the FixTrack platform.

24. Batch Upload - The Batch Upload module allows users to efficiently import multiple asset records or data entries into the system in one operation using a standardized template or CSV file. It significantly reduces manual encoding time while maintaining data accuracy and consistency.

Key features include:



- Bulk import of asset details, personnel data, or other relevant records using a FixTrack-provided CSV format
- Intelligent data validation to detect missing fields, duplicates, or incorrect formats before finalizing the upload
- Support for mapping CSV fields to system fields for flexible data integration
- Upload logs and error reports to help users identify and correct issues
- Ideal for initial asset registration or large-scale data updates during migrations or audits

By simplifying large data imports, this module helps accelerate system onboarding, ensures uniformity in data entry, and minimizes human error—boosting productivity and operational efficiency.

25. User Groups - The User Groups module allows administrators to manage and enforce access control across multiple users by organizing them into predefined groups with shared permissions. This ensures consistent access levels, simplifies user management, and strengthens system security.

Key features include:

- Creation of user groups based on roles, departments, branches, or functions (e.g., IT Team, Asset Custodians, Auditors)
- Assignment of access rights to specific modules, features, or data views per group
- Centralized permission management for efficient updates and role changes
- Restriction of access to sensitive or administrative modules based on group-level policies
- Seamless integration with other access control features such as Module Groups and User Control

By standardizing permissions across user clusters, this module ensures that only authorized users can access or modify critical system components, improving operational control, data confidentiality, and role-based accountability.

26. Printer - The Printer module enables users to generate and print RFID tags directly from the system, allowing for immediate tagging and deployment of assets. This ensures a seamless and efficient process for asset identification and tracking.

Key features include:

- Direct integration with compatible RFID and barcode printers
- Customizable tag templates to include essential asset information such as asset name, tracking ID, barcode/QR code, and logo
- On-demand printing of tags for new assets, replacements, or bulk asset registrations
- Support for various tag formats and label sizes to match organizational standards
- Error-checking mechanisms to ensure data accuracy before printing

This module streamlines the tag production process, reduces reliance on third-party printing services, and supports real-time asset labeling for faster deployment and traceability.

27. Printer - The Printer module enables users to generate and print RFID tags directly from the system, allowing for immediate tagging and deployment of assets. This ensures a seamless and efficient process for asset identification and tracking.

Key features include:

- Direct integration with compatible RFID and barcode printers
- Customizable tag templates to include essential asset information such as asset name, tracking ID, barcode/QR code, and logo
- On-demand printing of tags for new assets, replacements, or bulk asset registrations
- Support for various tag formats and label sizes to match organizational standards
- Error-checking mechanisms to ensure data accuracy before printing

This module streamlines the tag production process, reduces reliance on third-party printing services, and supports real-time asset labeling for faster deployment and traceability.

28. Movement - The Asset Movement module facilitates the secure and well-documented transfer of assets between branches, departments, or physical locations. It ensures that every movement is tracked, approved, and recorded, promoting full visibility and accountability throughout the asset lifecycle.



Key features include:

- Initiation and documentation of asset transfers between locations or organizational units
- Real-time status updates on asset movement (e.g., pending, in transit, received)
- Integration with modules such as Asset Information, Asset Assignment, and Audit Trail
- Generation of movement reports for auditing and compliance purposes
- Optional tagging and scanning verification (RFID/Barcode) for physical validation during transfer

By centralizing and automating the movement process, this module supports asset traceability, inventory accuracy, and inter-branch accountability, minimizing the risk of loss or misplacement.



B. System Requirements (Maximum of 10,000 Assets, 4 Ingress/Egress Readers, 5 Concurrent Users, 2 Audit Reader)

No.	Application	Hardware		Software	Others	Remarks
		Minimum	Recommended			
1.	Web App	- Processor: intel i3 - RAM: 16GB - Storage: 64GB available space *Separate instances is highly recommended	- Processor: intel i5 or higher - RAM: 32GB - Storage: 128 GB available space *Separate instances is recommended	- OS: Windows Server 2012 or higher; Windows 10/11 64 Bit .Net Framework 4.5 or higher - IIS 10 + configured asp.net 3.5 and 4.5 - IIS SMTP service - URL Rewrite		
2.	Web API			- OS: Windows Server 2012 or higher; Windows 10/11 64 Bit - .Net Framework 4.5 or higher - IIS 10 + configured asp.net 3.5 and 4.5 - IIS SMTP service - URL Rewrite		
3.	Database Server			- Windows Server 2012 or higher; Windows 10/11 64bit - Database: MariaDB 10.7.3 - Collation: utf8mb4_unicode_ci		
4.	Ingress / Egress Monitoring	- CPU: Intel i3 or higher for desktop, Android Lollipop or higher for android devices. - Internal / external speakers - Fixed UHF RFID Readers (Impinj, Zebra) and antennas		- Chrome, Edge or Firefox Browser (Chrome recommended)	- Network connection (Wired is highly recommended) to server	Not required for FixTrack Lite (barcode only)
5.	Mobile Client	- UHF RFID Handheld Readers(Supports only Zebra, CipherLab and CSL CS-108) - Mobile computer (Zebra, Cipherlab recommended)		- Android OS Minimum: Android 8.1(Oreo) - Target: Android 14 (Upside Down Cake)	- Network connection to server	UHF RFID Handheld Reader is not required for FixTrack Lite (barcode only)
6.	Workstation	- Processor: Celeron - RAM: 2GB - Storage: 64GB available space	- Processor: intel i3 or higher - RAM: 4GB - Storage: 128GB available space	- OS: Any - Browser: Chrome, Microsoft Edge , Mozilla Firefox	- Network connection to server	- Tablets of any OS may be used.



C. Support and Maintenance

I. Overview

This Service Level Agreement (SLA) defines the scope of services, support levels, and responsibilities between **the vendor.** and the client for **FixTrack**, an RFID-ready asset management system hosted on the client's infrastructure—whether on-premise or in a private cloud environment.

II. Services Covered

- FixTrack Software
 - Web-based asset management system
 - Supports RFID, barcode and QR code
 - Multi-user, multi branch and audit ready design
- Inventory and Auditing Tools
 - Real-time audits using handheld readers
 - Visual dashboards and reporting
 - Audit trail and compliance tracking
- User Management and Access Control
 - Role-based access
 - User account and branch-level segregation
- Deployment & Support Services
 - Initial training and knowledge transfer
 - Ongoing technical support depending on tier

III. System Availability (Client Hosted)

Metric	Standard
System Uptime	Managed by client infrastructure
Availability Support	Based on subscribe tier (See section IV)
Maintenance Advisory	48-hour notice for system upgrades for FixTrack
Patching Updates	Coordinated upon request or scheduled with client



IV. Support Tiers

Support and Maintenance Packages					
Tier	Man-Day / Year	OnSite / Year (PMS / Update)	Support Hours	Email / Chat	Phone
Argenti	2	1	8am to 5pm Mon-Fri (except holidays)	Yes	Yes
Aurum	4	1	8am to 5pm Mon-Fri (except holidays)	Yes	Yes
Platinum	6	2	24/7	24/7	24/7

Incident Response Time Targets

Issue Type	Description	Response Time	Resolution Goal
Critical	System down or inaccessible	1 hour (Platinum)	4 hours or less
High Priority	Core function failure	4 hours	12 hours or less
Medium Priority	Minor bug with workaround	1 business day	3 business days or less
Low Priority	Feature request or UI improvement	2 business days	As scheduled

Note: On-site visits apply only within Metro Manila. Travel and accommodation outside Metro Manila to be covered by client.

V. Support Channels

- Email: help@fixtrackph.com
- Helpdesk: <https://help.fixtrackph.com>
- On-site Support: Available by appointment per tier entitlement
 - Off-site work refers to work locations outside Metro Manila;
 - Accommodation and travel expenses are for the account of the subscriber;
 - If FixTrack Team are to advance the expenses, a handling charge of 30% will be added to the fee;
 - Per diem charges also apply to cover meals and other expenses of FixTrack support staff.

VI. Safe and Proper Work Environment

- The client agrees to provide FixTrack Team proper work environment to execute duties.

VII. Data Security & Backups (Client-hosted deployments)

- Daily or weekly backups of system and database
- Implementation of network firewalls, antivirus software and access controls
- Regular review of user permissions and audit logs

VIII. Client Responsibilities

- Maintain compliant server and network infrastructure
- Ensure staff is trained and follows best practices
- Grant remote access when necessary for support
- Perform regular backups and apply system updates
- Report issues promptly via official channels
- The client agrees to follow security best practices.

IX. Limitations

This SLA does not cover:



-
- Infrastructure-related failures (server crashes, power loss, ISP issues)
 - Data loss or corruption due to client negligence
 - Issues caused by unauthorized system modifications or third-party integrations
 - Force majeure events (e.g., natural disasters, civil unrest)

D. High-Level Architecture

