

e-Freight Hosted or Rental Scheme – FAQ

What does Hosted or Rented scheme means?

NeoSoft will host e-Freight application in a data center. The customers who sign up with us can use the e-Freight application through internet for a monthly rental. There are no up-front investment for buying the software. Apart from a local network with internet access you do not require anything else to use e-Freight.

What is a data center ?

A **data center** is a specialized facility to house computer systems and other equipments such as telecommunications and storage systems. It will also includes redundant or backup power supplies, redundant data communications connections including multiple high speed internet connections, air conditioning, fire suppression, etc., and special security devices.

Why to go for a Hosted /Rented application, what are the advantages?

- Apart from a local network with internet access you do not require anything else to use e-Freight
- No up-front investment for buying the software
- No high end equipment cost : You do not need to buy any server computers or software such as database software or server software etc.
- Since there are no servers, there is no need for trained IT personnel to manage these equipments which will result in less overhead.
- Access the application from anywhere at any time of the day

Why host in a Data center?

As you seen above, a data center has various redundant facilities in place and it is very professionally managed so that if one system fails, the backup is available. This ensures that the application is always available. The facilities are monitored 24 x 7. It is normally not possible for a small to medium sized company to setup such facilities as the cost can be very high. A data center shares the cost with many customers, hence they can provide this service at a much cheaper cost to their customers.

Where are the Data centers located?

There are Data centers located in almost every country. But *NeoSoft* as of now use the services from Indian, Singapore and US Data centers.

What about the internet connection speed , will it affect our work?

There are mainly two aspects concerning the connection speed, connection from Data center to internet and connection from your office or from your laptop to internet. Data centers always have very high redundant bandwidth availability. So the connection speed from a data center to the Internet will seldom be an issue.

You also require a connection to internet from your office or from your personal laptop (this can be even a wireless connection) and this is normally provided by an ISP. This connection also needs to be good. You must be having an internet connection of 64Kbps or more.

Is it possible to connect to the application and work using a wireless internet connection?

Yes, very much possible. If your laptop has a wireless connection (wifi or datacard), it can connect to the application. This means that you can access your application from anywhere, from your office or home or abroad or from your customer's premises and at anytime of the day.

Is the data shared with other customers or data of different customers maintained in one database?

No, for each and every customer (small or big), an exclusive database is created and customized by *NeoSoft* when you sign up to use the service. The customization includes the menus, users, user authorizations (i.e which user can access what functions). So when you login into the application, you are connected to a database which is exclusively provided for you. This is one main difference from other hosted applications. It is as good as you are having your own server, the only difference is that it is hosted in a data center.

How the server and application are protected from abuse?

Server and the application are protected from abuse by

- Firewall
- Virus Scanning software which are updated regularly
- Authorized access
- Encrypted user id and passwords
- Option to allow certain users to login only from your office, not from any other place
- All logins are recorded with their user id, ip addresses, login time etc

What are the various plans available under this scheme?

You can choose a plan depending on your volume of business. There are plans for small customers having less than 150 jobs a month to big having more than 5000 jobs a month. There are scheme for handling unlimited jobs as well. There are plans available for single branch/location to many branches. The plans can be upgraded from time to time depending on the need.

How much will be the rental per month ?

The rental will mainly depend on number of jobs you wants to execute in a month and the number of branches involved. And there are add on facilities. Please call or email us and we will explain the various options available. The starting rental will be much less than the average monthly salary of an employee you pay!

Is there any maximum usage limit?

No, if the usage goes beyond the number of jobs which you are allowed as per the plan you joined, the additional jobs will be charged separately in addition to the monthly rental. Basically this means, you pay for what you use.

What is the minimum duration for signing up in this scheme?

Three months

Is it possible to show company logo on the web pages?

Yes, Your company's logo can be shown on the web pages so that your users (employees) or your customers (shipper or consignee) can identify it as your site

Can the plan be changed from one to the other?

Yes

Can the software be bought instead of the rental scheme?

Yes, you may buy the software from us and host it and manage it yourself.

About us : *NeoSoft* specializes in the design and development of enterprise application software solutions, mainly in the areas of Logistics and Manufacturing.

For more information about e-Freight or to arrange a demo,

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