

**Q: How does LogiWare license it's software?**

A: LogiWare has two ways to license the software. The first method is called the subscription method. The company pays a monthly subscription amount for each user.

The second method is called the purchase method.

The company pays an up-front amount for each user, and then owns the license permanently.

**Q: Will LogiWare host the software for me?**

A: Yes. The subscription license method includes the hosting service. LogiWare will run the application at the LogiWare data center and provide all of the management services for running the application including: the server hardware, backups, database and network management, operating system support, power backup, climate control, and bandwidth into the server. The client will still need to provide a PC or laptop with internet access for each user.

**Q: How does LogiWare support the application once I buy it or subscribe to it?**

A: The subscription license method includes 24x7 support. With the purchase licenses method, LogiWare can provide maintenance and support for an annual fee of 18% of the purchase price.

Maintenance and support includes software releases and 24x7 technical support.

**Q: What is the procedure for dealing with critical issues with the application?**

A: LogiWare maintains a 24x7 support center that can answer questions and resolve technical problems related to the LogiWare applications.

**Q: Does LogiWare charge for each module individually?**

A: There is a small fee to use additional modules, but the main pricing for using Logiware is based on the number of users

**Q: What modules does LogiWare have?**

A: LogiWare has the following modules: Documentation (LogiDoc), EDI (LogiEDI), Accounting (LogiLedger), and Rates (LogiRate).

**Q: Are there any third party licenses that are needed for LogiWare?**

A: LogiWare is built using Java open source technology. Any third party- software used by LogiWare is open source and free to distribute and use.

Although LogiWare will run with any relational database, it comes standard with MySQL, which is a free, open source database.

**Q: Do we have to run the LogiWare Accounting module or can LogiWare interface to my current Accounting system?**

A: No. LogiWare comes with a fully integrated Accounting module, but can also interface with your own accounting system. Some integration service may be required to interface the two systems together.

**Q: What EDI portals does LogiWare support?**

A: LogiWare supports XML EDI with INTTRA and GTNEXUS. It also supports ANSI X12 and EDIFACT standards.

**Q: What type of Reporting can I get from the LogiWare applications?**

A: LogiWare comes with many standard reports, but also comes with Jasper, an open source reporting tool that allows users to create, format, and distribute their own reports. Other tools, such as Crystal Reports can also be used with LogiWare.

**Q: Can LogiWare be customized to meet my specific business needs?**

A: Yes. LogiWare is different from other packaged software in that we believe each company has different ways of doing things. We have designed LogiWare to be customizable around certain functions, and LogiWare will also help assess and perform larger customization as required.

**Q: Does LogiWare offer training?**

A: LogiWare offers training in a variety of ways. At our headquarters facility, we offer in class training of the LogiWare product and also the technology that it is built on.

We also offer training on-site at the client's facility and web-based training.

**Q: How secure is the Data in a hosted environment?**

A: LogiWare provides a separate database for each hosted client. This means that only the client can access their data.

**Q: How is security handled for Business Process Outsourcing?**

A: LogiWare utilizes a thin-client computing model for data entry and other outsourced services.

Our off-shore facility in Bangalore, India accesses client systems through our Atlanta Data Center.

No information is stored on the network appliance located in India.