

Q: How does LogiWare license it's software?

A: LogiWare software is licensed by the subscription method. The client pays a monthly subscription amount for each user.

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 subscribe to it?

A: The subscription license includes 24/7 technical support, maintenance, and software releases.

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

A: LogiWare maintains a 24/7 support center that can answer questions and resolve technical problems related to the LogiWare applications.

Q: Does LogiWare charge for each module individually?

A: No, LogiWare pricing is based on the number of users.

Q: What modules does LogiWare have?

A: LogiWare has the following modules: Ocean, Air, Documentation, EDI, Rate Management, Accounting, and Customer Portal/Tracking

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

A: No licensing is required. LogiWare is built using Java open source technology, and is platform independent. 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. We do interface with QuickBooks Desktop Version.

Q: What EDI portals does LogiWare support?

A: LogiWare supports XML EDI with INTTRA and GTNEXUS. LogiWare also supports the US Customs portal for AES and ISF.

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

A: LogiWare comes with many standard reports. LogiWare also has built-in report configuration capabilities which allow the user to create their own reports.

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, Inc. will also help assess and perform larger customization as required.

Q: Does LogiWare offer training?

A: LogiWare offers training in a variety of ways. We offer web-based training as well as scheduled training classes conducted via GoToMeeting. For additional information see the Training link under the Services tab.

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.

