

Terms & Conditions (On-Demand Model)

1.0 Service Subscription

CampusGalaxy is a complete education ERP solution to fulfill diverse functional needs of an educational institution and the solution is provided over cloud (also called as SaaS, Software-as-a-Service) through subscription model for a limited student count and period with a cut-off date.

The subscription period will start effective immediately or as per client requested date upon successful completion of financial transaction for invoice raised by Campus IT Solutions (CS).

1.1 Pre-Requisites

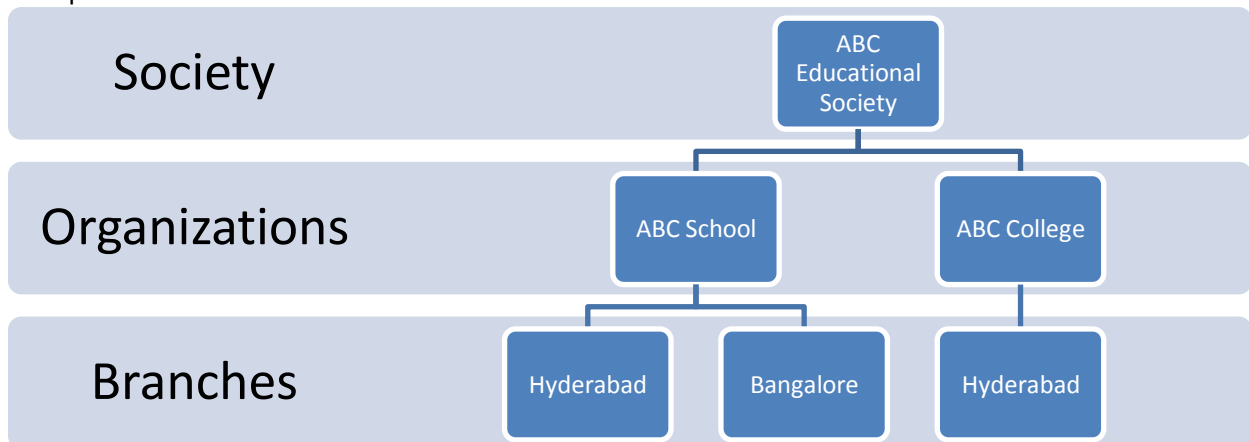
CS provides the solution as a service over the cloud and customer (client) is expected to have the terminals (desktop, laptops) with internet connection at a minimum of 1 MBPS speed to access the application over browser (Internet Explorer, Chrome, Mozilla, Firefox)

1.2 Student Limit

As per subscription of the Invoice, student limit will act, however client can increase the limit at anytime by paying the differential amount of next upper level.

Each combination of Organization + Branch is called as a "unit"

Example:



In the above chart, there are total 3 units.

1. ABC School Vs Hyderabad
2. ABC School Vs Bangalore
3. ABC College Vs Hyderabad

1.3 Modules/Features

CS will provide “Essential Edition” modules to client for the subscribed period. The “Plug-In” modules are available to “Client” at extra cost and to avail these plug-in modules/features, “client” must have a valid subscription from “CS” for the selected plug-in modules

Essential Edition Modules	Plug-In Modules
Academic	Leave Management
Human Resource	Payroll
Student Management	Accounting
Attendance Management	Transport Management
Examination	Fleet/Asset Management
Time Table	Library Management
Fee Management	Hostel Management
Interactions	Inventory Management
Security Management	GPS Integration
Website Management	Biometric Integration
SMS API Integration	Online Payment Integration

1.4 SMS Integration

If client need SMS triggering then the client have to purchase the SMS credits separately from either “Campus IT Solutions” or a SMS service provider directly (service provider must support the API integration, so the API details can be configured in the system), and “**CampusGalaxy**” will use the configured API and credentials to trigger SMS based on the selection criteria of the users in various interaction events.

If any change in price by telecom operators for SMS service then existing SMS credits of client will also get adjusted accordingly.

1.5 Third Party Devices

The client shall purchase any of additional devices or hardware needed in addition to support third-party integrations, subject to the feature availability in the product and the edition/plugin subscribed by the client

Example: Barcode Readers, Bio-metric (Finger Print), GPS, etc

1.6 Implementation/Training/Documentation

CS team guides/educates client team to configure and implement the system according to the specific business cases and also provides comprehensive help documentation, self training and implementation videos, release notes and frequently asked questions (FAQ) through “online” support website which can be accessible from application only under “Support” tab.

CS will also provide a detailed training on the modules covered under subscription. All the Implementation and Training would be through webex (Remotely).

The client can do self implementation by seeing the videos and implement the system OR need to reserve a slot with CS-implementation team to work closely and to configure the system or can write an email to get the assistance over email.

The documents are strictly to use by end-users of the client for the usage of software only and not to redistribute to any of other parties.

If “Client” required to have “CS” team resource at “Onsite” then “CS” will charge extra as defined in the quotation per day per resource and “Client” also need to consume the expenses of travel, boarding and accommodation as per the actual bills.

1.7 Service Availability

The solution service accessibility would be available over internet 24x7 for the subscribed period with 99.9% uptime. There would be few maintenance schedules for database backup and upgrades/patches to the software, which would be communicated to client in advance.

1.8 Support

Support coverage window would be available between 10 AM to 5 PM from Monday to Friday except the general holidays, public holidays or any other. All the support would be provided through email, chat, webex or on call. Resolution time will be maximum of 48 hours, in case of any issue fixes.

1.9 Product Upgrades (New Features)

All the product upgrades and new features under subscribed edition/plugin modules of the product are “free”.

CS will keep enhancing the new features under each module as per the industry requirement and they will be available to “Client” whenever they are released to production.

2.0 Plug-In Modules

The client can choose any of additional plug-in modules on top of “Essential” edition at anytime and start using the features of the plug-in modules, subject to the availability of plug-in module readiness with product.

To enable all or few plug-in modules the client has to buy each of additional plug-in module separately.

2.1 Contract Renewal

The client have to renew the account before it get expired to avoid the service interruption. Even if the client renew the account in advance, the next expiration date will be calculated from the current active license expiry date only, so no need to worry about the license validation period.

2.2 Data Security / Privacy Policy

The “Client” is completely responsible to maintain the confidentiality of the user credentials and have change the credentials frequently as a security policy. “CS” will not held any responsibility of credential leakages.

2.3 Client Exit Without Renewal - Data Backup

The “Client” has provision to extract all required data in form of “Excel” or “CSV” as needed while the subscription is valid. Once “Client” extracts the data into excel then it can be used as reference master data to proceed with any of other solution provider in future. “CS” will not provide any of separate backup in any of mode.

2.4 Change Request

The “Client” may ask for a change in the software solution to fulfill specific functional need and “CS” has option to accept it or not to do such changes to the software.

In SaaS model client specific changes are not allowed. If “CS” analyzes the request of the client and identifies that the request is an industry standard then “CS” may accept the change to enhance in it’s product road-map.

Such change requests would be charged separately by “CS” to the “Client” if “Client” ned to feature on immediate basis and the commercials need to be agreed between “CS” and the “Client”.

2.5 Publicity

Campus IT Solutions may include the Client's name in its client lists and sales materials.

2.6 Printing Services

The Client has to do the printing services at clients own expenses like ID cards, Student Exam Report or any other such reports generated from the software. CS will not provide any of printing services.

2.7 Governing Law | Disputes

Any of dispute or proceeding is initiated by the Client or Campus IT Solutions shall be governed by and construed in accordance with Indian laws at jurisdiction of Hyderabad, Telangana, India.

// END OF QUOTE, TERMS & CONDITIONS //