SaaS

Lower cost
and higher efficiency

8 provides standard SaaS and advanced SaaS. The standard SaaS is the fastest to implement 8 application modules and provides the best price-performance.

The advanced SaaS is typically needed by large organizations with special needs such as heavy application customization or 99.9999 uptime requirements. Please talk to our sales and consultants and we will help you to select.

IaaS & PaaS

Infrastructure as a Service (IaaS) provides on-demand access to the basic building blocks of cloud IT, such as networking, storage, and virtual or dedicated hardware computers.

Platform as a Service (PaaS) provides hardware and software resources, such as an operating system, databases, programming language execution environment, web server running and managing applications.

Firewall & WAF

Firewall monitors and controls network traffic to prevent unauthorized access to your computer or network. It acts as a barrier between your network and an untrusted outside network.

Web Application Firewall (WAF) is a security defense that protects websites, mobile applications, and APIs from threats by monitoring, filtering, and blocking data packets.

WAF was designed to detect and protect against common security flaws in web traffic. It can help protect against malicious attacks and unwanted internet traffic, including bots, injection, and application-layer Denial of Service (DoS).

Additional Security

Hypertext transfer protocol secure (HTTPS) is used to protect data transfer between a user and your server by encrypting all data in transit. This is especially important when users are transmitting sensitive data, such as personal and financial information. HTTPS ensures that no third parties can intercept the data over the network, and that the data has not been tampered with or modified.

8 Two-factor authentication (2FA) is used as an identity and access management security method that requires two forms of identification to access resources and data. 8 2FA gives your business and operations the ability to monitor and help safeguard their most vulnerable information and networks.

Advanced Encryption Standard (AES) 256 is used for file and database encryptions, Secure Hash Algorithm (SHA) 256 is used for password hashing and Pretty Good Privacy (PGP) 4096 is used for license file encryptions.

Certification

ISO27001 is an international standard that helps establish, maintain, and improve information security management systems (ISMS). The ISMS is a set of policies and procedures that outline how an organization's processes protect its data. The standard is used by companies of all sizes and from all sectors of activity.

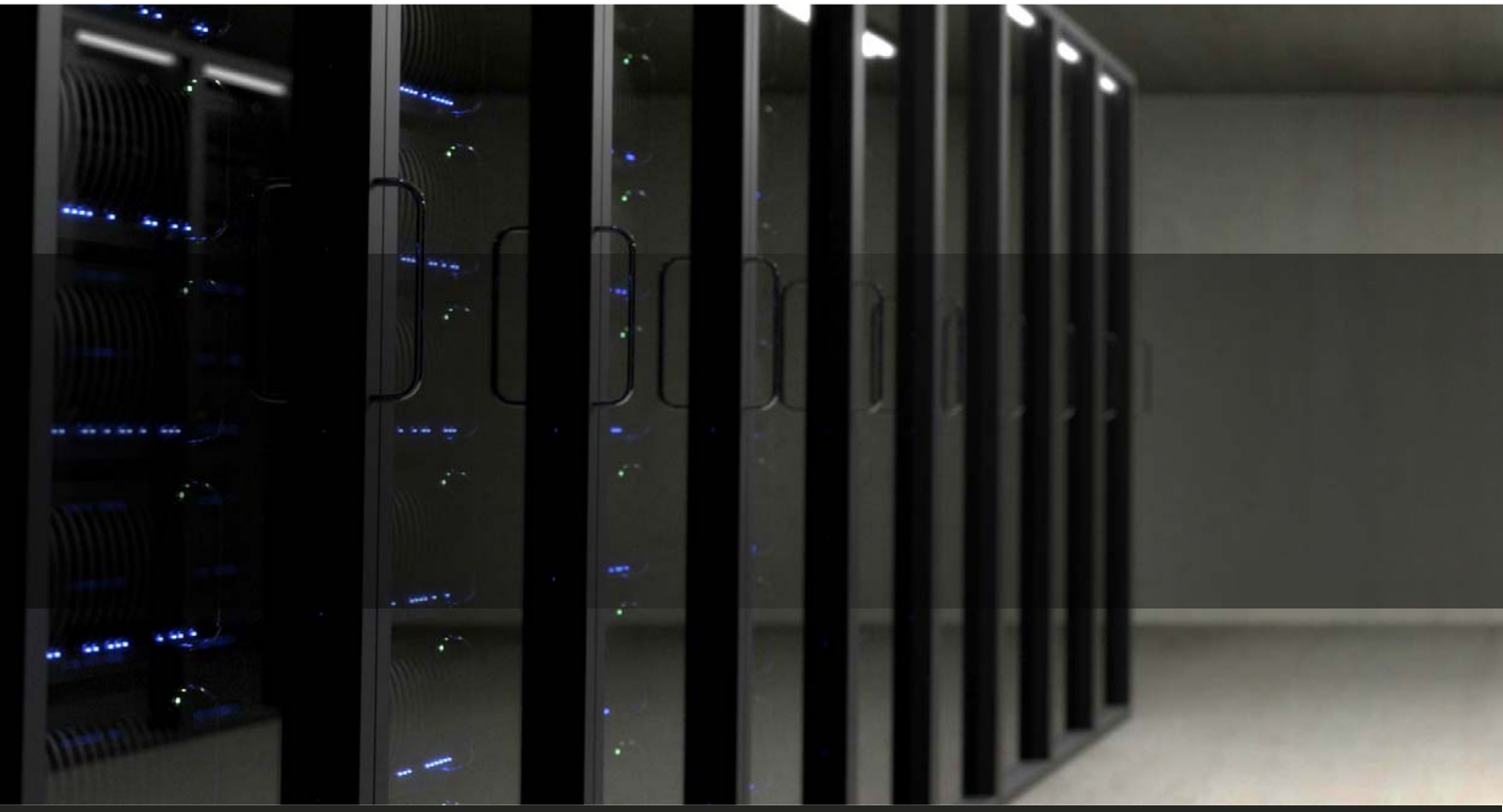
ISO9001 is defined as a set of international standards on quality management and quality assurance developed to help organizations manage quality and ensure they meet customer expectations.

Application Installation

Application installation service includes installation and testing of the applications, middleware and proxy servers to make them ready for execution.

Application installation service also include middleware and application version upgrades and patch installations for applications, proxy servers, middleware, DBMS and OS.

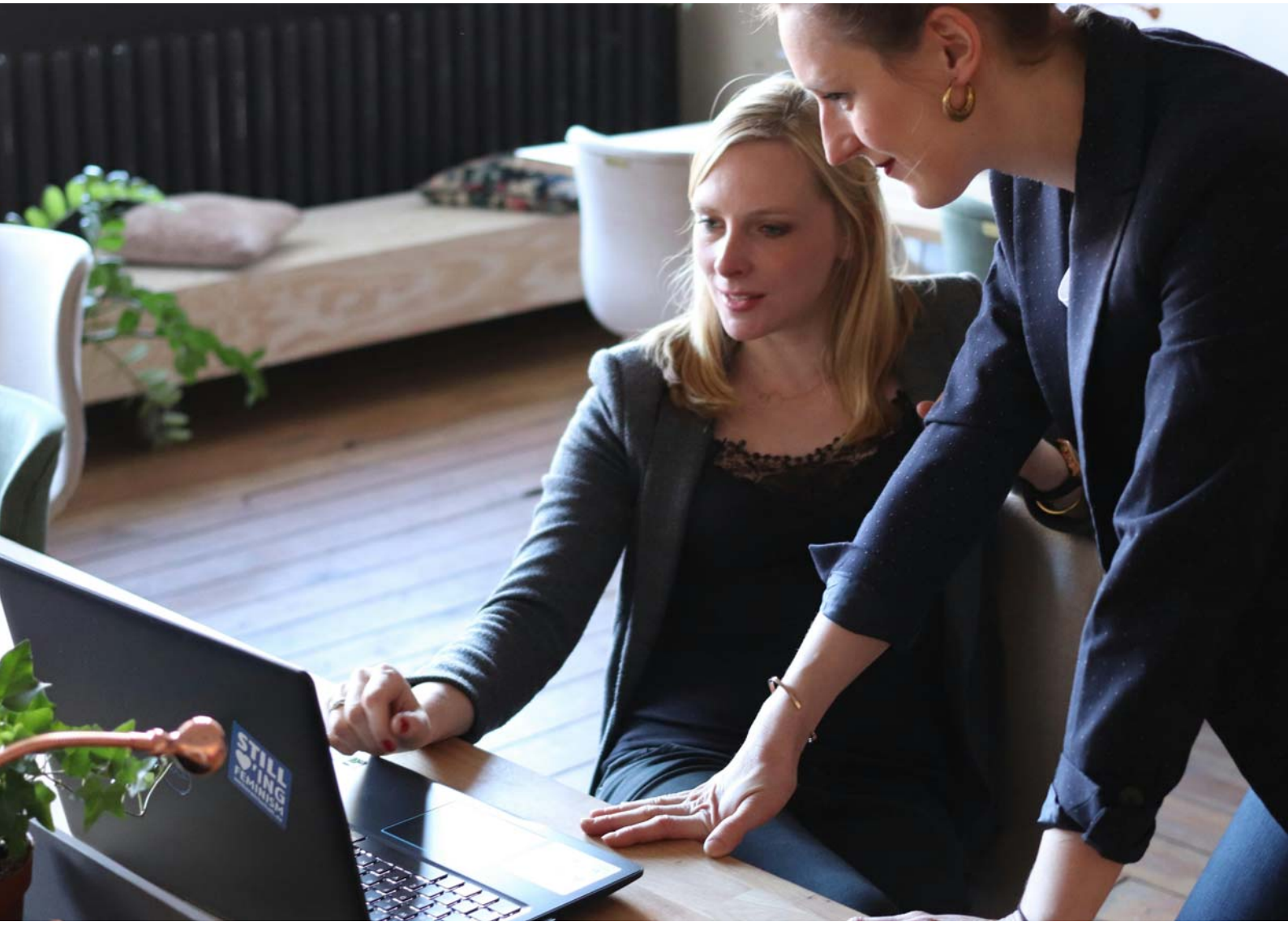
OOTB Data Initialization



OOTB data initialization service includes initialization of all the default code tables, policies and flows so that the system administrator can further customize them for specific needs.

Vulnerability Scan

Vulnerability scanning service is used for identifying and evaluating security flaws in applications and underlying systems and networks to detect weaknesses that attackers could exploit to gain unauthorized access to systems or networks.



Vulnerability scan is key in vulnerability management, which aims to protect your organization from data exposure and breaches.

Performance

Performance service includes performance characterization and benchmarking.

The measurable quantitative qualities of the SaaS system, such as throughput, utilization, response time, and turnaround time will be measured to ensure the system meets user demands effectively.

Periodical performance benchmarking will be done to establish a consistent feedback loop that can help optimize performance and efficiency.

High Availability

8 was designed to handle different loads and failures with minimal or no downtime, so that users can access the system at any time without significant interruptions and application failover has been set up to ensure 99.99% availability.

Real-time Monitoring

Real-time monitoring service is to provide the continuous analysis and reporting of data or events as they happen. It can help detect issues and respond to them as they occur, which can minimize downtime and improve user experience.

Real-time monitoring can help in different contexts, including application performance and identification of potential issues to ensure that the applications are running smoothly.

Bug Fix

bug-fix service includes reproducing the specific bug as reported, making sure the changes are properly tested, performing configuration management and change management to ensure the change is managed systematically, conducting release engineering and installing patches to the production system.

DBA Service

DBA service includes database installation, configuration, maintenance, backup, recovery, and performance optimization.

Backup

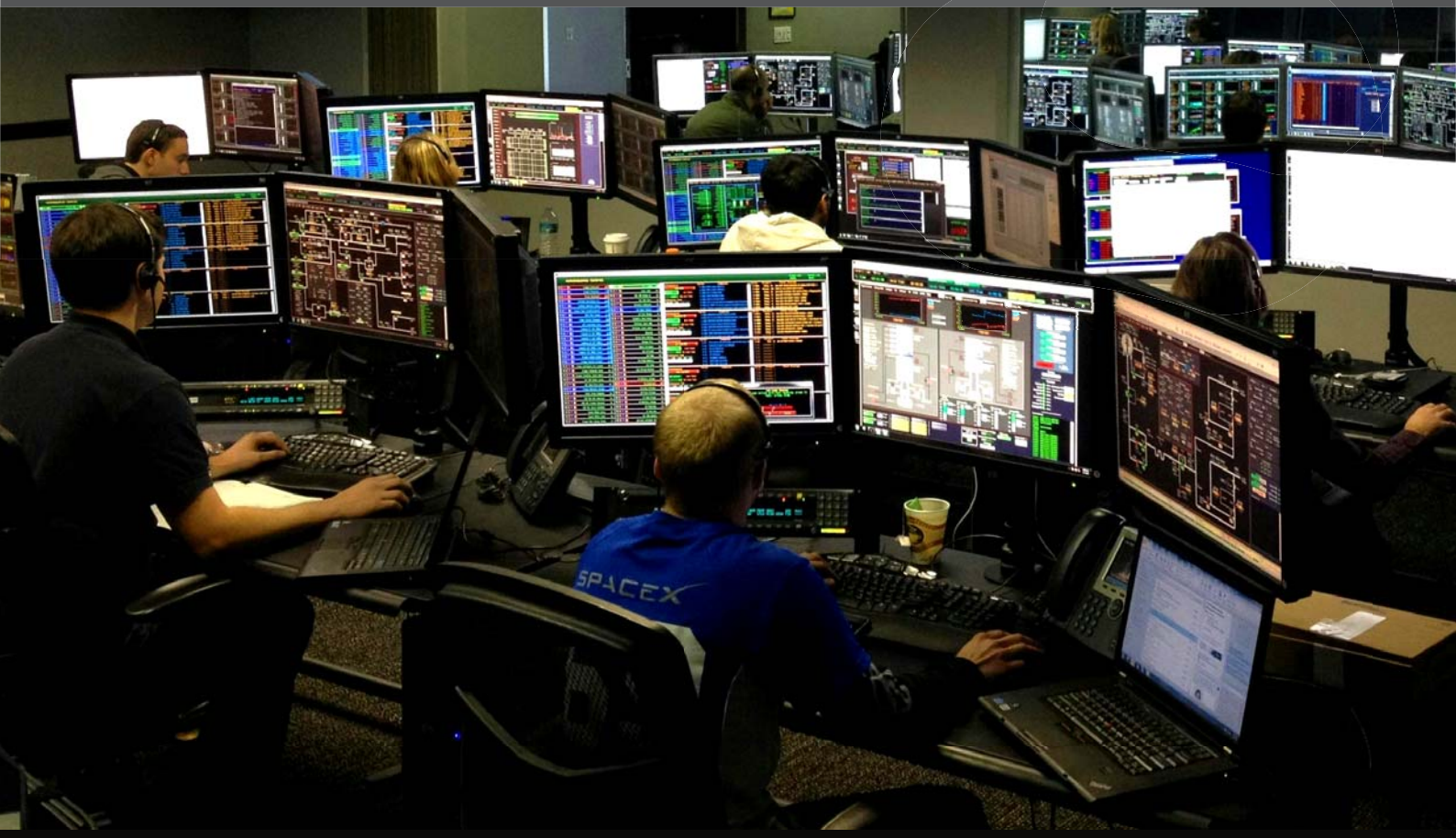
Backup service includes weekly full backups and daily incremental backups and the backup files stored both on local and remote storage.

Capacity Planning

Capacity planning involves evaluating and forecasting the needs for hardware resources, storage and network bandwidth to ensure the system can handle expected loads and future growth.

Disaster Recovery

Disaster recovery service includes quickly restoring system functionality and data through predefined plans and procedures in the event of a system failure or disaster, ensuring business continuity.

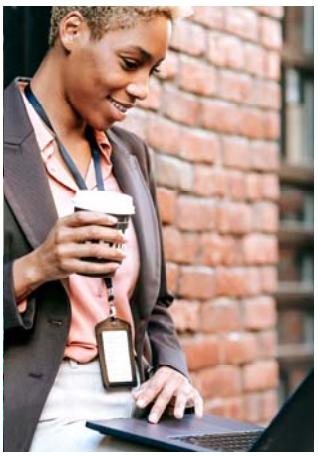


standard SaaS disaster recovery service has the following objectives:

- Recovery Point Objective (RPO) is less than 8 hours
- Recovery Time Objective (RTO) is less than 8 hours

Web Accelerator for China Mainland and International Accesses




Web Accelerator relies on BGP bandwidth and the global transmission network to achieve local access to the global network, which can reduce the impact of network problems such as latency, jitter, and packet loss on service quality, and provide high-availability and high-performance network acceleration services to global users.


Hardware Hot Failover

The system design of 8 Advanced SaaS allows adding extra hardware as hot standby to compensate for hardware failures.

8 The goal is to ensure that 8 Advanced SaaS remains functional and avoid downtime because of network equipment, server hardware or storage hardware failure.

Shorter Recovery (RPO & RTO)

Short Recovery (RPO & RTO) means that in the event of a disaster, 8 Advanced SaaS can recover more quickly and minimize data loss, making it suitable for businesses that need high business continuity and high data integrity.

8 Advanced SaaS has the following recovery objectives:

- Recovery Point Objective (RPO) is less than 4 hours
- Recovery Time Objective (RTO) is less than 4 hours

8 can provide best combination of standard products & redevelopment services for enterprise management and over 500 corporations in Asia are using our following modules on-premises or SaaS:

- **CRM** : Corporate Client CRM and Consumer CRM
- **Service** : Service Management
- **SRM** : Supplier Management, e-Procurement and e-Tender
- **PPM** : Project and Portfolio Management
- **New Way** : Visual Agile and Lean
- **Timesheet** : Resource Time and Cost Management
- **EDMS** : Electronic Document Management System
- **OA** : Office Automation
- **HCM** : Human Capital Management
- **All-in-one** : Enterprise Full Automation

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