



**SYNERGICS SOLUTIONS PRIVATE LIMITED**

**Independent Service Auditor's Report on Controls at the company which has a relevance on the organizations it serves.**

**For the period, 01st January 2024 to 31st March 2024**

**(SOC 2 Type II Report)**

**TABLE OF CONTENTS:**

- 1 Preface to the assignment along with the Scope and Applicability
- 2 Management Assertions of Synergics Solutions Private Limited for the Period 31<sup>st</sup> January 2024 to 31<sup>st</sup> March,2024.
- 3 Independent Auditor's Report
- 4 Description of Service Organisation and its Services
- 5 Applicable Criteria, Test of Controls, and its Results
- 6 Other Matters not Covered by Audit Report

**SECTION 1: PREFACE TO THE ASSIGNMENT ALONG WITH SCOPE AND**  
**APPLICABILITY**

To,  
The Board of Directors,  
Synergics Solutions Private Limited  
Mumbai

Date: April 17, 2024

Dear Sirs,

**Subject: SOC 2 TYPE II REPORT**

We have been requested by the management of **Synergics Solutions Private Limited** to perform an Audit of their Controls relevant to their Service Business – “Application Service Provider” for the quarter ended 31-03-2024. During the said period, the company onboarded 10 New Clients and have also upgraded the Application. Therefore, we performed the Audit of Controls to check whether their controls which are relevant for their clients are operating effectively and efficiently as required by the below Professional Pronouncements and Standards:

- ICAI’s Standard on Auditing No. 402 Audit Considerations Relating to an Entity Using a Service Organisation
- IAASB’s International Standards on Assurance Engagements No. 3402 Assurance Reports on Controls at a Service Organisation
- AICPA’s Statement on Standards for Attestation Engagements No. 16 Reporting on Controls at a Service Organisation

This Report is intended to provide users with information about the Applications Developed and implemented by the company meets the criteria for the Trust Services - namely:

- a) **Security**: The system is protected against unauthorized access, use, or modification.
- b) **Availability**: The system is available for operation and use as committed or agreed.
- c) **Processing Integrity**: The system processing is complete, valid, accurate, timely, and authorized.
- d) **Confidentiality**: Information designated as confidential is protected as committed or agreed.
- e) **Privacy**: The System's collection, use, retention, disclosure, and disposal of personal information are in conformity with the commitments in the Service Organization's privacy notice and generally accepted privacy principles as may be applicable in the country of operations.



We confirm, to the best of our knowledge and belief, that –

- a) The description fairly present the Service Arrangement agreed between SSPL and its clients through-out the period commencing from January 01, 2024, and ended on March 31, 2024.
- b) The description does not omit or distort information relevant to the SSPL's system while acknowledging that the description is prepared to meet the common needs of a broad range of users and may not, therefore, include every aspect of the system that each individual user may consider important to his or her own particular needs.
- c) The controls stated in the description were suitably updated during the period from 01-01-2024 to 31-03-2024 meet the Trust Services Criteria as mentioned above.
- d) The controls stated in the description operated effectively throughout period from 01-01-2024 to 31-03-2024 to meet the Trust Services Criteria as mentioned above.

We would like to draw your attention to the point that SOC 1 SSAE 18 assessments are performed on organizations exhibiting a true connection to the Internal Controls over Financial Reporting (ICFR) concept, while SOC 2 assessments are primarily performed on technology businesses. For this Organization SOC 2 Type II Report has been prepared and not SOC 1 as Synergics Solutions Private Limited does not generate any Data for its clients impacting their Financial Reporting.

The SOC 2 Type II report is designed as below:

- Section 1: Listing Out The Assertions Made by SSPL for the Period ended 31-03-2024
- Section 2: Our Audit Report
- Section 3: Description of SSPL and Its Services
- Section 4: Applicable Trust Services Criteria, Controls & Control Test Results
- Section 5: Other relevant matters

**For AMARNATH KAMATH & ASSOCIATES**  
**Chartered Accountants - FRN: 000099S**



**V. Narayanan, FCA, ACS, ACIMA(UK), CGMA(US), DISA**  
**Partner, Mem. No. 219265**

**Date: April 17, 2024**

**UDIN: 24219265BKBLXU5611**

**SECTION 2: SYNERGICS SOLUTIONS PRIVATE LIMITED'S MANAGEMENT**  
**ASSERTIONS FOR THE PERIOD ENDED 31-03-2024 REGARDING ITS PRODUCTS**

**Assertions Regarding Erp-SEA:**

- The ERP-SEA and Other Applications have been developed and designed properly by Synergics Solutions Private Limited (SSPL) so that Accounting and Reporting can be done in a True and Fair Manner by its clients.
- SSPL Trains its customers on usage and configuration of the ERP-SEA & Other Applications at the time of installation and gives the needed instructions and email communications for any further reference and use and on ad-hoc basis shares information regarding usage, configuration, etc., to its customers at request.
- SSPL Troubleshoots and Resolves the Errors and Bugs as logged by its clients immediately or as soon as possible.
- The ERP-SEA & other applications have adequate Automations to ensure that unnecessary manual interventions and data tempering are prevented.

**Assertions Regarding Cloud Services:**

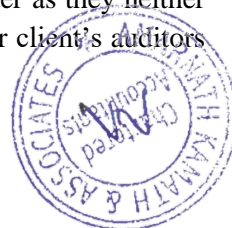
- SSPL designs, develops, and updates Security Patches as it is required. SSPL Procures Antivirus and Anti- Malware Applications and deploys it on the Server to ensure adequate protection of the Server.
- SSPL designs, develops, and implements Operational Models of Back-ups, Business Continuity and Disaster Recovery and has procured services of necessary Vendors for the same to give effect to the Model in an automatic manner.
- The ERP-SEA has adequate Logical Controls to ensure that the concerned user alone operates the transactions as delegated to him or her. The Functionality of Logical Control is the responsibility of SSPL; however, deployment of the Logical Access is the responsibility of the Client who has procured the ERP.
- The ERP-SEA meets all the Trust Services Criteria of Security, Process Integrity, Confidentiality & Privacy.

**Assertions Regarding Customization & Maintenance:**

- The ERP-SEA has adequate Change Management Processes which ensures that there are no unauthorised changes done to the ERP.
- The ERP-SEA is maintained properly as per the requirements of its Clients.

**Our Comments**

We opine that Synergics Solutions Private Limited is an Application Service Provider as they neither handle the data nor accounting and reporting process of their clients. Therefore, their client's auditors shall be concerned about the following: -



- A) Whether SSPL design, develop and implement their products such that their product is having confidentiality – the information is well secure, integrity – no unauthorised changes and compliance – their ERP Complies with all laws, client requirements, etc.
- B) Whether the Process Logic or Automations available in their Products follows Industrial and Legal Requirements and are accepted properly by their clients. That is the management estimates accounted through automated process of their products for which external evidence are not available are as per the legal and industrial requirements.
- C) Whether SSPL clearly stays away from the Operations of their Clients and does not interfere in day-to-day accounting, reporting, etc.
- D) In case the SSPL is asked to retrieve any information from their client’s system (it happens when the client does not know how to extract the data or has failed to extract the data on periodic basis) the company extracts the data without tampering with the data and uses such a user profile which do not have any add, edit, or delete option.

SSPL helps the client by Training, Help Desk Support and like means to make proper data entry, data management and like. However, the ownership and primary responsibility for the Data lies only with the User Company and not with SSPL.

We have designed our Audit Procedures to not only test the Assertions made by SSPL but also to address the real concern areas of their User’s Auditors.

We have also reported our opinion on these points as well as various criteria laid down by Professional Pronouncements in Section 3 of this Report.

**For AMARNATH KAMATH & ASSOCIATES**  
**Chartered Accountants - FRN: 000099S**



**V. Narayanan, FCA, ACS, ACIMA(UK), CGMA(US), DISA**  
**Partner, Mem. No. 219265**  
**Date: April 17, 2024**  
**UDIN: 24219265BKBLXU5611**

**SECTION 3: INDEPENDENT AUDITORS' REPORT**

To,  
The Board of Directors,  
Synergics Solutions Private Limited  
Mumbai

Dear Sirs,

We have examined the description in the section 2 titled, "Synergics Solutions Private Limited's (herein after called SSPL) Description of its Application Services throughout the period commencing from January 01, 2024, and ended on March 31, 2024, based on the criteria for a description of a service organization's system and control as mentioned in the below Auditing Standards:

- A. ICAI's Standard on Auditing No. 402 Audit Considerations Relating to an Entity Using a Service Organisation
- B. IAASB's International Standards on Assurance Engagements No. 3402 Assurance Reports on Controls at a Service Organisation
- C. AICPA's Statement on Standards for Attestation Engagements No. 16 Reporting on Controls at a Service Organisation

We have also examined the suitability of the design and operating effectiveness of controls to meet the requirements set forth in the aforesaid standards. The information in the section titled "Other Information Provided by Synergics Solutions Private Limited Not Covered by the Service Auditor's Report" describes matters, which are relevant for its clients but not covered by us during the Audit.

**Service Organization's Responsibilities**

Synergics Solutions Private Limited has provided its accompanying assertion titled "Synergics Solutions Private Limited's Management Assertions" regarding its Application Services System throughout the period commencing from January 01, 2024, and ended on March 31, 2024, regarding the fairness of the presentation of the description based on the description criteria and suitability of the design and operating effectiveness of the controls described therein to meet the applicable trust services criteria. The same is mentioned in Section 1 of this Report.

Synergics Solutions Private Limited is responsible for:

- a. Preparing the description and the assertion.
- b. Completeness, accuracy, and method of presentation of both the description and assertion;
- c. Providing the services covered by the description.
- d. Specifying the controls that meet the applicable trust services criteria and stating them in the description; and
- e. Designing, implementing, and documenting the controls to meet the applicable trust services criteria.



### **Our Responsibilities**

Our responsibility is to express an opinion on the

- Fairness of the presentation of the description based on the description criteria; and
- Suitability of the design and operating effectiveness of the controls to meet the applicable trust services criteria based on our examination.

We conducted our examination in accordance with attestation standards as issued by ICAI, IAASB and AICPA the details of the same are:

- A. ICAI's Standard on Auditing No. 402 Audit Considerations Relating to an Entity Using a Service Organisation
- B. IAASB's International Standards on Assurance Engagements No. 3402 Assurance Reports on Controls at a Service Organisation
- C. AICPA's Statement on Standards for Attestation Engagements No. 16 Reporting on Controls at a Service Organisation

These standards require that we plan and perform our examination to obtain reasonable assurance about whether, in all material respects:

- the description is fairly presented based on the description criteria, and
- the controls were suitably designed and operating effectively to meet the applicable trust services criteria throughout the period commencing from January 01, 2024, and ended on March 31, 2024.

Our examination involved performing procedures to obtain evidence about:

- the fairness of the presentation of the description based on the description criteria; and
- the suitability of the design and operating effectiveness of those controls to meet the applicable trust services criteria.

Our procedures included assessing the risks that the description is not fairly presented and that the controls were not suitably designed or operating effectively to meet the applicable trust services criteria. Our procedures also included testing the operating effectiveness of those controls that we consider necessary to provide reasonable assurance that the applicable trust services criteria were met. Our examination also included evaluating the overall presentation of the description. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

### **Inherent Limitations**

Because of their nature and inherent limitations, controls at a service organization may not always operate effectively to meet the applicable trust services criteria.

Also, the projection to the future of any evaluation of the fairness of the presentation of the description or conclusions about the suitability of the design or operating effectiveness of the controls to meet the applicable trust services criteria is subject to risks that the system may change or that controls at a service organization may become inadequate or fail.



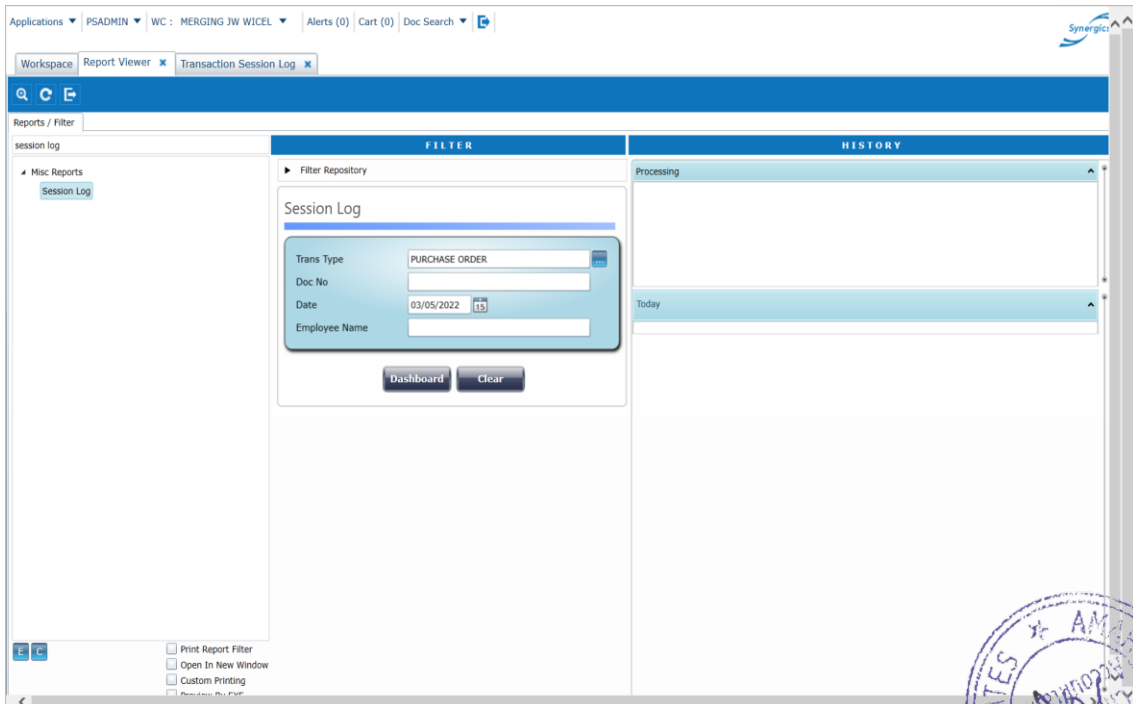
**Opinion**

In our opinion, in all material respects, based on the description criteria identified in Synergics Solutions Private Limited’s assertion and the applicable trust services criteria,

- The description fairly presents the system that was designed and implemented throughout the period commencing from January 01, 2024, and ended on March 31, 2024;
- The controls stated in the description were suitably designed to provide reasonable assurance that the applicable trust services criteria would be met if the controls operated effectively throughout the period commencing from January 01, 2024, and ended on March 31, 2024 and
- The controls tested, which if operating effectively, were those necessary to provide reasonable assurance that the applicable trust services criteria were met, operated effectively throughout the period commencing from January 01, 2024, and ended on March 31, 2024.

Further, we hereby report the following: -

- A) SSPL has created its Products with proper integrity, confidentiality and compliance.
- B) The Automations and Estimates effected through the Products of SSPL follows the legal requirements and that of the clients and are properly signed off by the respective clients and SSPL has not changed the Process Logic during the period January 01, 2024 and ended on March 31, 2024.
- C) SSPL and its Employees are not undertaking any Accounting, Payroll, Reporting or other such works of their clients. They only coach, help or assist their clients in doing their job and do not undertake to any of these jobs by themselves.
- D) SSPL Products have necessary functionality such that its clients can do their accounting, reporting and extracting system logs (Please see Session Log on the LHS) on regular basis. The related sample screenshot is also given below for the readers of this report to assure themselves as to the same.



The software has facilitated the adding log as per the client requirements, this ensures that the Client is easily accessible of operations from the header screen.

searpnxt.app/DNETTMPL/Dashboard/registerreports?q=53616c7465645f5f7c2c4c68

American Express E... American Express In... Oracle Node.js Welcome to Client... Amazon W

Search Anything

2030 All Reports Logs

Enter Details For Custom Logs

Client Name [ ] Log Type Transaction

Log Category  
Financial

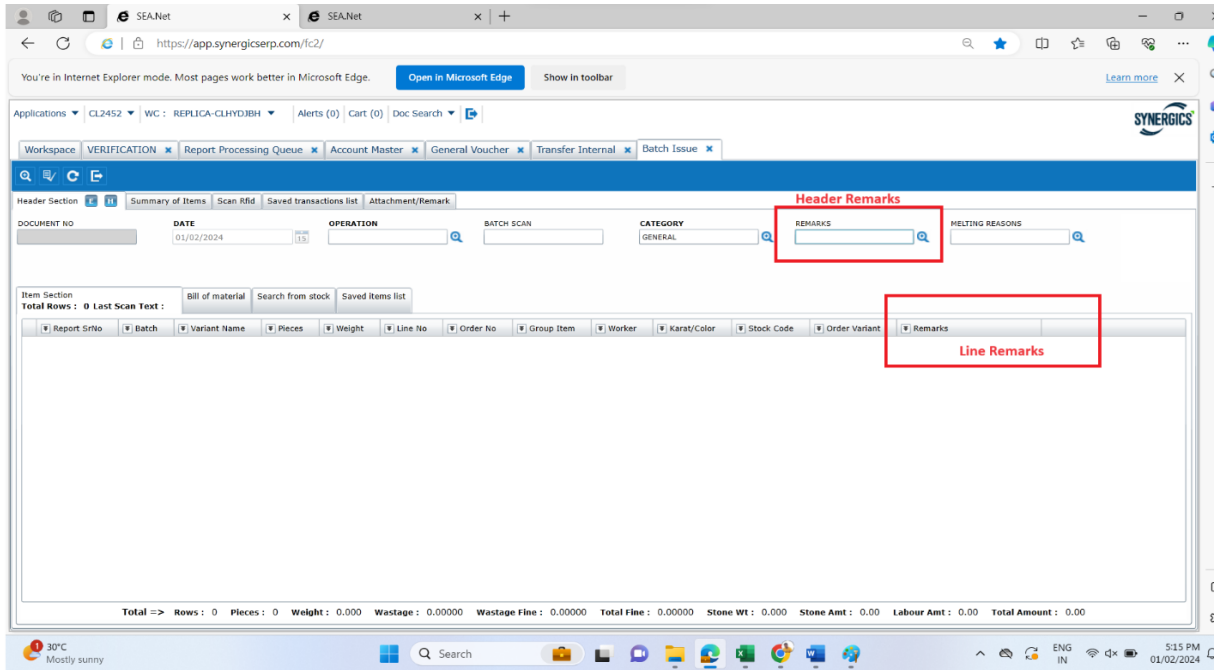
365 Days 30 Days 7 Days Custom

From Date [ ] To Date [ ]

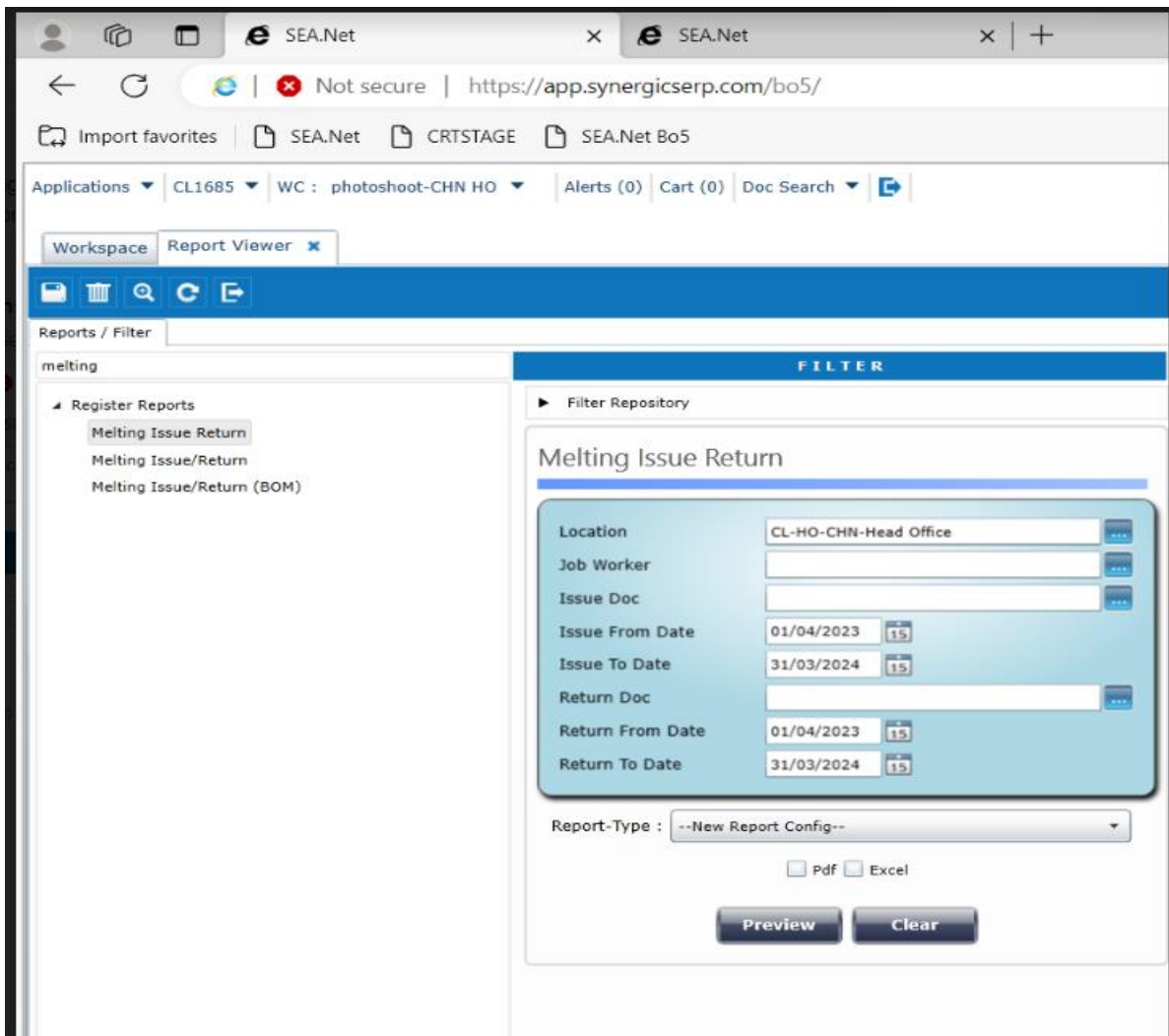
Search Keyword [ ]

Show



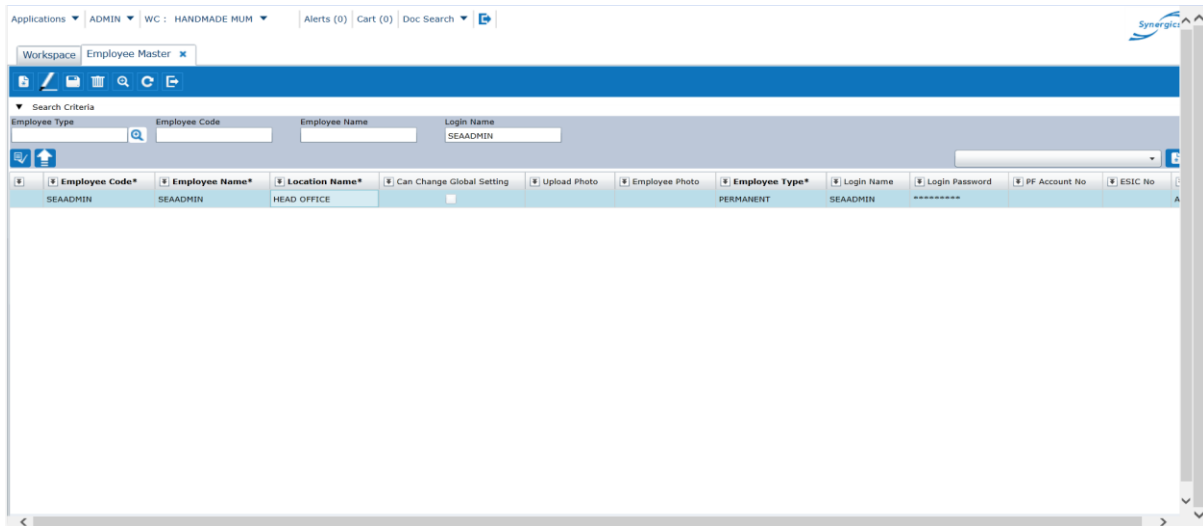


Reporting aspects already tested and accepted by the respective users,

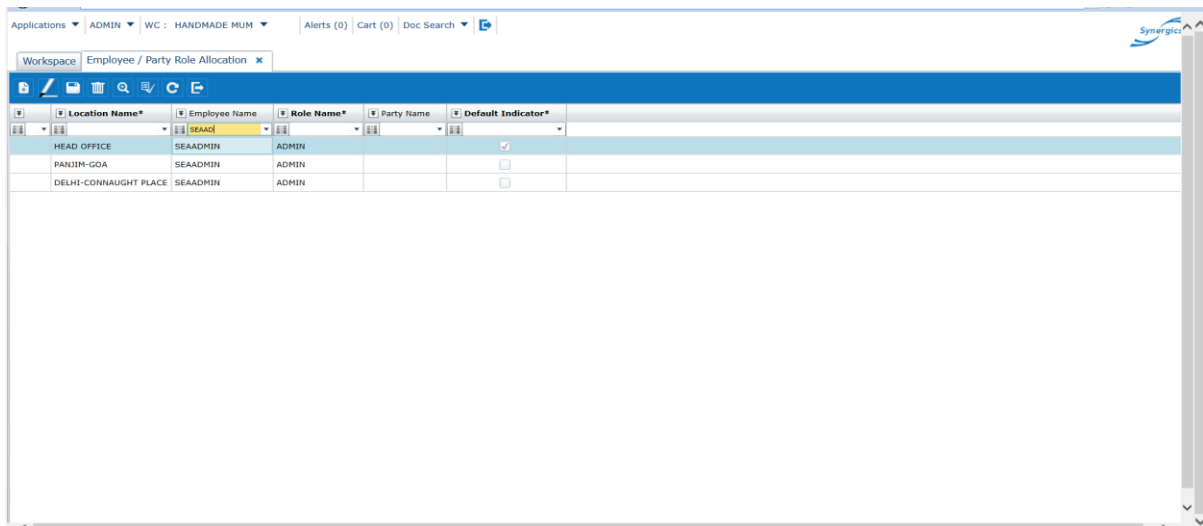


E) In case the SSPL is asked to retrieve any information from their clients system due to the fact that they have failed to extract information as mentioned above on periodic basis, SSPL extracts the data without tampering with the data and uses such a user profile which do not have any add, edit or delete option. The related sample screenshots are also given for the readers of this report to assure themselves as to the same.

**Employee Master Form: The login name used by SSPL is “PSADMIN”, which is mapped to the employee’s name “ADMIN”.**



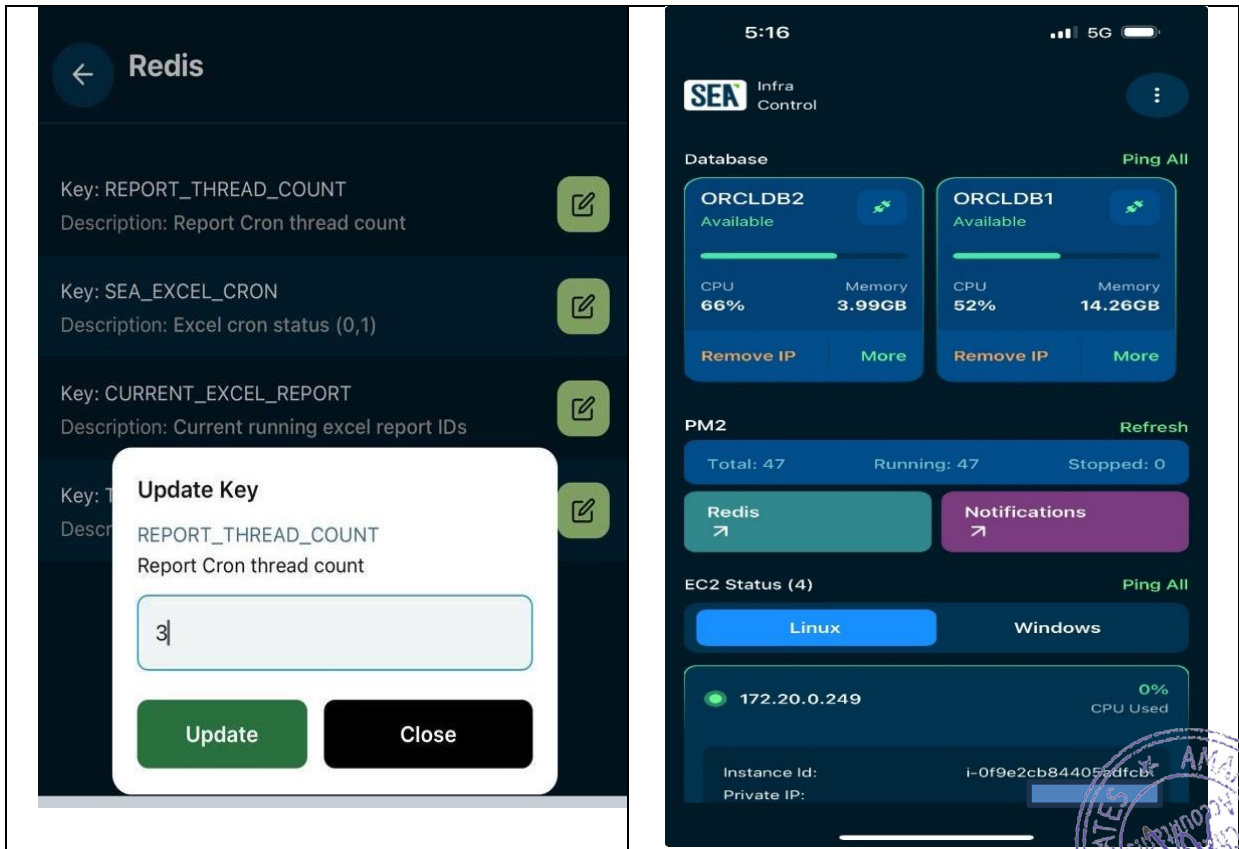
**Employee / Party Role Allocation: The role allocated to the employee’s name “ADMIN” is “ADMIN”.**



**Menu Privilege Form: The access of “Add”, “Edit”, and “Delete” is not given in the “ADMIN” role.**

Menu Description	Name of Item Master	Menu Type	Can Add	Can Edit	Can Delete	Can Preview
ACCEPTED PO		approvedPO.aspx	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Accept Deposit		PaymentDetails.aspx	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Accept Pending COD		PaymentDetails.aspx	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Account Group Lock		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Account Group Modification		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Account Ledger		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
All Attributes		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
All Reports		REPORTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Alloy		ITEM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Alloying Configuration		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Approver Name Master		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Assortment		TRANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Attach / Detach Bom Variant		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bank Account Type		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bank Branch Details		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bank Master		MASTER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bank Reconciliation		BANKRECO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bank Reconciliation (Consolidated)		BANKRECO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Barcode Generation		TRANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Barcode Generation (Manual)		TRANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Barcode History		BARCODE-HISTORY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Batch Deletion		TRANS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

F) The monitoring mechanism has been extended to an in-house app with MFA. This makes access to the AWS console zero. The monitoring app not only monitors the infra but also monitors the running status of the application. This app also allows the authorized user to restart any service, or application which requires a reboot. Notifications are a part of the app pointing out any exceptions. The related screenshots:



**ORCLDB1**  
available

**Info**

CPU: **85%** | Memory: **9.30GB**

Next Maintenance: An automatic minor version upg... | Last Backup: 09/02/2024 11:00 am

**Sessions (16)** Filter

- PML** 15 sec ago  
Program: reportcron.js@ip-172-20-0-249 (TNS V1-V3)  
Serial/SID: 22827 / 66
- PML** 9 sec ago  
Program: w3wp.exe  
Serial/SID: 36416 / 17863
- PML** 9 sec ago  
Program: w3wp.exe  
Serial/SID: 48132 / 15328
- DIALIVE** 7 sec ago

**Kill Selected** **Kill All**

**PM2 Status**

- PM2 Name: mailcron | Updated Time: [green bar]
- PM2 Name: whatsappcron | Updated Time: [green bar]
- PM2 Name: gitpull | Updated Time: [green bar]
- PM2 Name: elasticcron | Updated Time: [green bar]
- PM2 Name: pdfcron | Updated Time: [green bar]
- PM2 Name: gitcron | Updated Time: [green bar]
- PM2 Name: migrationcron | Updated Time: [green bar]
- PM2 Name: scmcron | Updated Time: [green bar]
- PM2 Name: utilitycron | Updated Time: [green bar]
- PM2 Name: calcformula | Updated Time: [green bar]
- PM2 Name: reportcron | Updated Time: [green bar]

**SENA** Infra Control

**EC2 Status (4)** Ping All

09/02/2024 - 11:00 am | CPU Used: 0%

Instance Name: Test Instance  
Instance Id: i-0f9e2cb84405adfcfb  
Private IP: [redacted]  
Public IP: [redacted]

**PM2 Status**

- mailcron** Stop Reload  
Heap Size: 108.16 MiB  
Heap Usage: 91.11 %  
Used Heap Size: 98.54 MiB  
Last Refresh: 1000
- whatsappcron** Stop Reload  
Heap Size: 119.23 MiB  
Heap Usage: 90.14 %  
Used Heap Size: 107.47 MiB  
Last Refresh: 1000
- gitpull** Stop Reload

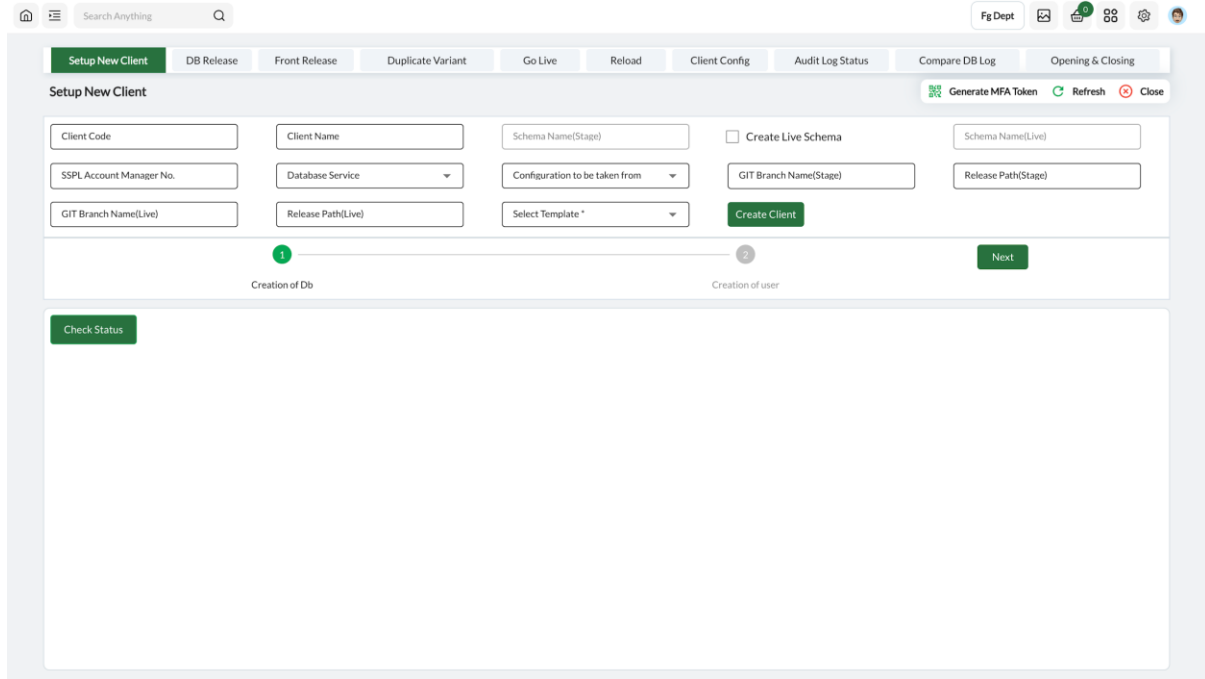
**Redis**

- Key: REPORT\_THREAD\_COUNT | Description: Report Cron thread count
- Key: SEA\_EXCEL\_CRON | Description: Excel cron status (0,1)
- Key: CURRENT\_EXCEL\_REPORT | Description: Current running excel report IDs
- Key: TEST\_REDIS\_CHECK | Description: Redis Test Key



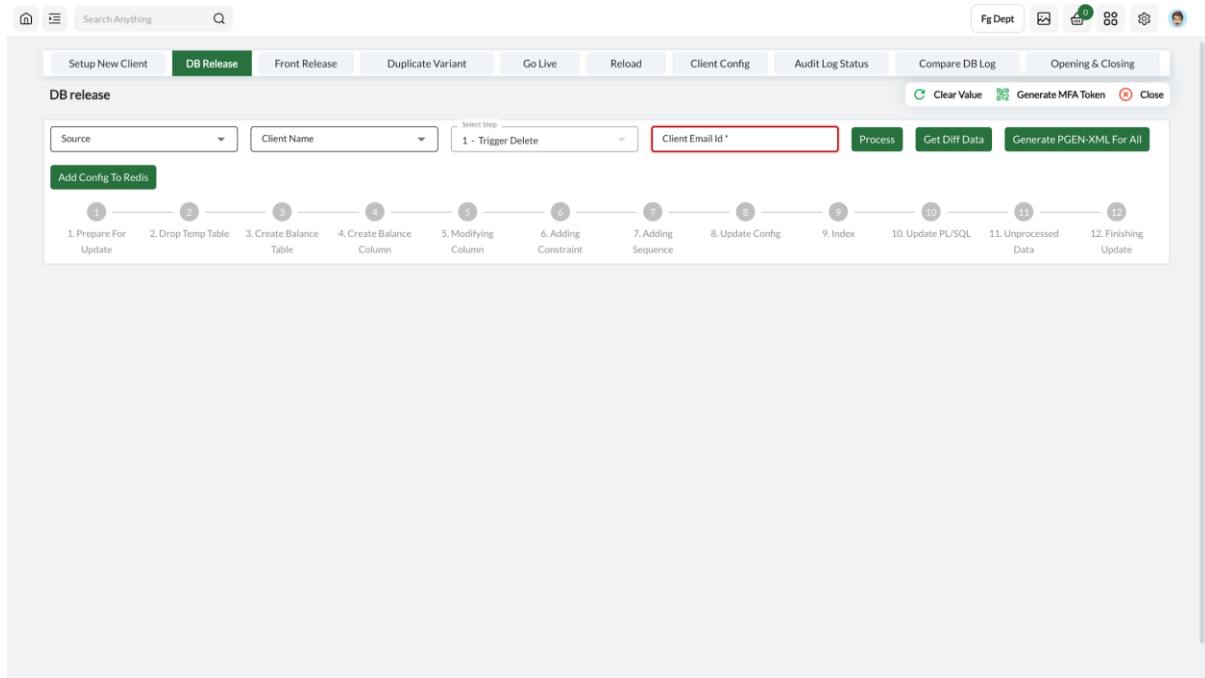
G) The process to configure a new client, DB update, and Frontend release is also handled in a controlled application. This eradicates any rights to the user to access the live application or DB. This reduces chances of human error to a reasonable extent and prevents fraud.

### Setup New Client



The screenshot shows the 'Setup New Client' interface. At the top, there is a navigation bar with tabs: Setup New Client, DB Release, Front Release, Duplicate Variant, Go Live, Reload, Client Config, Audit Log Status, Compare DB Log, and Opening & Closing. Below the navigation bar, there are several input fields for client information: Client Code, Client Name, Schema Name(Stage), SSPL Account Manager No., Database Service, Configuration to be taken from, GIT Branch Name(Live), Release Path(Live), and Select Template \*. There are also checkboxes for 'Create Live Schema' and 'Schema Name(Live)'. A 'Create Client' button is present. Below the form, there is a progress indicator with two steps: '1. Creation of Db' and '2. Creation of user'. A 'Next' button is visible at the end of the progress bar. At the bottom left, there is a 'Check Status' button.

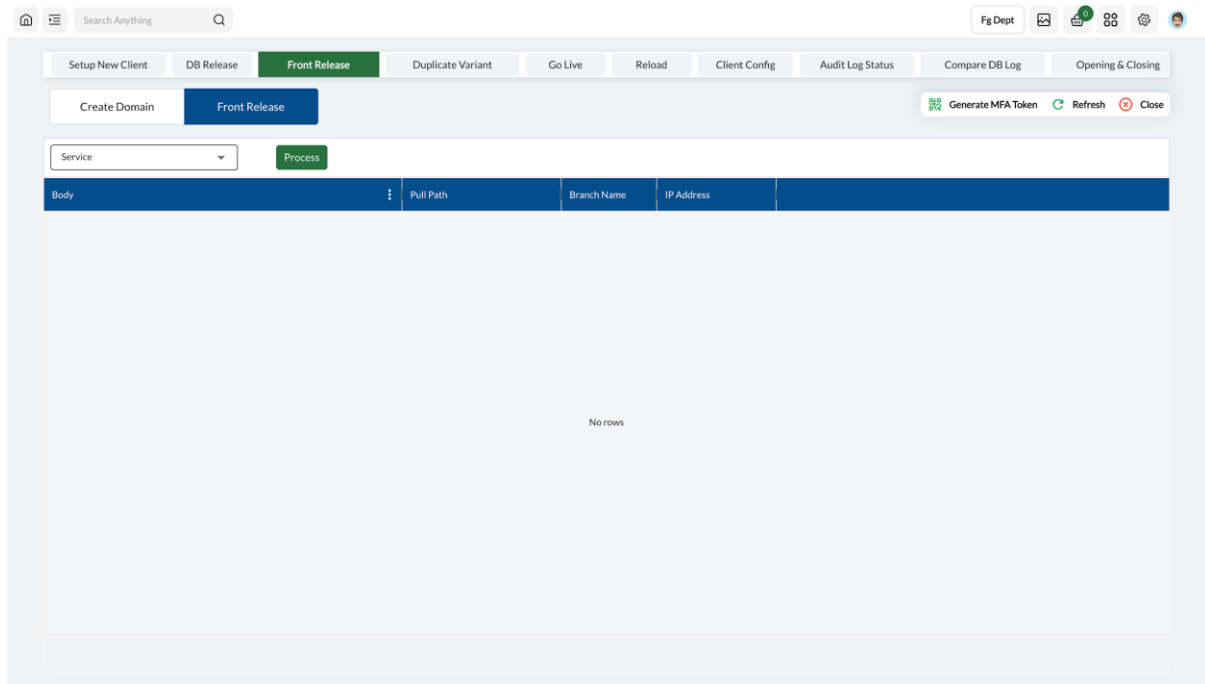
### DB Release



The screenshot shows the 'DB Release' interface. The navigation bar is the same as in the previous screenshot, but the 'DB Release' tab is active. Below the navigation bar, there are input fields for 'Source', 'Client Name', and 'Client Email Id \*'. There is a 'Select Step' dropdown menu currently set to '1 - Trigger Delete'. There are buttons for 'Process', 'Get Diff Data', and 'Generate PGEM-XML For All'. Below the form, there is a progress indicator with 12 steps: 1. Prepare For Update, 2. Drop Temp Table, 3. Create Balance Table, 4. Create Balance Column, 5. Modifying Column, 6. Adding Constraint, 7. Adding Sequence, 8. Update Config, 9. Index, 10. Update PL/SQL, 11. Unprocessed Data, and 12. Finishing Update. There is also an 'Add Config To Redis' button.

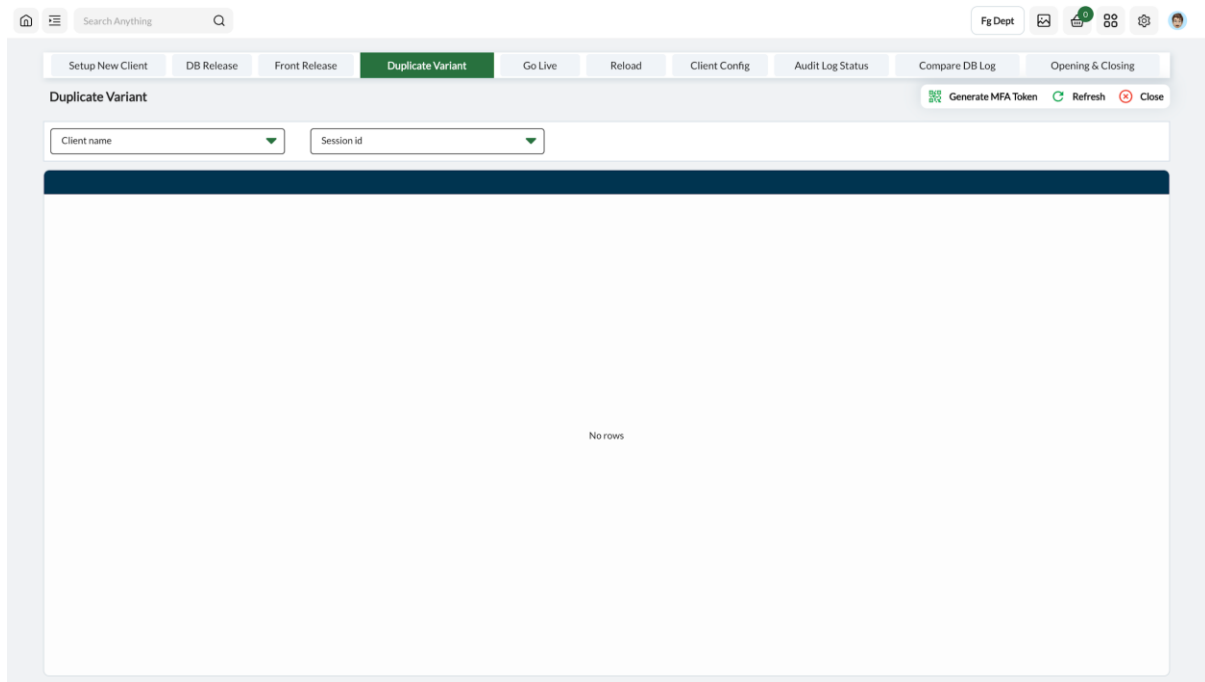


### Front Release



The screenshot shows the 'Front Release' module in a web application. At the top, there is a search bar and a navigation menu with options: Setup New Client, DB Release, Front Release (highlighted), Duplicate Variant, Go Live, Reload, Client Config, Audit Log Status, Compare DB Log, and Opening & Closing. Below the navigation, there are buttons for 'Create Domain' and 'Front Release'. A 'Service' dropdown menu and a 'Process' button are also visible. The main content area is a table with columns: Body, Pull Path, Branch Name, and IP Address. The table is currently empty, displaying 'No rows'.

### Duplicate variant



The screenshot shows the 'Duplicate Variant' module in a web application. The navigation menu is similar to the previous screenshot, with 'Duplicate Variant' highlighted. Below the navigation, there are buttons for 'Generate MFA Token', 'Refresh', and 'Close'. The main content area contains two dropdown menus labeled 'Client name' and 'Session id'. Below these, there is a large empty table area displaying 'No rows'.



### Go-Live

Search Anything

Fg Dept

Setup New Client DB Release Front Release **Duplicate Variant** Go Live Reload Client Config Audit Log Status Compare DB Log Opening & Closing

Duplicate Variant

Generate MFA Token Refresh Close

Client name Session id

No rows

### Go-Live – (Live database)

Search Anything

Fg Dept

Setup New Client DB Release Front Release Duplicate Variant **Go Live** Reload Client Config Audit Log Status Compare DB Log Opening & Closing

Go Live

Generate MFA Token Refresh Close

Source Database Service GIT Branch Name(Live) Release Path(Live) Update

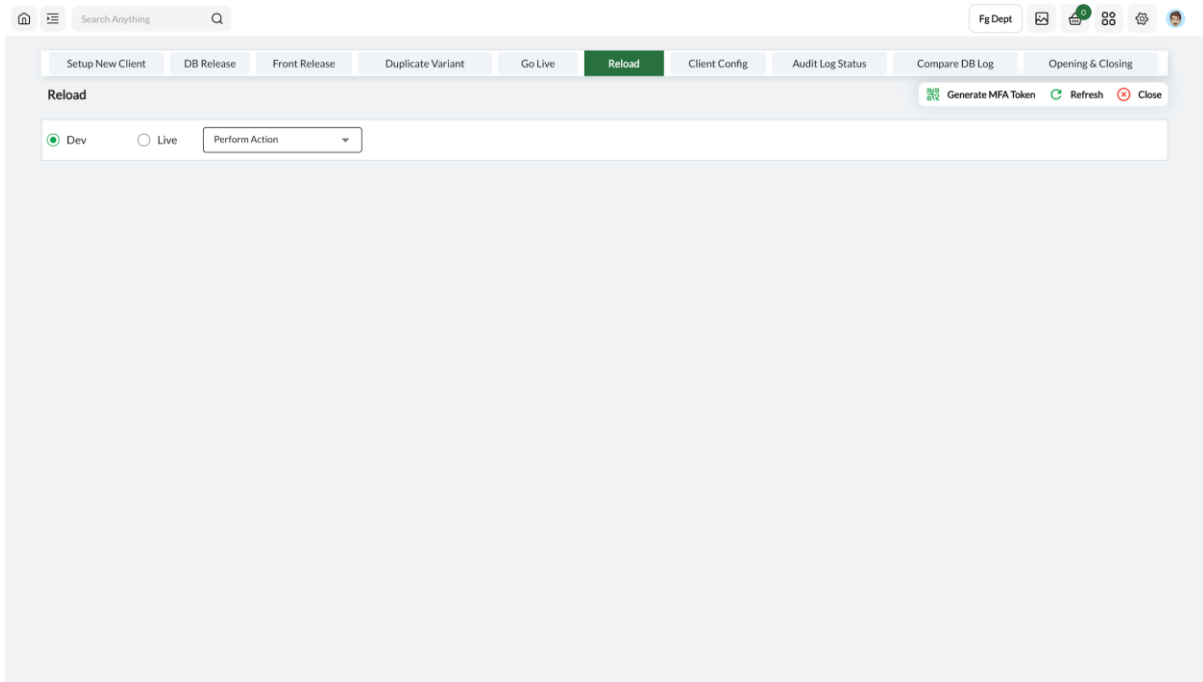
1 2 3

Export Data Cross Db Config Import Data Next

Check Status



### Reload

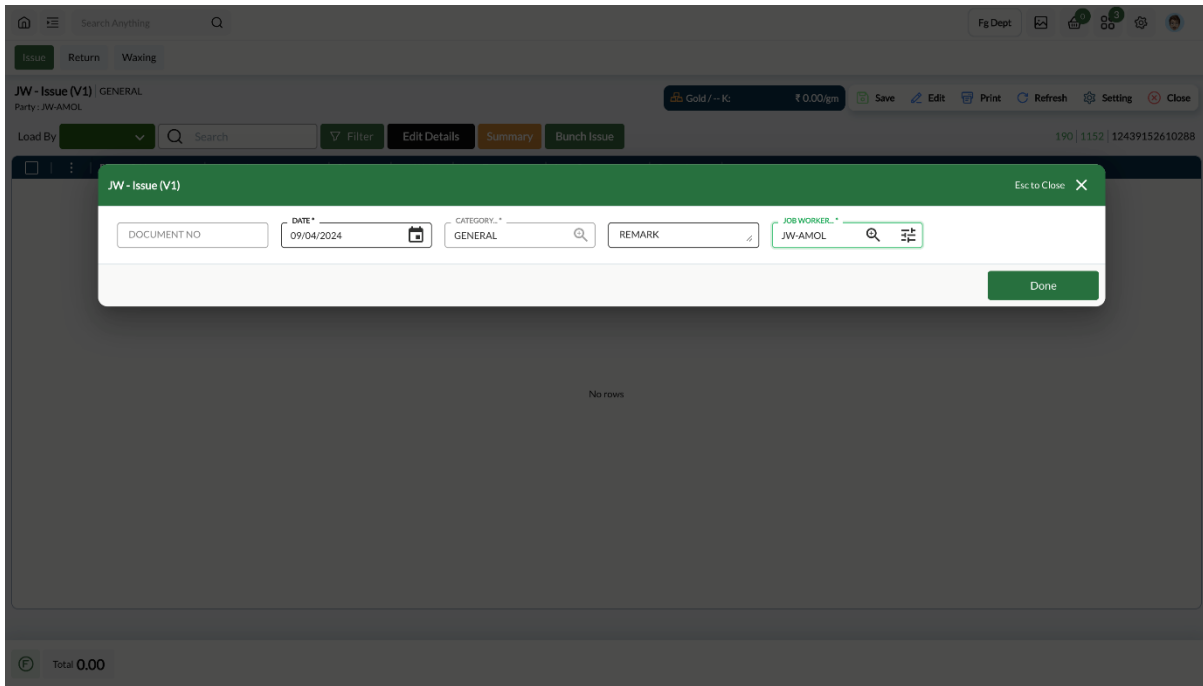


H) The user interface of the application and day-to-day work progress activities start from the dashboard to making payment.

### Production Dashboard

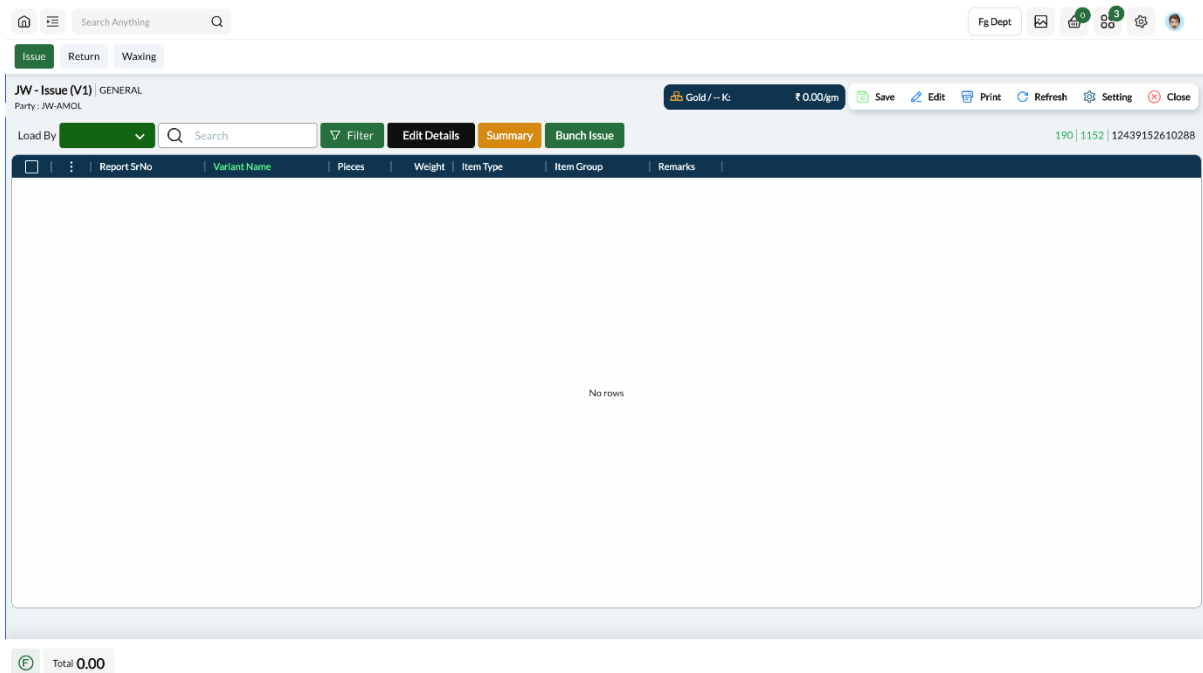
Bag No	Quantity	Department	Issued To	Priority	Status	Order No
BAG-GOR--230560	1	FG Dept		Moderate	Empty	ORD-GOR-31-DEC/23-3
BAG-GOR--230584	1	FG Dept		Moderate	Empty	ORD-GOR-31-DEC/23-6
220178	1	FG Dept		Moderate	Empty	GOR-BR00151-2223-OCT...
220237	1	FG Dept		Moderate	Empty	GOR-BR00159-2223-NOV/5
220273	1	FG Dept		Moderate	Empty	ORD-GOR-31-DEC/22-4
230012/4	2	FG Dept		Moderate	Empty	ORD-GOR-31-APR/23-21
230028	1	FG Dept		Moderate	Empty	ORD-GOR-31-APR/23-25
230061	1	FG Dept		Moderate	Empty	ORD-GOR-31-MAR/23-28
PAL-4	2	FG Dept		Moderate	Empty	ORD-GOR-C00107-MAY/2...
230098	1	FG Dept		Moderate	Empty	ORD-GOR-31-JUN/23-2
230103	1	FG Dept		Moderate	Empty	ORD-GOR-31-JUN/23-2
230106	1	FG Dept		Moderate	Empty	GOR-31-23-24-JUN/8
230112	1	FG Dept		Moderate	Empty	GOR-31-23-24-JUN/8
230115	1	FG Dept		Moderate	Empty	GOR-31-23-24-JUN/8
230116	1	FG Dept		Moderate	Empty	GOR-31-23-24-JUN/3
230117	1	FG Dept		Moderate	Empty	GOR-31-23-24-JUN/3
230144	1	FG Dept		Moderate	Empty	ORD-GOR-31-JUN/23-2
230147	3	FG Dept		Moderate	Empty	GOR-31-23-24-JUN/12
230150	1	FG Dept		Moderate	Empty	ORD-GOR-31-JUN/23-2

### Production JW Issue -1



The screenshot shows a software interface for 'Production JW Issue -1'. At the top, there is a search bar and navigation tabs for 'Issue', 'Return', and 'Waxing'. The main header displays 'JW - Issue (V1) GENERAL' and 'Party: JW-AMOL'. A status bar shows 'Gold / -- K: ₹ 0.00/gm' and action buttons for 'Save', 'Edit', 'Print', 'Refresh', 'Setting', and 'Close'. Below this, there are filters for 'Load By', 'Search', 'Filter', 'Edit Details', 'Summary', and 'Bunch Issue'. A modal window titled 'JW - Issue (V1)' is open, containing search fields for 'DOCUMENT NO', 'DATE\*' (09/04/2024), 'CATEGORY\*' (GENERAL), 'REMARK', and 'JOB WORKER\*' (JW-AMOL). A 'Done' button is at the bottom right of the modal. The main area below the modal is empty with the text 'No rows'. At the bottom left, a 'Total 0.00' is displayed.

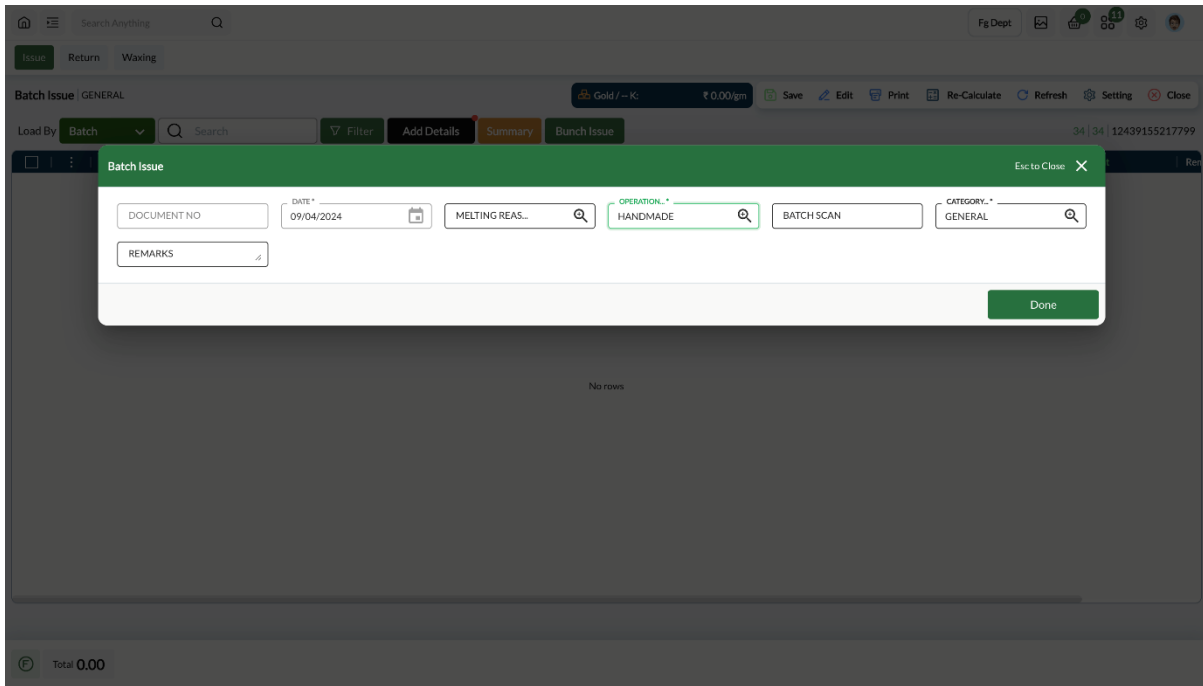
### Production JW Issue -2



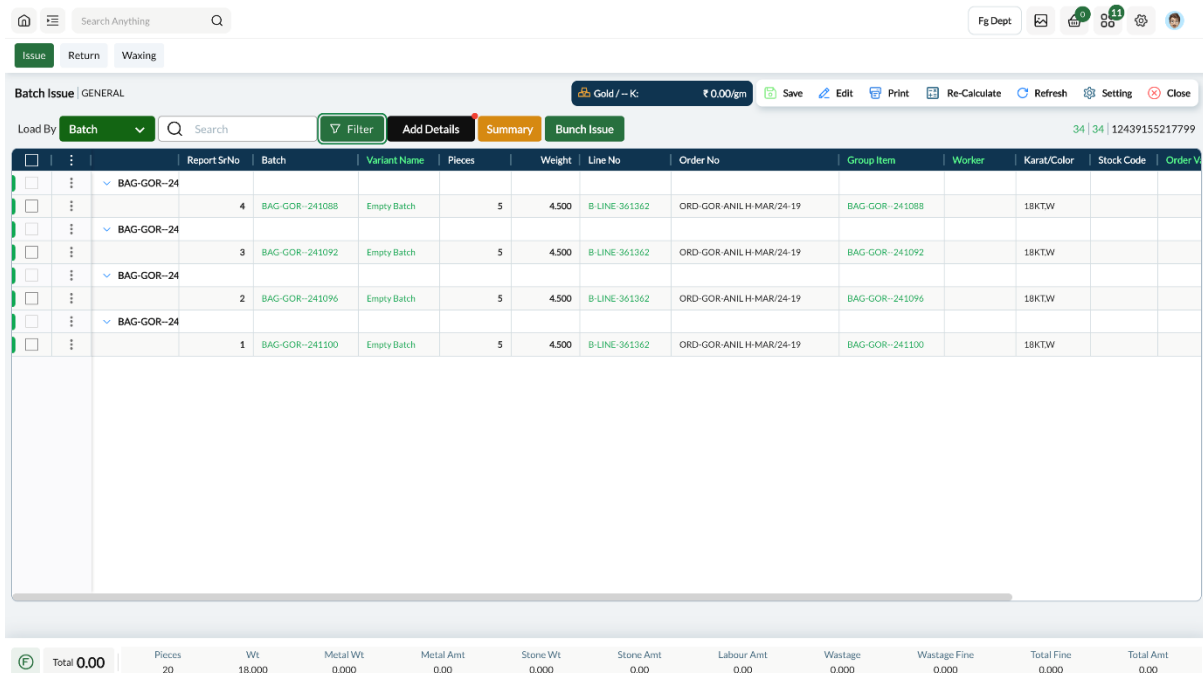
The screenshot shows a software interface for 'Production JW Issue -2'. The layout is similar to the first screenshot, with a search bar and navigation tabs. The main header displays 'JW - Issue (V1) GENERAL' and 'Party: JW-AMOL'. The status bar shows 'Gold / -- K: ₹ 0.00/gm' and action buttons for 'Save', 'Edit', 'Print', 'Refresh', 'Setting', and 'Close'. Below this, there are filters for 'Load By', 'Search', 'Filter', 'Edit Details', 'Summary', and 'Bunch Issue'. The main area below the filters is empty with the text 'No rows'. At the bottom left, a 'Total 0.00' is displayed.



### Production Batch Issue -1



### Production Batch Issue -2



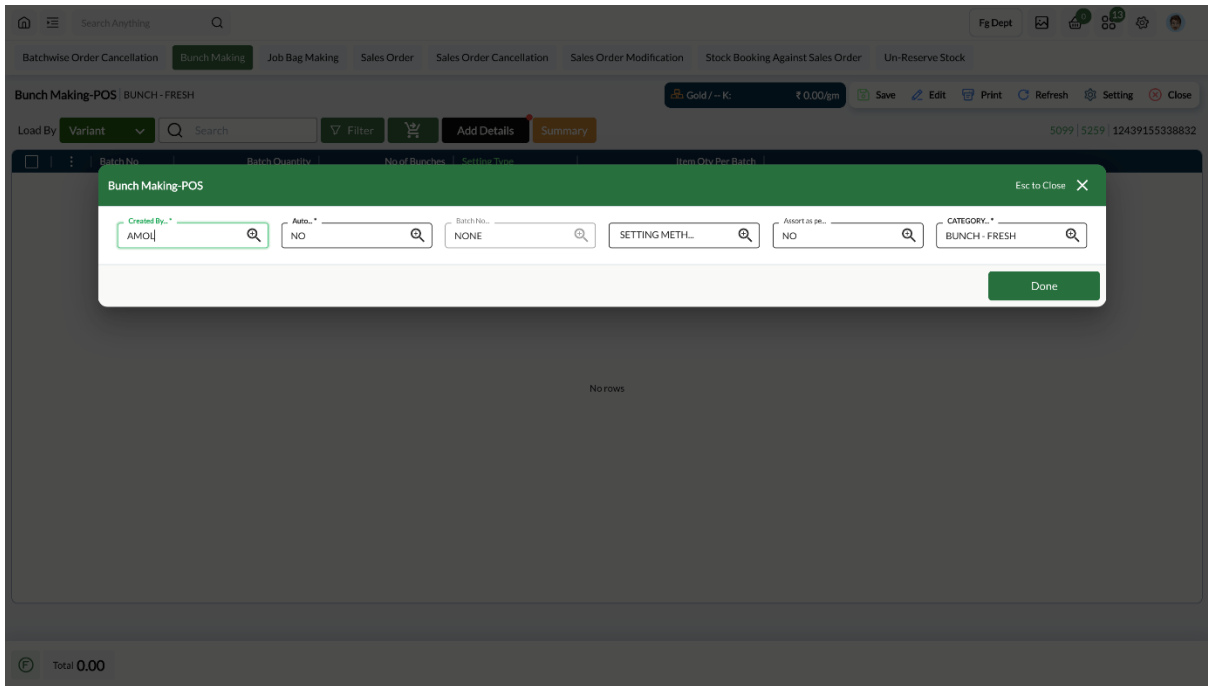
Report SNo	Batch	Variant Name	Pieces	Weight	Line No	Order No	Group Item	Worker	Karat/Color	Stock Code	Order No
4	BAG-GOR-241088	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANILH-MAR/24-19	BAG-GOR-241088		18K1TW		
3	BAG-GOR-241092	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANILH-MAR/24-19	BAG-GOR-241092		18K1TW		
2	BAG-GOR-241096	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANILH-MAR/24-19	BAG-GOR-241096		18K1TW		
1	BAG-GOR-241100	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANILH-MAR/24-19	BAG-GOR-241100		18K1TW		

Summary Row:

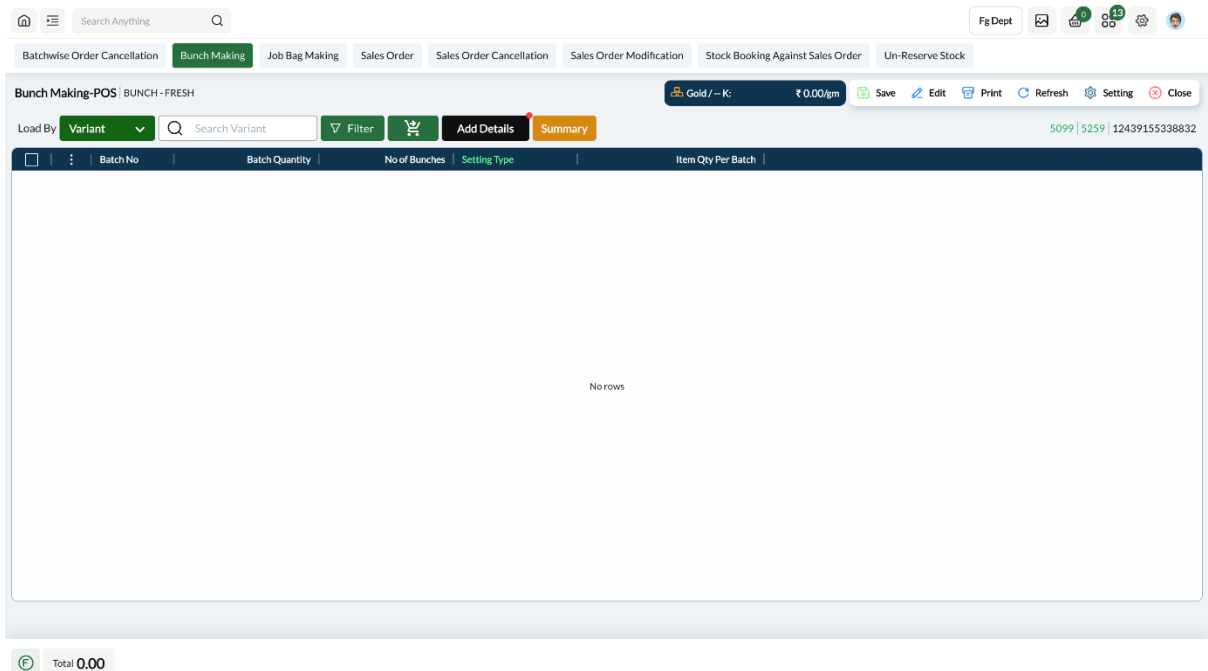
Total	0.00	Pieces: 20	Wt: 18.000	Metal Wt: 0.000	Metal Amt: 0.00	Stone Wt: 0.000	Stone Amt: 0.00	Labour Amt: 0.00	Wastage: 0.000	Wastage Fine: 0.000	Total Fine: 0.000	Total Amt: 0.00
-------	------	------------	------------	-----------------	-----------------	-----------------	-----------------	------------------	----------------	---------------------	-------------------	-----------------



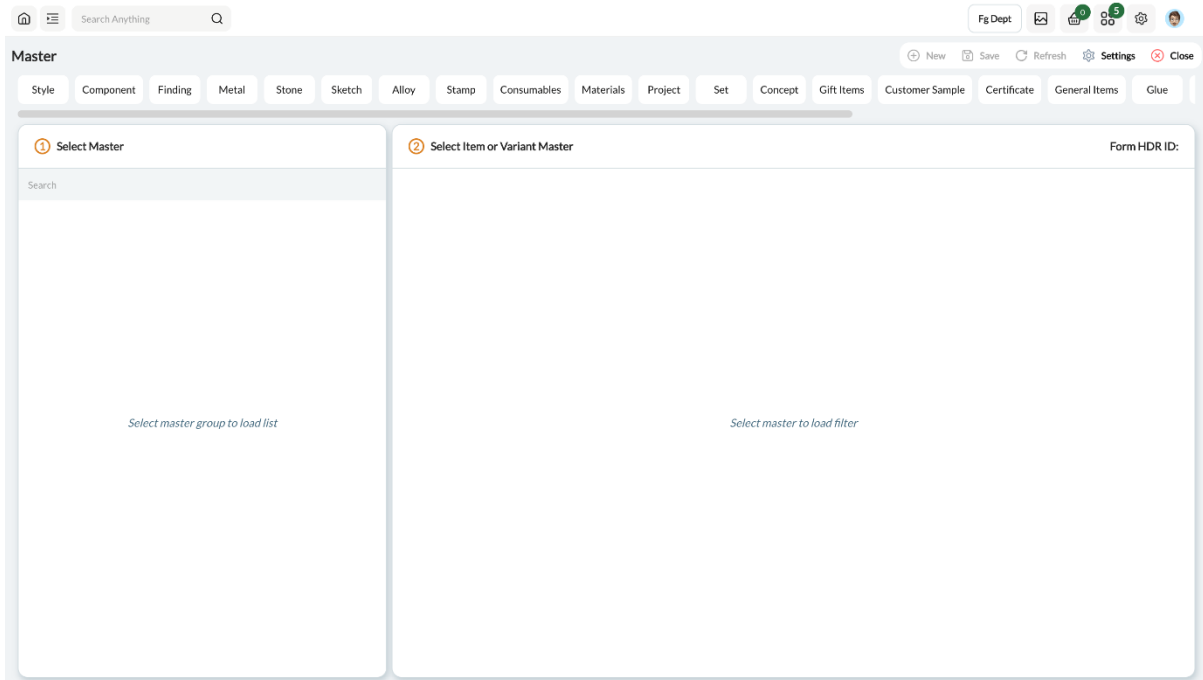
### Production Bunch Making – 1



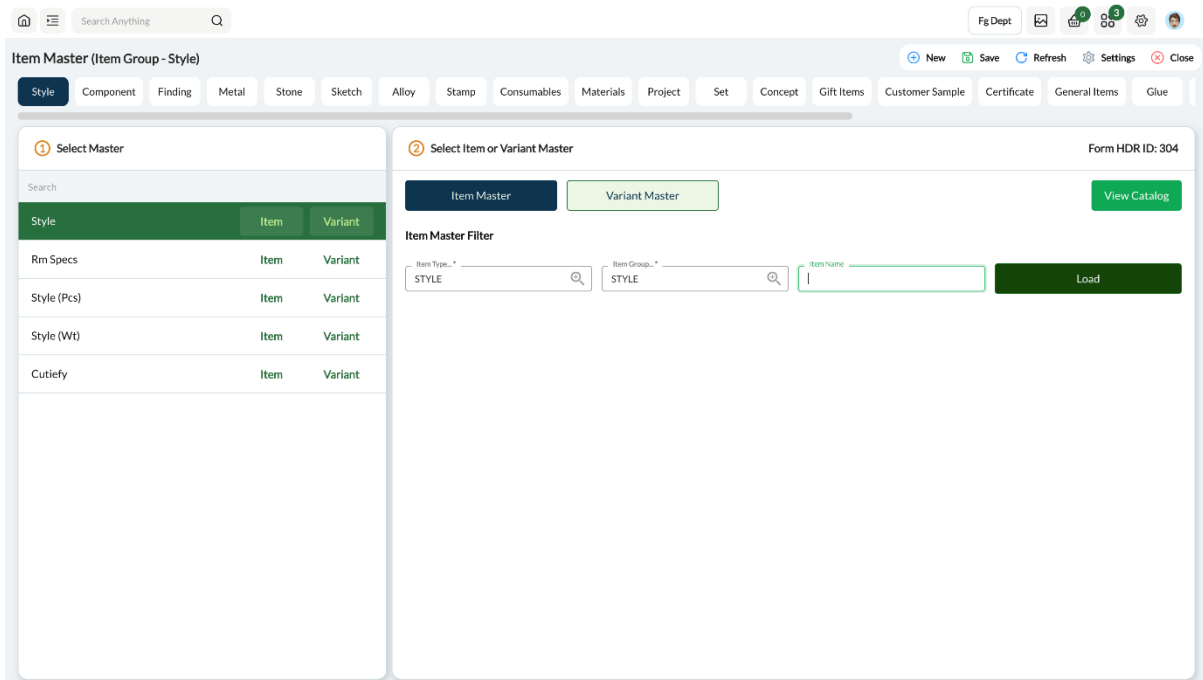
### Production Bunch Making - 2



### Item Master



### Style Item Master



Style	Item	Variant
Rm Specs	Item	Variant
Style (Pcs)	Item	Variant
Style (Wt)	Item	Variant
Cutiefy	Item	Variant



### Style Variant Master 1

### Style Variant Master 2



### POS Estimation - 1

Search Anything

MURKARAMOL Bal: -34184.99

Estimation POS-II Document No: Party: MURKAR AMOL Gold / -K: ₹ 0.00/gm

Load By: Stock Code

Type	Variant	Stock Code	Set NO	Pcs	Wt.	Net Wt.	Settings	Wtfg. %	Rate	Dia Wt	Stone Wt	Amt.	Lab Amt	Sales Person	Sales Person 1
No rows															

Enter customer schemes at top right corner to see detailed information here!

Total 0.00

Payment Quotation Discount Approval Loyalty Points 0 Details

### POS Estimation - 2

Search Anything

MURKARAMOL Bal: -34184.99

Estimation POS-II Document No: S-GOR-24-25-5973 Party: MURKAR AMOL Gold / -K: ₹ 0.00/gm

Load By: Variant

Type	Variant	Stock Code	Set NO	Pcs	Wt.	Net Wt.	Settings	Wtfg. %	Rate	Dia Wt	Stone Wt	Amt.	Lab
SOR-GENERAL	EF001234X-Bangle-NOKT-SINGLE-[0000]			1	4.010	3.994		0.000	3,500.00	0.080	0.080	3,500.00	
SOR-GENERAL	JIG-STYLE-01-SEARRING-[0000]			1	5.200	5.000		0.000	3,500.00	1.000	1.000	3,500.00	
SOR-GENERAL	Chand-Ring-S.EARRING-[0000]			1	2.500	2.500		0.000	3,500.00	0.000	0.000	3,500.00	

Enter customer schemes at top right corner to see detailed information here!

Total 10,500.00

Payment Quotation Discount Approval Loyalty Points 0 Details



### POS Estimation – 3

The screenshot shows a software interface for 'Estimation-POS' with a 'Payment Detail' dialog box open. The dialog box has a 'Select Payment Method' dropdown menu with options: CASH, CHEQUE, CREDIT CARD, DEBIT CARD, UPI, GIFT CARD1, and Open Deposit. A 'Card Number' field contains '1234'. On the right, a 'Bill Amount' of 10,500 is shown, with a breakdown: Cash (5,000.00) and Credit Card (5,500.00). Below this, 'Payable Amt' is 0.00. At the bottom of the dialog, there are buttons for '+ Add Another', 'Cancel', 'Get Approval', and 'Save'. A note says 'You can add multiple payment methods'. The background interface shows a total of 10,500.00 and various navigation buttons like 'Payment', 'Quotation', and 'Discount Approval'.

### Invoice Purchase Order -1

The screenshot shows a software interface for 'Purchase Order Creation' with a 'Purchase Order Creation' dialog box open. The dialog box contains several input fields: 'DOCUMENT NO', 'DATE\*' (09/04/2024), 'CATEGORY\*' (UNFIXED PURCHASE C), 'ITEM TYPE...', 'VENDOR\*' (AMOLM), 'CURRENCY\*' (INR), 'TERMS...', 'REMARKS', 'REQUIRE DATE', 'CONTACT PERSON', 'VALIDITY DATE', 'VALIDITY DAYS', 'DELIVERY DATE', 'SALES PERSON...', 'BILL ADDRESS\*' (THANE,Delhi - 400012), and 'Remark 3'. A 'Done' button is at the bottom right. The background interface shows 'Purchase Order Creation UNFIXED PURCHASE ORDER' and a total of 0.00.



### Invoice Purchase Order – 2

Search Anything

Close Purchase Order Goods Receipt Note Memo Purchase Memo Purchase Return Purchase Invoice **Purchase Order** Purchase Order Modification Purchase Return

Party: AMOLM Gold / -K: ₹ 0.00/gm Save Edit Print Upload Re-Calculate Load Excel Refresh Setting Close

Load By: Variant Search Filter Edit Details Summary 12 | 99376 | 12439145256612

Report SrNo	Variant Name	Pieces	Weight	Cancel Qty	Active Qty	Rate	Amount	Item Group	Department	Worker	Sales Person	Budget Amount
1	NEWSTYLE-EARRING-9255-NA/0127	0	3.670	0.000	0.0000	0.00	0.00		FG Dept	Finished Goods HOD		3.670
2	DASHARATH-Bracelet-18K-FULL/0126	0	15.200	0.000	0.0000	0.00	0.00		FG Dept	Finished Goods HOD		15.000

Total 0.00 Pieces 0 Wt 18.870 Metal Wt 18.670 Metal Amt 3.67 Stone Wt 1.000 Stone Amt 150.00 Labour Amt 0.00 Wastage 0.000 Wastage Fine 0.000 Total Fine 14.645 Total Amt 0.00

### Invoice Asset Sale -1

Search Anything

Consignment Issue Consignment Return Credit (Customer) Goods Outward Goods Receipt Note Karat Finding Conversion Labour Posting Memo Issue Memo Purchase Return Memo Return Packing List Purchase

Asset Sale Invoice Party: Amol1 Murkar Esc to Close X

Load By: Stock

DOCUMENT NO	DATE * 09/04/2024	CATEGORY * UNFIXED SALES	CUSTOMER * Amol1 Murkar1	CURRENCY * INR	EX RATE * 1
SELLING AGEN...	ADDRESS	TERMS...	SHIP VIA...	SHIPPING ADD... Mumbai,Mumbai - 4000	SALES PERSON...
REMARK	BILL ADDRESS * Mumbai,Mumbai - 4000	STOCK CODE	OUR BANK...	BANK ACCOUNT...	PORT OF LOAD... All Regions
PORT OF DICH... All Regions	FINAL DESTIN... Maharashtra	INSURED BY...	LOGISTIC...	TRANSPORTATL...	VEHICLE NO
SUPPLY DATE	SUPPLY PLACE...	CONSIGNEE...	REVERSE CHAR... NO	Supply Type... B2B - Business to Busine	

Done

Total 0.00 Payment Receipt Rate Cut Take Metal Give Metal



### Invoice Asset sale -2

Search Anything
Fg Dept

Consignment Issue
Consignment Return
Credit (Customer)
Goods Outward
Goods Receipt Note
Karat Finding Conversion
Labour Posting
Memo Issue
Memo Purchase Return
Memo Return
Packing List
Purchase

**Asset Sale Invoice** UNFIXED SALES

Party: Amol1 Markar1

Gold / --K ₹ 0.00/gm

Save Edit Print Re-Calculate Refresh Setting Close

Load By: **Stock Code** Search Filter Scan Rfid Edit Details Summary

6 | 1053 | 1243914400215

Report SrNo	Ref Document	Item Name	Variant Name	Karat / Color	Stock Code	Set No	Certificate No	Pieces	Weight	Rate	Amo
1	GRN-0029	BR	BR-Bracelet-17-(0000)	18KTYG	B2651			1	2.000	280.00	280.00
2	S-GOR-MPI-MPI-21-22-5	720814	720814-Bracelet-18-(0000)	18KTW				1	1.992	0.00	0.00
3	S-GOR-MPI-MPI-21-22-8	STOCK	STOCK-RING-18KT-BRILLIANT(0000)	18KTYL				1	6.600	0.00	0.00

Total 280.00
Payment Receipt Rate Cut Take Metal Give Metal

### Credit Note

Search Anything
Fg Dept

Contra
**Credit Note**
Debit Note
Expense
Journal
Payment
Purchase
Purchase Return
Receipt
Sales
Sales Return

**Credit Note**

Save New Edit Import Print Setting Delete Close

Voucher No. Date: 09/04/2024 Trans Category: GENERAL Narration Attach File

Transaction Details

Dr/CR: CR Currency: INR Ex Rate: 1 Ledger Name: Design Technics Trx Amount: 500 Local Amount: 500 Remarks Update Next F

Budget Amt: 0.00	Actual Amt: 0.00	Balance Amt: 0.00	Ledger Amt: -500.000	Total Trx: 500.000	Total Debit: 0.00	Total Credit: 500.000	Diff Amt: 500.000
------------------	------------------	-------------------	----------------------	--------------------	-------------------	-----------------------	-------------------

Account Name	Currency	Ex Rate	Trx Amount	Debit Amount	Credit Amount
Design Technics	INR	1	500	0	500



### Credit Note - Additional details.

**Enter Additional Information** Design Technics

Disc Of Goods:  Place Of Supply:  HSN:  Row Identity:  Assesable Amt:  0 TD5%:  0

GST%:  0 CGST%:  0 IGST%:  0

Buttons: Close, Update & Close, Next

### General Bank Master

**Bank Master** (Rows Count: 55)

Bank Code	Bank Name	GST No	Row Status
123456	mpb		Active
749	Punjab national bank	789314562	Active
786	ACCESS	165	Active
8484	bank loot		Active
859585	faragte	345455657676765	Active
AB	AXIS BANK		Active
AXIS	AXIS		Active
AXISTEST	AXISTEST BANK		Active
BANK 12345	BHAI BHAI BANK		Active
BOI	Bank Of India		Active
BRCL	BARCLAYS		Active
COB	CORPORATION BANK		Active
DB	DUESTCH BANK		Active
DD	DD		Active
HDFC	HDFC BANK		Active
HSBC	HSBC BANK		Active
IBK	IBKL		Active
IBM	INTERNATIONAL MACHINE BANK		Active

Rows per page: 100 1-55 of 55



### Contra Entries

Search Anything
Fg Dept

Contra
Credit Note
Debit Note
Expense
Journal
Payment
Purchase
Purchase Return
Receipt
Sales
Sales Return

**Contra Entries** Save New Edit Import Print Setting Delete Close

Voucher No.  Date: 09/04/2024  Trans. Categ...: GENERAL  Narration  Attach File

**Transaction Details**

DR/CR:  Currency:  Ex Rate:  Ledger Name:  Txn Amount:  Local Amount:  Remarks:  Update Next

Budget Amt: 0.00	Actual Amt: 0.00	Balance Amt: 0.00	Ledger Amt: 0.00	Total Trnx: 0.00	Total Debit: 0.00	Total Credit: 0.00	Diff Amt: 0.00
------------------	------------------	-------------------	------------------	------------------	-------------------	--------------------	----------------

Account Name	Currency	Ex Rate	Txn Amount	Debit Amount	Credit Amount
No rows					

### General Employee Master

Search Anything
Fg Dept

Attribute Specific
Bank Specific
Company Specific
Custom Stock (Sweep) Specific
Finance Specific
Item Specific
Loyalty Program
Miscellaneous
Operations Specific
Party Specific
Work Centers Specific

**Employee Master** New Save Print Import Export Settings Close

Filter  Search Forms ( Rows Count: 260 ) Reload

	Employee Code	Employee Name	Location Name	Gender	Can Change Global Setting	Upload Photo	Employee Type	Login Name	Row Status
<input type="checkbox"/>	jjgmesh-test-01	uitest	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	ABC	Active
<input type="checkbox"/>	XYZ-DFGHJ	AMOLMURKAR	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	XYZ	Active
<input type="checkbox"/>	SALES_PERSON	SALES_PERSON	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	SP	Active
<input type="checkbox"/>	GOPI	GOPI	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT		Active
<input type="checkbox"/>	CH	CHAND	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT		Active
<input type="checkbox"/>	PRAMSNA	rutvilf	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	PRASIL21	Active
<input type="checkbox"/>	AKSHAY	AKSHAY	ANDHERI	M	<input type="checkbox"/>		PERMANENT	AKSHAY	Active
<input type="checkbox"/>	BORIVALI	BORIVALI	NEW BORIVALI	M	<input type="checkbox"/>		PERMANENT	BORIVALI	Active
<input type="checkbox"/>	4823	ritik	ANDHERI	M	<input type="checkbox"/>		PERMANENT	ritik@1902	Active
<input type="checkbox"/>	AVIJIT BHOWMIK	AVIJIT BHOWMIK	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	AVIJIT BHOWMIK	Active
<input type="checkbox"/>	ARUN	ARUN	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	ARUN	Active
<input type="checkbox"/>	DIP	DIP	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	DIP	Active
<input type="checkbox"/>	ANKIT	ANKIT	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	ANKIT	Active
<input type="checkbox"/>	ASHISH	ASHISH	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	ASHISH	Active
<input type="checkbox"/>	AMOL3	AMOL3	NEW BORIVALI	M	<input type="checkbox"/>		PERMANENT	AMOL3	Active
<input type="checkbox"/>	SCO1	SUNIL	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	SUNILC	Active
<input type="checkbox"/>	ST	SURAJ THAKUR	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT		Active
<input type="checkbox"/>	SANTY	SANTY	GOREGAON-A	M	<input type="checkbox"/>		PERMANENT	SANTY	Active

Rows per page: 100 | 1-100 of 260



### Sub-Contract Batch Modification

Search Anything
Fg Dept

Bunch Making
Inter Wc Group Transfer Outward
Issue
Job Work Issue
Modification Of Batch
Return
Stock Deduction
Stone Assortment
Transfer In

**Batch Modification-POS** Gold / - K: ₹ 0.00/gm

Save Edit Print Refresh Setting Close

Load By ▼ Search Filter Add Details

**Split Batch**

Batch No	Item Qty	Split Qty	Batch Status
No rows			

**Split Items**

Variant Name	Pieces (S)	Weight (S)	Pieces (A)	Weight (A)	Pieces (B)	Weight (B)
No rows						

Batch	Stock Code	Item Group	Variant Name	Pieces	Weight	Remarks
No rows						

Total 0.00

### Sub-Contract Bunch Modification - 1

**Select items to create bunch**

**Filters** Less Filter

Select any filters to modify item list

Created By...

Setting Meth...

Assort as pe...

Category...

Department...

Batch No

Order No

Variant

Item Type...

Old Variant Name

Filter Mapping List

**Item List** Selected Items Scan barcode or select rows manually to process ahead Setting

<input type="checkbox"/>	BATCH NO	ORDER NO	OLD VARIANT_NAME	VARIANT NAME	PIECES
<input type="checkbox"/>	B-GOR-BAG-4	ORD-GOR-31-JAN/20-1		VKJ-TOPS...-18KT-NA-{0000}	1
<input type="checkbox"/>	B-GOR-BAG-7	ORD-GOR-31-JAN/20-1		VKJ-RING...-18KT-NA-{0000}	1
<input type="checkbox"/>	B-GOR-BAG-8	ORD-GOR-31-JAN/20-1		VKJ-EARRING...-18KT-NA-{0000}	1
<input type="checkbox"/>	B-GOR-BAG-1699	GOR-31-2019-2020-FEB/1		AASHA-ABC-17-BRILLIANT-{0000}	1
<input type="checkbox"/>	B-GOR-BAG-35	ORD-GOR-31-FEB/20-2		STYLE-2501-Bangle-10KT-{0000}	20
<input type="checkbox"/>	B-GOR-BAG-38	ORD-GOR-31-FEB/20-2		STYLE-2501-Bangle-10KT-{0000}	20
<input type="checkbox"/>	B-GOR-BAG-46	ORD-GOR-31-FEB/20-2		STYLE-2501-Bangle-10KT-{0000}	20
<input type="checkbox"/>	B1	ORD-GOR-31-JAN/20-6		VKJ-FASHION EARRING...-18KT-NA-{	1
<input type="checkbox"/>	B3	ORD-GOR-31-JAN/20-6		VKJ-RING...-18KT-NA-{0000}	1
<input type="checkbox"/>	B-GOR-BAG-59	ORD-GOR-20-2		SP1001-RG-18-FULL{0000}	1
<input type="checkbox"/>	6739-0506	ORD-GOR-31-JUN/20-8		STYLE-MILIND-Bracelet-17-SINGLE-{	1
<input type="checkbox"/>	B-GOR-BAG-67	ORD-GOR-31-AUG/20-2		AM-STYLE-1-EARRING-22-NA-{0000}	10
<input type="checkbox"/>	B-GOR-BAG-1816	ORD-GOR-31-SEP/20-10		STOCK-HR-18KT-BRILLIANT-{0000}	1
<input type="checkbox"/>	B-GOR-BAG-95	ORD-GOR-31-SEP/20-13		R123456-RING...-18KT-ROSE CUT-{000	1
<input type="checkbox"/>	B-GOR-BAG-103	ORD-GOR-31-SEP/20-17		STYLE-ER-22-FULL{0000}	20
<input type="checkbox"/>	B-GOR-BAG-105	ORD-GOR-31-SEP/20-17		STYLE-ER-22-FULL{0000}	20
<input type="checkbox"/>	B-GOR-BAG-100/1	ORD-GOR-31-SEP/20-17		STYLE-ER-22-FULL{0000}	20
<input type="checkbox"/>	B-GOR-BAG-1147	ORD-GOR-MURAM-DEC/20-15		STYLE-ABC-F12-FULL{0000}	10

Close Process

Head Off: 'CAREWEL HOUSE', Muniswamappa Layout, 6<sup>th</sup> Cross, Bangalore 560 017. Landmark: Opp. Kemp fort, Off HAL Airport Road,  
 Branch Off: Sri Ramanuja Bhavanam, I Floor, Plot No 28, VGP Selva Nagar – II Main Road, Vellacherry, Chennai – 600 042

### Sub-Contract Bunch Modification – 2

The screenshot shows a software interface for 'Bunch Making-POS' with GUID: 12439158534927. The 'Auto Bunch' toggle is set to 'Yes'. A table lists selected items for modification:

Bag No	Batch Qty	Order Variant	Variant Name	Item Group	Reqd Setting	Ord Pcs	Ord W	UOM	StockCode	Pcs	Wt	Bal Pcs	Bal W
B1	1	DIA-RD-VVS-GH+3.5		DIAMOND	HAND SETTING	9	3.6000	Cts				9	3.6000
		DIA-RD-VVS-GH+4.0		DIAMOND	HAND SETTING	10	3.0000	Cts				10	3.0000
		EMR-RD-SYN-GRN-2-2.5		SEMI PRECIOUS STONES	WAX SETTING	10	1.0000	Cts				10	1.0000
		RUBY-RD-13-GH-00-0		PRECIOUS STONES	WAX SETTING	1	0.4000	Cts				1	0.4000

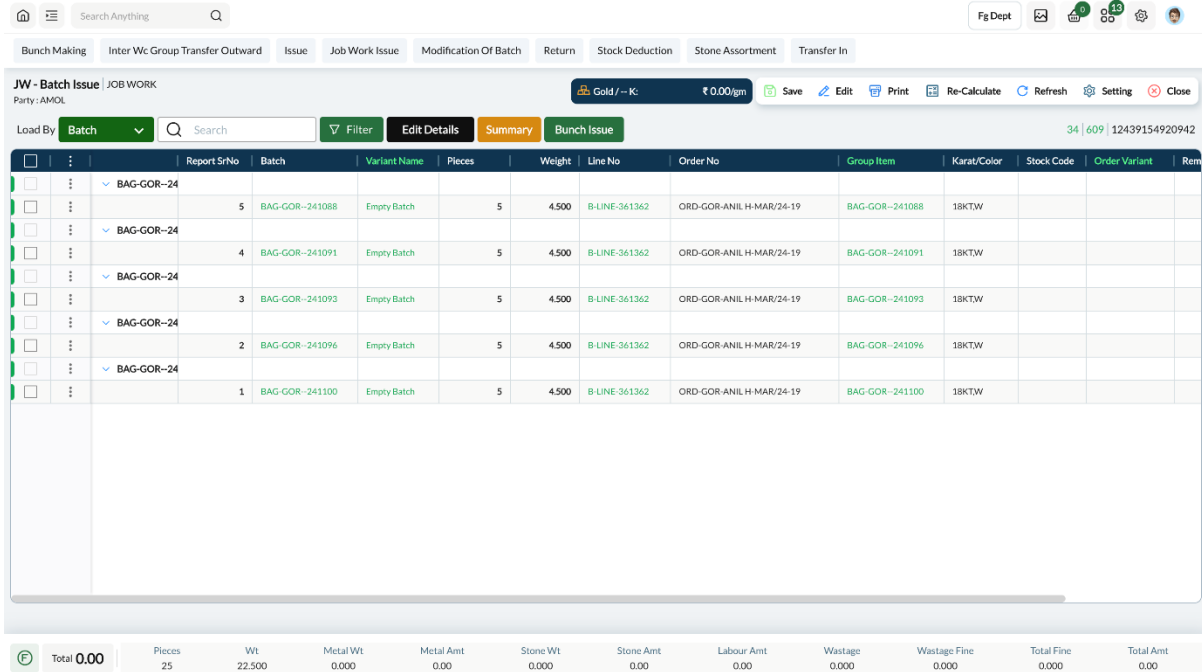
At the bottom, it shows 'Pcs 0.00 Weight 0.00'.

### Sub-Contract JW Batch Issue – 1

The screenshot shows a 'JW - Batch Issue' window. The 'DATE' is 09/04/2024 and 'COMPLETION DATE' is 09/04/2024. The 'OPERATION' is 'HANDMADE' and 'JOB WORKER' is 'AMOL'. A 'BATCH SCAN' field is present. The window is titled 'JW - Batch Issue' and has a 'Done' button at the bottom right.



### Sub-Contract JW Batch Issue – 2

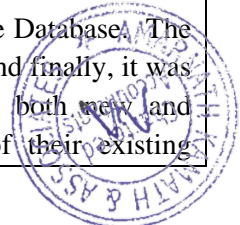


Report SrNo	Batch	Variant Name	Pieces	Weight	Line No	Order No	Group Item	Karat/Color	Stock Code	Order Variant	Rem
5	BAG-GOR-241088	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANIL H-MAR/24-19	BAG-GOR-241088	18KTW			
4	BAG-GOR-241091	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANIL H-MAR/24-19	BAG-GOR-241091	18KTW			
3	BAG-GOR-241093	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANIL H-MAR/24-19	BAG-GOR-241093	18KTW			
2	BAG-GOR-241096	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANIL H-MAR/24-19	BAG-GOR-241096	18KTW			
1	BAG-GOR-241100	Empty Batch	5	4.500	B-LINE-361362	ORD-GOR-ANIL H-MAR/24-19	BAG-GOR-241100	18KTW			

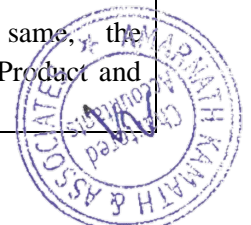
Summary: Total 0.00, Pieces 25, Wt 22.500, Metal Wt 0.000, Metal Amt 0.00, Stone Wt 0.000, Stone Amt 0.00, Labour Amt 0.00, Wastage 0.000, Wastage Fine 0.000, Total Fine 0.000, Total Amt 0.00

In addition, kindly find below criteria wise audit remarks as required by SSAE 16 Issued by AICPA, US.

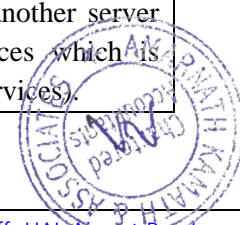
Criteria	Related Service	Audit Remarks
Process Integrity	ERP-SEA	<p>The Product Development Process of SSPL Ensures the functionality of their products.</p> <p>Data Entry, User Rights Management, Extracting Logs &amp; Reports and taking needed back-ups periodically (based on the URL given by SSPL through AWS Service on the AWS Infrastructure) are responsibilities of their Users.</p>
Privacy	Not Applicable	As SSPL or Data Centre as such is not collecting Personal Data, it is not applicable. However, confidentiality norms assure reasonable privacy.
SDLC Controls	ERP-SEA	<p>The Product has gone through multiple iterations before becoming a well refined product in 2008. Since then, the Product has been upgraded and customized following the industrial norms and well accepted by the users. During 2020 the Product was refined to become compatible for AWS Services and the Functionality has not been affected or modified during that transition and the Users have also certified the same. During the period of audit, the Application has been upgraded. The Front End is React JS while the back end continues to be Oracle Database. The related development started 2 years ago and finally, it was launched commercially in Jan 2024 for both new and existing clients. We observe that 17 of their existing</p>



		<p>clients have been successfully migrated to the new version. Synergics have given proper training has been imparted for the same. We also observed 10 New Clients are onboarded during the Audit Period.</p> <p>React JS would make the UI &amp; UX more effective and efficient.</p>
<p>Change Management Controls</p> <ul style="list-style-type: none"> <li>- Application</li> <li>- Infrastructure</li> </ul>	ERP-SEA Customization	<p>Customization Process of SEA has a process which assures proper build of extra features and its functionality. Further the development of SEA and Other SSPL Products have been moved to AWS and hence follow the protocols provided by Amazon for the customization and development of Applications hosted on AWS. Due to AWS the Client may not need extensive hardware infrastructure.</p>
Logical Access Controls	ERP-SEA & Data Related to it	<p>User Rights Management is Client's Responsibility. SSPL has no rights on the same. SSPL assures the functionality of the Logical Control.</p>
Testing - Product Development Testing Controls	ERP-SEA	<ol style="list-style-type: none"> <li>1) SSPL tests its own development process by reviewing various codes and logs and after it has ensured that the development is done correctly, it sends to the users for their testing.</li> <li>2) Users test the patches/changes or upgrades as may be applicable to them and then confirms to SSPL that the Product is working in an intended manner.</li> <li>3) Then SSPL moves the product to "Production"</li> </ol>
<p>Client Onboarding Process</p> <ul style="list-style-type: none"> <li>- Configuration</li> <li>- Data Migration</li> <li>- Client Specific</li> </ul>	ERP-SEA	<p>SSPL Sells ERP-SEA as a Product.</p> <p>The sales happen by giving a demo, having a sales meeting, commercial negotiation and client acceptance.</p> <p>User Rights Management, Data Entry, Data Validation, Extracting Reports, logs, etc and Taking Back-ups from the URL Provided from AWS EC2 Boxes on AWS Infrastructure are the responsibility of the users of SSPL.</p>
<p>Product Customization</p> <ol style="list-style-type: none"> <li>a. Program Development Controls</li> <li>b. Client Process Testing</li> </ol>	ERP-SEA	<p>Customization Process is already explained.</p> <ol style="list-style-type: none"> <li>1. The Client Raises a Request</li> <li>2. Commercial discussion happens around it.</li> <li>3. SSPL customizes the product as required by the User.</li> <li>4. SSPL tests internally for code errors and logical errors, refines it.</li> <li>5. The client then tests the functionality.</li> <li>6. Once the client approves the same, the customization is built into the Final Product and Declared live for that Client.</li> </ol>



<p>1. Security  2. Confidentiality  3. Incident Mgmt.  4. Physical Access  5. Back-up  6. DRM &amp; BCM  7. Information Sec.</p>	<p>Data Center Services</p>	<p>SSPL has subscribed to AWS for these services and AWS has followed the required industrial standards and has also been audited under SOC Norms. There are no negative Observations in their SOC 1 to 3 Reports obtained so far by Synergics.</p> <p>SSPL has designed its products in such a way that it prevents unauthorized access – both from User as well as from the Static IP Address of the Organization.</p> <p>The two-way access mechanism of SSPL Products also prevents any unauthorized access.</p>
<p>Vulnerability and Assessment Penetration Testing</p>	<p>ERP-SEA and also the User Company</p>	<p>We have conducted VA-PT from the viewpoint of ERP-SEA for the Calendar Year Ended 31-12-2023 and found that there are no reportable incidences which requires action of Synergics but not taken by them.</p> <p>However, if the same is done from the User Company’s Perspective, we observe that if the user company does not follow the below then there can be critical vulnerabilities:</p> <ol style="list-style-type: none"> <li>1) Networking Security</li> <li>2) Password Policy</li> <li>3) Information Security</li> <li>4) Selecting and Opting for the security features of ERP-SEA Instead of opting out for flexibility and ease of use</li> </ol>
<p>Back-Ups</p>	<p>SSPL and AWS</p>	<p>The RDS is under multi - AZ environment setting where a real time copy of the production database is always maintained.</p> <p>The database servers are replicated real time for any fail over mechanism, so this means a similar server configuration is available for every transaction as it gets saved. This is termed as a Multi AZ (Multi Availability Zones) scenario.</p> <p>This ensures zero downtime even if the primary database instance goes down.</p> <p>To segregate the load, there is a separate Reporting Server apart from the Live Transaction Server. This has led to provisioning of another server with Oracle License.</p> <p>To facilitate real-time communication between the Live Transaction Server and Reporting Server, another server has been provisioned for replication services which is termed as DMS services (Data Migration Services).</p>



Downtime, Mock Drills & Compliance Policies of AWS	AWS	These items are part of SOC Audit Reports of AWS and since SSPL cannot do those Mock Drills on its own, we have no observations
Information Security	SEA-ERP & Users	The Information which reside in SEA-ERP is secured through the Security Products deployed by Synergics.  User Companies are also should have a proper Information Security Policy and Practices to cover their side of Vulnerabilities.

**Reasons why Front End has been selected as React JS:**

React.js offers several advantages when used as the front-end of an ERP application:

- 1. Improved User Interface (UI) and User Experience (UX):** React's component-based architecture allows for building modular, reusable UI components. This promotes consistency and a clean user experience across the entire ERP application. Additionally, React uses JSX (JavaScript Syntax Extension) which makes writing UI code more readable and maintainable.
- 2. Enhanced Performance:** React utilizes a virtual DOM (Document Object Model). This virtual DOM acts as an in-memory representation of the actual DOM. When changes occur, React efficiently updates only the necessary parts of the real DOM, leading to faster and smoother performance, especially for complex ERP interfaces.
- 3. Scalability and Maintainability:** The component-based structure promotes code reuse and simplifies adding new features or modifying existing ones. This makes the front-end of the ERP application more scalable and easier to maintain as the system grows.
- 4. Rich Developer Ecosystem:** React boasts a vast and active developer community. This translates to a wealth of libraries, tools, and resources readily available for building complex functionalities within the ERP application. Additionally, the large community fosters faster troubleshooting and problem-solving when issues arise.
- 5. Integration with Back-End Technologies:** React can seamlessly integrate with various back-end technologies commonly used in ERP systems, such as Java, Python, or .NET. This flexibility allows developers to choose the most suitable back-end framework for the specific needs of the ERP application.
- 6. Offline Functionality (Potential):** While React itself doesn't natively support offline functionality, libraries like Redux Persist can be used to enable caching and offline capabilities for essential parts of the ERP application, improving user experience in situations with limited internet connectivity.

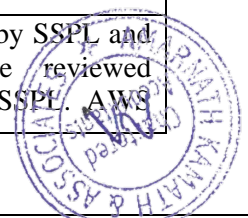


We observe that, based on user feedback and responses, these advantages are achieved by the new version of React JS UI and UX. We also explained the impact of UI and UX from the viewpoint of users and their use cases on financial accounting forms.

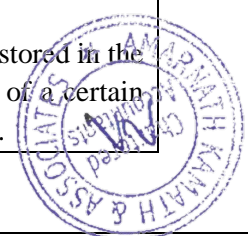
Sr No	Current Form	No of Steps / Clicks		New Version	No. of Steps	
		Per Process	Total		Per Process	Total
1	Select "General Voucher" from the menu.	1	27	Select Transaction Menu.	1	12
2	Click on the FA Type column and select FA Type as "Receipt" from the list.	2		Select "Receipt" from the list.	1	
3	Click on the FA Sub Type column and select FA Sub Type as "Bank Receipt" from the list.	2		Select "Bank Receipt" from the list.	1	
4	Edit the voucher date, if needed. 2 Clicks, if the date is changed. 0 click, if the date is not changed.	1		Edit the voucher date, if needed. 1 Clicks, if the date is changed. 0 click, if the date is not changed.	1	
5	In the Trans Detail section, right click and select the option of "Add Row" to add a new row.	2		Select Dr/Cr.	1	
6	Click on "Dr/Cr" column and select either Dr or Cr.	2		Select Account Name from the list.	2	
7	Select "Account Name" from the list.	2		Enter Trans Amount	2	
8	Enter the Trans Amount.	2		The respective section of "Receipt/Payment Details", "Bill Details", or "Cost Center", will be opened automatically.		

In addition, kindly find below criteria wise audit remarks as may be required by the Auditors of the Users of SEA-ERP

Criteria	Related Service	Audit Remarks
Incident Management Controls	AWS	Security Application or Products are procured by SSPL and administered. The Security Incidence are reviewed periodically or as and when they occur by SSPL. AWS



		manages the access to the servers. SSPL has no right to amend those norms or policy.
Product Development Testing Controls	ERP-SEA & Data Related to it	<p>SSPL tests its own development process by reviewing various codes and logs and after it has ensured that the development is done correctly, it shares the same with the users for the testing at their end.</p> <p>Users test the patches/changes or upgrades as may be applicable to them and then confirms to SSPL that the Product is working in an intended manner.</p> <p>Once the confirmation is received from end user, SSPL moves the product to “Live Database”</p>
Information Security	SEA-ERP	<p>Overall Security Policy related to Antivirus, Malware, Worms, Intrusion, etc., is the responsibility of SSPL and they have deployed certain security products, which does the job without manual intervention.</p> <p>Other elements of Information Security are Clients’ Responsibility.</p>
SOC at AWS	AWS	<p>Amazon get’s itself audited (SOC Type 1 &amp; 2) and in their Audit Report we did not find any negative observations or observations requiring attention and action by the Users of AWS.</p> <p>We have collected and reviewed SOC Type 2 for the period commencing from January 1, 2024, and ending on March 31, 2024.</p>
Server OS and DB Version	SEA-ERP	<p>Main Server OS: Windows server 2012</p> <p>Application Server OS: Ubuntu 20.04 LTS</p> <p>DB: Oracle Standard Edition-2 Oracle 19-C</p>
Logs at DB Level	SEA-ERP	The Logs are enabled at DB Level. This ensures that the old value and new values are stored with the respective user session."
Audit Trail	SEA-ERP	<p>Enabled &amp; stored since April 01, 2023.</p> <p>Audit Trail cannot be disabled or stopped. Further, it is also not possible to edit or modify the Audit Trail by Developers and Users.</p> <p>The functionality of the Audit Trail was reviewed before launch. It was even duly tested and approved by the users before going live. Post Live it is an automated process.</p> <p>Initially the Audit Trail and the related Logs are stored in the database. Then they are transferred after expiry of a certain period to the “Data Lakes” for fetching purposes.</p>



**Description of Tests of Controls**

The specific controls tested, and the nature, timing, and results of those tests are presented in the Section 5 of this report.

**Restricted Use**

This report and the description of tests of controls and results thereof are intended solely for the information and use of Synergics Solutions Private Limited and its Clients. This report is not intended to be and should not be used by anyone other than these specified parties without our written consent.

Yours

**For AMARNATH KAMATH & ASSOCIATES**  
**Chartered Accountants, - FRN: 000099S**



**V. Narayanan, FCA, ACS, ACIMA(UK), CGMA(US), DISA**  
**Partner, Mem. No. 219265**  
**Date: April 17, 2024**  
**UDIN: 24219265BKBLXU5611**

**SECTION 4 – DESCRIPTION OF SERVICE ORGANISATION & ITS SERVICES****Profile of the Company**

Synergics Solutions Private Limited is a Private Limited Company incorporated on 28 November 2008. It is registered at Registrar of Companies, Mumbai. The Promoter-cum-Directors of the company are Mr. Vivek Krishna Das and Mr. Sanjib Kamal Kumar. Its Corporate Identification Number (CIN) is U72200MH2008PTC188507. The Company specializes in design, development, implementation and customization of Web-Based & Cloud-Based ERP called Synergics Enterprise Application – SEA.

**Product or Application**

1. ERP – For Jewellers & Stones - Manufacturer, Whole seller and Retail and Rice, Pulse, Spice and Sugar Mills
2. Crew Management Software

These products are commonly called as S.E.A ERP. The ERP's salient features are:

- Dashboard with Dynamic Widgets
- Drill Down from Dashboard to Directly Transaction Level
- Analysing & Posting Variances between Actual and Standard Profit
- RFID or Bar Code Compliant
- Seamless Integration with Regional Offices or Retail Locations
- Building Reports by the end user
- The ERP contains below modules:
- Product Development
- Order Management
- Sales & Distribution – Exports & Local
- Financial Accounting
- Procurement
- Manufacturing
- Point of Sales

The Functionality of the SEA can be said to be: -

- End to End - Supply chain management system, which tracks all the business transactions.
- It helps to increase productivity by providing complete control over the operations.
- Gives exact idea of the manufacturing losses.
- Inventory tracking & Sales analysis and overall business profitability.
- It covers all the key business areas for a jewellery manufacturer such as Prototyping, Manufacturing
- Sales And Financial Accounting
- Retail Point of Sales



### **Description of the Services**

SSPL renders the below services:

- A. Gives ERP-SEA as a Product
- B. Customizes ERP-SEA based on Customer Request
- C. Supports and Helps on the Functionality of ERP-SEA
- D. Assures Cloud Services Related to the ERP-SEA
- E. Assures Data Centre Services through Amazon Web Services

### **Software License**

SSPL sells the ERP-SEA as a Product under a License, which is cloud based. The ERP-SEA is installed in AWS Cloud Platform, needed training to understand and use the Product is given and a complete User Manual on the Functionality and Configuration is shared with the client. Installation, Implementation and Training on Usage are the three major aspects of this component of service.

### **Customization of SSPL Software**

SSPL has a change management policy to build the ERP-SEA to suit a unique requirement of the client. This is made as a Techno-Commercial Process by SSPL where-by Client also gets involved from Initiation to Implementation as mentioned below:-

- 1) The User Organisation rises a Request for Customisation
- 2) SSPL analyses the request and then quotes for the development process.
- 3) On acceptance of the quote and payment terms by the User Organisation, SSPL starts its development process.
- 4) Developments are tested first internally and then the functionality is tested by the User Organisation
- 5) Once the User Organisation accepts the Product it is moved to Production
- 6) All Products of SSPL are AWS Compatible

### **Help & Support Desk**

The company assures the “Technical Functionality” of the ERP-SEA by establishing a desk with dedicated personnel who assists the clients in answering their Calls regarding the same. During the year 2020 we observed that SSPL has been using Zoho Desk Application to track and monitor the Customer Help Requests. The Company is successful in closing all the help tickets raised by their users within the agreed SLA Terms. In case a trouble requires a customization to be done, then it is advised that the procedures of customization are followed.

### **Cloud Services Related to ERP-SEA**

The SEA Functionality alone is the responsibility of the SSPL. The Cloud Infrastructure Services are provided by Amazon Web Services. The SSPL Responsibility is to ensure that AWS meets the Industrial Standards for the Cloud Services and monitors whether AWS is doing the intended job. To specify more clearly:



1. SSPL Provides Application and Ensures that it satisfies the User Requirements.
2. The Primary Responsibility for Cloud Infrastructure and related services is AWS.
3. SSPL only interacts with AWS to that extent required for it to assure itself that AWS is doing their job correctly.
4. SSPL shall pitch in only when AWS Fails. Even in the case AWS Fails (Which is a very rare case scenario) SSPL's job would be to find Similar Cloud Service Provider and does not intend to replace the cloud service provider by providing those services for foreseeable future.

**SSPL Does Not do the below activities:-**

- 1) Defining Roles and User Rights
- 2) Data Entry
- 3) Regular or Ad-Hoc Data Analysis
- 4) Report Generation for the Operational or Financial review of the Users.
- 5) Taking Session Logs or System Logs for Operational or Review Purposes related to Users of the User Company
- 6) Back-up, Disaster Recovery Plans and Business Continuity Plans for its users. This is taken care by AWS and SSPL assures the same by its regular interactions and monitoring.

**Client Responsibilities**

The Client is responsible for –

- Data – Transaction, Reports and Their analysis
- User Rights Management
- Connectivity at their locations
- To take out the system and application logs on the periodic basis to ensure Audit Trails.
- Not To request SSPL to process any transaction or extract a report after the implementation and the ERP has been accepted by them i.e. it's Live.
- Not to share their user passwords with others.
- To follow the Protocols of Two-Way Authentication Properly
- To have a proper Static IP for their organisation

**Relevant Aspects of Control Environment, Risk Assessment Process, Information & Communication Systems and Monitoring**

This section provides information about the five interrelated components of internal control at SSPL

1. **Control Environment** sets the tone of an organization, influencing the control consciousness of its people. It is the foundation for all other components of internal control, providing discipline and structure.
2. **Control Activities**. The policies and procedures that help make sure that management's directives are carried out.
3. **Information and Communication Systems** both automated and manual, that support the identification, capture, and exchange of information in a form and time frame that enable people to carry out their responsibilities.



4. **Monitoring** a process that assesses the quality of internal control performance over time.
5. **Risk Assessment** The entity's identification and analysis of relevant risks to the achievement of its objectives, forming a basis for determining how the risks can be managed.

SSPL's internal control components include controls that may have a pervasive effect on the organization, or may affect specific processes or applications, or both. Some of the components of internal control include controls that have more of an effect at the entity level, while other components include controls that are primarily related to specific processes or applications. When evaluating internal control, we consider the interrelationships among the five components.

### **Control Environment**

The objectives of internal control as it relates to the ERP-SEA are to provide reasonable, but not absolute, assurance that controls are suitably designed and operating effectively to meet the relevant controls, that assets are protected from unauthorized use or disposition, and that transactions are executed in accordance with management's authorization and client instructions. Management has established and maintains controls designed to monitor compliance with established policies and procedures. The remainder of this subsection discusses the tone at the top as set by management, the integrity, ethical values, and competence of SSPL's employees, the policies and procedures, the risk management (RM) process and monitoring, and the roles of significant control groups. The internal control structure is established and refreshed based on SSPL's assessment of risk facing the organization.

### **Integrity and Ethical Values**

Integrity and ethical values are essential elements of the control environment, affecting the design, administration and monitoring of key processes. Integrity and ethical behaviour are the products of SSPL's ethical and behavioural standards, how they are communicated, and how they are monitored and enforced in its business activities.

They include management's actions to remove or reduce incentives/pressures, and opportunities that might prompt personnel to engage in dishonest, illegal, or unethical acts. They also include the communication of the entity's values and behavioural standards to personnel through policy statements and codes of conduct, and by the examples the executives set.

SSPL's Board of Directors (the Board) and management recognize their responsibility to foster a strong ethical environment within the company to determine that its business affairs are conducted with integrity, and in accordance with high standards of personal and corporate conduct. This responsibility is characterized and reflected in the SSPL's Code of Business Conduct and Ethics (the Code of Conduct), which is distributed to all employees of the organization. Specifically, employees and their immediate families are prohibited from using their positions with SSPL for personal or private gain, disclosing confidential information regarding clients, or taking any action that is not in the best interest of clients.

All employees are required to maintain ongoing compliance with all statements of policies, procedures, and standards of the Code of Conduct and with lawful and ethical business practices, whether or not they are specifically mentioned in the Code of Conduct.



**Organizational Structure**

SSPL has such an organisation structure which assures it the following:-

- A) Segregation of Duties – No one person is capable of influencing the operations of the company.
- B) Conflict Resolution – All the Conflicts are properly dealt with at the earliest possible time.
- C) Fraud Risk Prevention – The way the company is managed and organised prevents the company's official and also management from doing any fraud or such other activities.

**Human Resources (HR):**

Human resource policies and practices relate to hiring, orienting, training, evaluating, counselling, promoting and compensating personnel. The competence and integrity of SSPL's personnel are essential elements of its control environment. The HR policies and processes of SSPL are designed to:

- (1) identify and hire competent personnel,
- (2) provide employees with the training and information they need to perform their jobs,
- (3) evaluate the performance of employees to verify their ability to perform job assignments, and
- (4) through performance evaluation, identify opportunities for growth and job performance improvement.

SSPL has also established formal classroom instruction and on-the-job employee training programs for critical functions. Programs include orientation on the basics of the functional team's operations, individualized instruction manuals for selected departments, and regularly scheduled department workshops. Employees are also encouraged to actively participate in professional organizations and forums to maintain their knowledge and develop awareness of issues facing SSPL.

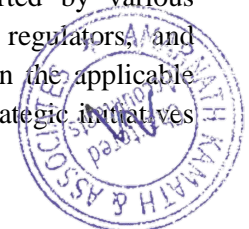
SSPL ensures that the employees are recruited after a careful background checks and are appraised properly. It ensures that there is no disgruntled employee working on its users. Therefore, the risk of errors and fraud by SSPL employee is minimised.

**Risk Assessment:**

The process of identifying, assessing, and managing risks is a critical component of SSPL's internal control system. The purpose of SSPL's risk assessment process is to identify, assess, and manage risks that affect the organization's ability to achieve its objectives. The Company's Statutory Auditors assess SSPL's risk and control environment through rigorous evaluation of financial, operational, and administrative controls, risk management practices, and compliance with laws, regulations, and SSPL's policies and procedures as required under Indian Company Law and gives his report. We observe that there are no negative observations by them.

**Information and Communication**

Information and communication are an integral component of SSPL's internal control system. It is the process of identifying, capturing, and exchanging information in the form and time frame necessary to conduct, manage, and control the entity's operations. This process encompasses the primary classes of transactions of the organization, including the dependence on, and complexity of, information technology. At SSPL, information is identified, captured, processed, and reported by various information systems, as well as through conversations with clients, vendors, regulators, and employees. Various weekly calls are held to discuss operational efficiencies within the applicable functional areas and to disseminate new policies, procedures, controls, and other strategic initiatives within the organization.



### **Policies and Procedures**

SSPL has sufficient policies to ensure professional management of its affairs. **These Policies other than Data Sensitivity Policy mentioned below have no impact on its customers as SSPL do not process any information or transaction related to their customers.**

To mitigate any potential for loss or exploitation of sensitive data (obtained, generated and used by SSPL during the course of its business). SSPL maintains a data sensitivity policy to determine whether the appropriate controls are in place for data of higher sensitivity. This policy classifies data into categories and specifies protection accordingly. The Board conducts vulnerability assessments of relevant data to ensure compliance with policy points.

The above policy is implemented through Non-Disclosure and Confidentiality Agreements it enters with its user companies.

By virtue of subscribing to AWS Services, Confidentiality, Privacy, Back-ups, Data Protection and Other aspects of Information Security are all as administered by Amazon is extended to the users of SSPL. User's Operational Data are not the responsibility of SSPL, it must be administered by the Users subject to the User's Information Security Policies and Other Requirements. SSPL would guide their users as to how to use their application at the time of deployment and continuously trains the users as and when demanded.

### **Communication**

Terms and conditions are presented to provide a mechanism for communicating the terms of service within the company and outside the company. The terms and conditions outline terms and payment for services, use of services, enforcement, intellectual property rights, and warranties.

The terms of service are reviewed at least annually or more frequently when deemed necessary. Any changes are reviewed by the Board. Customers are notified via e-mail of any changes. The customer is required to accept or agree, or it is deemed accepted in absence of a response in 72 hrs.

### **Physical Security**

Physical security throughout SSPL is the responsibility of Security Authorities appointed and administered by the Industrial Park in which it is located.

**For the information of the readers of this report, Physical Security at SSPL does not affect their Clients as there is no Data of Clients' stored at their location. Cloud and Data Center Related Physical Security is being carried out by Amazon as they are responsible for the same.**

### **Logical Security**

The SSPL's Development Team has clear user rights management which ensures that no unauthorized person is given access to developmental rights or code change rights of the ERP-SEA. The Functionality of Logical Access to the Server is secured by the ERP-SEA's Features and the administration of the same is that of Client's Responsibility. In addition, SSPL has implemented Trusted IP Address Concept for each of the Users of ERP-SEA so that they can access the ERP-SEA only from the approved machines and even if someone is able to get the user credentials cannot access the ERP-SEA from any other machines.



SSPL needs to be permitted by the concern user to its Data in case they want SSPL Services on Extracting or Bug Fixing Purposes. SSPL as such neither owns their Users Data nor Processes their Users Data. Therefore, the Logical Security or User Rights Management is the responsibility of the Clients of SSPL.

### **Information Security**

The SSPL uses ESTE Endpoint antivirus in their premises. This has no impact on the Users of SSPL as their information is not handled by SSPL.

SSPL as it had subscribed to AWS for the Cloud Infrastructure Services, the related security is managed by Amazon using the below products or services.

- 1. Amazon EC2:** Amazon Elastic Compute Cloud (Amazon EC2) provides scalable computing capacity in the Amazon Web Services (AWS) Cloud. These are well protected by the AWS environment. Also, there are 5 (Five) EC Boxes deployed for every customer. For more details about Amazon EC2 Please visit the below link  
<https://docs.aws.amazon.com/AWSEC2/latest/WindowsGuide/concepts.html>
- 2. Amazon S3:** Amazon Simple Storage Service (Amazon S3) is an object storage service that offers industry-leading scalability, data availability, security, and performance. Customers of all sizes and industries can use Amazon S3 to store and protect any amount of data for a range of use cases, such as data lakes, websites, mobile applications, backup and restore, archive, enterprise applications, IoT devices, and big data analytics. Amazon S3 provides management features so that one can optimize, organize, and configure access to their data to meet your specific business, organizational, and compliance requirements. This is the one which holds all the images of the clients and is an environment which doesn't allow any malware or viruses to execute. For more details about Amazon S3 please visit  
<https://docs.aws.amazon.com/AmazonS3/latest/userguide/Welcome.html>
- 3. Amazon RDS :** Amazon RDS is a managed relational database service that provides one six familiar database engines to choose from, including [Amazon Aurora](#), [MySQL](#), [MariaDB](#), [Oracle](#), [Microsoft SQL Server](#), and [PostgreSQL](#). It handles routine database tasks such as provisioning, patching, backup, recovery, failure detection, and repair. It makes it easy to use replication to enhance availability and reliability for production workloads. Using the [Multi-AZ](#) deployment option, one can run mission-critical workloads with high availability and built-in automated fail-over from your primary database to a synchronously replicated secondary database. Using [Read Replicas](#), one can scale out beyond the capacity of a single database deployment for read-heavy database workloads.

One can use AWS Identity and Access Management (IAM) policies to assign permissions that determine who is allowed to manage Amazon RDS resources.

One can use the security features of their database engine to control who can log in to the databases, just as one would do if the database was on their local network. One can also map database users to IAM roles for federated access.

One can use Secure Socket Layer / Transport Layer Security (SSL/TLS) connections to encrypt data in transit.

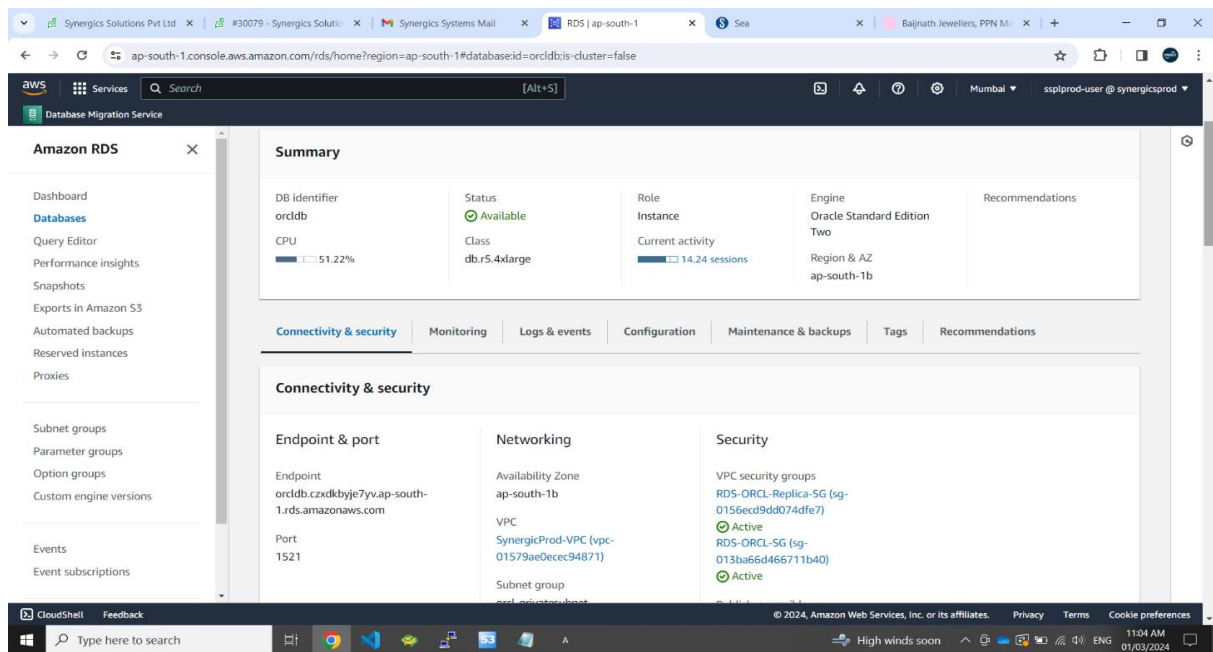


One can Encrypt their database storage and backups at rest using Amazon Key Management Service (KMS). Monitor database activity and integrate with partner database security applications with Database Activity Streams.

The RDS Features handles Confidentiality, Privacy, Data Back-ups, Data Recovery, Disaster Recovery and Business Continuity Plans. These features are extended by SSPL to their users such that SSPL is not involved in the day-to-day operations. Visit the below page for more details: <https://docs.aws.amazon.com/rds/index.html>

The evidence that makes the hosting services with AWS compliant. the data centers are located in India and the data resides in India.

Feb 2024



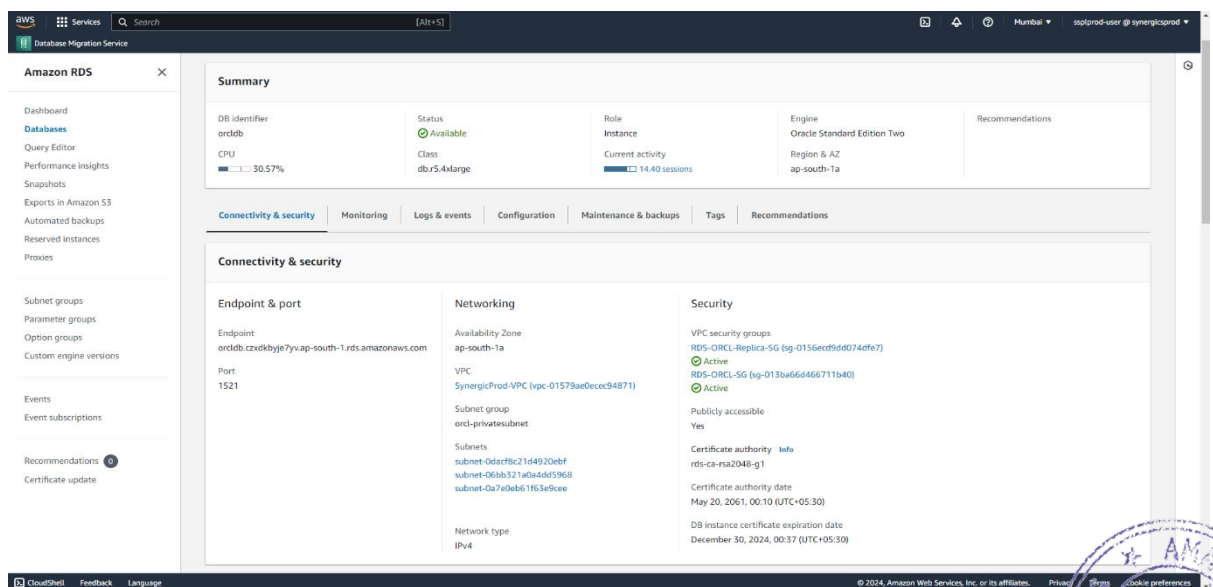
The screenshot shows the AWS RDS console for an instance named 'ordcdb'. The 'Summary' section displays the following details:

DB identifier: ordcdb	Status: Available	Role: Instance	Engine: Oracle Standard Edition Two	Recommendations
CPU: 51.22%	Class: db.r5.4xlarge	Current activity: 14.24 sessions	Region & AZ: ap-south-1b	

The 'Connectivity & security' section provides further configuration details:

- Endpoint & port:** Endpoint: ordcdb.czxdkbyje7yv.ap-south-1.rds.amazonaws.com, Port: 1521
- Networking:** Availability Zone: ap-south-1b, VPC: SynergicProd-VPC (vpc-01579ae0eccc94871), Subnet group: ord-private-subnet
- Security:** VPC security groups: RDS-ORCL-Replica-SG (sg-0156ecd9dd074dfe7) [Active], RDS-ORCL-SG (sg-013ba66d466711b40) [Active]

March 2024



The screenshot shows the AWS RDS console for an instance named 'ordcdb'. The 'Summary' section displays the following details:

DB identifier: ordcdb	Status: Available	Role: Instance	Engine: Oracle Standard Edition Two	Recommendations
CPU: 30.57%	Class: db.r5.4xlarge	Current activity: 14.40 sessions	Region & AZ: ap-south-1a	

The 'Connectivity & security' section provides further configuration details:

- Endpoint & port:** Endpoint: ordcdb.czxdkbyje7yv.ap-south-1.rds.amazonaws.com, Port: 1521
- Networking:** Availability Zone: ap-south-1a, VPC: SynergicProd-VPC (vpc-01579ae0eccc94871), Subnet group: ord-private-subnet
- Security:** VPC security groups: RDS-ORCL-Replica-SG (sg-0156ecd9dd074dfe7) [Active], RDS-ORCL-SG (sg-013ba66d466711b40) [Active], Publicly accessible: Yes
- Certificate authority:** rds-ca-rsa2048-g1, Certificate authority date: May 20, 2061, 00:10 (UTC+05:30), DB instance certificate expiration date: December 30, 2024, 00:37 (UTC+05:30)



In the Opinion Paragraph we have covered the Database Management Related Functionality and hence we are not reiterating it here.

**Backup**

As explained above, the Amazon RDS is under multi - AZ environment setting where a real time copy of the production database is always maintained. The database servers are replicated real time for any fail over mechanism, so this means a similar server configuration is available for every transaction as it gets saved. This is termed as a Multi AZ (Multi Availability Zones) scenario. This ensures zero downtime even if the primary database instance goes down. To segregate the load, there is a separate Reporting Server apart from the Live Transaction Server. This has led to provisioning of another server with Oracle License. To facilitate real-time communication between the Live Transaction Server and Reporting Server, another server has been provisioned for replication services which is termed as DMS services (Data Migration Services).

**Monitoring**

By Virtue of AWS Subscription, SSPL gets the Vulnerability Testing & Scanning and Penetration Testing doing by AWS Security Protocols. SSPL pitches in case of any service requirements beyond the standard AWS Services.

The monitoring mechanism has been extended to an in-house app with MFA. This makes access to the AWS console zero. The monitoring app not only monitors the infra but also monitors the running status of the application. There are no exceptions, the app gives all the required information in the form of notification. The opinion paragraph contains the related evidence in the form of screenshots.

**For AMARNATH KAMATH & ASSOCIATES**  
**Chartered Accountants, - FRN: 000099S**

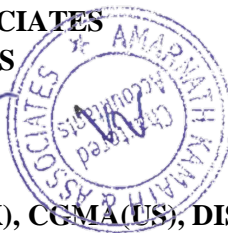


**V. Narayanan, FCA, ACS, ACIMA(UK), CGMA(US), DISA**  
**Partner, Mem. No. 219265**  
**Date: April 17, 2024**  
**UDIN: 24219265BKBLXU5611**

**SECTION 6: OTHER MATTERS NOT COVERED BY AUDIT REPORT**

- 1) We have not verified the user right management, data entry and allied activities at SSPL's Client Locations.
- 2) We have not performed any Systems and Security Audits at their Client's Locations. We provided the assurance based on records and information available only at hands of SSPL we are unable to provide any other assurance than what has been expressed in this Report till Section 5.
- 3) We observe that certain clients of SSPL are not extracting the Session Logs, MIS Reports and Accounting Information on regular basis and therefore are frequently requesting SSPL to extract this information for them on an Extensive Manner during the course of their Annual Audits. Therefore, to save Server Load so that the Server can be saved from being slowed down, the SSPL uses Query Language and extract this information using a Developer Log-in. The Developer Log-in does not have any Add, Edit or Delete and Save Rights. However, this value-add service provided by SSPL to those clients are not as per the scope of their agreement and further it puts them into "Information Service Provider" category in such events. Though we assured ourselves as to the integrity of such information provided on sample basis, we did not perform the Audit of SSPL from the Angle of Information Service Provider.
- 4) We also did not audit the Cloud Service & Infrastructure Providing Capability of SSPL as it is not their business area. SSPL Currently assure those services by engaging AWS and monitoring their services. We did not check for who or what would replace AWS in case AWS Fails.

**For AMARNATH KAMATH & ASSOCIATES**  
**Chartered Accountants, - FRN: 000099S**



**V. Narayanan, FCA, ACS, ACIMA(UK), CGMA(US), DISA**  
**Partner, Mem. No. 219265**

**Date: April 17, 2024**

**UDIN: 24219265BKBLXU5611**