



CRYSTAL HR AND SECURITY SOLUTIONS PVT LTD

Commitment Delivered

Sowbarnika Complex, Second floor, No. 43, Thirumalai Pillai road, T-nagar, Chennai -600017.

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Introduction

Crystal HR and Security Solutions (P) Ltd. is an HR service provider having its own product development division. Field Trac is the product owned by Crystal HR having complete intellectual property right. Crystal's corporate office is situated in T-nagar, Chennai, India. The office is equipped with state of the art hardware and software with sufficient leased line internet connectivity.

The infrastructure is backed by powerful UPS and Inverters to provide uninterrupted work and delivery for the clients. Crystal team consists of Relationship Managers, Process Executives, Delivery Managers, Technical Architects, Senior, Junior software developers, Quality Analysts and Technical Support Executives. Average experience of resources is minimum 3 years in Crystal.

Crystal is tied up with various IT institutions and Engineering Colleges to facilitate campus recruitment for resource planning

Solutions Available

On Cloud

Cloud Hosting

Wallet-HR cloud environment is hosted in a data centre located in Amsterdam and the data security accreditations' details are given below:

- ISO 27001 & ISO 9001 Certified
- amsix Certified
- ISAE 3402



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Disaster Recovery Plan & Backup Strategy

Vulnerabilities of system components to security and availability breaches and incidents due to malicious acts, natural disasters, or errors are monitored and evaluated and countermeasures are implemented to compensate for known and new vulnerabilities. All logical access security measures have been implemented to protect against security and availability threats from sources outside the boundaries of the system. Business recovery plans are tested annually. Internal and external vulnerability scans are performed quarterly and annually and their frequency is adjusted as required to meet on going and changing commitments and requirements.

Controls have been implemented to prevent or detect and act upon the introduction of unauthorized or malicious software.

The transmission, movement, and removal of information are restricted to authorized users and processes, and are protected during transmission, movement, or removal enabling the entity to meet its commitments and requirements. VPN, SSL, secure file transfer program (SFTP), and other encryption technologies are used for defined points of connectivity and to protect communications between the processing center and users connecting to the processing center from within or external to customer networks. All backup media are encrypted during creation.

FieldTrac – Field Force Management Application

Features

By using Fieldtrac, the **Field executives** can

- Plan and enhance customer visits to save time.
- Fill up custom forms mapped to their role
- Set up follow up calls and reminders
- Share notes during their visits.
- Click photos as attachment or upload external files.

Information – when it matters.



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Managers can

- Locate a team member in the map with photo identification
- Track field sales executives and see when they check-in and check-out at each location.
- Receive accurate records of their kilometres travelled
- Validate their movements with GPS and get visit notes
- View the attachment pertaining to any form updated by an employee.

For **Crystal HR and Security Solutions Pvt. Ltd.**

Raman RS
Managing Director