

## **Frequently Asked Questions**

### **? How much does Axiom cost ?**

Axiom is Software as a Service (SaaS). It is priced on a monthly subscription fee. Depending on the quantity of users, Axiom's monthly subscription fee is between \$15 and \$40 per month.

### **? How fast can we be up and running ?**

Axiom is true multi-tenant application. We can implement an account for you in as little as an hour.

### **? What are the hardware and software requirements for Axiom ?**

Axiom is hosted solution and as such no software resides at our clients sites. The only software requirement is a compatible internet browser (Internet Explorer, Mozilla Firefox, or Apple Safari) and an internet connection.

### **? How many user accounts does Axiom support ?**

There is no limit to the number of user seats or accounts in Axiom. You buy as many as you need.

### **? What are the limitations to Axiom ?**

Axiom is developed in Microsoft's ASP.NET and SQL Server Technologies. There are no software limitations that we know of. The software performs to the physical limits of the hardware which is expandable as required.

### **? Is my data secure ?**

Security for hosted solutions comprises 2 areas: the accessing of the data and the transmission of the data. Axiom is designed with multiple index keys to insure the data is accessed only by the appropriate tenant. We can invoke SSL (secure socket layer) for the transmission of data across the internet.

### **? Do you use any offshore support for development, implementation, or maintenance of Axiom ?**

All development, implementation, support and maintenance of Axiom occur in the United States.

## **? Can we take Axiom for a test drive before committing to a purchase ?**

Axiom has a "sand box account" for precisely that purpose. You can login as an existing user and execute all the Axiom functionality.

## **? What kind of training will we need in order to be fully proficient on Axiom ?**

No formal training is required to use Axiom. Axiom was designed to be intuitive and user-friendly. Administrators will need instruction, which is provided by help screens and a User's Manual.

## **? If I sign up for Axiom, can I migrate my existing sales, product, and customer data directly into Axiom ?**

Axiom has upload functionality for products and customers. These uploaded must be in a prescribed format (MS Excel with certain fields).

## **? Can I assign different levels of access to different areas of Axiom ?**

Each "page" in Axiom contains complete functionality for its purpose. You choose what users get access to what pages.

## **? Many of my customers receive discounts depending on a variety of factors. Can Axiom handle this ?**

Axiom contains a complex pricing engine that allows discounting based on a wide variety of factors.