INITIAL SETUP SCOPE

What is included in the deployment of the CrowdService platform software

The initial setup is included in the base licence fee. It covers the work listed below, carried out by CrowdService during the implementation period. Some items require the platform operator to sign up for the relevant third-party services (see “Third-Party Services: Indicative Costs”).

1. Support with registration in external systems

- hosting;
- information security gateway (DDoS protection);
- bank providing a segregated client (nominee/escrow) account;
- company registry, address and bank code data sources;
- notification bots in a messenger;
- AML/CFT and sanctions screening sources required by the regulator;
- SMS gateway;
- fiscal receipting / e-invoicing service, where required by local law;
- email delivery service;
- live support chat;
- cloud file storage;
- web analytics counters;
- electronic identity verification (eKYC) service, where available in the operator’s jurisdiction.

2. Computing cluster setup

- 20 Linux virtual machines;
- automated cluster management system;
- 3 secured VPN tunnels;
- connection to the CrowdService corporate monitoring and logging system;
- messenger bots for alerts;
- backup system (database — per second, files — per minute);
- connection to the CrowdService automated testing and deployment system (CI/CD);
- set-up of de-identified working copies of the platform database for use in development;
- database tuning for optimal performance.

3. Task management setup

- VPN access for the operator’s staff to submit tasks to CrowdService;
- connection to the task management and time tracking system.

4. CrowdService software configuration

- integration settings for external services;
- integration with the client account at the bank;
- transmission of client account beneficiary data to the bank, where required;
- application of the platform’s pricing policy for loans;
- application of the platform’s overdue policy (within configurable parameters such as default interest, fees and quarantine rules);
- receipt and processing of AML/CFT screening data, lists of invalid identity documents and company registry updates, where available;
- administrator logins and their subscription to service alert bots;
- editing of notification templates (messenger, email, SMS) to meet the platform’s requirements.

5. Branding

- interface colours and fonts;
- logo and background images;
- email templates for new project announcements;
- support chat styling;
- explanatory texts in the client area.

6. Platform documents

- provision of a sample set of platform documents;
- consultations on the platform's business logic and how it is reflected in the sample documents;
- review of document texts for compatibility with the current technical implementation, or identification of required changes;
- publication in the client area of document files prepared by the platform's lawyers;
- set-up of templates for documents generated by the system.

7. Consultations on related systems

- consultations on UTM tag handling on the platform's website;
- consultations on the settings of related systems used by the CrowdService software.

8. Training

- documentation on the main system processes;
- initial system demonstration;
- issue and repayment of a test loan;
- preparing the operator's staff to demonstrate the system to the regulator, where a regulatory review is required.

This document describes the standard scope. The exact scope, timeline and the operator's obligations are set out in the Software Licence and Services Agreement.