

Service definition Document for Aarav's Odoo Services

Aarav Solutions Profile

Founded in 2012, Aarav Solutions is a global Product Engineering and IT Consulting services provider. Our clientele comes from a broad array of industries - Telecommunications, Banking & Finance, Government, Power and Utilities, among various other B2B segments. Our goal is to enable organisations in their digital transformation journey, leveraging our domain knowledge and software engineering proficiency.

At the forefront of Oracle Package Implementation, we are acknowledged experts in Oracle BRM (Billing and Revenue Management) and Oracle E-Business Suite. Our proficiency in these areas is backed by a track record of successful implementations, recognized through numerous industry accolades.

Recently, we launched our innovative Co-create Labs. This initiative represents a paradigm shift in how digital transformation is approached, featuring a unique co-investment model. This model facilitates a collaborative partnership with our clients, sharing risks and rewards equally, and ensuring a committed path to achieving rapid success in adopting Generative AI and Blockchain technologies.

Through Co-create Labs, we don't just offer our technical expertise; we invest alongside our clients in realising quick wins and long-term strategic advantages. This approach is tailored to meet the evolving needs of enterprises looking to harness the potential of emerging technologies while mitigating the inherent risks of innovation.

Aarav Solutions continues to be a trailblazer, not just in delivering cutting-edge solutions but also in fostering a culture of co-creation and shared success. Our awards and industry recognitions stand as testament to our unwavering commitment to excellence, innovation, and the success of our clients.

Technology Partnerships ---



What is the service?

Aarav Solutions provides comprehensive Odoo Consulting services designed to empower enterprise digital transformation through a modular, API-first ERP platform. Our service encompasses the full lifecycle of Odoo engagement: strategic consulting, end-to-end implementation, legacy system migration, custom module development, and seamless integration with complex enterprise ecosystems (CMS, CRM, Collection Management). Leveraging our "Aarav Way" methodology and a team of over 120 certified ERP specialists, we deliver tailored solutions— from Digital Asset Management (DAM) to Omni-channel Retail and Telecom BSS—that consolidate fragmented operations into a single, scalable source of truth.

Odoo ERP Services:

- Odoo Consulting: Understand your business goals and design tailored solutions to meet and exceed them
- Odoo Implementation: Ensure a timely and budget-friendly implementation tailored to your unique business needs.
- Odoo Data Migration: Effortlessly transition to Odoo with our expert migration services. We ensure smooth data transfer, customise UX/UI, and deliver tailored features for an enriched business management experience.
- Odoo Integration & Customisations: Seamlessly integrate Odoo with existing software to retain a connected ERP. Leverage the high customizability of Odoo to tailor it to your specific business needs.

We cover the following Industries in terms of domain expertise:

- Communications, Media and Technology
- Financial Services
- Energy & Utilities
- Public Sector Services
- Automotive
- Travel

Levels of data backup, restore, and disaster recovery

We implement a resilient, cloud-native backup strategy typically hosted on hyperscalers like AWS, GCP, or Azure, or via Odoo's managed SaaS options. Standard provisions include:

- **Automated Backups:** Daily automated backups of the database and filestore, retained for a mutually agreed period (e.g., 14 days for rolling snapshots), with options to sync critical backups to on-premise storage for redundancy.
- **Disaster Recovery (DR):** While specific RPO/RTO targets are defined per engagement, our architecture supports high availability with auto-scaling and optional cold storage archiving (AWS Glacier/Azure Archive) for long-term data preservation.
- **Restore Capabilities:** We support point-in-time recovery for production environments and provide non-production environments (Dev, UAT) for testing restoration procedures without impacting live operations.

Onboarding and offboarding support

- **Onboarding:** We utilize a structured "Aarav Way" delivery model starting with an Initiation and Elaboration phase to baseline architecture and requirements. This includes comprehensive functional and technical training (instructor-led or web-based) for administrators, end-users, and technical staff to ensure proficiency from day one. We provide knowledge transfer sessions (live or recorded) to enable the customer operations team.
- **Offboarding:** Our exit strategy ensures the client retains full ownership of their data. Offboarding includes a defined exit plan with orderly extraction of data using Odoo's standard export tools (CSV/Excel) or API-based bulk extraction. We provide documentation handover (configurations, runbooks) and support knowledge transfer to the customer's internal teams or the new provider to ensure operational continuity. We ensure a smooth transition by verifying data integrity and providing necessary documentation for the incoming team or internal handover.

Service constraints

- **Maintenance Windows:** Routine updates and security patches are scheduled during pre-agreed maintenance windows to minimize disruption, with critical security fixes prioritized.
- **Customisation:** While Odoo is highly flexible, we enforce governance on customisations to maintain upgradeability. Changes are managed via our DevOps pipeline; direct core code modifications are avoided in favor of modular extensions and Odoo Studio configurations.
- **Scope Boundaries:** Services such as 100% accuracy guarantees for AI-generated metadata, unlimited retroactive data cleansing, or licensing for third-party tools (e.g., Adobe CC connectors) are typically excluded unless explicitly scoped.

Service levels

We offer defined Service Level Agreements (SLAs) for ongoing support, categorized by incident severity:

- **P1 (Critical):** 30-minute response, 8-hour resolution target.
- **P2 (High):** 60-minute response, 24-hour resolution target.
- **P3 (Medium):** 2-hour response, 36-hour resolution target.
- **P4 (Low):** 4-hour response, 48-hour resolution target.
- **Availability:** Targeted uptime is aligned with the underlying cloud hosting provider (e.g., 99.9% for standard cloud tiers), supported by 24/7 monitoring for critical production systems.

After-sales support

Our post-implementation support includes a dedicated "Hypercare" period (typically 1 month) with intensive monitoring and rapid bug fixing.

Following this, we offer Annual Maintenance Contracts (AMC) that cover regular updates, security patching, release management, and continuous workflow optimization. Support is accessed via a structured ticketing process with clear escalation matrices and regular status governance meetings.

Support plans can be tailored to include 9 AM - 5 PM Monday-Friday coverage for critical systems, ensuring expert assistance is available whenever needed. We provide a dedicated service portal for incident reporting, regular service review meetings to track performance, and ongoing consulting for upgrades or new feature adoption.

Technical requirements

- **Client Obligations:** Customers must provide authoritative data schemas (e.g., metadata taxonomies), valid sample data for migration, and access credentials for any third-party integrations (e.g., SSO providers, legacy DBs).
- **Infrastructure:** For on-premise or hybrid deployments, specific compute and storage resources (e.g., XFS filesystems, minimum RAM/CPU cores) must be provisioned. For SaaS/Cloud models, a modern web browser and reliable internet connectivity are the primary end-user requirements.

These are not exhaustive and heavily depend on several factors that can only be finalised during the discovery phase.

Outage and maintenance management

We employ a proactive maintenance approach where security patches and minor updates are applied regularly, with clear release notes provided. Planned outages are communicated in advance through our project governance channels. Unplanned incidents are managed via our service desk, with P1 issues triggering immediate escalation and status updates until resolution.

Hosting options and locations

We offer flexible hosting models to suit data residency and compliance needs:

- **SaaS/Public Cloud:** Hosted on hyperscalers like GCP, AWS, or Azure for maximum scalability and global reach.

- Managed Cloud: Deployment on Odoo.sh for a purely Odoo-optimized PaaS experience.
- Hybrid/On-Premise: Support for customer-managed infrastructure with Aarav providing remote management and backup synchronization.

Access to data (upon exit)

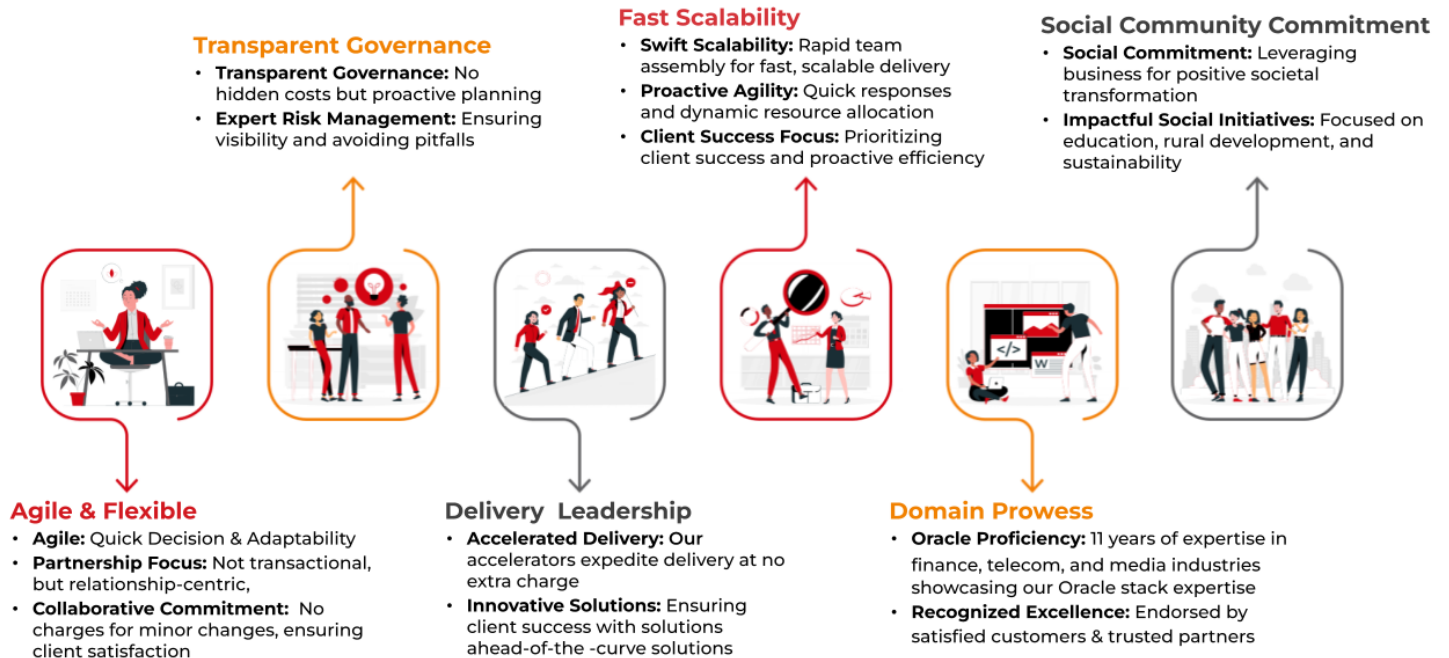
Customers have full rights to their data throughout the contract. Upon exit, data can be exported in open standard formats (CSV, XML, JSON) via Odoo's built-in export wizard or via API for large datasets. We ensure that all customer data is securely handed over and subsequently purged from our environments in compliance with data protection policies.

Security

Security is intrinsic to our solution, backed by ISO 27001 certification. Key measures include:

- Access Control: Granular Role-Based Access Control (RBAC) to restrict visibility and actions based on user roles (e.g., Curator vs. Viewer).
- Audit Trails: Comprehensive logging of all user actions (create, read, update, delete) via Odoo Chatter and system logs for governance.
- Data Protection: Implementation of safeguarding flags (e.g., for sensitive content), secure SSO integration (SAML/OAuth), and encryption of data in transit and at rest.

Why Aarav Solutions?



Thank You

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