FOR PROCUREMENT

MITH.TECH Why MithTech

Who we are, how we deliver, support and host, and who keeps what. Each section names its page on mith.tech.

Company

/about

Registered name	Mithtech Innovative Solutions Private Limited
Head office	616/A, 9th Cross Rd, E Block, Subramanyanagar, Rajajinagar, Bengaluru, Karnataka 560010
Company and CIN	Private limited company, Karnataka · CIN U72900KA2016PTC095277
Team	About 35 people, sales and support included. An enterprise-level provider with a small senior AI-assisted team of 35.
Works with	ERPNext, Tally, SAP Business One, Zoho, Odoo · builds on Frappe and Medusa. We implement or support these five.

Stack

/services/erpnext-implementation

Out of the box: Standard ERPNext, configured

Set up for you: Settings, workflows and rules

Built as an app or added: Kept out of ERPNext's code, so updates install cleanly

Payroll with PF, ESI and PT: Frappe HR salary components set up for you

An online store: Commera on ERPNext, or Medusa for several channels

How we deliver

/about/how-we-work

1. Sort and scope. Sort your list into three piles: standard, set up, and built as an app, in a written scope that names what's excluded. **You sign off:** The scope.

2. Set up and load. Configure ERPNext and load your masters and opening balances. **You sign off:** Masters and balances.

3. Test with your team. Train your people and fix what testing finds. **You sign off:** Ready to go live.

4. Go live and close the month. Sit in on the first month-end close. **You sign off:** The first close, then support or hand-over.

Delivered: Rosemount International Schools: 10 weeks a campus, fixed-scope · Splendx: 12 weeks, T&M, then fixed · Multi-plant manufacturer (client not named): fixed-scope, phased rollout · Polemarch (our own platform): Continuous, built and run · Risitex (Lamongie): Continuous, built and run · Fixcent: 9 weeks a region, fixed-scope

Our three 2026 go-lives took 9 to 12 weeks a site.

GST is tested before go-live. E-invoices and e-way bills included, with the India Compliance app.

Your data

/services/managed-hosting

Can the data stay in India?	Yes. We pick the server's region with you, and an Indian region is the usual choice for Indian companies. Backups go to a second location you approve. If a law or a client contract says where data must sit, tell us on the call and we set it up that way from the start.

Your code and your exit

/about

Source code	in your own repository
Data and backups	on servers you choose
Custom work	in its own app, so upgrades don't break it
Leaving	no exit fee, hand-over notes from day one

Support

/services/support-amc

SEVERITY	RESPONSE	RESOLUTION
P1 · Stopped Nobody can work: billing, posting or the site is down	1 hour	4 hours
P2 · Blocked One flow is stuck, with no workaround	2 hours	16 hours
P3 · Wrong or slow It works, but wrongly or slowly; there's a workaround	4 hours	2 working days
P4 · A request A change, not a fault	1 working day	Planned with you

The clock runs Monday to Saturday, 9:30 to 19:00 IST, and around the clock for P1.

Raise it in our Helpdesk portal, on your WhatsApp group with us, by email, or call us. Every issue becomes a Helpdesk ticket with a number, wherever it starts.

Upgrades, one major version at a time: Copy · Upgrade · Test · Rehearse · Go live

Quoted separately: A new module or app · A large integration · A big data import or migration · Hosting, if we run the server

Hosting

/services/managed-hosting

WHO HOLDS	IN YOUR CLOUD ACCOUNT	ON OUR SERVERS
The server	You. The account is in your company's name.	Us. A server we rent and run for you.
Root access	You and us. You keep the master login.	Us. You get it on request, in writing.
Your data	You. Yours.	You. Yours.
Backups	Us. Nightly, copied off the server, and restored on a schedule to prove they work.	Us. Nightly, copied off the server, and restored on a schedule to prove they work.
Upgrades	Us. Tried on a copy first, then run on yours.	Us. Tried on a copy first, then run on yours.
The way out	You. Nothing to move: the server is already yours.	You. An exit kit: a full backup, the code and the settings, restored with you once.

References

/case-studies

Rosemount International Schools · Splendx · Fixcent · Risitex (Lamongie). Named with their consent. A multi-plant manufacturer is a client too, not named here.

Reference calls: yes, with the named clients. Tell us the case closest to your business and we will ask for a call with the person who ran the project on their side.

Talk to us: +91 90087 70738 · manoj.bhat@mith.tech · mith.tech/contact

Live demos on our demo company, with sample data: mith.tech/demos. No sign-up, no card, no account.