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Letter of Compliance



Facilitated and Audited by: SrivelEnterprise

HotWax Commerce

Omnichannel Order Management System for Retail Brands

INDEPENDENT SERVICE AUDITORS' CONFIRMATION ON A DESCRIPTION OF A SERVICE ORGANIZATION'S SYSTEM RELEVANT TO SECURITY, AVAILABILITY AND CONFIDENTIALITY AND THE SUITABILITY OF THE DESIGN AND OPERATING EFFECTIVENESS OF CONTROLS FOR THE PERIOD OF JULY 1, 2023, TO JUNE 30, 2024 - VALID UNTIL JULY 1, 2025

HotWax is a company that has developed HotWax Commerce, an Omnichannel Order Management solutions for retailers. HotWax Commerce is a SaaS-based solution. HotWax Software Pvt. Ltd. maintains HotWax Commerce OMS and offers services on top of it.

The controls were suitably designed and operated effectively to assure HotWax's service commitments and system requirements in accordance with the trust services criteria, and complementary user entity controls assumed in the design of HotWax's controls were applied and operated effectively.

Thanking you,

Rajesh Bommaan

Partner - SrivelEnterprise
September 25, 2024