Software Requirements Specification (SRS)

Multi-Tenant SaaS Platform

1. Introduction

1.1 Purpose

This document defines the functional and non-functional requirements for the Multi-Tenant SaaS Platform.

1.2 Scope

The platform provides centralized, cloud-based services to multiple client organizations ("tenants") under a single deployment.

2. Overall Description

2.1 Product Perspective

- Multi-tenant architecture
- Accessible via web browser
- API endpoints for integration

2.2 User Classes and Characteristics

- Super Admin
- Tenant Admin
- Tenant Users
- API Consumers

3. Functional Requirements

- FR-1: User authentication and authorization, including role-based access.
- FR-2: Tenant onboarding, management, and isolation.
- FR-3: Data segregation between tenants.
- FR-4: Custom branding per tenant.
- FR-5: Subscription and billing management.
- FR-6: System audit logs and activity history per tenant.

4. Non-Functional Requirements

- NFR-1: High availability & scalability.
- NFR-2: API response time & performance benchmarks.
- NFR-3: Compliance with security and privacy standards.
- NFR-4: Daily backup and disaster recovery plan.
- NFR-5: Responsive UI design.

5. System Features

Feature	Description
Multi-Tenant Management	Enable isolated environments per customer organization.
Self-Service Portal	Allow tenants to manage their users and settings.
Reporting & Analytics	Provide usage and activity reporting for each tenant.

6. Constraints

- Support for at least 100 concurrent tenants.
- Data must not be accessible across tenants.
- Web standards compliance (HTML5, CSS3).

7. Assumptions and Dependencies

- Platform will be hosted on a public cloud provider.
- Integration with third-party identity providers may be required.