

Software as a Service Architecture Overview

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SaaS Deployment Architecture Overview

The Software as a Service (SaaS) deployment model provides access to PeopleFluent OrgPublisher through your internet for your designated administrator to configure and upload data. When System Ready, OrgPublisher is available on a designated Internet address (URL) provided by PeopleFluent. Your users access the URL to view the data and perform actions that are determined by the administrator. With this process, SaaS provides service-on-demand keeping your resources free for other activity. Each customer is provided with a staging and production environment.

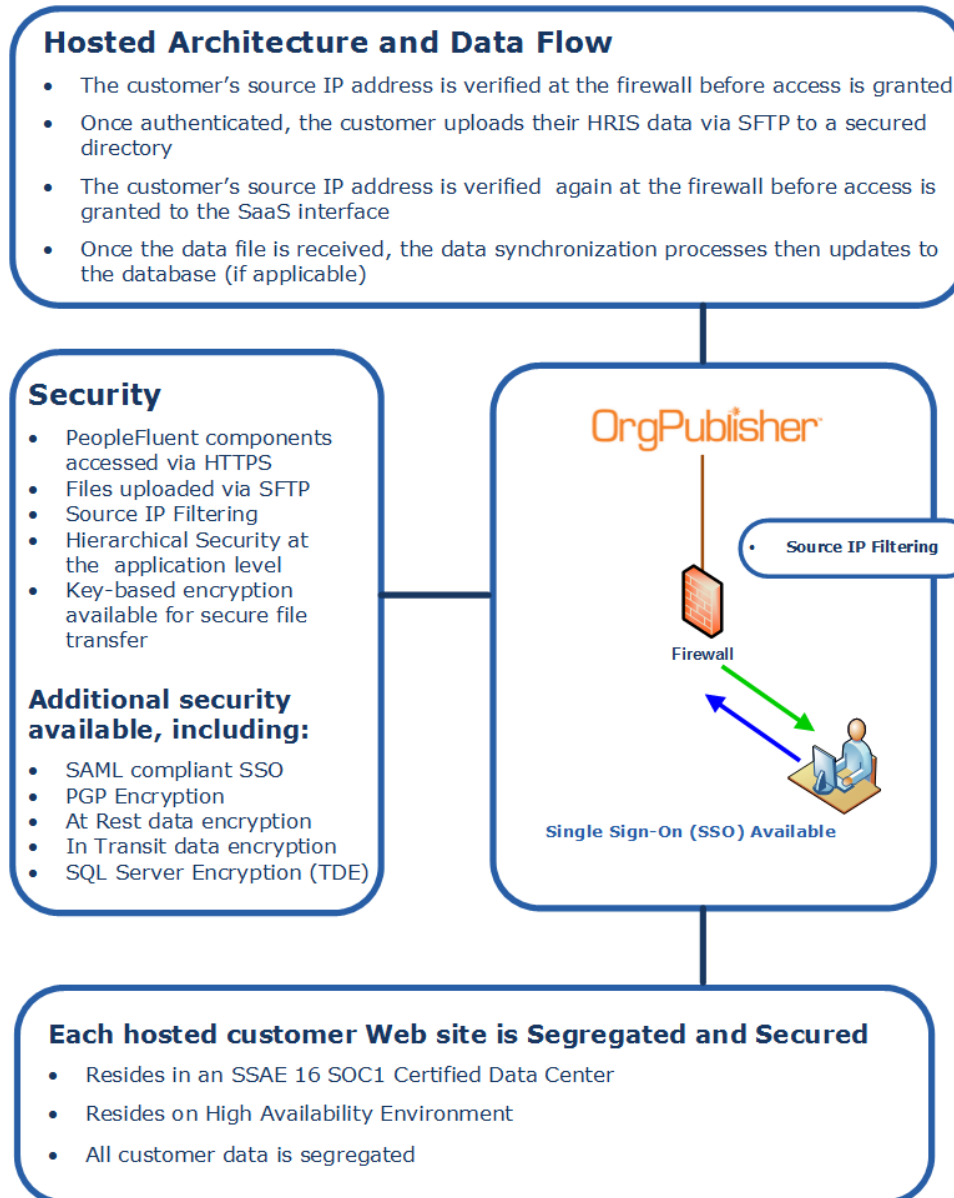


Figure 1.

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Advantages of Software as a Service

As a SaaS customer, you will enjoy:

- Quicker implementation
- Lower risk implementation
- Effortless upgrades
- Minimum infrastructure requirements
- 24x7 up time without additional IT
- Lower cost of ownership (TCO)
- Dramatic reduction in IT support

Client Requirements

To use the SaaS Deployment Model, you must:

- Microsoft® Windows® XP, Windows® Vista™, or Windows® 7
- 1 GB of RAM (2 GB recommended)
- 40 MB available hard disk space
- Microsoft® Internet Explorer® 7.0 and above with JavaScript enabled
- Microsoft® Silverlight® 4.0 and above
- Microsoft® Excel and PowerPoint 2010 or earlier versions with compatibility for 2010
- OrgPublisher ActiveX/PluginX (provided by Peoplefluent/Aquire)

SaaS Certifications

SSAE 16 SOC1 Certified Data Center is the recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). All PeopleFluent solutions reside in a data center that has successfully completed its first annual SSAE 16 SOC1 audit.

Availability and Fail Over

Availability is defined as the percent of a calendar month the service is available to you in the production environment, excluding scheduled downtime, emergency maintenance, and events out of our immediate control (such as performance of the Internet, ISPs, and third party service providers other than our data center facility). The target monthly uptime in each calendar month is 99% for each service.

Scheduled downtime is actual downtime for scheduled maintenance performed during the regularly planned maintenance window as we may reasonably designate from time to time. Downtime is not to exceed sixteen (16) hours per month of scheduled maintenance where our production systems are not available.

Emergency Maintenance is downtime, other than scheduled downtime, for the application of urgent patches and fixes, such as security patches, that our vendors recommend be applied. Examples of events outside of our control are performance of the Internet, ISPs, and other third party service providers other than our data center

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facility. We will use commercially reasonable efforts to provide you with immediate notice in writing.

Outage Notification refers to notifying you when unanticipated outage event occurs, regardless of cause. In such cases, we will send out an immediate email alert when a problem has been detected and will send a follow-up email when the issue is resolved.

In the event that we fail to meet the target service level three or more times during a reporting period, we will promptly investigate and report on the root cause of the problem.