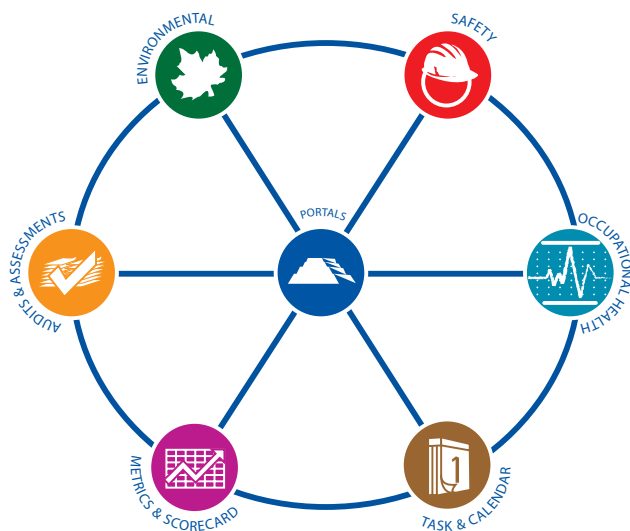




## World-Class Infrastructure | Software | 24 X 7 End User Help Desk

Anyone can install software on a server, and call it a hosted software delivery service or Application Service Provider (ASP). However, with ProcessMAP, you can expect a partner with a team dedicated to delivering a world-class infrastructure, state-of-the-art security, unparalleled maintenance services, and solid support - all designed to allow you to focus on your business and reap the value of the software solutions right away!

ProcessMAP provides end-to-end hosted enterprise software solutions to enable organizations to manage environmental, health and safety (EH&S) information, data, and underlying business processes. In essence, ProcessMAP becomes a business and technology extension of your organization – a part of your team to ensure that all users derive value from the application – not just during the initial implementation period, but every day.



### BENEFITS

**Complete Solution:** We design, develop, and deploy your entire solution to provide you with a complete platform that includes application software, hardware, and support.

**Rapid Deployment:** Accelerated deployment allows customer applications to be deployment within 8-12 weeks.

**Predictable Cost:** You can deploy your system with a low upfront cost and a predictable cost model.

**Accountability:** We provide a single point of accountability to manage and support the entire engagement. A dedicated client support manager is assigned to each of our customers.

**Resource Management:** You can optimize your internal technology resources (human capital & infrastructure) for strategic business activities, our technology teams provide all services required to operate, manage, maintain, and support your applications.

**Scalability:** Adding new modules and integrating additional business functions, and facilities can be rapidly achieved.

**Flexibility:** To adapt to your growing business requirements, we provide round-the-clock enhancement and integration services, and coordinate with your vendors and partners.

**Reliability:** Our state-of-the-art data center delivers a guaranteed 99% uptime. Experienced, professional team is dedicated to provide 24/7 protection of the data and systems, performance management, and security.

## INFRASTRUCTURE

### World Class Data Centers – SAS 70 Compliant

When entrusting critical technology and intellectual assets to an enterprise provider, you expect the data center facilities to be exceptional. Each of our datacenters will exceed your expectations. Each facility rides a Tier 1 backbone with diverse path connectivity and is backed by a fully redundant power and environmental system. Customers' environments are monitored around-the-clock by certified network engineers and technicians.

## SUPPORT

### A Critical Success Factor for your Initiative

The majority of our customers ask us to provide end user support because it's cost effective, efficient, and relieves the EHS team and internal IT staff from supporting the day-to-day end user issues. ProcessMAP provides a single point of support during all three phases of the implementation life cycle – prior to, during, and post-implementation phases. Our support teams are comprised of a cross-section of EH&S management and technology experts with a diverse background mainly as former corporate and facility-level EH&S staff (with experience in your business sector and/or processes), system administrators, technology architects, system integration specialists, data migration specialists, and product and business process specialists.

## AVAILABILITY

ProcessMAP Support Center provides help desk service on a 24x7 basis through telephone, email, and online chat. Trained support agents ensure rapid and accurate issue resolution by managing each user inquiry from initiation to closure. Our portal provides answers to a majority of the questions.

## WEB-BASED ISSUES RESOLUTION SYSTEM

To establish 100% transparency, all issues are tracked using a system. Clients are provided with a customized portal to report and track issues.

## APPLICATION MANAGEMENT

### An Extension of your Organization

ProcessMAP offers solutions on a scalable hardware and software platform. ProcessMAP development and system administration teams coordinate their efforts to deliver a system to ensure optimal performance for the users.

### Backup

ProcessMAP implements the industry's leading business processes for client data backup and restoration processes designed to minimize the risk of client data loss due to hardware, software, or network failure. All client databases are regularly backed up, both automatic/manual basis at intervals of 3 & 6 hours and full backups daily. All client databases and file assets are stored on physical media (CD-ROM, tapes, etc.) and securely stored offsite, ensuring data recovery in the event of a serious service interruption.

### Disaster Recovery

ProcessMAP dedicated staff guarantees application restoration within a few hours breakdown. Clients are notified and kept informed on a regular basis. In the advent of a natural disaster.

### Monitoring and Diagnostics

ProcessMAP utilizes the Vericenter online web tool to monitor production servers online for troubleshooting. Vericenter provides a wide range of Critical and Proactive Alerts to enable a quick response. SLA Reports on performance analysis of servers and Advanced Tools provide real time trouble shooting.

### System Maintenance

All relevant hardware and software vendor identified patches are applied on a regular basis in association with Vericenter. Agents installed on the servers identify these needs and are thoroughly tested prior to installation. Any and all system permissions are checked and passwords are changed periodically.

## About ProcessMAP

ProcessMAP Corporation provides enterprise software solutions to enable organizations to better manage environmental, health and safety (EH&S) information, data, and underlying business processes.