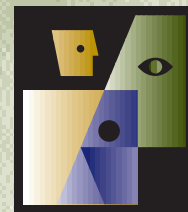# APPLICATION SERVICE PROVIDER OPTION

A Flexible Application Delivery Service

SuccessFactors
.COM

Because Competitive Advantage Is About People™

APPLICATION SERVICE PROVIDER OPTION

Start Using Applications Easily

SuccessFactors.com offers an Application Service Provider (ASP) option, a flexible delivery solution to help you quickly and easily start using our applications. Instead of licensing and installing an application at your location, the ASP option lets you use an application that's hosted on a remote server located in our secure data center. Designated users then easily access the application through a standard Internet browser.

The ASP option eliminates the hassle and cost of running an application at your location. SuccessFactors.com installs, configures, builds and supports your application. You can easily license a subscription, run test pilots or extend the application throughout your organization. Plus, SuccessFactors.com manages your application service completely, with an experienced, single point of contact for quick problem resolution.
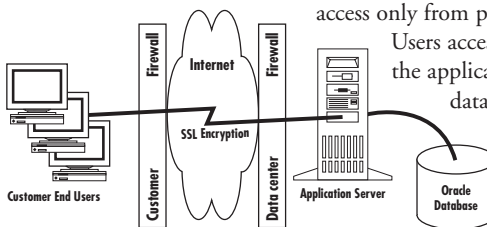
Run Your Applications Reliably

SuccessFactors.com ASP architecture ensures your applications run reliably. An Oracle database server containing all your data runs on multiple robust systems to maximize uptime and provide reliable back-up, so your data is secure and instantly accessible. For further protection, your data is backed up on a daily basis and stored off-site in a secure location.

Your application resides on multiple application servers, for high performance. Live back-up and automated fail-over support ensures that your application is always protected.

SuccessFactors.com monitors your ASP application system, 24 hours/day and 7 days/week and provides hardware and software engineers on-call for problem resolutions.

Feel Secure about Your Data

SuccessFactors.com ASP option provides high security. The servers and your data are protected by full firewall support with the option to allow access only from permitted IP addresses. Users access your data through the application server and your data communication is encrypted with the Secure Sockets Layer (SSL) and password systems.

Our data center is further protected with full power-failure battery back-up and an enhanced perimeter security. Plus, we limit access to key SuccessFactors.com personnel and data center technicians. We can even provide a tour of our state-of-the-art data center upon request.

Get High Performance

With SuccessFactors.com ASP option you'll experience high performance. Each server runs at optimal efficiency using the fastest hardware technology available today. Our data center partners with three major Internet providers, supplying OC3 connectivity (155mb/second), with guaranteed usage at less than 40% of the total capacity, so you can be confident of maximum performance.

SuccessFactors.com offers a variety of solutions via the ASP option. Pricing varies based on the number of users and your organization's needs. Contact a sales representative at SuccessFactors.com for more information.

Features	Benefits
Application and data hosted at a secure data center	• Instant-on capability • Lower total cost to own: no need to buy, configure or support new hardware or software • No internal IT support or resources needed • Flexible purchasing options
Application accessible via Internet browser	• Low risk: only Internet browser support required • Applications and data accessed from anywhere
Multiple Oracle® database servers running on Sun® Solaris™ systems using a RAID-5 storage area network configuration	• Reliable: fail-over provided • Industry leading database server platform
Multiple application servers running on Compaq®-enterprise hardware	• Reliable: fail-over provided • High performance: handles peak loads of traffic • Future scalability
Application servers protected by RAID-1 disk mirroring	• High availability of application even in the event of a hardware failure
Fully monitored firewall protection	• High security • Data accessible only through the application server
SSL encryption on all browser communication	• High security from any location
Three Internet providers with OC3 connections running at 40% utilization	• Reliable • High performance and fast access to application and data
Server equipment monitored 24/7	• Reliable

SuccessFactors.com,™ Inc. is the premier provider of Web-based solutions that help Global 2000 companies to optimize their workforce capabilities. Our "business-to-employee" solutions help executives, managers and employees save time, target training dollars, reduce turnover, and ultimately increase workforce productivity. In short, we help companies gain competitive advantage by maximizing return on investment in their most precious resource—people.

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