OpSource™
The Saas Delivery Experts

OpSource On-Demand℠ 2.0

The Complete Platform For Delivering Your Applications On-Demand

The world is rapidly moving to on-demand. Businesses and consumers alike expect to find, test and purchase applications and web services on-line and on-demand. This shift is having a profound impact on the way software and web companies think about all aspects of their business, from product development to pricing, delivery and support. Companies are finding that successfully delivering applications and services over the web requires much more than simply selecting a managed hosting provider. It requires a partner who understands and thrives in the on-demand world. OpSource aligns itself with its customers, sharing their focus and incentive to deliver cost effective, high quality on-demand products and services. Some of the largest software companies in the world as well as some of the fastest growing and most successful Web2.0 companies have chosen OpSource as their Web application delivery partner.

OpSource is focused exclusively on delivering applications over the web for business-to-business and business-to-consumer companies. Our customers provide the application or service and OpSource delivers it under the customer name and brand. Everything necessary for web delivery is provided, eliminating our customer's need to invest in delivery infrastructure, systems, application management or people. This saves valuable resources and accelerates time-to-market. OpSource further reduces risk and cost for its customers through the use of a "shared success" business model. With a modest initial cost, OpSource Success-Based Pricing, or "pay as you grow" concept, insures that increasing revenue always precedes any increases in delivery cost.

OpSource On-Demand provides a comprehensive solution that enables you to quickly and securely offer your application on-demand. From operational infrastructure, application management, and business acceleration tools to our innovative Success-Based Pricing, OpSource is totally aligned with our customer's success. Your Success is Our Success.

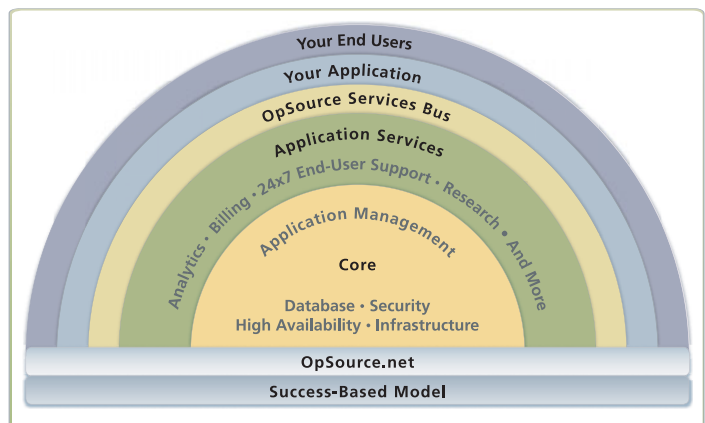### Infrastructure – Complete Hardware & Networking for a Secure and Scalable Infrasturcture

OpSource On-Demand includes the complete hardware and networking infrastructure required to deliver applications over the Web securely and reliably. With OpSource On-Demand, you can take advantage of state-of-the-art equipment and technologies that are managed and monitored around-the-clock by our team of experts and backed by 100% uptime guarantees.

Features

- Secure and scalable infrastructure
- Application management, including monitoring and tuning
- Applications services to accelerate growth
- OpSource Services Bus, eliminating the need to build non-core functionality
- OpSource Analytics to view the health of your business
- OpSouce Billing, with 'click to buy' functionality
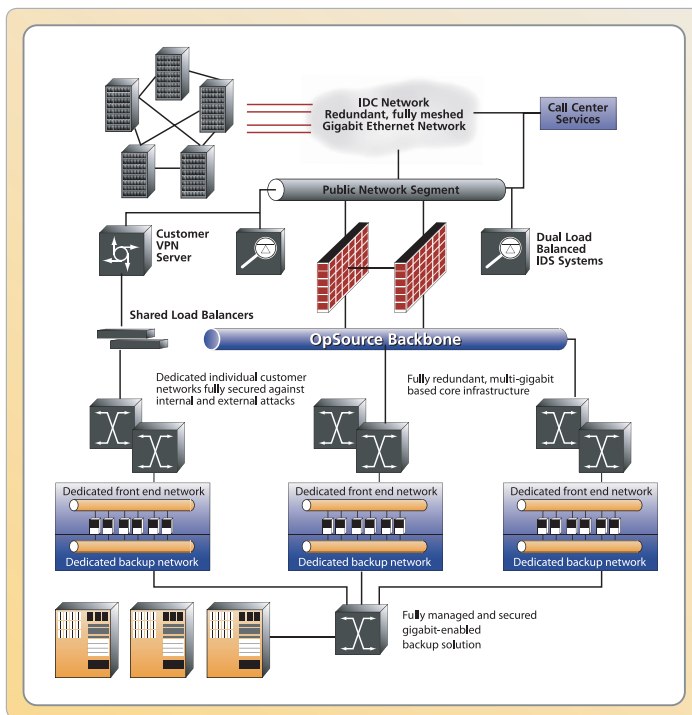- Success-Based Pricing Model

Benefits

- Complete – All hardware, software and systems infrastructure, application management and tuning, plus 24x7 branded end-user support
- Reliable – 100% application uptime SLA, SAS70 Type II compliant, plus Salesforce.com and WebEx Connect certified
- Focused – On-Demand tools designed to provide real-time customer feedback for constant application improvement
- Affordable – Success-based model with "pay as you grow" pricing, (no costly upfront investment in people and equipment)

THE EXPERTS IN DELIVERING WEB APPLICATIONS AND SOFTWARE AS A SERVICE FOR ON-DEMAND COMPANIES.

OpSource On-Demand Infrastructure offers:

- Multipoint monitoring of key metrics that alert systems administrators, network administrators, and DBAs of both immediate issues that need addressing as well as ongoing trends for capacity planning

- Ongoing management performed by experts in networking, security, hosting, data protection, and database administration

- 100% infrastructure and application uptime Service Level Agreement (SLA) guarantee

- Best-of-breed security (routers, firewalls, IDS and DDoS protection)

- Colocation and connectivity for mission-critical data centers in first class facilities, as measured by Uptime Institute

- Redundant IP connections to world class carriers terminated on our carrier grade network

- Disaster protection, including nightly backups, offsite storage, and remote site recoverability

- One hour hardware replacement and 48-hour hardware add policy

- Turnkey environment with all the assets you need such as OS and SQL licenses and SSL certificate

- Web server, network, and OS management

Database, Security, and High Availability – Not Just Hardware

OpSource On-Demand goes beyond the hardware. We provide a complete environment tailored to your application and designed to keep you and your users productive. Our commitment to maintaining your database, application's availability and performance is built on a foundation from the ground up, including:

- World-class data center facilities with redundant UPS power, diesel generator backup, and HVAC facilities

- Fully meshed, Tier 1 IP connectivity to multiple backbone providers

- Redundant load balancing architecture

- High availability firewall infrastructure

- In-depth 24x7 monitoring, security patching, and management procedures backed by SAS-70 Type II audits

- Backup solutions designed to protect and restore your data in case of hardware failure or accidental deletion

Application Management – Full Support & Services

We take care of your application, from monitoring to performance tuning, to ensure that your application is always performing optimally.

OpSource On-Demand Application Management offers:

- Application profiling and tuning

- DBA support

- Trained and certified staff that monitors application status, maintains availability, and assists with application maintenance and change control

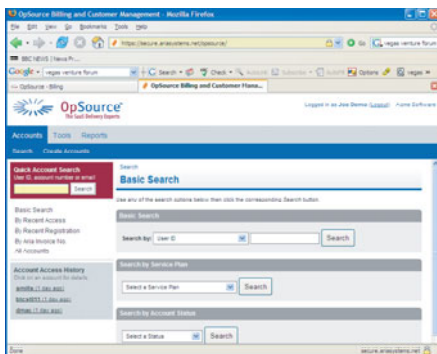- Multipoint monitoring of end-user experience

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Application Services

To help accelerate your time-to-market and growth, OpSouce offers the following Application Services designed specifically for on-demand companies.

- **OpSource Analytics**ˢᵐ Helps you develop business decisions better and faster. Our user-friendly dashboards give you a comprehensive and integrated real-time view into the health of your business, from infrastructure and application performance to end-user experience. Included are both business and operational metrics which could include units consumed, sign-on rates, growth rates, daily revenue, bandwidth consumption, intrusion detection and much more.

- **OpSource Billing**ˢᵐ This optional solution quickly provides on-demand applications with critical 'click to buy' functionality, user self service tools and a full suite of customer service representative tools for managing your growing customer base. With OpSource Billing you can process invoices and collect payments from end-users, and dynamically create and price sales promotions.

- **Branded, 24x7 End-User Support** Trained extensively on your application, our skilled technicians can support your end-users under your brand. OpSource has defined escalation procedures. In addition, we can track and report customer satisfaction, and provide a private mailbox and dedicated toll-free phone number for your end-users. With this service, you don't have to worry about staffing a call center around-the-clock.

- **OpSource Research**ˢᵐ This optional solution allows you to conduct user surveys to improve products and services, or test marketing and sales promotions.

- **SaaS Enablement Program** This optional service helps you successfully launch your SaaS offering. The 90-day program enables you to optimize the effectiveness of your software, reduce the amount of time it takes to get to market, and avoid costly mistakes or oversights. You can also use this service as a "sandbox" environment for development.

OpSource Services Bus

To further ensure your success, OpSource On-Demand includes the capabilities of the OpSource Services Bus (OSB). The OSB functions as a marketplace platform that can show your application to millions of potential users. If your application is integrated and commercially bundled into the OpSource On-Demand platform, you will have instant access to new markets and revenue streams.

Based on a services-oriented architecture, the OSB allows your application to easily take advantage of application components like OpSource Billing, OpSource Research, and others that are running on the OpSource On-Demand platform. The OSB eliminates the need for your company to write code for non-strategic processes, as we've already invested in the upfront development work for you.
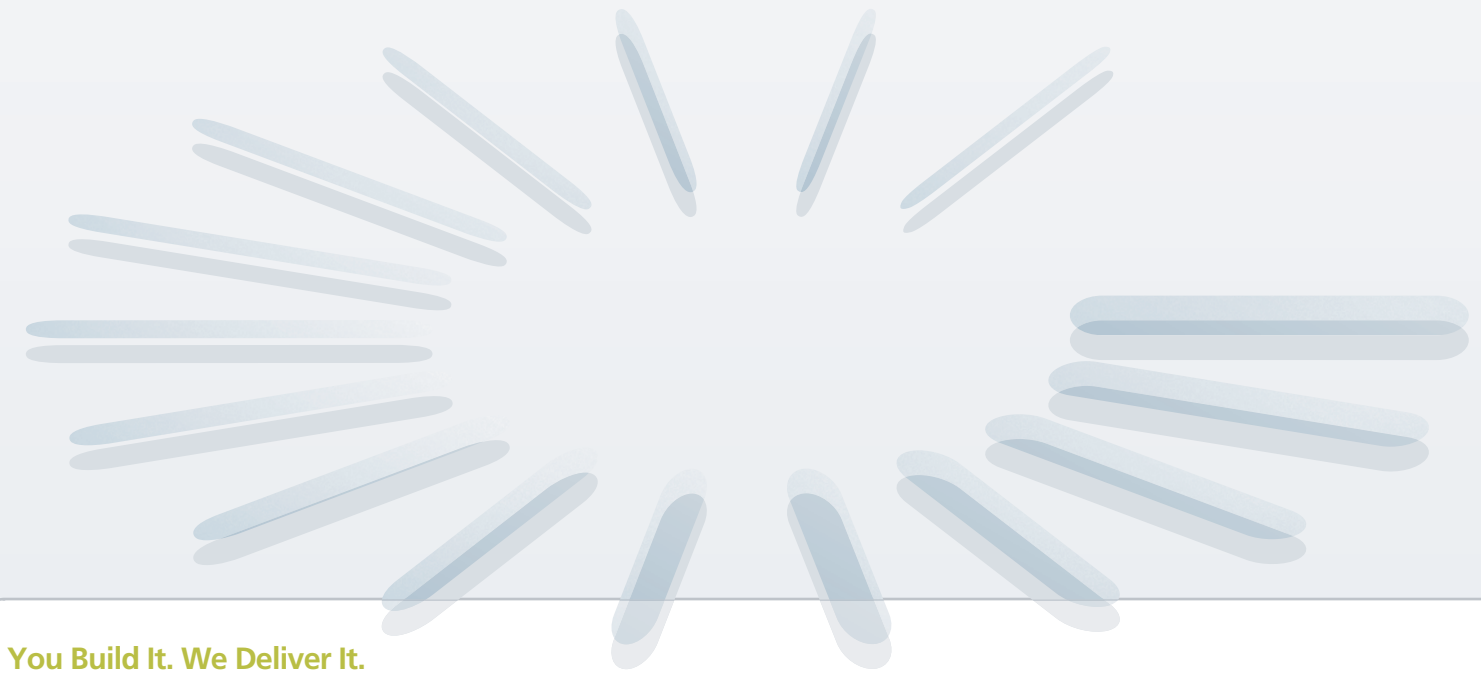
Success-Based Model

Our "success-based" philosophy is unique in the industry. OpSource has created the innovative Success-Based Pricingˢᵐ model for OpSource On-Demand. Designed to minimize risk, the "pay as you grow" concept allows you to begin the service with a minimum commitment and ensures that your costs do not increase ahead of your user base. Pricing can be based on the number of transactions, clicks, ads, seats, or users. Fundamentally different from the server-based pricing associated with conventional managed hosting companies, our pricing eliminates the need for significant upfront investments and ongoing costly equipment upgrades.

The other advantage to using our Success-Based Pricing model is that your per user cost will likely decrease as your user base grows. Thus, your margins could increase over time as we drive shared efficiency to help you grow.

In addition to pricing, we approach other aspects of our business with your success in mind. OpSource On-Demand offers:

- A phased approach to integrating your application, which includes defined and documented processes to ensure complete knowledge transfer and a seamless transition to the OpSource Integration

- Assistance with sales and marketing "best practices" to help you grow

- Compliance SAS 70 Type II audit completion to ensure documented and repeatable processes

- Access to a Web-based portal to view business articles, trouble ticketing, and monitoring of server, network, and customer experience metrics

- Dedicated account representative and monthly account consultation

- Salesforce AppExchange and WebEx Connect certified partnership; Microsoft Gold certified partnership

- Stellar 24x7 customer support by certified experts

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You Build It. We Deliver It.

OpSource has taken a leading role in defining the market for Web application delivery. We recognized the significance of the on-demand model early on, and we matched our capabilities and expertise to the needs of companies like yours. With OpSource On-Demand 2.0, you can deliver your application to your end users quickly, cost-effectively, and with minimal risk. Furthermore, with our Success-Based Pricing and OSB, you will benefit from having a partner that is committed to helping you succeed – your success is our success.

Given our proven track record, innovative solutions, and depth and breadth of expertise, we are an ideal partner for your on-demand initiative. Contact us today!

Contact Us

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About OpSource

OpSource™, the SaaS delivery experts, is focused on providing the operational infrastructure and ongoing services that enable software companies, On-Demand businesses and Web applications providers to deliver and maintain the highest quality Web-based solutions. By choosing OpSource as a SaaS partner, OpSource customers are freed from infrastructure management and can focus on improving applications and acquiring new customers. OpSource's OpSource On-Demand℠ infrastructure enables businesses to deploy SaaS and Web-based applications quickly, cost effectively, securely and with high quality standards. Companies at any stage in the application lifecycle, delivering any type of application, can benefit from our comprehensive services and expertise. OpSource is the only company to offer Success-Based Pricing℠, a unit-based pricing model, that allows businesses to begin with a modest minimum commitment and their expenses scale only when their revenue increases. For more information about OpSource, visit www.opsource.net.

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