ConnectSolutions QuickConnect™

Platform Solution Benefits

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EXECUTIVE SUMMARY

ConnectSolutions is the provider of QuickConnect™™, an on-demand platform providing reliable, scalable, and secure managed services for Adobe Acrobat Connect Professional. The company focuses its efforts on delivering the most reliable, high-performance deployment of the industry's leading web communication platform, Adobe's Acrobat Connect Professional. Through a combination of best-in-class architecture, proprietary software, and focused customer support, QuickConnect™ ensures Acrobat Connect customer s achieve the maximum return-on-investment with their investments in this exciting web communication platform.

The company was founded by former Acrobat Connect product team leaders representing over 15 years in cumulative Connect design, development, and deployment experience. This background, combined with innovative software solutions designed to maximize the performance and reliability of Acrobat Connect, ensures customers experience the most reliable and rewarding web communication experience available.

The QuickConnect™ platform includes datacenters located throughout the world, including North America and Europe. This global presence ensures your community of users is provided with high-performance, access-anywhere experiences regardless of whether they are in your headquarters, a regional office, or overseas. Each of these Tier-4 datacenters includes redundancy at every layer of the architecture, from power to network to servers, ensuring a reliable, always-available service to derive the maximum return-on-investment from your solution.

Finally, the QuickConnect™ service includes always-on customer support, available 24x7x365. Regardless of time or location, ConnectSolutions customers can feel comfortable that highly trained resources are available to ensure the success of their most important web meetings, seminars, or training experiences.

CONNECTSOLUTIONS FEATURE SUMMARY

Infrastructure

- Complete infrastructure required to successfully deploy Acrobat Connect Pro:

    - Redundant Firewalls
    - Redundant Load Balancers
    - Redundant SSL Appliances
    - 1 or more Acrobat Connect Pro Enterprise Servers
    - Mirrored databases
    - Unlimited storage
    - All 3rd party software requirements

        - MSFT Server, MSFT 2005 SQL Server, etc...
- Release Management

    - Coordination of Acrobat Connect Pro patch and upgrade deployments
    - Coordination of all 3rd party software patches and upgrades

Management

- ConnectSolutions GlobalMonitor Dashboard - Real-time and trending dashboard for monitoring of organization's deployment
- 24x7 System Administration and Management
- 24x7 Global Monitoring from multiple geographically dispersed locations
- Database and log file tuning
- Daily, Weekly, and Monthly database and content backups to geographically dispersed locations

Technical Support

- 24x7 Technical Support for designated customer contacts
- Designated ConnectSolutions Technical Account Manager to support deployment, rollout, and adoption
- Access to ConnectSolutions' weekly live on-line training
- Monthly Usage Reports and Tips and Tricks
- Customer Support Portal with Best Practices, Tutorials, and other end-user adoption tools to ensure success

DEDICATED TECHNICAL SUPPORT

Included in this proposal is access to ConnectSolutions' dedicated support team. Access to this team is provided 24x7x365 to ensure your success with your investments in Acrobat Connect Professional. This support plan does not preclude your need to purchase End-User Support and Maintenance from Adobe Systems (for access to subsequent releases, etc...), but does include complete support of your Connect

infrastructure and deployment. Should you have any issues or questions with your Connect deployment, ConnectSolutions is your first line of support.

QUICKCONNECT™ SOLUTION CONSIDERATIONS

The QuickConnect™ platform combines all the advantages of traditional hosting platforms, with enterprise-ready integration and flexibility support found historically only in on-premise deployment models. With QuickConnect™, each organization is provided with all of the infrastructure, network, and systems administration necessary to support a reliable, scalable, and secure Acrobat Connect Professional deployment. The organization's licenses are deployed in isolated, secure environments that cannot be impacted by other organizations. The architecture supports native LDAP integration, single sign-on, and any other integration requirements needed for the successful deployment across the enterprise. Additionally, a customer dashboard is provided to deliver real-time analytics to the organization on system status, performance, upcoming maintenance, and other relevant information necessary to ensure a reliable and transparent platform. All of these capabilities are then wrapped in 24x7x365 support, ensuring the most reliable platform available for Acrobat Connect.

The following table provides considerations when evaluating deployment models:

Capability	Multi-Tenant	QuickConnect	On-Premise
Support for all Acrobat Connect Modules	✓	✓	✓
Perpetual Software Licensing		✓	✓
Subscription-based service	✓	✓	
No Infrastructure Required	✓	✓	
No System Administration	✓	✓	
Instant-On Deployment	✓	✓	
Native LDAP Integration		✓	✓
Native Single Sign-On Integration		✓	✓
Custom Reporting through DB views		✓	✓
Isolated deployment from other customers		✓	✓
Forced upgrade	✓		
Development Sandbox		✓	✓
Domain Mapping (using customer's domain address)		✓	✓
Service Dashboard providing real-time analytics and service performance		✓	
Secure Tunnel between Hosted Service and Customer's Network		✓	
24x7x365 Support		✓	

QUICKCONNECT™ SOLUTION BENEFITS

QuickConnect™ addresses the complexities and costs typically associated with deploying enterprise-solutions, allowing your organization to immediately deploy and begin using your Acrobat Connect Professional investments.

The benefits of this approach include:

- **Rapid Deployment** - Your solution can be instantly deployed since there is no need to procure datacenter space, hardware, 3rd party software, network, and other infrastructure required to support the learning solution deployment.
- **Lowest Total Cost-of-Ownership** – The hosting solution removes the need to dedicate system administrator headcount to support the on-going management of the solution. Removing the need for these headcount, along with the systems resources required, delivers the lowest TCO available.
- **Dedicated Team with Deep Domain Expertise** – The hosting platform is managed by a team with more than a decade of experience in managing Acrobat Connect Professional. This expertise, combined with 24x7x365 support, ensures the success of your deployment.

The hosting platform provides your organization with all of the infrastructure, network, and systems administration necessary to support a reliable, scalable, and secure LMS deployment. The organization's solution is deployed in an isolated, secure environment, with an architecture that supports native LDAP integration, single sign-on, and any other integration requirements necessary for the successful deployment of your solution across the enterprise. Additionally, a customer dashboard is provided to deliver real-time analytics to the organization on system status, performance, upcoming maintenance, and other relevant information necessary to ensure a reliable and transparent platform. All of these capabilities are then wrapped in 24x7x365 support, ensuring your learning management system is available, whenever you need it.

ConnectSolutions vs. Internal Deployment

Requirements	Managed Service	Internal Deployment
Deployment Time	Days	Months
Software Upgrades	Automatically applied and managed for you	Requires ramp up, testing, and downtime
Redundancy Backup	Included	Requires work and extra hardware
Security	Achieve FISMA-compliance out of the box	Need expertise and infrastructure to create FISMA-compliant environment
Scalability	Easily increase capacity at a moment's notice	Requires weeks of planning, testing, and deployment work
Support	Access to 24x7x365 dedicated support from team of experts	Build up own knowledge-base over many years
System Monitoring	Gain instant insight into system health with the GlobalMonitor	Must build, configure, and manage
Product Training	Free product training sessions included in subscription	Additional cost to build or buy training

DEPLOYMENT DETAILS

The QuickConnect™ platform is a communications platform optimized specifically for real-time web communications. It consists of data centers located near major internet access points to ensure high-performance and reliability.

Current QuickConnect™ data center locations include: California, Virginia, London, and Hong Kong. Each facility is staffed, 24 hours a day, seven days a week. To gain access to any facility, one must be on the approved-access list managed by the ConnectSolutions security team. Badge/Photo ID access screening as well as biometric access screening are employed for an added level of security. All visitors are required to pass through multiple levels of security and are required to be escorted at all times. Sensitive security areas within the centers are protected by motion sensors and security breach alarms. Video cameras installed throughout the centers are continuously monitored by security personnel.

QuickConnect™ Communication Layer Security

All network traffic passes through redundant Cisco firewalls. In the default QuickConnect™ configuration, open ports are limited to 80, 443 and 1935. All three ports are used by Adobe Acrobat

Connect Professional for standard operation, and additional ports will be opened only after consultation with the customer (for example, to allow for traffic from the QuickConnect™ SecureTunnel – see below). For customers for whom security is of paramount importance, the firewalls may be configured to allow traffic only over port 443, and all traffic (including all meeting and presentation traffic) may be SSL encrypted, using 128-bit or higher encryption. In addition, on customer request, we will configure your instance to be Federal Information Processing Standards (FIPS) 140-2 compliant.

QuickConnect™ Secured Deployments

All networking components, SSL accelerators, load balancers, Web servers, and application servers are deployed in a redundant configuration.   Customer data is stored on individual database instances served by a mirrored database for redundancy. All customer data is stored on Storage Array Network (SAN) disk storage using redundant RAID disks and multiple data paths. Every customer's data resources (both content and database) are automatically backed up on a nightly basis.

Privacy Policies and Procedures

ConnectSolutions corporate policies ensure that no employee can access customer data, unless the customer provides prior consent for such access. ConnectSolutions support engineers may request access to specific customer data when troubleshooting customer-reported problems, but they may not access the data until permission is received from designated customer employees. ConnectSolutions engineers continually monitor the network, and application-level access, looking for areas where security might be compromised. They take immediate action to rectify these problems, including working with Adobe and other vendors to resolve application-level vulnerabilities as they are identified.

Secured QuickConnect™ Dashboard

The QuickConnect™ platform includes a dashboard that customers may use to manage their Adobe Acrobat Connect Professional installation. The dashboard provides enhanced reporting, allows customers to file and track support tickets, and to manage and track scheduled maintenance and upgrades for their Connect installation.

All dashboard network traffic is SSL-encrypted, using 128-bit or higher encryption. Authentication is delegated to the customer's Connect instance, and as such, access control is always in the hands of the customer. The only users who may access the dashboard are those who are members of the Connect Administrator's group. As in Adobe Acrobat Connect Professional, passwords are never stored in plaintext.

HIPPA Considerations

ConnectSolutions is not a health-related business, and has no control over the selection of content shared by users in a meeting provisioned on the QuickConnect™ platform, nor content stored on the platforms servers. As discussed above, the QuickConnect™ platform does take many steps to ensure

HIPPA-regulated agencies remain in compliance when transmitting, disclosing, and storing medical information.

# 3rd Party Integration/Customization

A key value proposition of the QuickConnect™ platform is the ease of integrating systems inside the customer's firewall. To ensure the security of such integrations, ConnectSolutions offers a secure tunnel solution (running as a service on Windows or Linux/Unix), which runs inside the customer's firewall and communicates via 256-bit SSL encryption with the QuickConnect™ platform. When it is a customer requirement, the proxy is configured to be FIPS 140-2 compliant. The proxy can be configured to use any port, based on a customer's IT policies.

ConnectSolutions Professional Services can provide extensive integration, including:

- **Single Sign-On Frameworks:**
    - SAML-based integration
    - HTTP Headers (provided out of the box with ACP)
    - LDAP/AD Integration
    - 3rd Party Portal Integration (custom integration leveraging either out of the box or custom web services)
- **Reporting Frameworks:**
    - Real-time dashboards with Global Monitor
    - Custom Report Development
    - Data Integration (export data in customized formats and deliver to customer)
        - CSV
        - XML
        - Delivered via:
            - Web services
            - FTP pull
            - FTP push
- **User Synchronization**
    - LDAP/AD
    - Web Services
- **Secure Tunnel**
    - A secure tunnel allows for "VPN" between our service infrastructure and the customers
- **Acrobat Connect Pro UI Customizations**
- **CRM Integration:**
    - Siebel
    - SF.COM

ConnectSolutions Global Monitor:

Global Monitor™ provides real-time analytics to an organization on system status, performance, upcoming maintenance, and other relevant information necessary to ensure a reliable and transparent platform. All of these capabilities are then wrapped in 24x7x365 support, ensuring the most reliable platform available for Acrobat® Connect™.
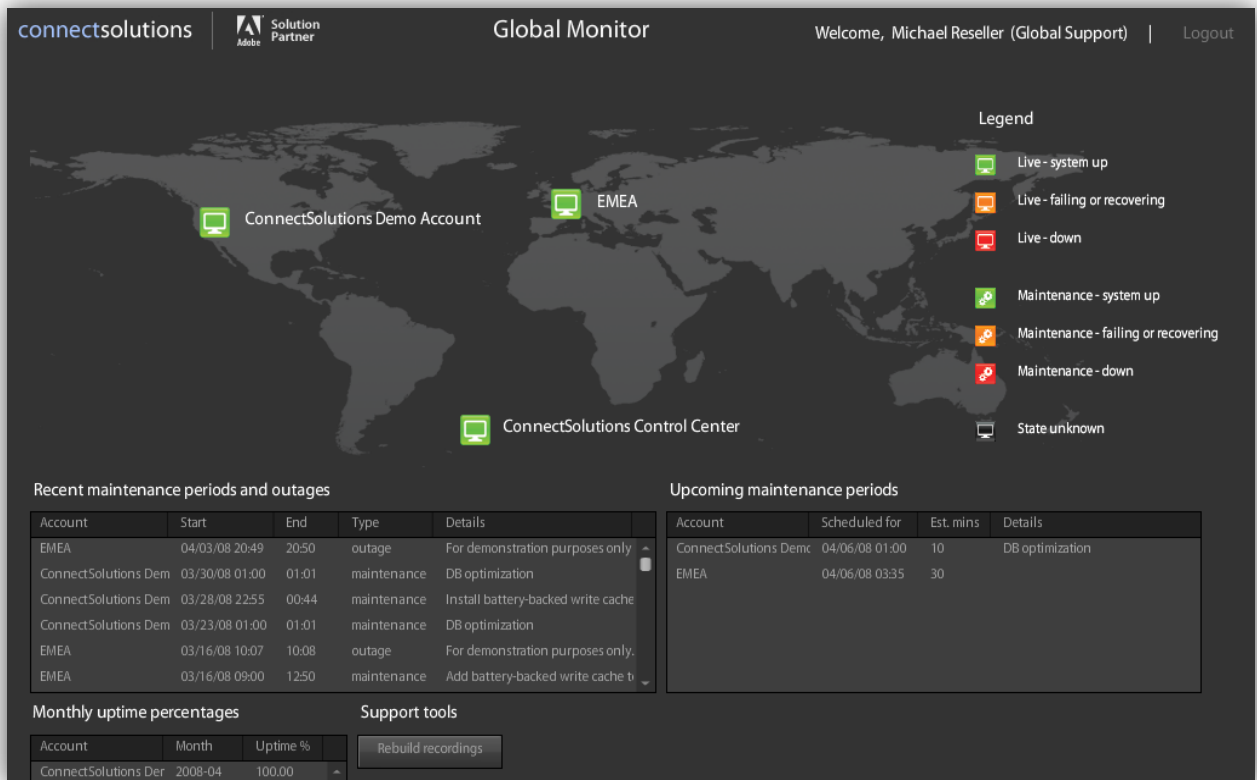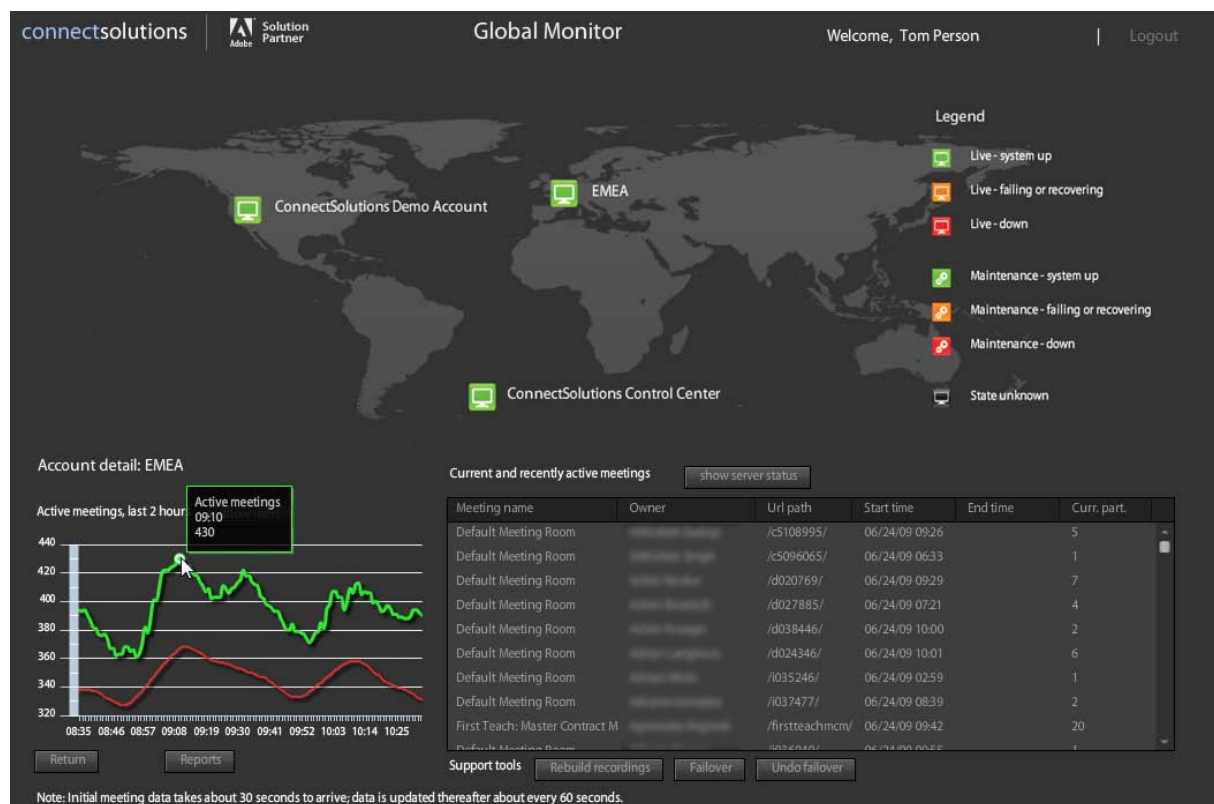

The Global Monitor dashboard UI

Account details:

Secure access to real-time metrics and analytics allow for transparency into prior and upcoming maintenance window, automatic calculation of monthly service availability as well as current and recently active meetings. Examine trends and account usage across your enterprise to forecast current and future usage, validate user logins, and project your account growth via peak load modeling, number of meetings per day and average meeting size details.

This at-a-glance functionality makes determining the overall usage and ROI for your web conferencing and collaboration platform easy to demonstrate to peers, colleagues and others when spreadsheets and metric data just do not resonate. Visual illustrations are often more impactful.

The Global Monitor Account detail dashboard

- Toggle between "Active users" or "Active meetings" within the last 2 hours.
- Toggle between "Current server status" and "Current and recently active meetings".
- Rollover graph lines display metric data.
- View current meeting room participant levels and start times.
- Select column headings to sort column details alphabetically or numerically.

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SUBSCRIPTION PRICING

Deploying Acrobat® Connect™ Pro web conferencing on the QuickConnect™ Enterprise-As-A-Service Platform involves the following components:

- **Adobe Acrobat Connect Professional Licenses**

  To leverage the product on ConnectSolutions' platform, you are required to provide software licenses for the product from Adobe Systems. Once provided, ConnectSolutions deploys your Adobe Acrobat Connect Professional serial key on our platform.

- **ConnectSolutions Subscription**

  The subscription to ConnectSolutions can be purchased either as an annual or multi-year term. The subscription price provides access to all of required infrastructure to deploy your Acrobat Connect Professional licenses on ConnectSolutions service. Included in this subscription is access to ConnectSolutions' 24x7 technical support.

- **ConnectSolutions Podium™ for Large Webcast (optional)**

  ConnectSolutions Podium™ is a webcasting solution that enables organizations to reach audiences over the internet without the technical barriers usually associated with webcasting. And once you've attracted your audience, you'll be able to keep their attention with Podium's best-in-class viewing experience. The solution provides a highly secure, highly scalable platform to reach the right people within your organization and beyond, and is based on the ubiquitous Adobe® Flash® Player, already installed on over 98% of internet-connected PCs worldwide and the platform of choice for over 80% of videos streamed on the internet.

Solution Detail

This solution includes the following:

- **Production Environment:**
    - Dedicated Acrobat Connect Pro Servers on QuickConnect: These servers will be dedicated to your Acrobat Connect Pro licenses.

Solution Pricing:

Subscription Term	Quantity	Description	List Price	Extended Price

Accepted By:

_____
Customer Signature   Date

_____
Printed Name and Title

_____
Company Name