

## Software as a Service

Software as a Service (SaaS) is a software delivery model that enables organizations to use software without incurring high up-front licensing costs or ongoing costs of maintaining hardware, personnel, and internal support of the system. Through the SaaS delivery model, you can realize substantial benefits quickly, without training personnel, acquiring hardware, or taking on the responsibility of maintaining the system.

### FormFast SaaS Delivery Benefits

- **Low Total Cost of Ownership.** Our subscription price model can save you over 70% in the first year and costs substantially less in subsequent years compared to the costs of owning and maintaining software.
- **Not a Capital Expense.** With FormFast SaaS, there are no perpetual software licenses to buy. The subscription price includes maintenance, support, training and upgrades and is inclusive of server hardware, networking, storage, and database administration.
- **Speedy Deployment.** Our process and design experts consult with you on your solutions and then configure it for you.
- **Guaranteed Satisfaction.** There is no term contract, you are free to discontinue at any time. You will have an account manager throughout the initial phases of your subscription to assure a successful transition onto the system. Additionally, FormFast provides 24/7 support.
- **System Reliability.** The FormFast system resides within a world-class secured data center with a guaranteed 99.999% connection uptime, redundant connections to the internet, and nightly system backups.
- **Automatic Updates.** Receive continual software updates throughout the life of your subscription. FormFast regularly applies updates to the on-demand systems assuring all customers are using the latest versions.
- **System Agility.** Add or remove forms and documents at any time. FormFast manages and maintains the system and can quickly make any modifications requested. In addition to meeting your custom needs, FormFast offers turn-key solutions that can be added to your system quickly.
- **Better Resource Utilization.** With FormFast SaaS, you can focus your limited budgets and limited IT resources on the core business process improvements that can differentiate your business from your competition.

The annual cost to *own and manage* software applications can be up to **four times** the cost of the initial purchase. As a result, companies end up spending more than **75%** of their total IT budget just on maintaining and running existing systems and software infrastructure.

- Gartner Research

### The FormFast Offering

FormFast delivers workflow automation, document and forms automation, document output management, and storage and distribution management solutions for electronic assets through an SaaS delivery model.

#### Workflow Automation:

**Output Management:** Integrated with your existing business systems, FormFast works in the background to automatically recognize the need for documents to be generated based on business rules. These business rules specify triggers for certain documents as well as where and how these documents should be output. FormFast merges data onto the documents dynamically and chooses the appropriate documents to produce.

**Request & Approval Processing:** Through a web-based document portal, electronic forms and automated workflow routing manage processes that traditionally occur using paper forms. The workflows are automated based on pre-defined routes and business rules.

#### Document & Form Automation:

FormFast automates the process of creating personalized packets of forms and documents. Users are able to define common packets of information that are printed as well as rules for printing each packet component. FormFast makes it easy to create a personalized packet by simply selecting the recipient(s) and the packet(s) and clicking print.

#### Document Output Management:

As part of automating and optimizing workflow, FormFast enables users to specify how documents are produced. Based on business rules, documents can be distributed across printers, faxed, emailed, or indexed into a third-party archiving system.

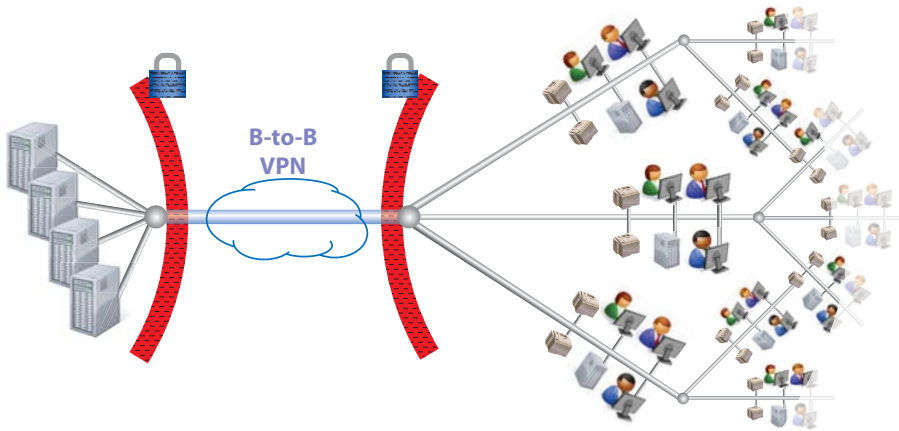
#### Storage & Distribution of Electronic Assets:

FormFast provides a repository that can be used to manage the storage and distribution of electronic assets. FormFast software enables users to catalog, distribute, and control access to content as well as manage versions.

**SaaS Delivery Network**

Using secure Business-to-Business Virtual Private Network (B-to-B VPN) technology, FormFast’s on-demand servers connect to your network to manage print output and document automation. FastPrint operates behind the scenes monitoring application data streams to automate document and form creation and output.

Additionally, your users can access FormFast web-based applications over the internet or intranet. These applications include the document repository, request & approval workflow system, and document automation system.



**Model Comparison**

The following table compares conventional software applications that are purchased and installed on your desktop or your local server with Software-As-Services applications.

Traditional Software Approach	Software-as-a-Service
You pay for the complete software package.	You pay only for the capabilities you use.
You pay the entire costs up-front when you acquire the application.	You pay the monthly subscription price.
You are responsible for installing and setting up the application.	The application is installed for you at the remote hosting site. Setup is performed by the vendor.
You are responsible for backing up your data and the application and for making sure that a copy of the backup is in a safe off-site location.	The data and the application are automatically backed up on a regular (at least daily) basis at the secure hosting site.
Technical support is generally available only for an additional payment to the vendor.	Technical support is included in the subscription price.
You have to purchase and install any upgrades to insure that the application is applicable to your current needs.	Upgrades are included in the subscription price and are installed by the provider.
As your business grows you have to purchase and install additional servers to support the growth.	Growth is handled automatically by the provider.