

Hosting Overview

We are an Application Services Provider

NextCorp provides comprehensive enterprise application hosting capabilities — from basic support to global deployments. We are able to provide application accessibility to our customers throughout Europe, Asia, Australia and North America. This technology approach transforms complex applications into easy-to-use services delivered over public or private networks. You get full functionality, improved performance and reliability, plus you can reduce your time to market or boost customer satisfaction without incurring high infrastructure costs.

Instead of expensive hardware and software investments and long deployment cycles, companies can begin realizing the benefits of enterprise-class software in a few days, with a minimized up-front investment. The hosted application software approach provides a seamless, pain-free upgrade path and virtually unlimited scalability for fast growing organizations.

Perhaps most importantly, this approach enables organizations to focus on core business activities, rather than building and managing a sophisticated communications infrastructure. NextCorp is a leading ASP, providing the applications, all of the IT infrastructure and support services necessary to deliver them to customers on a subscription basis, via the Internet. We host one or more applications on behalf of our clients and partners and provide access through secure Internet connections or Virtual Private Networks (VPNs). NextCorp's hosting capabilities give small- and medium-size businesses the same IT infrastructure that normally only large corporations have. The advantages to customers include:

- **Lower cost of management and operation** - Since the task of managing and running the application on an on-going basis is off-loaded to NextCorp, the customer does not need to hire and train in-house staff to manage the application.
- **Quicker deployment and implementation** - Hosted applications can often reduce the complexity of installing a new system. In addition to removing many issues relating to hardware and networking, NextCorp aims to deliver a standardized configuration, thus reducing time to go live.
- **Multiple Location Accessibility** - The NextCorp solution allows customers to connect remote workers, offices and facilities, to central financial and business applications, allowing 24/7 real-time access and reporting. You can even connect from home or your hotel room.
- **Focus on business, not technology** - Since NextCorp provides application management services, the customer gains access to trained personnel right away. This enables the customer to use the in-house IT personnel to solve core IT issues and focus on the strategy of the enterprise. The Reseller can then leverage their application and business consulting experience.
- **Keep current on the latest technology** - As part of your annual software enhancement fee, Microsoft produces regular service patches and fixes each year. Traditionally, you would pay an outside consultant to test and install the patches and fixes. As a NextCorp-hosted client, these patches and fixes are automatically taken care of without downtime at no additional cost.
- **Predictability of costs** - One of the many benefits of using the NextCorp hosted application solution is that costs are fixed and can be calculated easily throughout the year, which makes it easier to budget accordingly.



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- **Collaborative Access** – With the NextCorp toolset, you can allow select individuals to have access to your software and data. Your CPA can directly access the General Ledger in order to aid in the preparation of financial statements and to assist in accounting issues. In addition, NextCorp can use this toolset to assist with support and training.
- **Application and Technology Scalability** – Your Company has the ability to grow as fast as you want it to, with a fully scalable IT infrastructure whenever needed.

NextCorp Premier Service Program

NextCorp actively looks for ways to improve the service experience of our clients. Based on the input of our clients, we now offer the **NextCorp Premier Service Program**. This is an enhanced service and support program available **exclusively** to our hosted customers. The program enhances our service offering in three critical areas:

- Product Assurance
 - ✓ **Unlimited** Help Desk Support *
 - ✓ Application Upgrades
- Education
 - ✓ **Free** Online Monthly Core Training
 - ✓ Product Updates - via the Web
- Collaboration
 - ✓ RealView

This new expanded service is available to you for an additional 20% of your monthly hosting fee. The cost of a single software upgrade could easily surpass the total expenditure for the service. Additionally for no extra cost, you get piece of mind from not having to plan for periodic expenditures. Listed below is a more detailed explanation of the services included in the program:

Product Assurance

Unlimited Help Desk Support*

The Premier Service program assures that your personnel will have the assistance they need 24/7/365. No one should have to work less efficiently because they are worried about being charged for the help that they need. (*Unlimited number of Help Desk and Email incidents ("Cases") up to a maximum of one hour per incident, See the NextCorp Guide to Support Services for definitions.)

Application Upgrades

MS is known for their research and development department, which means new versions or upgrades of Microsoft software are frequently released, including Microsoft Dynamics. These are significant upgrades and require a substantial amount of time and effort to implement, usually between 40 and 100 hours of consulting or \$6,400 to \$16,000. Under the **NextCorp Premier Service Program** you are not billed for the upgrade or the services associated. The upgrade will be pre-scheduled and will happen overnight or over the weekend. No hassles and no extra fees.

Education

Free Online Monthly Core Training

- General Ledger
- Payables Management
- Receivables Management
- Bank Reconciliation
- FRx
- 1099
- Year-End

Using our remote online capabilities, NextCorp delivers monthly core training for our NextCorp Premier Service subscribers. This service is not intended to replace our standard post implementation curriculum. The Premier Services Program addresses the need for educating new users added to your system, cross-training your staff members, as well as providing current users the opportunity to refine and refresh their knowledge of the core modules.

Product Updates - via the Web

In addition to the core training, NextCorp Premier Service subscribers will be able to participate in regularly scheduled product updates via the Web. This information may pertain to new functionality, product enhancements, integrations, or new complimentary products.

Collaboration

With the NextPortal Session Management tool, select individuals are enabled to collaborate with other users from remote locations in real-time. In addition, this tool can be used to assist with support and training.

NextCorp Hosting Facility

The backbone of our ASP infrastructure is our state-of-the-art hosting facility. At the Data Center, NextCorp integrates “Best of Breed” technologies from Citrix, HP, DELL and Microsoft to run and support your applications, at secure and optimal performance levels. In order to insure security and business continuity, NextCorp uses only the most advanced methods and products at the NextCorp Data Center.

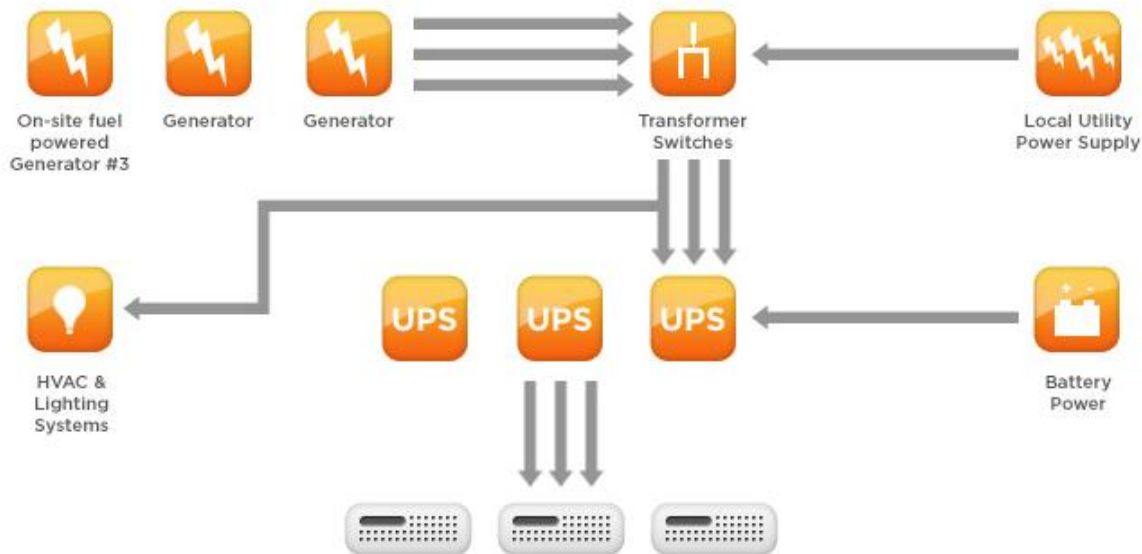
Power

NextCorp provides uninterrupted, redundant power circuits to our equipment cabinets within the Data Center through an Uninterrupted Power Supply (UPS) that takes raw power from a utility to control, modulates, and supplies it to individual servers. (See diagram) The UPS prevents power surges or local brown outs from affecting server performance.

Power typically flows from the local utility to our UPS system to power our servers and the building's lighting, heating, ventilation and air conditioning systems. In the unlikely event that the local utility power supply is disrupted, our N+1 generator architecture assures that backup generators kick in automatically.

Once the power transfer switches sense a decline in power from the local utility, they automatically signal diesel-powered generators to start up and switch power flow to the generators. In the few seconds between the decline in power from the utility and switch over to our backup generators, our UPS units are supplied with power through a battery system that ensures the power supply to servers is uninterrupted.

Should any generator fail, we have additional backup generators that kick in automatically to keep power supplies flowing. And if by any chance there is an extended power outage, on-site diesel generators can run indefinitely. Servers are fed by multiple uninterruptible power supply (UPS) units with redundant and instant failover coverage should any single UPS unit fail.



Fire Suppression

NextCorp utilizes a pre-action fire suppression system that holds water outside of the equipment area until an actual fire is verified. This suppression system ensures that if a sprinkler head is accidentally damaged, water will not drain into the equipment area. Fire conditions are monitored by a combination of heat and smoke sensors. Heat sensors are located above and below the ceiling tile surface as well as above and below the raised floor surface to detect fire conditions in all equipment room spaces. The fire suppression system can be activated only when multiple inputs confirm the existence of a fire on the premises.

Physical Security

Access to the Data Center is protected 24 hours a day. In order to gain entry into the data center all guests must pass through two-factor authentication barriers. A Northern Proximity security badge is required for entry/exit on all data center doors in the facility. Shifts patrol the data center and facility area regularly, and motion-sensitive cameras throughout the facilities track all data center activity.

Environmental

All facilities have a minimum of n+1 redundancy on the data center floor and electrical room. This level of redundancy means that every data center needs a minimum number of Heating Ventilation Air Conditioning (HVAC) units of "n" units. NextCorp has an additional unit (n+1) to ensure constant temperature and humidity levels. The HVAC units are backed up on generator power. NextCorp "down flow" HVAC systems ensure facilities operate between 68-72 degrees Fahrenheit and 45-55 percent relative humidity. Air filtration levels are maintained at 90-95%.



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Network Infrastructure

NextCorp's network speed and capacity eliminate bandwidth traffic jams and roadblocks to assure high volume, instantaneous response for hosted applications. By using multiple Tier 1 telecom providers and direct Internet connections, we bypass transit networks and shorten the network path between our hosted infrastructure and your location. The result is lower latency, maximum speed and unsurpassed reliability. Network features include a fully redundant network architecture with no single points of failure, industry-leading network bandwidth capacity of 120+ gigabits/second, multiple layers of network security, centralized network monitoring in the Network Operations Center (NOC) and multiple concurrent, high-capacity Tier 1 bandwidth providers. Bandwidth Providers utilized include AT&T, AboveNet, NTT, Savvis, Global Crossing, Level 3 and Time Warner Telecom.

SAS 70 Type II Certification

The NextCorp Data Center located in Dallas has been certified by an independent auditor to be SAS 70 Type II compliant. By devoting substantial time and resources to a SAS 70 audit, The NextCorp Data Center assures you that our data center facilities meet the highest standards in guaranteeing the safety and security of your information technology.