

CLOUD-9 COMMUNITY MANAGEMENT SYSTEM



**SEAMLESSLY CONNECTS COMPANY PERSONNEL,
BOARD MEMBERS, OWNERS/RESIDENTS, VENDORS**



**SYNCHRONIZES YOUR ENTIRE OPERATION WITH
AUTOMATED DATA MANAGEMENT, WORK PROCESSES & COMMUNICATION**

**EVERYTHING DONE EXACTLY WHEN AND HOW IT SHOULD BE DONE
- AND WITH UNIMAGINABLE EASE & SPEED**

**ALL IN ONE SOFTWARE SYSTEM, ONE CLOUD DATABASE, FROM ONE VENDOR
NO BLURRY LINES OF ACCOUNTABILITY FOR SUPPORT**

**SOFTWARE DEVELOPED AND MAINTAINED INTERNALLY
BY FULLFOCUS RIGHT HERE IN THE USA!**

SIMPLIFIES EVERYTHING YOU DO

**WE HELP YOU WORK
MORE EASILY,
QUICKLY,
COST EFFECTIVELY**

**AND
WE ALSO HAVE YOUR
BACK ...**

**AUTOMATED
PROCESSES
AND
'ACTION DUE'
TRACKING
SO YOU'LL
NEVER
DROP
THE BALL**

**START TO FINISH
COMMUNICATION
AND ACTION
TRACEABILITY IN
EACH CALL LOG,
VIOLATION,
WORK ORDER,
ARCHITECTURE APP,
AND SECURITY
ELIMINATES
'HE SAID-SHE SAID'
SITUATIONS**

**REPORTS WITH
OPTION TO
INCLUDE ALL
COMMUNICATIONS
INVOLVED WITH
EACH TASK**

**COMPREHENSIVE
CALL LOG &
ON-LINE REQUEST
ACTIVITY
REPORTS**

MULTITASKING

- Move seamlessly among all your communities.
- Automated Process Flow Management, AutoSave File Paths, Automated Vendor Filtering by Community and Category, and more - dump those 'Reference Binders'!
- Work in multiple process windows simultaneously.
- Project Management to easily manage large scale projects.
- Assign & track tasks among team members. Full Task Assignment history is recorded and reported.
- Cross-module functionality for 1-click transfer of security reported parking/vehicle data to Violations and property problems to Work Orders.

YOU'LL NEVER DROP THE BALL!

- Bulk email and text messaging with automated tracking of delivery status: 'Delivered', 'Opened', 'Undeliverable' for each recipient. And a copy saved in each Unit File, including delivery status for the Unit.
- Automates Violations, Architectural Modifications, Maintenance Projects, Work Orders - which steps to take and when per a community's unique requirements, including recurring Violations like Parking, Garbage Cans, Noise, Etc.
- Manages Recurring Work Orders and Reserves planning
- Delivery Tracking with bar code scanners, electronic signature pads and automated pick-up reminders
- Manages required documents and renewals: association, property, and owner.
- Manages Vendor insurance and licensing renewals.
- Manages Vacation Check/Patrol requests.
- Manages facility reservation Deposit, Fee & Document requirements.
- Requests from customer portal go directly into the management system, automatically generate a communication record, set up the relevant action to fulfill request, and continually post real-time status updates to requester.
- Rules & Flow Manager automatically drives each community's category-specific automated Violation and Architectural Application process flows, Rule Reference and text, and Corrective Action.
- Automated handling of Violation Reprieves, Variances, 'Do No Cite'.
- Automated handling of Violation, Work Order, Architectural Application 'Inspect Now', 'Due Now', 'Board Attention Required', 'On Hold' and more.

**AS LOW AS \$250/MONTH - EVERYTHING INCLUDED
NO UP-FRONT COST AND NO MINIMUM PERIOD**

Includes Database & Hosting, Document Storage, Daily Backups, Triple Redundancy, Backups To Multiple Physical Locations, All iPhone, iPad, Windows Pads and Smart Phone Apps, Unlimited Users, All Upgrades, and Unlimited Training & Support

**NEW FEATURES & TOOLS EACH QUARTER
USER COMMUNITY PARTICIPATES IN PRODUCT PLANNING**

YOUR FULLfocus™ SUPPORT UMBRELLA

**NOT JUST
SOFTWARE ...**

**... ITS ALSO AN
ENTIRE TEAM
FOCUSED ON
YOUR
SUCCESS!**

**BECAUSE WITH
OUR FINANCIAL
MODEL WE
ONLY SUCCEED
IF YOU
SUCCEED!**

UNLIMITED TRAINING & SUPPORT INCLUDED

Know why you can trust us to give you all the support you want at no extra cost? Because we're so confident that you'll love FULLfocus™ Software that we don't lock you into a contracted minimum time period or charge an upfront purchase or setup price - you can cancel and walk away any time. We succeed ONLY when you succeed and the only way we can guarantee that you succeed is if there are no barriers to your seeking our support when you need it. So we made a purposeful decision to remove the typical support cost barrier.

Another typical barrier we've removed is access. Call us – we pick up the phone! Wee hours of the morning, late at night, weekends – we pick up the phone. Email us when you prefer – you'll get a response within 2 hours. Our on-line meeting technology allows us to share access between your computer at your location and our computer at our location to immediately work together to solve your problem or show you how to do something.

A third typical barrier we've removed is the narrow focus to support only the software. Again, we succeed only when you succeed so it's in our best interest to provide a broad range of support. Our team brings a breadth of knowledge and experience. See 'About Us and Why It Matters' at the end of this brochure.

- All types of hardware and software technology purchase and implementation decisions. No, we don't sell stuff! We just share our experience and knowledge.
- Work Process Optimization. We help you implement high-tech industry techniques that significantly reduce costs and employee burn-out.
- Customer Relationship Management. We guarantee to increase your customers' satisfaction and appreciation of what you do.
- Vendor Management. We're happy to guide your implementation of FULLfocus™ automated systems for controlling who works where, what they do, and that License/Insurance/Bonds/etc. are continually kept current.
- Branding. We conduct Community Association marketing and advertising campaigns to bring you new customers

CONTINUAL TECHNOLOGY GROWTH

Your license includes new features and tools each quarter. And you participate in our development planning!

WHO WE SERVE

Our customer base includes portfolio management companies of all sizes, large self-managed master communities, single-entity community associations as well as condo office buildings. Our internet-based technology makes us ideal for management companies and master communities with multiple sites.

The types of properties managed with FULLfocus Software are single family homes, townhouses, high-rise condos, and communities with commercial space.

MANAGING UNIT FILE INFORMATION

WITH INTELLIGENCE AND AUTOMATION THAT MAKES MANAGING ALL THE LITTLE DETAILS A WALK IN THE PARK!

PROPERTY-OWNER-RESIDENT CENTER



Detached / PUD

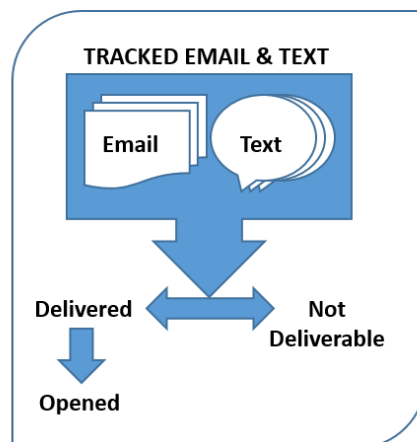


Condominium



Commercial

- Track Owner, Tenant, Agent, Spouse, Children, Family Member, Roommate, Owner Emergency, Tenant Emergency
- Automated Owner/Resident 'Archive' keeps full history, including contact information
- Automates use of preferred and 'Do Not Send' communication methods, email accepted for official notification
- 'Suppress Mail' flag for case where an owner owns multiple properties in the community and has elected to get notifications at only one of the properties.
- Flags trigger alerts throughout the system for properties and people where special handling is required:
 - 'IN COLLECTIONS'
 - 'BOARD MEMBER'
 - 'SPECIAL NEEDS'
 - 'CUSTOM ALERT'
- Powerful 'QwikViews' filters instantly find all properties meeting selected criteria, such as 'Special Needs', Tenants, unoccupied, 'In Collections', etc.
- Property 'Notes' with Date-Time-Name stamp for continual journaling of miscellaneous information.
- Bulk email and text messaging with automated tracking and reporting of delivery status: 'Delivered', 'Opened', 'Undeliverable' for each recipient. And a copy automatically saved in each Unit File, including delivery status for the Unit.



MANAGING UNIT FILE INFORMATION cont.

PROPERTY-OWNER-RESIDENT CENTER

- **REQUIRED DOCUMENTS**
- **SPECIAL NEEDS**
- **DELIVERIES**
- **VEHICLES**
- **PETS**
- **BULK EMAIL AND TEXT MESSAGING WITH AUTOMATED DELIVERY TRACKING & REPORTING**

Automatically tracks Unit Occupancy statistics.

UNIT OCCUPANCY		Units	% of Site
Owner Occupied		194	100.
Non-Owner Occupied		1	0.5
Units Designated as Rental		2	1.0
See has 195 residential units			

Total votes in the community: 99/5

Number of people in attendance needed for a quorum: 99/5

Buster Place

PROPERTY & VOTES	SIGNATURE & OWNER (S)
100 Buster Place (Unit #100) Owner's Total Voting Power: 4.8 votes Unit (Designated): 4 votes G-PO (Parking-Owner): 0.8 votes	<input type="checkbox"/> Voted in person <input type="checkbox"/> Voted by mail <input type="checkbox"/> Proxy assigned Olson, Buster
101 Buster Place (Unit #101) Owner's Total Voting Power: 5 votes Unit (Designated): 4 votes G-PO (Parking-Owner): 0.5 votes G-PO (Parking-Owner): 0.5 votes	<input type="checkbox"/> Voted in person <input type="checkbox"/> Voted by mail <input type="checkbox"/> Proxy assigned Duke, Jewell Fiddaman, Pat Ludwickson, Rita

- Calculates unit voting power
- Meeting Sign-In Sheet' includes detail breakdown on how vote power is calculated for each unit, and vote method.

Track vehicle license, sticker, and parking assignments.



'Special Needs' flags, notes and reporting

Everything about pets: automatically tracks vaccine and License details, Receive and Expiration dates, Microchip, Veterinarian, Emergency Contact, etc.



Automatically manages 'Required Documents/ Information' requests, receipt, storage and renewal.

'Group Manager' lets you set up as many mail groups as you like. After set-up, any changes made in the unit file will automatically update throughout the program.



Takes all the pain out of managing deliveries and pick up.

- Bar Code Scanner for immediate log-in and out.
- Single signature capture for multiple package log- out.
- Automates notification to residents by their chosen method.
- Automated alerts to recipient every 72 hours – 6 hours for perishables

Manage visitors, including contact information and authorized access dates.



CALL LOGS AND ONLINE REQUESTS

LOGS INITIAL AND ALL FOLLOW-UP ACTIONS TO TELL THE WHOLE STORY!

The raw number of calls and on-line requests don't tell the whole story!

What about all the time and work involved with follow-up actions?

FULLfocus comprehensively logs all follow-up actions and provides reports that tell the full story.

ALL THOSE PESKY INTERRUPTIONS!



Follow-up can be complicated. Take the frustration out of returning phone calls, client requests, questions and emails by using the "Work Record" section of FULLfocus.

Call Logs are recorded in a 'Work Record' that incorporates all the tools and automation to easily take and record all related follow-up action:

- Send related emails and letters
- Record follow-on calls
- Store related documents, photos, incoming emails, etc.
- Initiate a Work Order, Architecture Application, or Violation – where automation takes over while providing continuous real time status updates.

And Web Requests submitted from your Customer Portal don't go to your email Inbox, instead they come directly unto the FULLfocus management system as a 'Work Record' all set up for quick and easy action.



When it takes a Team

- Setting a Work Record for Management Attention automatically assigns to manager and inserts it into the manager's Action Required Dashboard.
- Make follow-up 'Assignments' to staff, which automatically go into the management team's Action Required Dashboard.
- The chain of assignments involved in completing each task is automatically tracked and logged.
- Automation facilitates communication between teammates – keeps everyone in the know and on track.

Choice of comprehensive report formats automatically includes full communication and action history, which eliminates contentious 'he said, she said' situations, improving homeowner relations and shortening Board Meetings!

And, with no extra effort from you required, tells the Board the full story – not only the number of calls, emails and online requests, but also all the time and follow-up actions required to complete the request.



"The FULLfocus Manager's Board Meeting Call Log Report greatly increased Board Member appreciation for the extra level of effort required each day managing their community."

Rich Cardosi, C & C Management

'ON CALL' MOBILE OFFICE

**EVEN WHEN
YOU'RE ON THE
GO YOU CAN
WORK WITH
UNIMAGIABLE
EASE & SPEED**

**... NO MORE
PLAYING CATCH-
UP ONCE YOU'RE
BACK IN THE
OFFICE!**

**EASY DATA
ENTRY VIA
VOICE
DICTATION,
KEYBOARD
AND/OR
POINT-AND-
CLICK CUSTOM
'QWIK TEXT'**

YOUR OFFICE IN THE PALM OF YOUR HAND



The FULLfocus App puts all your FULLfocus tools in your hands via any tablet or smart phone.

- Access ALL properties, people, Boards, and Vendors in ALL your communities.
- Search property and owner-resident information by address or by name, including Emergency Contacts, vehicles, assigned parking, access keys, etc.
- One tap calls, or sends email or text message to any person associated with the property – owner, tenant, Emergency Contact, Agent, etc.
- Get a quick overview of which communities have new Web Requests waiting for action to be taken.
- Immediately pick up, respond to and take action on Call Logs and Web Requests.
- All actions you take are instantly accessible to the entire office.



Any automatic follow-up actions are set up in your FULLfocus To Do List, the Owner/Requester and the Board Portal are immediately updated – all instantly and with no additional work required by you!



Access your company's vendors – ALL of them, or only those assigned to a particular community, or only a community's Preferred Vendors.

One tap calls, or sends email or text message to any vendor contact, and creates a log to document the communication.

MANAGING CC&R COMPLIANCE

**FAST & EASY
AUTOMATION
SET UP**

**WHAT'S DUE
AND WHEN IS
AUTOMATICALLY
TRACKED**

**FLAGS FOR
'INSPECT NOW'
'DO NOT CITE'
'DO NOT
INSPECT'**

**REPRIEVE AND
VARIANCE
WITH
AUTOMATED
TRIGGER FOR
START/STOP
DATES**

THE MOST ADVANCED AUTOMATION IN THE INDUSTRY!



*CC&R's
& Bylaws*

Categories map Community-specific Rule Reference & Rule Description.

Violation automation includes:

Category selection automatically loads Community-Specific:

- ✓ Rule Reference and Text, default Violation Description and Corrective Action text. Loaded Description and Corrective Action text is editable – maximum automation while maintaining maximum flexibility!
- ✓ Escalation schedule – what steps and when, and step-fine amounts – the automated processing will follow. The fine amount and/or step due date can be changed on any individual or batch of Violations.
- All actions taken, including each inspection, Hearing Notes, and Fine status (Pending, Assessed, Waived), as well as full Fine history are tracked and recorded in each Violation record.
- Flags to create Variances/Waivers and grant Temporary Reprieves trigger automation that stamps each record accordingly so everyone, including inspectors, are aware; removes those records from your To Do Dashboard, and then automatically puts them back on your Dashboard upon expiration.
- Highly intelligent Bulk notification processing allows edits to any individual letter in the batch, saves those changes with the individual letter, links each letter to its related Violation record, and advances each record to it's next step and due date.
- For cases where a property has multiple Violations in progress, 'Letter Joining' gives you the option to combine the details of each into a single letter.

Architectural Modification Application automation includes:

- Tracking Fee and Deposit amounts, Due Dates, receipt and return; Neighbor Notifications, Approval/Denial status and dates, and any special conditions; Permit Expirations; interim inspections, and Completion Approval.
- Architectural Applications, including supporting documents, can be submitted electronically on the Customer Portal.
- Contracted Vendor access to site is managed for Insurance and License status.

Violations and Architectural 'On Hold' Feature:

- Removes the record from your 'To Do' Dashboard so it's not in the way of active work in progress but keeps all information and status in tact so no work has to later be duplicated. The records are stamped 'On Hold' so anyone accessing the record, either in the office or during inspections, will be aware.
- Violation and Architecture Dashboard 'Qwik Filters' instantly retrieve all records with 'On Hold' status – they are out of your way but always instantly accessible!
- Dashboards not only track what's due and when, they also have highly intelligent functionality that maximizes ease of working with large quantities of records.

MAINTENANCE & VENDOR MANAGEMENT

FLEXIBLE AND POWERFUL AUTOMATED MAINTENANCE PROCESSES

Handles everything from simple work orders to large complex multi-stage and multi-vendor projects easily, efficiently, and accurately.

Manages vendor access to associations – where they can work and the type of work they can do.

Alerts you to expired Vendor insurance and/or license to prevent putting you and your customer in jeopardy.

AUTOMATION KEEPS ON TOP OF ALL THE DETAILS

- Intelligent automated processes handle a wide variety of complexity, from simple Work Orders to large projects involving multiple phases and Vendors.
- A combination of community ID and Category of work determines the pool of vendors to select from. 'Preferred' vendors within the pool are noted.
- Send Bid Request to multiple vendors. And automation tracks Bid Receipt and Approval. And automation insures each vendor's License and Insurance status..
- Board Meeting 'Manager's Report' includes bucket for pending Bid Requests.
- Work Orders include 'Scheduled' Start and Finish dates, Special Instructions easily inserted from your company-custom Special Instructions Library, photos, driving directions, work specifications, etc..
- Work Orders are sent via email, mobile app and/or vendor portal.
- Homeowners and Board Members receive automated real-time updates on actions taken and work status.
- Work status is tracked against schedule, including Inspection and work Acceptance. At work completion, any Homeowners involved are notified and provided with 10 days to communication if work is unacceptable.
- Full inspection history is maintained – dates, names, and notes.
- 'Board Action Required' flag highlights the for special attention in Board reports.

HOMEOWNER BILLBACK

Flagging as homeowner bill-back triggers automated tracking of:

- Homeowner to be billed by community association or by vendor;
- expenditure authorization Request and Receipt, and dollar amount authorized. Work Order release is automatically gated by homeowner authorization status;
- Homeowner inspection and acceptance at work completion;
- Homeowner billing and payment status.

ASSETS/COMMON AREAS

- Maintains detailed maintenance history, as well as documentation, warranties and expiration dates.
- Recurring Work Orders with flexible scheduling, including season bypass.
- When work is deferred, the 'ON HOLD' function preserves all information and status so the Board can later pick up right where you left off.

IPHONE AND IPAD MOBILE INSPECTOR APP

MAKES INSPECTIONS LIKE A WALK IN THE PARK

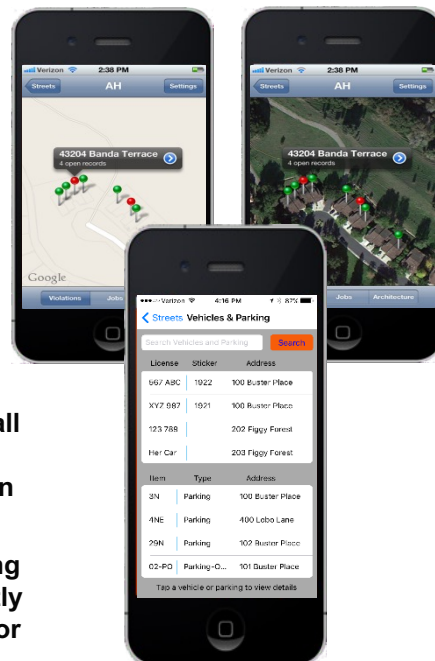
- Easy, fast, always accurate Compliance and Work Order / Project Status site inspection app puts more information at your fingertips and provides the most automation in the industry! Automatically handles Recurring Violations, Reprieves, Variances!

- Automatic map initialization lets you get started inspecting new associations instantly – literally!



- You have the option to inspect the site working in 'property list' mode to navigate multi-unit properties.
- For each street or building, you get a snapshot by type of everything pending from previous inspections – Violation, Architectural Application and Work Order.
- 'INSPECT NOW' flags alert you to urgent inspections needed.

- And to inspect the site working in 'map' mode. Color coded pins show the location of all active Violations, Work Projects and Work Orders, and Architectural Applications.
- Automated 'Due Date' tracking turns property pins 'Red' when inspection due date is reached.
- Flags for 'DO NOT CITE', 'INSPECT NOW' – and 'REPRIEVE' or 'VARIANCE' which both handle Start/Stop dates automatically.
- At each property you have instant access to all owner contact information, each Violation, Job/Work Order, and Architectural Application records, including access to Closed records.
- Search Vehicle License, Sticker and all Parking Assignments community-wide. Tap to instantly zoom to the related property. Call, email and/or text owners instantly, or create a Violation.



PUTS EVERYTHING YOU NEED FOR INSPECTIONS AT ALL PROPERTIES IN ALL YOUR COMMUNITIES RIGHT IN THE PALM OF YOUR HAND!

AUTOMATES HANDLING OF RECURRING TYPE VIOLATION

EASY DATA ENTRY VIA VOICE DICTATION, KEYBOARD AND/OR POINT-AND-CLICK CUSTOM 'QWIK TEXT'

IPHONE AND IPAD MOBILE INSPECTOR APP cont.

**FLAGS FOR
'INSPECT NOW'
'DO NOT CITE'
'DO NOT INSPECT'**

**REPRIEVE AND
VARIANCE
WITH
AUTOMATED
TRIGGER FOR
START/STOP
DATES**

Streets

GUARANTEES YOU WON'T DROP THE BALL



View and update existing records.

- Swiping down a record gives all information for follow-up action decisions:
 - date originally opened,
 - photo,
 - description,
 - corrective action required (Violations),
 - last action taken and when, and
 - next action due and when.
 - Plus full inspection history and comments, and applicable Rule text.

- Record information via keyboard, voice dictation, or QwikText function, which lets you record inspection observations with just a tap. 'Insert-Copy-Paste' edit functions in each text window too.
- New data added to 'Inspection Comments' field automatically puts a flag in the 'To Do Dashboard' that the record has new inspection information.



Creating a new record automatically loads all the property location and owner contact information.

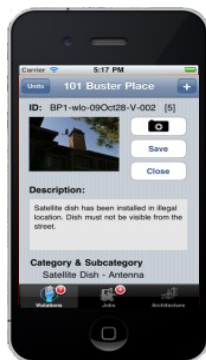
Photo sizing is automatically handled for both landscape and portrait. Photos include Date, Time & GPS Coordinates.

For Violations and Architectural Applications, Category selection instantly loads related custom compliance process, Rule, and for Violations a default description, corrective action and Fine sequence.

For Bids and Work Orders, Category filters the Vendor selection list to only the association's authorized Vendors.

Call, email and/or text owners instantly during inspection.

AUTOMATICALLY HANDLES RECURRING VIOLATIONS – PARKING, GARBAGE CANS, NOISE, ETC. - PER EACH COMMUNITY'S SPECIFICATION: Number of occurrences over a timeframe and fine escalation of each occurrence.



Violations

CUSTOMER PORTAL WEBSITES REDUCE YOUR WORKLOAD

**UNIQUE
FUNCTIONALITY
BETWEEN
PORTAL AND
MANAGEMENT
TOOLS SAVES
TONS OF TIME!**

**GIVES YOU
A HUGE
COMPETITIVE
EDGE!**

FULLfocus™ PORTALS & WEBSITES ARE FULLY INTEGRATED WITH THE MANAGEMENT TOOLS

The websites and management tools share not only data but ALSO share functionality and automation to reduce your workload way more than any other portal or website!

- Owners and residents can update their contact, vehicle, etc. information directly to the database: You're notified it was changed, but you don't have to do the work.
- On-line requests go directly into the database and set up a Task record for quick and easy action and reporting.
- Request status is updated automatically and available on-line 24/7/365.
- Community calendar tracks facility reservations, meetings and events. And ALSO tracks deposit and fee due dates, received dates and returned date.
- Homeowner Dashboard provides access to all current and past Architectural Modifications, Violations and general requests specific to their property – as well as reports, letters and documents on each specific record.
- Board-Only section with Board documents, reports, members listings, etc.
- Board Query section provides Board members the ability to query the database for information and status of Work Orders, Violations, Architectural Applications, Call Logs, On-line Requests, etc.
- Reports, letters, and documents on any of the records can be popped up for view and/or print.
- Management has full control over which records are viewable on the portal.
- Private areas for Committees – and/or any groups you define – for documents, communications, discussion boards, etc. specific to the group.
- Email blasts and attachments are automatically added to the Bulletin Board.
- Owner contact list with 'Opt Out' capability
- Document Library – load documents right from FULLfocus™ Manager! It's as easy as copying a file from one folder to another on your computer!
- On-Line Dues payment and account status
- Scrolling news ticker.
- Site usage statistics
- And more!



CUSTOMER PORTAL WEBSITES REDUCE YOUR WORKLOAD

UNIQUE PORTALS YOUR BOARDS & OWNERS WILL LOVE

BOARD MEMBERS CAN SEARCH THE DATABASE FOR INFO & STATUS ON WORK ORDERS, INVOICES, VIOLATIONS, ARCHITECTURAL APPLICATIONS, CALL LOGS, ETC.

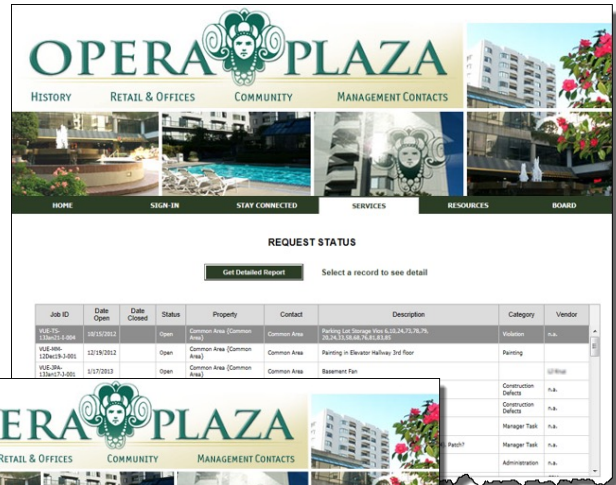
AND VIEW/PRINT ANY REPORTS, LETTERS AND DOCUMENTS RELATED TO ANY OF THEM.

Homeowners' are provided a 'Request Status' Dashboard specific to their property that gives a summary and top-level status of all current and past work requests, including those related to Common Areas.

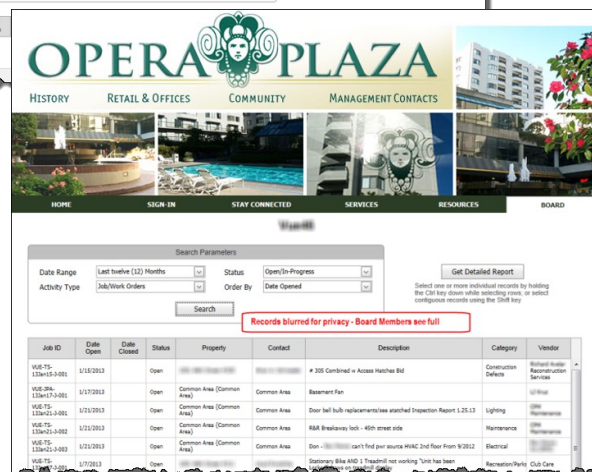
As well as current and past Architectural Modifications, Violations and general requests specific to their property..

And reports, letters, and documents on any of the records related to their property can be popped up for view and/or printing.

However, you have full control over which records are viewable on the portal, as well as the level of details provided.



Board Members are provided an 'Activity Status' Dashboard of all site-wide 'Activity Records' searchable by a combination of 'Activity Type', 'Date Range', 'Open/Closed' status and in what sort order the information will be presented.



Board Members can access a 'Detailed Report' for any of the individual Activity Records.

And reports, letters, and documents on any of the records can be popped up for view and/or printing.

As with homeowners, you have full control over which records are viewable by the Board on the portal, as well as the level of details provided.

DATA RELIABILITY: OURS IS THE BEST IN THE INDUSTRY

ADVANCED TECHNOLOGY WITH MAXIMUM RELIABILITY & SECURITY

TRIPLE REDUNDANCY - MUCH MORE RELIABLE THAN A SINGLE DAILY BACKUP!

Triple Redundancy gives you three levels of backup. The first level is real-time disc drive failover using RAID technology as you work. This means that when you are working, your work is saved to two separate disc drive locations simultaneously. This allows the Failover capability described below. The second level is recovery back to the previous 24 hours and is provided by a full database backup to a separate location every 24 hours. The third level of redundancy is backup of the last 30 days of data to a separate location. This is done every day. The third level is provided so that if the first and second level back up systems were to fail, or if you needed to reset your company data back to a previous time due to malicious or other corruption of your company's data, you are protected and able to recover.

100% FAILOVER CAPABILITY GUARANTEES 24/7/365 OPERATIONAL CAPABILITY

Failover is an operation that automatically switches to a redundant database or hardware if the primary system fails or is temporarily shut down for servicing. Failover is an important fault tolerance function to assure constant accessibility. Failover redirects the user (transparently) from the failed or downed disc drive to a backup drive that has the same capability as the main system and where the user's work has been saved simultaneously.

HARDWARE FIREWALL PROVIDES MAXIMUM SECURITY

The International Computer Security Association has certified that the standards for securing UP communications via encryption and/or authentication have been made by our firewall. The firewall performs Stateful Packet Inspection, which means it stores the information for every connection from start to finish. Using this information, it is able to determine the validity of the packets involved in that session.

Specifically the firewall:

- Blocks access to certain ports making them unavailable to hackers scanning the network for a vulnerable service running on those ports
- Filters both inbound and outbound traffic, which allows limiting communication to and from particular locations.
- Examines all traffic routed between two networks to see if it meets certain criteria. If it does, the traffic is routed through. If not, it is blocked.
- Helps manage public access to private networked resources such as host applications, databases, etc.
- Logs all hostile or suspicious attempts to enter the network.
- Filters addresses based on their source and destination IP addresses and port numbers.
- Performs protocol filtering, which means it filters specific types of network traffic based on the protocol used, for example HTTP, FTP or DNS.
- Can filter traffic by packet attribute or state.

POWER SYSTEMS BACKUP

The data center where our servers reside does not rely on the local power grid to guarantee uptime. The data center has on-site, diesel-powered generators and centralized Uninterruptible Power Systems (UPS) that provide power conditioning and ensure uninterrupted data center operation. The generators are regularly tested to make certain that they will function as needed in the event of an emergency.

DATA CENTER SECURITY

The data center is physically isolated from everyone but senior data center technicians. It is monitored via closed circuit television and 24x7 onsite security personnel guard the facility while military-grade pass card access and biometric handscan units provide further layers of security

OPERATIONS CENTER SUPPORT

Around the clock security support.

COST AND SUPPORT

COST

- Minimal, fixed up-front cost
- No minimum period
- Subscription Fee as low as \$250/month for the entire suite of tools – including FULLfocus Manager and all iPhone, iPad, and Windows Pads & Tablet & Smart Phone apps (Websites optional)
- Includes database, database hosting, daily backups, triple redundancy, data backed up to multiple physical locations for disaster protection
- Unlimited users
- Includes all upgrades and unlimited support

SUPPORT & TRAINING

- Unlimited training and support
- Instant live phone access to technical staff 24/7/365
- Support includes consultations with process optimization and customer relations management experts
- On-line net meeting technology allow us to share computer screens and keyboards with one, or groups of people, at your company – it's just like working side-by-side at the same computer!

START-UP

- Quick & Easy
- Support includes start-up planning, preparation, and implementation

CONTACT US FOR AN ON-LINE DEMO
WE'LL SHARE CONTROL OF THE MOUSE AND KEYBOARD
TAKE IT FOR A TEST DRIVE!

www.seefullfocus.com 510-284-1212 william@full-focus.com