

## SaaS Offerings Overview

**Software as a Service** from ZION is focusing to enable the Small Enterprise organizations to enjoy the benefits of computerization with very minimal investment, With a broad portfolio of Technology Solutions, ZION helps clients to solve business challenges, improve business innovation and create an opportunity to deliver high performance; ZION has more than 17 Years of System Integration Experience with a massive presence with direct employees across India.

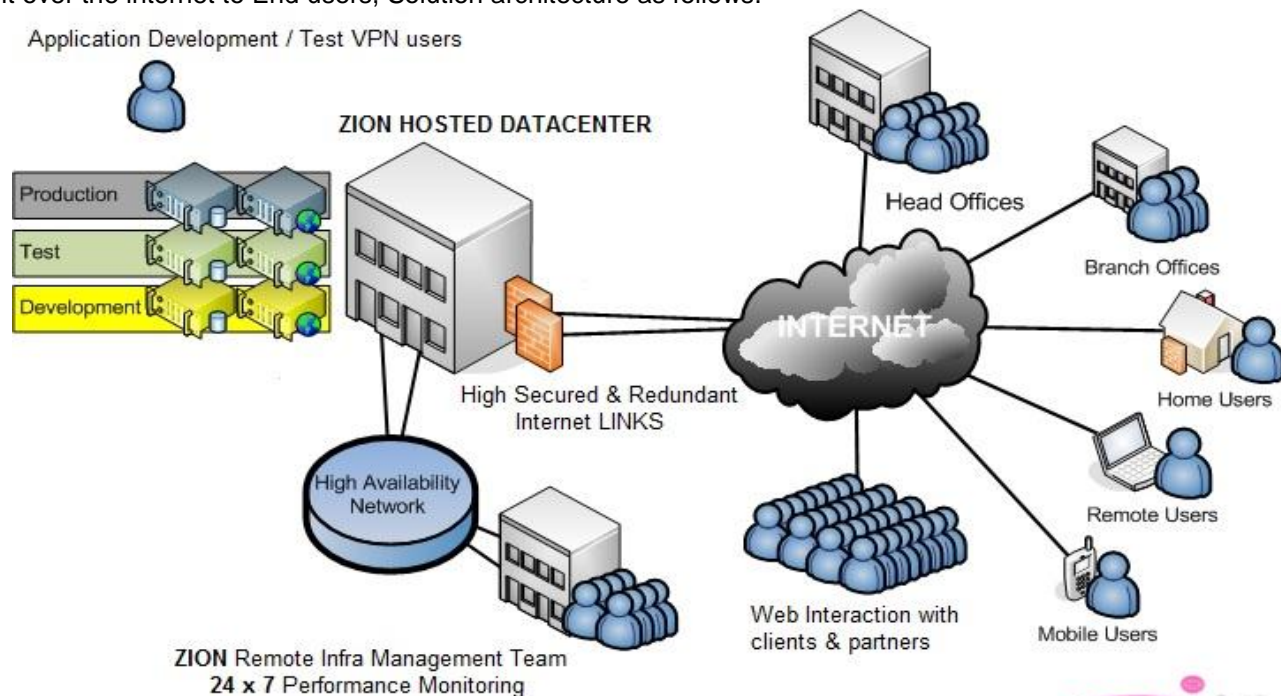
We work with our clients and understand their business goals well then design and integrate the solution and support with highly committed direct extensive service. We follow industry standards and process to ensure the best in class solution delivery.

### Quality Standards

Our innovative, Cost effective solutions are assured with high level of Quality standards, ZION is ISO 9001 : 2008 Certified Company. Our Solution architects & domain specialists are having specialized expert certifications in their respective domains.

### SaaS Business Model

**ZION nEAR CLOUD**- ZION use its existing **ZION nEAR CLOUD infrastructure** to host the customer application and deliver it over the internet to End users, Solution architecture as follows.



## ZION nEAR CLOUD – Solution Architecture



ZION COMPUTERS PRIVATE LIMITED (An ISO 9001:2008 Certified Company)

New Dehi	Cochin	Mumbai	Bangalore	Chennai	NCR
B-19, Sanwal Nagar, Sadiq Nagar Market, New Delhi -49	3 <sup>rd</sup> Floor, Peegees Mall, Pallimukku Jn.M. G. Road, Cochin, Kerala – 686 016	111-A, C Wing, Kailas Ind Complex, Vikroli (W) Mumbai –79	Unit No: 704 - B, Mittal Towers, M.G. Road, Bangalore-01	#9, 1 <sup>st</sup> Street, Gill Nagar, Choolaimedu, Chennai - 94	346-A, Udyog Vihar Phase- IV, Gurgaon, Hariyana- 122016



## Scale to meet your growing business needs

**ZION nEAR CLOUD** service provides customers with a range of flexible hosting solutions that are tailored to meet your business and IT needs. By hosting your software applications within our data center, you avoid the capital intensive costs of building and maintaining your own IT environment. You'll benefit from the financial certainty and predictability knowing that you only pay for the services you use.

Today, our customers are hosting a range of services with us including:

- Simple Static Web or FTP sites
- CRM, ERP, Financial Systems, HR, Payroll, Procurement, Email and Messaging sites
- Full dynamic E-Commerce applications infrastructure
- Development, testing and production environments

## What are the Benefits?

**ZION nEAR CLOUD** service is designed to scale to meet your growing business needs. You'll never need to worry about new hardware, software upgrades, patching, backups, storage or gaining access to highly skilled IT professionals because we'll take care of that for you. Customers benefit from a range of security, virtualization, storage, database, backup, monitoring and professional services offerings.

Our Data Centres are geographically dispersed across India and operate over a highly secure and fully redundant Private (MPLS) Network. All Application Hosting services are replicated between Data Centers for complete failover and redundancy and are provided to you in a secure and cost effective manner. You can relax knowing that you can always gain access to your software and data from anywhere in the world at any time of the day.

Our team of technical experts provide around the clock monitoring and management of our Data Centers, Applications Hosting and infrastructure environments using world class management tools and IT Service Management procedures aligned to the ITIL framework. We provide lifecycle services that enable our customers to benefit from best practice design, managed implementation and ongoing applications and infrastructure optimization.

## Our Approach to provide a ZION nEAR CLOUD Service?

As usual we follow our normal customer interaction culture to understand and design the proper solution for you. Once the requirement is confirmed our solution architects and specialists will be engaged with you in understanding your requirement well, If it is a workflow then we will understand your process well and suggest the standard process flow if required and customize to meet your requirement, The same will host with our test servers and enable you to start testing the features and further customization will be done on requirement. Billing will start only once you agree to go online we may use our expertise or third party to do the application customization but entire solution will be owned and uptime commitment will be provided by ZION. Commercial depends on no of users and application features. An approximate commercial workout provided below for a better understanding. Ultimately the solution will tailored to meet your requirement and commercials will be quoted accordingly. We will have the necessary arrangements and agreements to protect your data and provide you all the freedom to transport / migrate your data at any point of time depend on the agreement. There are options to enable / disable services at any point of time but some services disabling may cause a small penalty since we created backend infrastructure to support your requirement. All will be according to a mutually agreed agreement.



## ZION nEAR CLOUD Approximate Deliverables

Features and Benefits	ZION nEAR CLOUD STARTER	ZION nEAR CLOUD BASIC	ZION nEAR CLOUD ADVANCED	ZION nEAR CLOUD PROFESSIONAL
24 x 7 Monitoring of the Infrastructure	✓	✓	✓	✓
Infrastructure improvement on the move		✓	✓	✓
Initial Application Customization	✓	✓	✓	✓
Application Customization on the move			✓	✓
Application TESTING as End User Feature	✓	✓	✓	✓
Application Development as End User Feature				✓
Assured UPTIME	99.5%	99.5%	99.75%	99.8%
Storage Expansion on the move		✓	✓	✓
Monthly Usage & Customized reporting	✓	✓	✓	✓
Public Interface options		✓	✓	✓
Free migration Assistance in case of migrating to own infrastructure			✓	✓
Assured Fortnightly/ Monthly Backup	✓	✓	✓	✓
Assured daily Backup / Customized backup options			✓	✓
VPS & VPN Feature as Optional			✓	✓
Minimum expected contract period	12 Months	12 Months	36 Months	60 Months
Minimum Users to qualify the Program	10	10	20	25
Approximate monthly user Price	INR 500.00	INR 1,000.00	INR 1,500.00	INR 2,500.00

- Service tax will be applicable as extra
- Man-hours based Billing may be there if it is a complex application customization (initially)
- All bundled offers as above calculated assuming Linux based services, If it's a Windows based or specific Application then costing will be different
- In case of File storage retrieval service AV need to be taken care as extra
- All standard Security features will be enabled by default, Any extra requirement then need to be coasted separately
- **ZION nEAR CLOUD** is also available as in-house Hosting, Please contact our representatives for more information
- Mutually agreed down-time due to customization need will not be considered as "Downtime"
- Yearly / Half-yearly / Quarterly /Monthly Billing options are available but payment will be as advance, Grace period will be as per the mutual agreement.
- Initial setup charges such as agreement costs etc will be at customer cost
- Penalty Charges due to downtime etc will be waived off in the next Billing cycle
- ZION commits only on the availability of service in a secured way by ensuring the access to the specified user accounts. Causing off information leakage/corruption due to the improper usage & sharing of user names and password with another person is not the responsibility of ZION.