



PNMsoftCloud

PNMSOFT
a **GENPACT** company

Overview

PNMsoft Sequence iBPMS is available as either an on-premises or cloud offering. Sequence delivered in the cloud - 'PNMsoftCloud' - is a secure, scalable and reliable way to enable digital transformation for organizations from mid-size to enterprise. There are many benefits to PNMsoft Cloud, and they are described in detail below.

Web-based, Scalable Architecture

Sequence includes a 100% web-based interface and scalable architecture, which makes it an ideal environment to deploy as a service in the cloud. PNMsoft Cloud has the same functionality as Sequence iBPMS on-premises deployments and provides a powerful way to accelerate your process improvement initiatives.

Security and Reliability

PNMsoft Cloud provides top level of reliability and security based on Microsoft Azure Services. Solutions built on PNMsoft Cloud are also 100% portable between on-premises and cloud deployment options.

In short, with PNMsoft Cloud, you will be able to:

- Accelerate your process improvement initiatives.
- Transform your business with security, scalability and reliability.
- Support strategic initiatives around the mobile enterprise and social business collaboration.

Offering options

	Basic	Premium
Flowtime	X	X
Administration	X	X
Process To Go	X	X
3 Environments (Dev, TST, Prod)	X	X
Hot Operations		X
Sequence for CRM and SAP Connectivity		X
Support for High Volume Solutions		X

Area	Details
Point in time data restore	up to 30 Days Back
Backup frequency	Daily
Database size	Up to 250 GB
General Storage	1 TB
Production Service Availability *	99.9%
Minor Version update or New Process Version **	No downtime
Major Version update **	Up to 6 hours downtime window
Recovery time ***	Up to 1 hour
Recovery time objective (RTO)	Up to 10 minutes

* Not including scheduled maintenance.

** All maintenance will be coordinate with the customer.

*** Assuming Azure infrastructure is running

PNMsoft Ensures:

- PNMsoft is responsible for hosting and infrastructure (backups, maintenance, availability, etc.).
- Each tenant has a dedicated resource group and full insulation of the service and Data.
- 24×7 system monitoring, management, maintenance, backups and geographic redundancy.
- 24×7 help desk support.
- World class security including Antivirus ,Antimalware and firewall
- PNMsoft Cloud is available 24/7 with the exception of maintenance/deployment windows, which vary depending on the development and service options described above.

Security



PNMsoft Cloud is a security-hardened solution that was designed using the principles of the PNMsoft software development life-cycle (SDLC) to provide multi-level protection.

In order to help ensure the delivery of a highly secure platform, security is an inherent part of the PNMsoft SDLC. Developers undergo secure development and coding practices training, and QA engineers undergo security testing and training.

PNMsoft has completed SOC 2 (formerly SAS 70), an AICPA standard audit which ensures the highest level security, reliability and confidentiality. In accordance with SOC 2, PNMsoft ensures that change is governed and implemented in a secure manner, taking into account the client's security, confidentiality and reliability requirements. PNMsoft ensures that Cloud customers' data is secure according to the highest level standards. Cloud customers should refrain from using PNM soft cloud environment to display, store or process PCI level data.

PNMsoft complies with security requirements set forth in the Health Insurance Portability and Accountability Act Security Rule (HIPAA) Security Requirements (Description Criteria).

SLA

During the Term of the PNMsoft Cloud Platform License Agreement, PNMsoft will provide the Customer with a Monthly Uptime Percentage of at least 99.95%. If PNMsoft does not meet the SLA, and if the Customer meets its obligations under this SLA, the Customer will be eligible to receive the Financial Credits described below. This SLA states the Customer's sole and exclusive remedy for any failure by PNMsoft to meet the SLA. Capitalized terms used in this SLA, but not defined in this SLA, have the meaning set forth in the Agreement.

Service credits for production environment in the cloud (uptime not including scheduled maintenance):

Monthly Uptime Percentage	Service Credit
99.00% < 99.5%	5%
< 99.00%	12%

Benefits

Budget-Friendly Infrastructure

When you deploy PNMsoft Cloud, you eliminate the need to purchase, maintain, and replace expensive hardware. Since we do the heavy lifting, your teams have more time to focus on high-value projects that benefit your organization.

Flexible Scalability

Your organization adapts to business developments, so why shouldn't your Cloud solution? PNMsoft Cloud easily scales up and down, according to your business need, providing an added layer of agility to your evolving organization.

Automated Cloud Maintenance

PNMsoft silently rolls out software and other updates, including security patches, with minimal down time. We maintain your environment so you have more time to spend utilizing your Cloud, not maintaining it.

Rapid Cloud Deployment

You've finished sizing, spec'ing, and planning, so when can you start optimizing your business?! With PNMsoft Cloud solution, we deploy your environment in a fraction of the time it takes to deploy traditional on-premises solutions, enabling you to capitalize immediately on your investment.

Freedom, Freedom, Freedom!

Cloud computing cuts out the high cost of hardware. Add to that the setup, management, service and updates are taken care of, and suddenly your major IT project looks a lot friendlier. This model allows you to start projects faster and grow.

* Subject to your organization's legal agreements.



Let's put your business processes in motion.

Request a Workshop or Demo: <http://www.pnmsoft.com/get-sequence-kinetics-demo>

Contact us: | info@pnmsoft.com | www.pnmsoft.com

USA

111 Town Square Place Suite #1515
Jersey City, NJ, 07310, USA

+1 800 766-1404

United Kingdom

38 Clarendon Road Watford,
Hertfordshire WD17 1JJ, United Kingdom

+44 (0)192 381 3420

Israel

HaMahshev St 1
(Entrance C, 3rd Floor)
Netanya 42504, Israel

+972 9 8853633

Portugal

Avenida Dom João II, Lote 1.06.2.5B
Edifício Mar Vermelho Piso 4
1990-095 Lisboa, Portugal

+351 21 121 20 38

Germany

Frankfurt Messeturm
25. Stock
60308 Frankfurt am Main

+49 (0)69 509 565 402

©PNMsoft All rights reserved. Sequence HotChange™ are trademarks of PNMsoft.