



The LBI HR HelpDesk (Version 7)



Deployment Options



HelpDesk Deployment:

We Set Our Clients Up for Success

Beginning with HelpDesk Version 7, Amazon Web Services private cloud hosting is included within the price of HelpDesk.

This is what Amazon refers to as VPC, or Virtual Private Cloud. In contrast to SaaS, VPC hosting means your app and data are hosted privately, as opposed to in a shared environment. This is beneficial to many HR leaders and case management owners. North of 50% of employee questions within case management tend to be about sensitive or proprietary issues around health, 401(k) management, and related topics. If your data is sensitive, it deserves private hosting – at an affordable price.

Pricing: Pricing is as low as \$1,500/month for up to 10 named HR users and unlimited employee self-service usage.

Other hosting options.

We also offer Rackspace dedicated server hosting. Benefits include:

- ✓ Expertise – Rackspace is a leader, three years running, in the Gartner Magic Quadrant
- ✓ Hosting facilities across the United States, in the United Kingdom, and in Asia
- ✓ Single-tenant servers managed and secured by experts
- ✓ SAS 70 Type II and SSAE 16 certified
- ✓ ISO 27001 certified
- ✓ Support for HIPAA, SOX, and European Safe Harbor policies
- ✓ Client-specific hardware and your own server

We also offer on-premise hosting.

An on-premise license gives clients the option to internally manage our solution. If you choose this option, LBi will provide all of the recommended server specifications, based on your specific business needs.

We will work with your IT staff to help implement and optimize your environment for maximum performance and stability. We also offer full infrastructure implementation services, including server installation (OS, database, web server), configuration, system tuning, and backup/disaster-recovery processes.

Pricing: Pricing for Rackspace and on-premise varies by organization.

What You Can Always Expect From Us

We have a small, dedicated team relative to others in our industry. You can always expect to be put first as a client, and you can always expect prompt attention to your issues. In addition, we're industry-leading around:

✓ Premium support

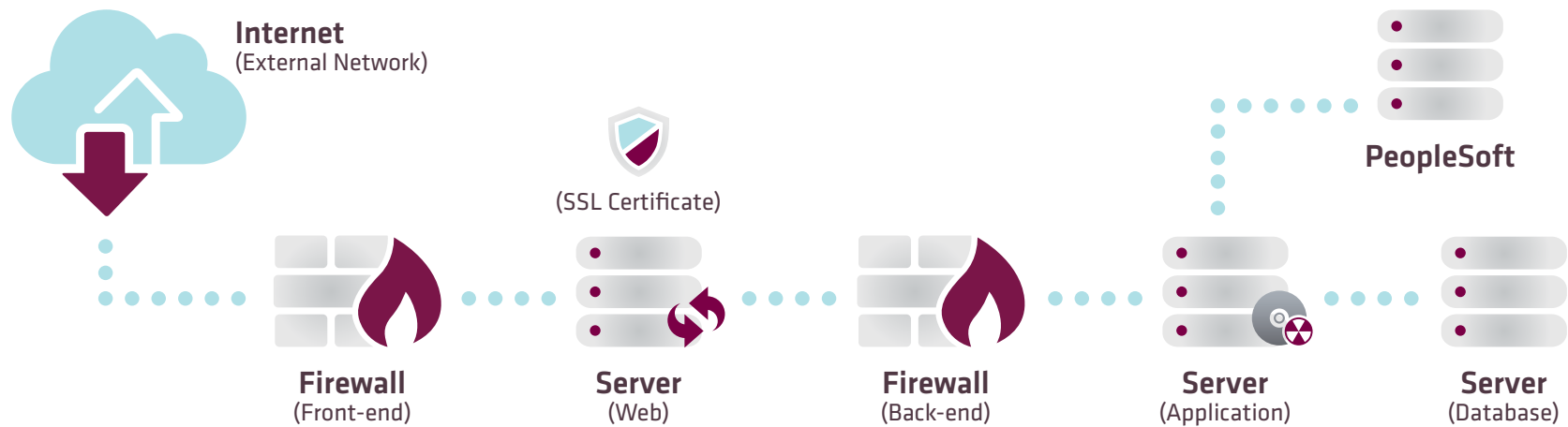
- 24/7/365 infrastructure monitoring, phone support, and maintenance
- 99.99% guaranteed uptime
- One-hour hardware replacement guarantee

✓ Undeniable system security

- Data encryption at rest
- VPN server access
- Firewall protection
- Anti-virus/anti-malware protection
- Password encryption across the wire
- Intrusion-detection services at the facility level
- Optional intrusion-detection services at the server level
- On-site customer inspections permitted

✓ Confident system backup

- Daily/weekly on-site backups
- Scheduled off-site full backups
- 24/7/365 client access to the full database



About LBi Software

LBi Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR technology and HR processes. Our flagship solution, LBi HR HelpDesk, is an innovative case manager and call-tracking workflow solution that creates a rich and powerful knowledge base on the fly, with a unique, tiered pricing structure that appeals to companies of any size. Our organic belief in – and solid reputation for applying – a true client-vendor partnership on every project ensures a highly configurable solution for businesses with as few as 50 employees or more than 50,000, always designed to put the power in the hands of the employee.

In addition, every LBi project is supported by our rich experience and expertise in Mobile Development, Business Intelligence, Data Warehousing, and Reporting and Analytics.

LBi Software is headquartered in Melville, N.Y., and is online at LBiSoftware.com.

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