

SAASAM CONTRACT MANAGEMENT POWERED BY AGILOFT

G-Cloud 14 Framework – Service Definition Document





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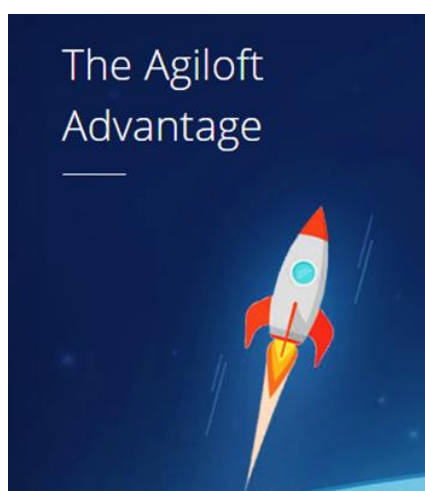
REDEFINING CONTRACT MANAGEMENT

SaaSam has a proud association and history of implementing innovative software solutions and have been providing the award winning Agiloft software alongside implementation and consulting services since 2011. We are a Certified Agiloft reseller and partner, and we look forward to becoming your key partner and working with you on your journey towards an innovative, and efficient contract management process that strengthens your own capabilities and business performance.

At your request, this indicative pricing document meets the needs and requirements for your Contract Management system and provides you the opportunity to measure and evaluate the business benefits and associated costs that are generated as a result of an Agiloft implementation.

SaaSam takes this best of breed software, combining it with our many years of Agiloft experience and comprehensive global skillset, to provide you a full-featured system that can be deployed and evolve as you do.

With better software, comes business empowerment and greater productivity. The most successful Agile solutions will engage a whole business, steering management processes and people in the most beneficial ways possible – without changing core principles.



Price

Agiloft is neither cheap nor expensive in comparison to similar products

Flexibility

Agiloft is considered the most flexible product on the market (PC World) and can be modified to suit any process

Reliability

Because of Agiloft's no-code structure, there are few bugs. Therefore, modifications can be done with no risk of domino effects to existing code

Agility

Agiloft can be modified quickly to accommodate changes in business processes; it evolves with you

Speed

Agiloft can be implemented in less than 25% of the time it normally takes to implement similar products

More than 3 million users—at organisations ranging from small enterprises and U.S. Government agencies to Fortune 100 companies—depend on Agiloft's innovative and integrated applications for Contract Management, Sourcing and Supplier Information Management, Custom BPM, and more.

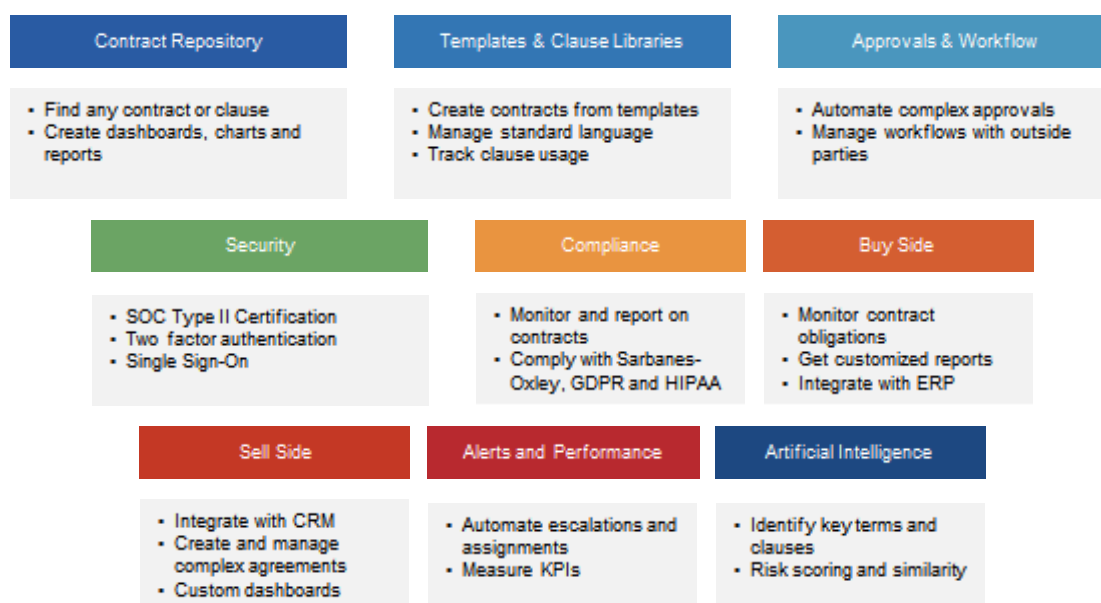


SERVICE OVERVIEW

Agiloft is a versatile platform, with the ability to deeply configure without coding. It is available as a SaaS or as an on-premise installation, on a server that customers can manage. Both options are offered via annual licensing, which includes standard support and upgrades. Premium Support is also available. We also offer a full range of implementation and consulting services to suit your unique situation.

Customers can choose from a variety of services, including everything needed to design, install, configure, and train employees for a successful implementation: needs analysis, installation, customisation, data import, integration, and follow-up.

Agiloft delivers flexibility, extensibility and connectivity built on a secure and scalable platform that features rich, out-of-the-box CLM functionality.



Agiloft's proven CLM suite automates the complete contract lifecycle, streamlines your approval process, and integrates contract information into related business processes.

Additional OOTB applications and modules are available to extend the Agiloft benefits to other business processes such as:

- ▶ **Sourcing and Supplier Information Management:** Streamlines source-to-contract processes, working seamlessly with our Contract Lifecycle Management solution to reduce sourcing cycle times and automate supplier onboarding and compliance.
- ▶ **Legal, HR, and other Request Management:** Serves as request intake, document repositories, response tracking, deadlines and time keeping management, and KPI tracking with complete audit trail.
- ▶ **Task Management:** Create automated and manual tasks to manage obligations and milestones for contracts, requests (Legal, HR, service desk, etc.) and stay on top of deadlines and KPIs.
- ▶ **Workflow and BPM:** Improves efficiency, performance, and communication across your organization. Agiloft provides a highly configurable and versatile framework to automate and manage even the most complex task flows and custom business processes.

These solutions are built on our unique adaptive technology that allows deep and rapid customization to your specific needs, without programming.



Agiloft's Contract Lifecycle Management Solution

Agiloft Contract Management Suite delivers a secure, flexible, and scalable contract management system that automates the entire contract lifecycle. It also offers a complete contract lifecycle management (CLM) solution for master agreements, contracts, subcontracts, amendments, and more. Agiloft is designed to map any business process, from the simplest to most complex, without programming.



Built on a no-code platform, Agiloft's flagship CLM suite comes with fully customizable best-practice functionality for buy-side and sell-side contract management—including repository and templates, clause library, flexible approval workflows, e-signature, vendor and customer portals, built-in AI functionality, security and compliance safeguards, automated notifications, and seamless integration with external systems.

The approach is built upon an award-winning OOTB system, which you can customise with your own templates, workflows, custom fields, and rules. The OOTB functionality is readily extended and customised for your contract process, using a wizard-based admin interface.

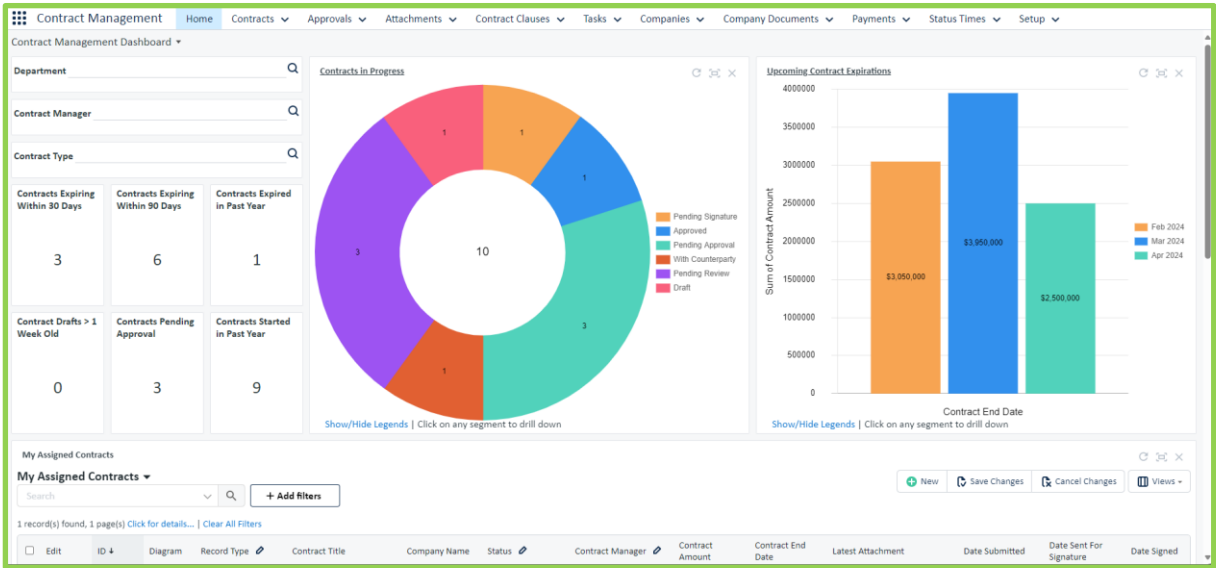


 At-a-Glance Features of the Agiloft Solution	
✓ Provides precise, flexible, permissions-based contract repository access	✓ Provides clause-handling, from basic to sophisticated clause-level options
✓ Quickly locates contracts with powerful searching by keyword, natural language or filters, including OCR and full-text search	✓ Gains efficiency and insight with notifications, dashboards, and charts and reports
✓ Generates contracts efficiently using dynamically populated templates	✓ Manages upcoming expirations and renewals
✓ Manages approvals with flexible workflows, including sequential, parallel, and conditional approvals	✓ Integration Hub-powered by Workato provides clicks-not-code integration with over 1,000 external systems
✓ Provides e-signature via Adobe Sign or DocuSign	✓ Open Integration APIs and Scripting
✓ Calculates contract risk scoring based on contract language and metadata	✓ Synchronisation between Salesforce and Agiloft allows you to integrate and sync your data in real time
✓ Extracts key terms and clauses from contracts through prebuilt and custom AI models	✓ Integration Platform as a Service (iPaaS) Connectors (Workato, Boomi, MuleSoft)
✓ Integrates with Agiloft's Sourcing and Supplier Information Management module to reduce sourcing cycle time and automate supplier onboarding and compliance	

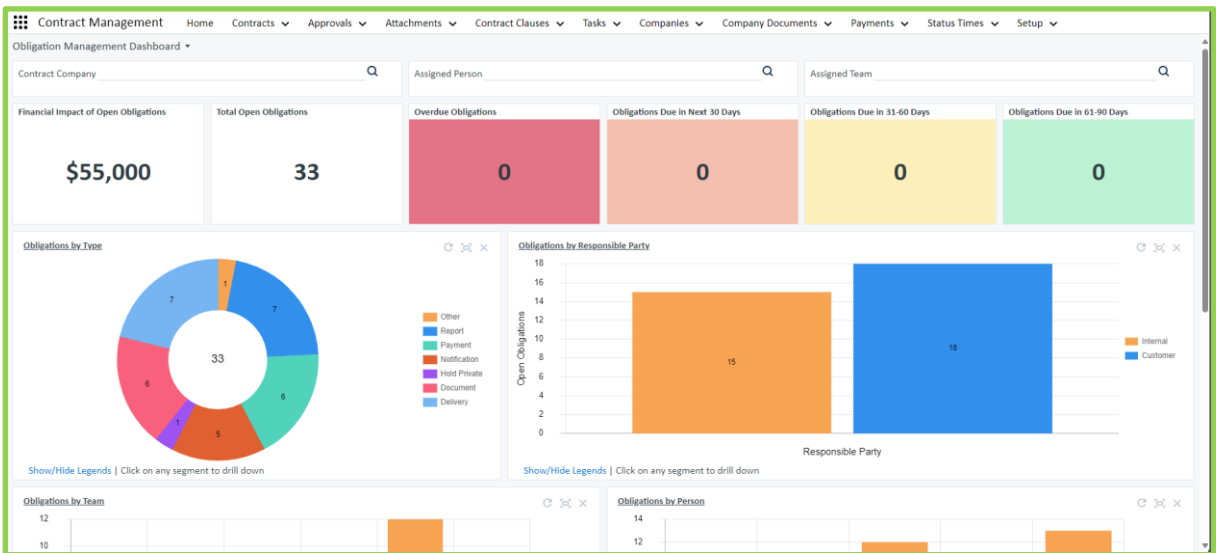
The Agiloft approach combines well built, OOTB, full Contract Lifecycle Management functionality, with a deeply configurable platform that enables configuration to meet your process and requirements, without coding. This tried-and-true method is based on years of experience implementing projects of all sizes and complexity.



Contract Management Dashboard example



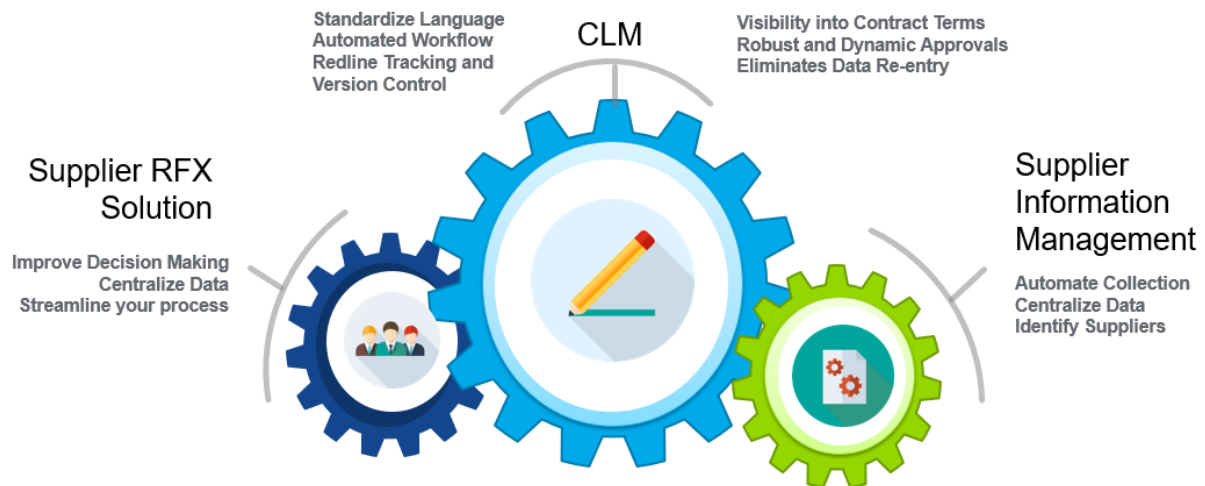
Obligations Management Dashboard example





Agiloft's Source-to-Contract Solution

Agiloft's Sourcing and Supplier Information Management module is an add-on that works seamlessly with Agiloft's Contract Lifecycle Management solution to reduce sourcing cycle time and automate supplier onboarding and ongoing compliance.



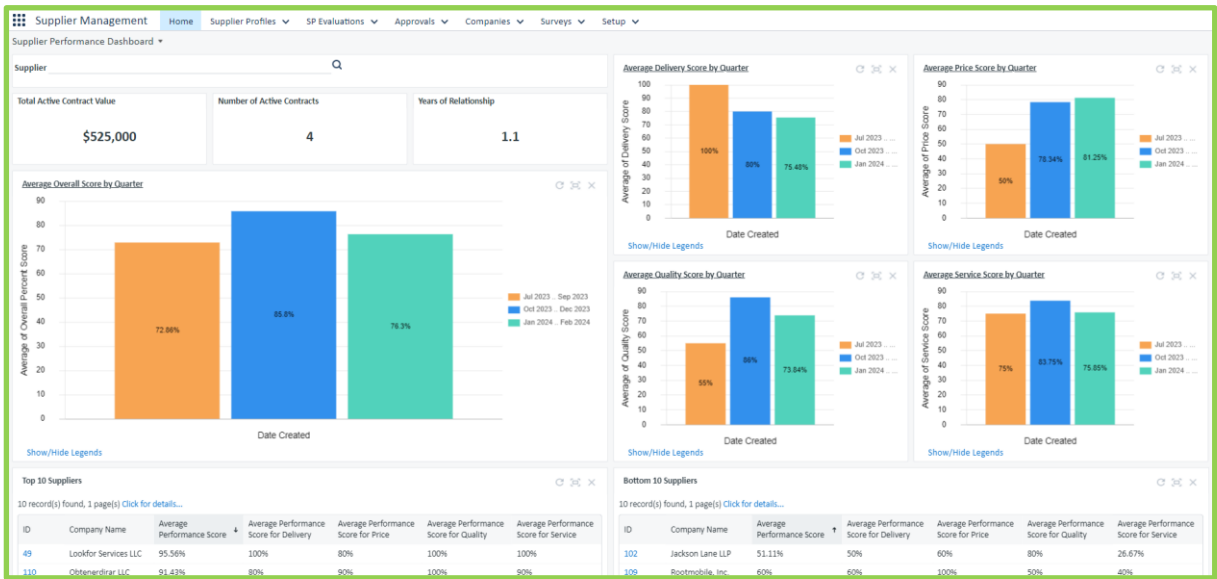
The module includes a wide array of features and functionality, including the following:

Feature	Function
Centralized RFx-to-Contract Cycle	▶ Invite suppliers to submit proposals, then quickly collect and collaborate submissions. ▶ Allow stakeholders to appraise, score, and compare suppliers for their projects - all online. ▶ Convert awards into contracts with the click of a button, using approved terms and conditions.
Automated Supplier Information Management	Streamline vendor onboarding and ongoing vendor management: ▶ Allow prospective suppliers to register, and provide data and documents, through a supplier portal. ▶ Gather responses to custom questionnaires on security, diversity, and other business criteria. ▶ Compile data to verify compliance with business criteria and policies. ▶ Prequalify, approve, and automate supplier contract notifications and requests for documentation.
Centralized Repository of Templates and Supplier Documents	Centralize and streamline the source-to-contract process. Create standardized templates with pre-approved language for RFIs, RFPs, and RFQs and

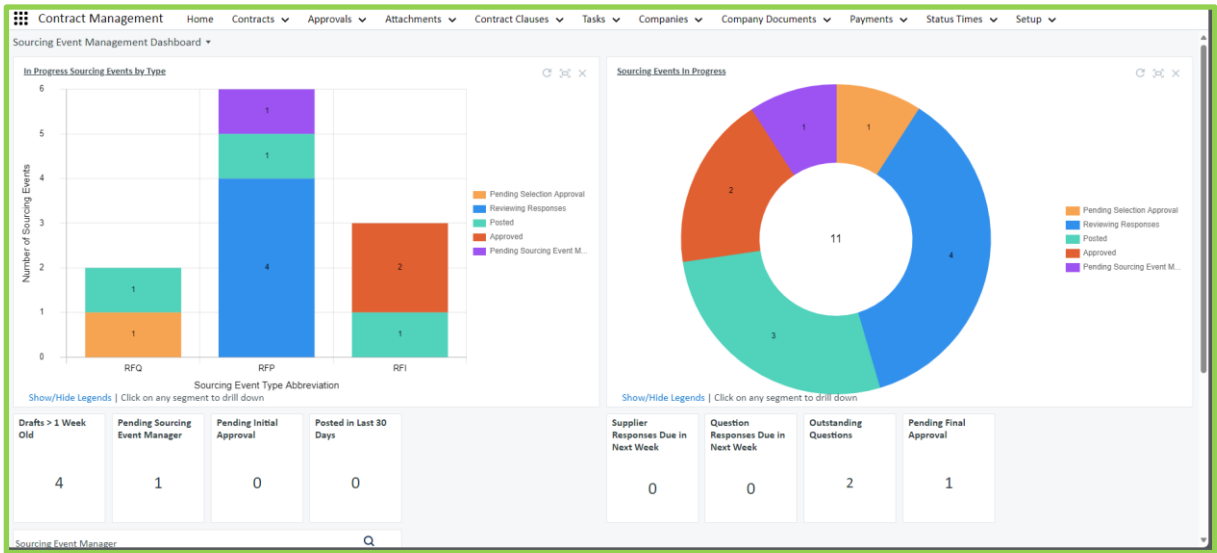


	supplier questionnaires. Maintain a robust repository of all documents as released and supplier responses.
Improved Visibility	Tap into Agiloft's unified source-to-contract CLM platform to quickly identify existing suppliers. Gain visibility into supplier relationships and contracts across your company, including viewing terms, scope, pricing, and volume discounts.

Supplier Performance Dashboard example



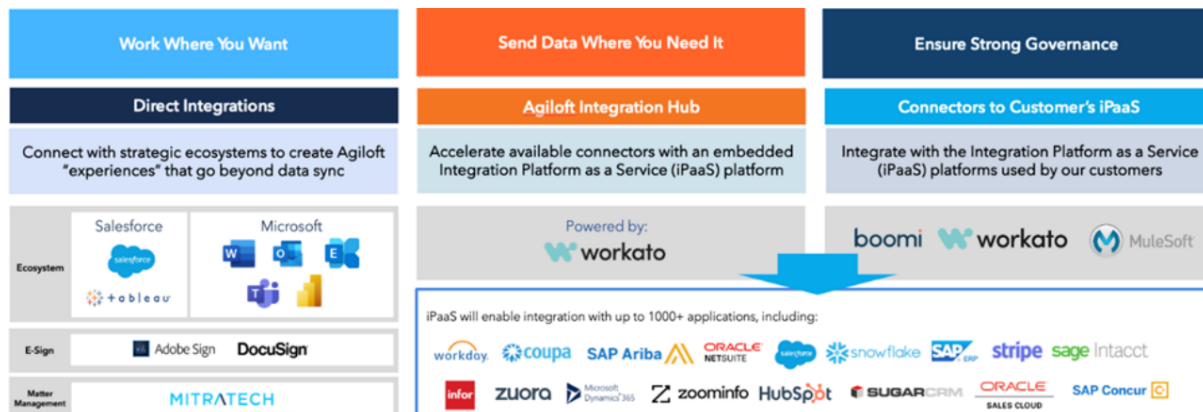
Sourcing Event Management Dashboard





Integrations

Agiloft provides the most comprehensive integration platform. Based on our unique 3-Pillar Integration Strategy, it offers an unparalleled ability to flow contract data across multiple systems, integrate and manage contracts with the tools employees work in daily, and easily connect to their organization's centralized IT governance system.



SaaS will configure standard direct connection between the most frequently used third-party applications as part of our approach to implementation (i.e. Single-Sign On, Microsoft Word and Outlook, Inbound/Outbound emails, and e-signature (Adobe Sign and DocuSign)).

SaaS has in-house expert consultants that will be able to integrate with third-party applications via the most appropriate methods. Integrations can be complex and will need to be fully scoped during the business process analysis phase of the implementation.



AGILOFT LICENSE PACKAGES

There are three Agiloft license packages available for the Contract Lifecycle Management software, with different features by package. Package pricing can be found in the SaaS – G-Cloud 14 Framework – Pricing Document.

Essentials	MOST POPULAR Advanced	Premium
The Critical Elements to Aggregate and Streamline Contracts	Full Contract Management Amps Up Efficiency and Manages Risk	Even More Power! Optimize Contracts and Maximize ROI
Get a Quote	Get a Quote	Get a Quote
✓ Repository ✓ Negotiate, execute, and store ✓ Basic workflows and automation ✓ Analyze, manage, and change ✓ AI Search with ConvoAI (add-on) ✓ Work Where You Want ✓ 5GB data storage per license	✓ Repository ✓ Create, negotiate, and execute ✓ Basic workflows and automation ✓ Analyze, manage, and change ✓ AI Search with ConvoAI (add-on) ✓ Work Where You Want ✓ Advanced workflows and automation ✓ Clause & obligation tracking ✓ AI Platform (add-on) ✓ Integration Hub (add-on) ✓ iPaaS Connectors ✓ Tableau & Power BI Connectors ✓ 8GB data storage per license	✓ Repository ✓ Create, negotiate, and execute ✓ Basic workflows and automation ✓ Analyze, manage, and change ✓ AI Search with ConvoAI (add-on) ✓ Work Where You Want ✓ Advanced workflows and automation ✓ Clause and obligation tracking ✓ AI Platform (add-on) ✓ iPaaS Connectors ✓ Tableau & Power BI Connectors ✓ Integration Hub ✓ 12GB data storage per license (Up to 12TB)

*ConvoAI (add-on) is currently only available for US based hosted services



LICENSE TYPES

There are 4 key license types within the Agiloft license structure;

Assigned Power Users



This is the main licence type. An Assigned Power User is someone who regularly works in the staff or power interface of the system. Examples include contract managers, approvers, internal helpdesk staff members, sales and customer support representatives, and project and other managers. An Assigned Power User has the authority to work on and edit other people's records as well as his/her own. Assigned Power User licences are linked to a user, but if the user does not login for 30 days, they are automatically freed up. They can also be manually reassigned if an employee leaves the company.

Floating Power Licenses



A Floating Power License is primarily intended for staff members who are infrequent system users. Managers, reviewers and approvers, executives, or others may log in for typically brief periods to create, view, or edit requests or approvals, view dashboards or run reports. They have the same privileges as an Assigned Power User but share the floating licenses with other power level users that do not have an assigned license.

The number of Floating Power Licenses determines the maximum number of floating power level users that may be in the system concurrently. When one person using a floating license logs out, the floating license is freed up after two minutes.

Portal Users



Agiloft also offer a license for portal users who access the system through customisable portals. Portal Users may be internal employees or external entities such as vendors or customers. They are able to make service or contract requests, monitor status and view their requests or other information based on their access permissions.

A vendor portal can provide your vendors with access to their contracts, insurance certificates, and other documents and streamline onboarding. An employee portal provides an efficient way to submit contract or other requests, monitor status, and access a contract repository based on group permissions.

Self-Service Portal Users



A Self-Serve Portal User is a Read/Request user with additional functionality that enables them to request and generate standard agreements and route them for e-signature.



LICENSE PRICING

Both SaaS/Hosted Service and On-Premise installation are available as an annual subscription. See the Premium edition for on-premise installation on a server you manage.

- The subscription price is the same, whether installed on Agiloft servers or on your own premises.
- Portal Users are offered as Read/Request only licenses for both internal and external users. CLM Portal Users are sold in bundles of minimum 25 or more and are only available with Advanced and Premium editions
- Prices are in **GBP** unless otherwise specified.
- Unless otherwise stated, all quoted prices exclude Government charges and taxes.
- Consulting Services are priced separately. See the [Consulting Services](#) section below for more information.
- Pricing is based on a three-year term.
- Standard Support and Upgrades are included in the pricing.
- Prices are valid for 30 days from the date of this proposal, however SaaSam reserve the right to requote for licenses in the event of any price changes from Agiloft or Exchange Rate variations.

Please refer to the “SaaSam – G-Cloud 14 – Pricing Document” for more information on license package pricing.



Optional SaaS/Hosted Services

There are additional optional services available for Agiloft SaaS/Hosted Service.

Dedicated Server Option

Standard Hosted service is provided on a shared server. Customers may elect to have dedicated server at the cost of **£9,350.00** per year. The dedicated server option includes:

- Control over the timing of upgrades and maintenance
- SFTP access to the server
- Access to the Administrator console of Agiloft to control certain features, such as backup times, frequency of timed searches, etc.
- Company domain URL access and SSL certificate configuration at no additional charge (i.e., your own company URL to access the server)
- Ability to directly upload and download custom scripts, login pages, and to store files on the server
- Five free test licenses for a Test/Development copy of the production KB with the ability to refresh the Test instance as often as needed

Custom Data Storage Package Option

The edition and number of total licenses determine the data storage allowance, which is included in the subscription cost.

Custom data storage packages are available for organizations with large storage requirements.

Custom data storage package pricing depends on the quantity of additional storage needed. 50 GB of additional data storage is **£510.00** per year, and volume discounts are available.

E-Signature Licensing and Envelopes

For customers that elect to use e-signature, Agiloft CLM Editions include integration with DocuSign and Adobe Sign. DocuSign and Adobe Sign licensing and envelope purchase and use within Agiloft differ.

DocuSign Use

DocuSign licenses and envelopes are purchased directly from DocuSign.

- Your DocuSign account and envelopes are used for e-signature within Agiloft.
- Your DocuSign account and envelopes are available for use external to Agiloft.
- Organizations with an existing DocuSign account do not need to set up another account for use within Agiloft.

Adobe Sign Use

Customers using Adobe Sign for e-signature within Agiloft have two options:

- An Adobe Sign account can be created within Agiloft and envelopes purchased within Agiloft.
 - This simplifies licensing and purchasing as it is provided directly from Agiloft.
 - This account and envelopes are for use within Agiloft only.
 - A unique email that is not already associated with an Adobe Sign account must be used.
- An existing Adobe Sign account and envelopes purchased from Adobe can be used.

Test Package – Additional Instance for Development and Testing



A Test Package is strongly recommended for customers as development and test requirements should be kept separate from Production.

This option provides a separate Test instance of the Production KB with its own licenses. Test Licenses are priced at 1/2 the production license price. Any number of licenses from a minimum of three up to the number of licenses installed on the Production system may be purchased.

On-Premise customers, using the Test Package on their server, can do their own refreshes from the Production to the Test system.

For Agiloft hosted customers, the annual cost for the Test Package is the test license fee plus a **£510.00** fee for up to four refreshes of the Test instance from the Production instance within an annual period. Such refreshes are done by our consulting team.

Conversion Between Hosted Service and On-Premise Subscription Licenses

SaaS/Hosted Service licenses may be converted to On-Premise Subscription licenses, and vice versa, at any time.



CONSULTING SERVICES

Implementation Services

We recommend Consulting Services to ensure a successful design and implementation of your business process. Our expert team can implement in about 1/4 the time of a person inexperienced with Agiloft.

Most customers require the assistance of our expert professional services team to customize Agiloft. Professional Services are based on customer requirements. Available services include:

- Business Requirements Analysis
- Implementation and Configuration
- Data clean and Migration
- Training and Documentation
- Implementation Level Support

Our Professional Services team complete rigorous training and certification and have completed hundreds of successful projects. Your project team members are assigned based on the project scope and requirements.

Additional Consulting Services

SaaSam provides additional consulting services to meet your needs. Additional services include:

- Developer services for integration
- Developer services for performance health checks and optimization
- Support services for custom support
- Security and compliance services for your security questionnaires and matrices
 - Agiloft can provide their Security Information Packet upon request.
 - It contains the industry-standard CAIQ and SIG matrices and their ITDR.
 - It contains the most recent third-party audit opinion letter. The report is available upon execution of Agiloft's MNDA.
 - Completion of custom security questionnaires and matrices will be quoted based on the requirements.

Consulting Quotes

Consulting Rates

For budgeting purposes, implementation Consulting Services costs are typically quoted at an average rate. The consulting rates are:

- Senior Implementation Specialist and Project Manager: **£1,760 per day**
- Implementation Specialist: **£1,320 per day**

Most projects use a combination of both roles at approximately an 80/20 percent ratio for an average rate of **£1,520 per day**. This rate is used for estimating purposes. The actual cost is based on those assigned to the project, which is determined by the project scope, requirements, and resource availability.

Support, developer, and security team resources are quoted based on the requirements.

- The support, developer, security, or IT specialist is determined based on the requirements.
- Rates are **£1,320 - £1,760 per day**.

Weekend or off-hours work requested by the customer is billed at 1.5 times the staff member's rate.



Generally, work is performed remotely (off-site). Onsite consulting services provided at the customer's location can be quoted based on requirements. All travel time is billed at the staff member's rate, along with travel expenses at cost.

Consulting Quotes and Ranges

A quote containing an estimate for Consulting Services will be determined based on the scope and complexity of the implementation. In addition to implementation, the amount of data migration, integration with external systems, and training significantly contribute to the estimate.

Example Consulting Service Ranges are

- Consulting services for the implementation and handover of an MVP scope project generally consumes 3 – 5 weeks and is typically in the **£20,000 - £30,000 range**.
- A small scope project is typically estimated at 4 - 7 weeks in the **£30,000 - £55,000 range**.
- A medium scope project is typically estimated at 7 - 12 weeks and is in the **£55,000 - £90,000 range**.
- Large scope projects are generally estimated at 12 – 24 weeks of Consulting Services, and are in the **£90,000 - £180,000 + range**, depending on the requirements.
- Large Enterprise/Global Enterprise projects with a large scope and/or complex requirements may require upwards of 24 weeks of Consulting Services.
- Note that the time estimates listed above represent time actively spent working on the project by the implementation team staff and not calendar time.
 - Your sales representative can provide an estimated project duration once more is known about the requirements and scope of the initial project.
 - The implementation team can create a project timeline once the initial project meetings have been held, and the scope has been reviewed.
- For customers who have a strong preference for doing their own implementation, we recommend a minimum of 40 hours of Consulting Services to provide training to your administrators and to assist them with system design. We find that some amount of implementation level support is typically needed as well. More than 40 hours may be recommended depending on the scope of the project.

A breakdown of implementation Consulting Services – according to project scope – can be found in the Pricing Document. The variables that SaaSam uses to define the size of the project and subsequent implementation estimate can be adjusted according to **The Buyer's** specific requirements i.e. number of contract templates, number of clauses to be configured in a clause library, number of custom reports and dashboards etc.



Consulting Invoices and Statements

Payment terms require an initial upfront (50%) payment of the total estimated spend of the approved Consulting Services hours. These are invoiced upon receipt/confirmation of an order. These hours expire one year after purchase.

Monthly consulting service statements include a detailed statement of the Consulting Service hours by date and person, with an optional description of the work done. Credits for initially invoiced hours are shown until they have been fully applied.

The remaining hours are invoiced monthly as they are used. These hours do not expire.



IMPLEMENTATION

This section provides a summary of the steps involved in a typical Agiloft implementation.

Because Agiloft is an adaptive platform that can be configured without custom coding, implementation costs are generally far lower than those of other software packages.

We find it is most efficient to do the work on an iterative basis, creating a prototype after some initial discussion, and refining the detailed spec based on the prototype. But if a fixed-price quote is desired, we can do a full specification as a Consulting Service, to provide that quote.

Implementation

Project management and phone calls: The implementation specialist will be responsible for managing the schedule, requirements meetings, design review, and follow-up communications to ensure a timely and smooth implementation.

Review of the current system and business process analysis: Through a review of your current process, workflows, data, document templates and documents, requirements, and goals, our analyst will determine the best design of tables, fields, and workflows.

Prototype development: After an initial discussion, our analyst will build out a prototype system with the basic tables, fields, and forms to assist in visualizing and designing the detailed specification for automation, integration, look and feel, and so on.

Completion of design development: Once we have a prototype of tables and fields, our analyst will work with your staff to define the rest of the implementation details. The design plan will include details on the automation, workflow, notifications, assignment teams, permissions, reporting, and so on. In a staged implementation, this may be an iterative process, with one segment specified, then implemented, then the next segment defined, then implemented.

Completion of basic implementation: Once the final design is defined, our analyst will build out the rest of the customizations, adding to tables and fields, and configuring workflow, rules, groups, teams, any specified saved searches, reports, views, and global variable setup. The number of hours depends on the number of fields required for each contract type.

Staff interface customization: We can create a custom look and feel scheme (colours, logo, and styles) and set up custom home pages for staff users relevant to their work. This would also include the creation of dashboards, custom reports, and views and saved searches.

Portal interface design/implementation: For those systems with portal users, we can customize the portal branding, colours, styles, and the menu and other options to your specification for use by any distinct categories of portal users.

Functional testing: We create test cases and test users, run through processes, and make fixes/revisions based on testing.

User testing and modifications based on user feedback: Because Agiloft can be adjusted in real-time, based on user input, we have found that the best results are obtained by incorporating at least one round of user feedback.



Implementation

Administrator handover: This covers one or more calls to walk through the system with your administrator and/or staff users to show how it is set up.

Note: Agiloft provides free online admin-level training. It is highly recommended that your admin-level users complete this training.

Data transfer from the current system if needed: Migration costs will depend on the level of involvement of **The Buyer** and data clean-up requirements.

Onboarding

SaaSam has provided a complete breakdown of our approach to implementing the Agiloft platform above. SaaSam can provide prospective Buyers with SaaSam's Approach to Implementation Whitepaper upon request.

SaaSam will also provide all prospective Buyers with our "Standardised Prepare for Success Document". This document contains a step-by-step guide that Buyers are encouraged to use to achieve a successful implementation of the Agiloft platform.

These documents includes:

- Actions required from the Buyers side before the first project meeting
- What information is needed (i.e. data, documents & user requirements etc)
- A breakdown of the most common causes of bottlenecks and delays
- How to set up a Project Team, who should be assigned to it and what are the key responsibilities of each member
- How to plan for the time required by you're the Buyers Project Team
- How to use the Project Team meetings effectively
- How system testing is completed and the rollout of the accepted solution to production
- How to manage scope creep

Buyer's responsibilities

SaaSam has a long tradition of building deep and lasting relationships with our clients. Clearly defined roles and responsibilities of our combined project teams is a fundamental aspect of our success.

As a project team member, the Buyer is expected to:

- Review and complete all SaaSam questionnaires and thoroughly review SaaSam's Approach to Implementation Whitepaper and Prepare for Success Document's (to be provided upon request)
- Allocate appropriate internal resource to the implementation project team, including a dedicated project manager
- Engage with SaaSam consultants during the Business Process Analysis phase of the implementation
- Review and discuss the solution proposed by SaaSam
- Provide all contract, workflow, supplier and meta data needed by SaaSam consultants to configure and populate the Agiloft platform according the project implementation timelines
- Attend all workshops, check-in, "Show & Tell", testing and handover meetings
- Work with SaaSam consultants to establish a training schedule to ensure maximum adoption post go-live



Offboarding

Agiloft will continue to make Buyers data available to the Buyer for export or download (via file export) as provided in the standard administrative interface documentation for 30 days after the termination date.

It is the Buyers responsibility to extract the Buyers data at the conclusion of the contract. SaaSam provides an Admin-on Demand service for purchase should the Buyer wish to engage SaaSam to conduct the data extraction on their behalf.

Data can be exported in the following formats:

- .CSV
- .XLSX
- JSON
- XML



SUPPORT SERVICES

Our web self-service support portal provides **The Buyer's** users 24/7 access to search the knowledgebase and submit requests. In addition, **The Buyer's** users will be able to update their requests and check statuses through this portal.

Standard Support is available on Monday through Friday, except on public holidays. SaaS support is provided during business hours, which are from 9:00 am to 5:30 pm, in the following countries: Australia, United Kingdom, Ireland, New Zealand and the USA (CST).

Support includes upgrades, which are installed by Agiloft for Hosted Service customers and are available via download for on-premise customers.

Extended Enterprise Support is available for purchase for those customers needing extended support. Custom support requirements are quoted based on the requirements.

Standard support is intended to cover standard functionality and software defects. It does not include the provision of customisation advice and consulting services.

	Standard	Premium
Price and inclusions	Included	Ask for Pricing
Access to all Agiloft upgrades & enhancements	✓	✓
Web portal support with 24x7 access	✓	✓
Core Agiloft product support / Bug fix	✓	✓
Dedicated Account Representative	✓	✓
Support for Agiloft configuration (Existing configuration for approved users only)	£	Allocation tailored to requirements
API integration support	£	



Agiloft Releases and Updates

Major Releases

Standard scheduled releases are completed 3-6 monthly, following appropriate internal acceptance testing. All major releases are completed in a phased rollout to hosted customers initially, before being made available to our on premise install customers.

Bug fixes & Patches

Emergency bug fixes and patches are typically completed ad hoc, with notification provided at least 10 days prior to release. All patches are rolled up into the latest major release when made available. SaaSam recommends a preproduction and test environment for any release testing prior to a patch deployment.

SaaSam Admin-on-Demand

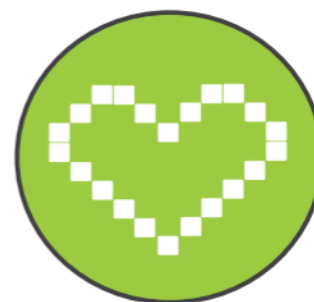
Broaden your CLM Team with SaaSam's CLM Team. Research shows that the companies with the most successful CLM systems have dedicated administrators. Admins serve a critical role in helping their organisation optimise contract and enable better business processes.



Continue to improve processes that achieve tangible boosts in efficiency and productivity.



Ensure that contract data is transformed into business-critical intelligence.



Deliver more strategic value and optimise wider business outcomes—making the organisation more adaptable and resilient.

A SaaSam Admin is responsible for managing and maintaining your organisation's Agiloft CLM system. SaaSam different tiers of Admin-on-Demand offerings to suit any organisation's requirements. Talk to the SaaSam Team to find out more.



HOSTED INFRASTRUCTURE

The Agiloft Hosted Service is designed for high performance, scalability, and extreme reliability. Agiloft provides hosting service options to meet your requirements. Agiloft's Hosted Service is provided by Amazon Web Services.

Agiloft's Hosted Service datasheet and Security datasheet can be provided by SaaS upon request.

SECURITY

SaaS takes security and privacy seriously. SaaS is GDPR compliant with a published privacy statement available on our website. SaaS is Cyber Essentials accredited. SaaS will work with all prospective buyers to ensure they are provided with all the security documentation that Agiloft currently has available.

Agiloft employ a multi-layered security policy, as summarized in the Security datasheet which SaaS can provide upon request. A Security Information Packet, which contains Standardised Information Gathering Questionnaire (SIG), Consensus Assessments Initiative Questionnaire (CAIQ), IT Disaster Recovery (ITDR), and most recent third-party audit letter, is available upon request.

Information Security Policies and Procedures

Agiloft takes the issue of security very seriously. U.S. Government agencies and Fortune 100 corporations depend on Agiloft's security to keep their data safe. Agiloft employs a multi-layered security policy, as detailed in the Security Information Packet.

Agiloft Security Information Packet

The Agiloft Security Information Pack can be provided once SaaS receive a counter-signed MND. In accordance with Agiloft policy, SaaS is unable to reproduce information that is contained with the Agiloft's Security Information Pack.

The Agiloft Security Information Pack provides thorough details of Agiloft's policies and procedures - with regard to; application security, compliance, business continuity management, change control, data security, data centre security, encryption, risk management, human resources, identity & access management, infrastructure & virtualization, interoperability & portability, mobile security, incident & threat management, and more.

Third Party Security Validation

Agiloft was tested by a security team from the U.S. Air Force and approved for deployment on the Secure Network at the U.S. Department of Defence. Agiloft was reviewed and approved for deployment by a security team from the National Aeronautics and Space Administration (NASA). Third party security validation providers are subject to change.

Agiloft is Privacy Shield certified complying with data protection requirements when transferring personal data from the European Union and Switzerland to the United States in support of transatlantic commerce.

Agiloft engages external vendors to perform in-depth penetration assessments. They use both manual and automated techniques to search for technical vulnerabilities.

A copy of the most recent security audit letter can be provided following receipt of the counter-signed MND.



Agiloft Hosted Service Security

Agiloft offers a secure, reliable, high performance, and fully redundant Hosted Cloud service. For additional information see the Agiloft Hosted Service datasheet. Complete compliance details of SSAE, SOC, HIPAA, ISO, Cyber Essentials Plus and more are available at vXchge Compliance and at the AWS Security Centre.

Rethink Normal



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