

SSi – Frequently Asked Questions:

1) What does SaaS Software (SSi) do?

SSi develops software and provides support. The company consistently delivers proven profit-driving IT solutions “Powered by SSi™” enabling its clients to drive new revenue, gain competitive advantage, and capitalized on business opportunities. As a valued business partner, SSi provides “best-in-class” SaaS, business intelligence, and mobile software applications.

2) Which industries does SSi focus?

The company develops and supports custom business solutions and commercial web-based and mobile software applications for organizations in the healthcare, telecommunications and mobile, transportation, financial services, and consumer products industries.

3) When was SSi founded and who is the company’s CEO?

SSi was founded 1999 in Dallas, Texas. George Gundling, former PepsiCo and Frito-Lay senior technology executive, assumed leadership as president and CEO in 2008.

4) What is the background of SSi’s management team?

Since its inception, SSi boasts business and technical expertise supported by rich experiences to provide high-quality “on-target” technology solutions to meet clients’ needs. With backgrounds from Fortune 100 IT processes and disciplines, SSi’s leadership team and other dedicated members offer a range of exemplary, custom SaaS application solutions for organizations in the healthcare, telecommunications, and financial industries, among others.

5) What does “Powered by SSi™” signify?

SSi has transitioned from being a tactical IT resource to a strategic partnership role with its clients in helping them leverage revenue opportunities, gain competitive advantage, and turn their business ideas into reality. “Powered by SSi™” demonstrates the company’s

commitment to creating business-changing applications that are designed, developed, and supported by SSI's power, expertise, and experience. The positioning communicates and combines SSI's past success with its future direction as the strategic SaaS software application development and support organization of choice.

6) What are SSI's current applications for the healthcare industry? Is the company developing new applications for this industry?

SSI's software solutions successfully address the specific needs of a wide range of healthcare related organizations.

SSI Smart-Sourcing™ helps companies by managing the diverse infrastructure needs of many physician groups ranging from networks, servers, e-mail, desktops, laptops, and mobile technologies. SSI supports critical 3rd party applications including Electronic Health Records, Practice Management, and Billing. The company is helping clients get to Meaningful Use and HIPAA compliance.

Patient Call Manager, **The Clinical Call System (PCM)** is one of SSI's most important applications for making patients an integral part of the collaborative care team. It is designed to extend care outside the hospital walls—both before patients enter the hospital and after they go home.

SSI has developed several solutions for healthcare partnering with clients to improve patient care. SSI-developed, hosted healthcare solutions are running in 1 out of 10 hospitals in the U.S. Patient Call Manager (PCM) was developed as a partnership with the Studer Group, the highly respected Malcolm Baldrige Quality award winning organization that is helping hospitals improve healthcare, patient satisfaction, and improve HCAHPS scores.

Focusing on SaaS and mobile software solutions, SSI is partnering with industry experts to develop a home health care enterprise application and a patient compliance application. The company has identified top industry leaders to partner with both to define and deploy the respective products.

7) One of SSI's noted clients is metroPCS. Which application(s) does SSI offer to this company and other telecom organizations?

SSI offers a host of innovative solutions that allow telecom companies of all sizes to meet their business requirements and succeed in a highly competitive environment.

SSI partnered with metroPCS, a national wireless telecommunication company, to equip their field technicians with smart phones and tablet devices and help employees reduce time spent checking into a field site.

The goal is to equip the network operation functions within metroPCS with applications that increase security, conform to internal audit standards and standardization across their nationwide footprint. Additionally, SSI built business intelligence tools providing insight into business-critical data that improve network up-time with near real-time access to vital performance management network data.

8) SSI provides applications for the hospitality and retail industries. Please describe and offer a case example.

SSI designs scalable, flexible software solutions to help businesses, e.g., restaurants, specialty retailers, manufacturers, distributors, multi-national enterprises, drive business growth, control growth, simplify operations, and improve profits. The customized solutions include supply chain and inventory management, operations, employee management, sales tracking, customer loyalty systems, technical support, and e-commerce applications

For example, SSI partnered with Fogo de Chao to develop and migrate several legacy applications, written in obsolete technology, to web-based solutions. These tools streamlined Fogo's restaurant operations, provided key decision-making information at the fingertips of store management and corporate executive leadership.

9) On SSI's website, a company named Terra Renewal is noted as a success story for SSI. Describe how SSI is working with this organization. Will SSI be entering into other partnership agreements in the near future with

companies in the logistics and energy industries and developing related applications?

SSi offers software solutions that automate daily tasks, eliminates manual inefficiencies and allows employees to be more efficient and productive.

Terra Renewal, a national trucking and recycling company, is using an SSi-developed innovative mobile and web-based solution that has increased efficiency and marketplace competitiveness. The solution manages and optimizes routes for cooking oil recycling and is used by hundreds of drivers and continues to be expanded to new divisions. Terra Renewal customers are invoiced the next day rather than weeks after services are performed, which has:

- improved company's cash flow
- eliminated data entry processing time
- sped up delivery of service information
- improved data accuracy
- streamlined business processes from headquarters to field operations

SSi is currently engaged in agreement dialogues with yet-to-be announced organizations as well as exploring development of new applications. Formal agreement announcements are anticipated in late 2013 and early 2014.

10) What is SSi's goal as a company?

SSi's goal is to become the pre-eminent SaaS software company in the U.S. by leveraging the convergence of Cloud, ubiquity and affordability of mobile devices, and the changing demands in key industries, such as healthcare.