



This factsheet describes PPOLive™, the hosted version of PPO™ and outlines the benefits of this SaaS application. It includes client references from existing PPOLive™ clients, concerning their satisfaction with the SaaS service provided by Post Vision, specifically with regards to service levels, up time, outages, and resilience and backup architectures.

PPOLive™ Overview

PPOLive™ is a fully hosted version of PPO, where the application is made available to customers on a “Software as a service” (SaaS) basis through the Internet. Customers therefore pay for using the software rather than purchasing the software outright.

PPOLive™ Hosting

Servers are hosted by Hetzner (<http://www.hetzner.co.za>), which is one of the leading ISPs in both South Africa and Europe. Hosting with Hetzner, provides customers with the following benefits:

- Secure data centre with 24 hour security
- Monitoring of facilities (video surveillance, biometric access)
- Backup data centre in Cape Town
- Multiple redundant 100Mb connections to the Verizon back-bone
- Un-interruptible Power Supply (UPS) with diesel generators
- Hardware based firewall
- Proven track record of 99.9% uptime

Some significant statistics include:

- Availability over the last 365 days was 99.9347%.
- All downtime over that period was scheduled and outside of business hours.
- Over the past 3 years there has been no data loss as a result of system/component failures.

PPOLive™ Benefits

There are several compelling benefits for a PPOLive™ implementation over the traditional software purchase model. These include:

- **Reduced Costs:** PPOLive™ customers take advantage of a simple, pay-by-the-user model that requires no infrastructure requirements, no new hardware and no IT professionals to maintain software internally. All that's needed is a browser and an Internet connection.
- **Quicker Time to Value:** PPOLive™ can be operational within 2-4 weeks. Customers therefore avoid long, disruptive deployments and can set up and start realizing value in weeks, not months.
- **Reduced Risk:** PPOLive™ reduces initial investment and minimises vendor “lock-in”. It further allows customers to implement the application and scale users up and down as required.
- **Ongoing Feature Enhancements:** PPOLive™ customers don't have to deal with difficult or time-consuming upgrades. They are always, and automatically, using the latest version of the product provided at no additional cost.



Client References

Mark Roux
Principal
Deloitte
2009-03-17

Our team has received excellent service from PPO throughout not only the implementation of the system, but also subsequently as we have customised it to suit our ever changing needs. We have not once had any problems that were not promptly attended to nor has there ever been any difficulty in accessing the system, even when using remote connections.

Alison Meijer
Malachite Business Solutions
2009-03-17

Being a project oriented company with our projects being geographically spread we at Malachite Business Solutions realised that we needed a tool that would enable us to manage our projects no matter where we were.

One of the main challenges of adopting the SaaS model in South Africa is the immature telecommunication infrastructure. However, even if my Telkom line is unavailable the PPO software is such that I can comfortably work using my 3G connection.

I have not experienced any downtime when trying to access PPO nor have I experienced any data integrity or availability issues at all. The world class data centre where PPO is hosted caters for any outage that may occur by having redundancy built in ranging from generators to international links.

The support and maintenance provided by PostVision is of a very high standard. Our queries and requests are handled promptly and even if a solution is not immediately at hand we are kept informed of all actions taken.

I must say that my experience with PostVision has been a pleasant one and I recommend them with the utmost confidence.

Marilyn De Boer
Project Administrator
Nedbank
2009-03-17

On behalf of the Space Planning department at Nedbank - I can confirm that the service we receive from PostVision is of a high quality, their turnaround times are excellent and they always try and accommodate our requests no matter how small. We have not had any down time as far as the network is concerned - if we experiences problems it was on our side.

Wayne Ford
Project Manager
Trans Africa Projects
2009-03-13

We have been working with Post Vision for a year and a few months now and we are extremely satisfied with the level of service we receive. Below is a list of points that ensured our satisfaction with the service provided by Post Vision:



- *The system was never down in the time we used it.*
- *The initial and subsequent development for our various implementation phases was handled professionally. The result of this was that we always achieved the implementation goals.*
- *All our queries get resolved quickly and effectively.*
- *Any suggestion/ideas we had for new feature was reviewed by Post Vision and they did their utmost to accommodate the request.*

Jahn-Mari Meintjes
Project Consultant | Project Services
Business Connexion
2009-03-12

We, at BCX have implemented PPO (Hosted Solution) for our Project Services division, and to date, have not experienced any down time. The system has proven to be one of the most reliable project management tools in this regard. All information is readily available 24/7 and accessible from any of our sites.

Support is definitely of the highest standard, with tracking of support calls and ensuring that the client is always informed of the status of a call. Most support calls are almost always resolved immediately. Post Vision does go above and beyond when dealing with their clients to ensure complete satisfaction.

E Bezuidenhout
Project Administrator
SNA (Pty) Ltd
2009-03-12

SNA implemented PPO during June of 2008 in all our offices across the country and ever since were very impressed with the ease of development and employment within SNA.

Several unique enhancements were requested by SNA and were implemented without any hassles by PPO.

The reason for implementing PPO was to create an integrated administrative system for co-ordinating and sharing of project and administrative documents across our different offices. SNA has at this point in time more than 170 projects loaded onto PPO and several reports created on PPO are being used for information during meetings etc.

To date we have not experienced any down-time, have received several general enhancements or updates to the system from Post Vision and did not experience any problems when retrieving documents from the back-up system.

On behalf of SNA I would not hesitate to recommend this system and would like to take the opportunity to thank the support staff at Post Vision for their quick responses to our queries or requests.



Andre Norris
Senior Manager | Project Services
Business Connexion
2009-03-11

We have been using PPO (Internally) and have implemented it at one of my clients in the mining cluster for over 6 months now. We have never had any downtime and the system has always been available. In all my interactions with Post Vision, be it as a partner or as a client, their responsiveness and professionalism has never been less than spectacular. I personally attribute this to their business model whereby PPO is their only offering and they eat, sleep and drink it!

In particular the hosted solution offers us so much for so little. What I mean to say is that everything is taken care of and one need not worry about anything other than using the system (and paying the invoice at the end of the month). As stated previously, the guys at Post Vision only "do PPO" and therefore they are experts at that.

Japie van Pletzen
Owner
Fuse IT
2009-03-11

For the SAPO (South African Post Office) project we had no measurable downtime on the Post Vision offering.

We had a lot of problems due to the SAPO network that is currently being upgraded, but I could then always switch to my personal computer with 3G and it would work.

I must say, from a reliability and availability point of view, PPO delivers similar to, for instance Gmail (which we use a lot), and better than any other client server system that I have used. I think Hetzner may be part of the good performance, them seemingly being a very professional platform as a service supplier.

The calls that we did log from a data point of view were addressed within hours.

Mohauoa Mabidilala
Chief Director
Department of Provincial & Local Government
2008-11-24

We thank Post Vision Technology for their unfailing support of this excellent tool, which has already undoubtedly contributed to the successful delivery of the Presidential Imbizo Programme.

Rene Jobse
Managing Director
The Project Hub
2008-08-25

The professional and dedicated support of the Post Vision team directly contributed to our success at the Development Bank of South Africa. The PPO toolset outperformed expectations and delivered value.



The availability of PPO on the Software as a Service (SaaS) platform (PPOLive) used by an audience of over 130 users across the country made the deployment of the toolset less resource intensive and a lot easier in comparison to other toolsets in the market.

Patrick Tippoo
R&D Manager
The Biovac Institute
2008-06-25

We liked the Software as a Service (SaaS) offering, as it has very favourable cost benefits, and allows us to upsize, downsize, or exit at any time.

Further Reading

If you would like to find out more about hosting, SaaS and security around SaaS, please feel free to try these links:

Our Internet Service Provider:
www.hetzner.co.za

Software as a Service (SaaS) defined:
http://en.wikipedia.org/wiki/Software_as_a_Service

SaaS and security:
www.trumba.com/connect/knowledgecenter/software_as_a_service.aspx

For assistance and more information please contact us @ support@postvision.co.za.