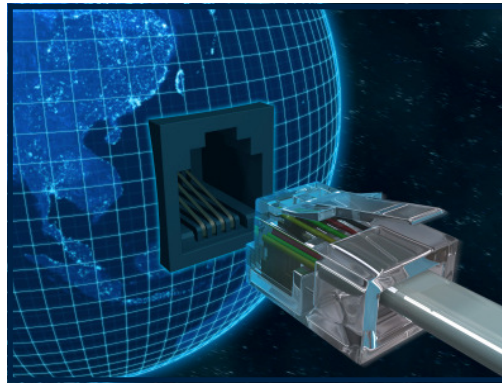


Managed Hosting

IS MANAGED HOSTING RIGHT FOR YOUR MUNICIPALITY?

Vadim has partnered with a third party vendor to provide Internet based access to iCity Enterprise with a secure connection. This solution offers quick setup without the large upfront costs associated in setting up and maintaining your own IT department. Vadim's managed hosting solution is a fully integrated municipal system which includes complete iCity software functionality, all upgrades, security and technical support services. Managed hosting saves money through lower costs of software, hardware, technical support and maintenance. With managed hosting, you have the ability to access your financial software that fits both your needs and your budget resulting in a user-friendly and efficient solution.



ABOUT VADIM

Vadim Software develops innovative, integrated financial, municipal, asset and utility management software for Municipalities, Local Governments and Utility Companies. Founded in 1975, Vadim has been dedicated to this market for over 37 years.

iCITY ENTERPRISE

iCity provides you with the core software modules you need to run your organization efficiently, including Financial Systems, Payroll & HR, and extended Municipal Systems like Property Taxes, Utilities, Cash Receipting and more.

KEY SYSTEM FEATURES

- **Save money** - Provides an affordable integrated municipal solution while saving on hardware infrastructure, software licensing, implementation costs and staffing costs
- **Increase security** - Access to comprehensive security, back-up, disaster recovery and support services
- **Focus on your business** - Enables you to focus your resources on core business issues rather than Information Technology concerns
- **Scalable and flexible** - Get only the modules you need and build your system as you require
- **Access to the latest technology** - Access leading edge technology without having to invest in hardware, software, maintenance, support or IT resources

IT INFRASTRUCTURE SERVICES

Your Information Technology (IT) department may be big or small, or you may not have one at all.

Either way, our Network Services Team is available to take care of your technical needs and help your organization run smoothly.

Services include: Kit Installation, Server Tune-Ups, Managed Hosting, Infrastructure Consulting, Server Migration and Disaster Recovery.

APPLICATION SERVICES

The depth of skill and experience of our team allows us to assign staff according to expertise depending on your specific needs.

Services include: Customized Training, Project Management, iCity Optimization, Data Conversion, Third Party Integration and Development Services.

For more information on our products and services, please visit us online at

www.vadimsoftware.com

AFFORDABLE AND SECURE WITH ROOM TO GROW

Our third party provider, a company with a lot of experience serving small and medium sized businesses in Canada, the U.S. and around the world, recognizes your need for personalized services that are economical, robust and secure. Take advantage of a world-class service that provides the infrastructure you need to deploy your iCity modules - all at a price that's affordable.

- Affordable and predictable monthly costs with no upfront investment makes it easier for you to stay on budget
- Your applications and data are protected by a high level of best-in-class hosting, security and ensured availability
- Offers both dedicated and shared infrastructure on which you can layer the services that meet your unique needs

Response Time/ Operating System Support	24/7, 365 coverage
Service Level	1 hour on critical troubles
Backups and Off-site Storage	99.7% availability annually
Performance Monitoring	Daily incremental backups; weekly full backups stored off-site for up to 4 weeks; monthly backups stored for 12 months
Incident Resolution	Trouble management control centre available 24/7
Vulnerability Assessments	Performed at time of install on equipment behind the shared firewall
Preventative Maintenance	Performed on equipment behind the shared firewall
Network Access	Internet access
Firewall Hardware	Dual firewall security service
Operating System/ Database Provisioning & Installation	Provisioning, licensing, installation, support and patching & management of database supplier support
Sufficient Storage	Scalability based on individual need for storage
Hardware and Operating System Monitoring	Monitoring server connectivity and capacity

Western/Head Office
Landmark Technology Centre
#400 - 1632 Dickson Avenue
Kelowna, BC V1Y 7T2
Phone 866.763.7654
Fax 866.763.9222

Alberta Office
#10 - 50 Bellerose Drive
St. Albert, AB T8N 3L5
Phone 866.763.7654
Fax 866.763.9222

Eastern Office
#8 - 3 Progress Drive
Orillia, ON L3V 6H1
Phone 705.325.7776
Fax 705.325.6299

