

Professional Services Enterprise

Today's situation

- Services teams in every industry struggle to put the right people on the right projects for successful delivery to internal and external customers.
- Traditional professional services automation (PSA) applications are monolithic, point solutions, difficult to integrate with the rest of your business. They are hard-coded, difficult to personalize, and not built to work in today's boundary-less enterprise.
- Next-generation services resource planning solutions have the potential to do for services firms what ERP did for manufacturing firms - drive significant improvements in visibility, efficiency and profitability among services organizations of all sizes.

Appirio Solution

Appirio's Professional Services Enterprise enables you to manage all aspects of your services business more effectively and move from project management to services resource planning.

- **End-to-end best practice processes:** People, projects, customers, and transactions are the pillars of every services organization. Using a single solution to manage the entire lifecycle of these processes allows the implementation of industry best practices and benchmarks.
- **Seamless handoff between sales and services:** Appirio Professional Services Enterprise is natively integrated with Salesforce CRM to provide a complete, customer-centric solution—from Marketing to Sales to Professional Service to Support.
- **Executive visibility and actionable insight:** Real-time executive visibility into core metrics, e.g., utilization, billing rate realization, customer satisfaction, etc., means that operational managers and P&L owners can take immediate action to close gaps and address issues.
- **Built on the leading enterprise cloud platform:** By building on the Force.com platform, we can deliver a superior user experience, nearly unlimited scalability, state-of-the art security, and extensibility through Force.com APIs.

Salesforce + PS Enterprise = Professional Service Cloud for Services Resource Planning

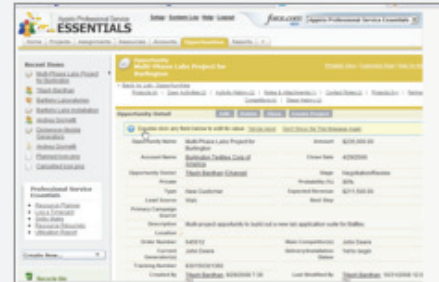


Solution Overview

Manage People from “Hire to Retire”: end-to-end recruiting and onboarding, complete skills and learning management, and predictive resource planning



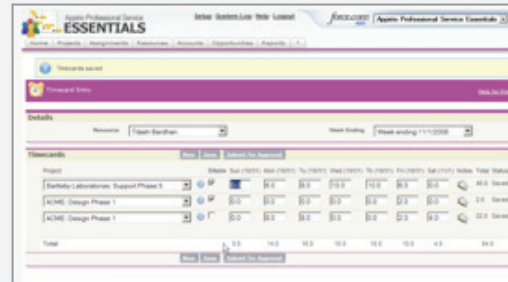
Manage Customers from “Lead to Re-Order”: customer portfolio management, knowledge management, and performance management



Manage Projects from “Scope to Delivery”: integrated load balancing, project portfolio management, IP knowledge management, and project performance management



Manage Transactions from “Order to Cash”: pipeline and forecasting, integrated timecard and expense, and financial performance management



Pricing

Starting at \$40 per user per month, represents a significant TCO reduction when compared to traditional solutions.

Getting Started

For more information, email cloud@appirio.com or visit www.appirio.com/contact.

Appirio (www.appirio.com), a cloud solution provider, offers both products and professional services that help enterprises accelerate their adoption of the cloud. With over 2500 customers, Appirio has a proven track record of implementing mission-critical solutions and developing innovative products on cloud platforms such as salesforce.com, Google Apps, and Amazon Web Services. From offices in the U.S. and Japan, Appirio serves a wide range of companies including Avago, Hamilton Beach, Japan Post Network, Ltd, Pfizer and Qualcomm. Appirio was founded in 2006, is the fastest growing partner of salesforce.com and Google, and is backed by Sequoia Capital and GGV Capital.

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