

Cloud9 Professional Services

Get your trading communications system up and running in no time with Cloud9 Professional Services!

Start up packages to match your firm

The Cloud9 Professional Services team has extensive experience building out communication systems on some of the largest trading floors in the world, with access to resources at virtually every major financial center. Use our world-class service to assist with the implementation of the Cloud9 platform.



FIRM AND USER SETUP:



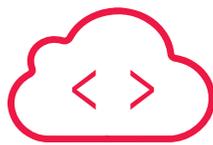
EVALUATION

Circuit Inventory:

- ✓ Compile a line inventory
- ✓ Identify circuits no longer in use that can be canceled.
- ✓ Work with carriers and distance ends to move change/cancel circuits.

Recording:

We will work with your firm to set up nightly downloads to a local archive if local storage of voice recordings is required.



CONFIGURATION

We will help your firm get up and running in no time by helping with:

- ✓ Configuration of your firm's hierarchy in the Cloud9 Community and Cloud9 Portal.
- ✓ Creation of Groups and User Accounts. Help determine and assign user preferences and administrative privileges for the users.
- ✓ Programming connections and assigning them to user layouts.



DEPLOYMENT

Desktop:

We will collaborate with your firm's desktop support team to determine the best practices for rolling out the Cloud9 platform to the User's PC and install hardware at the User's desktops.

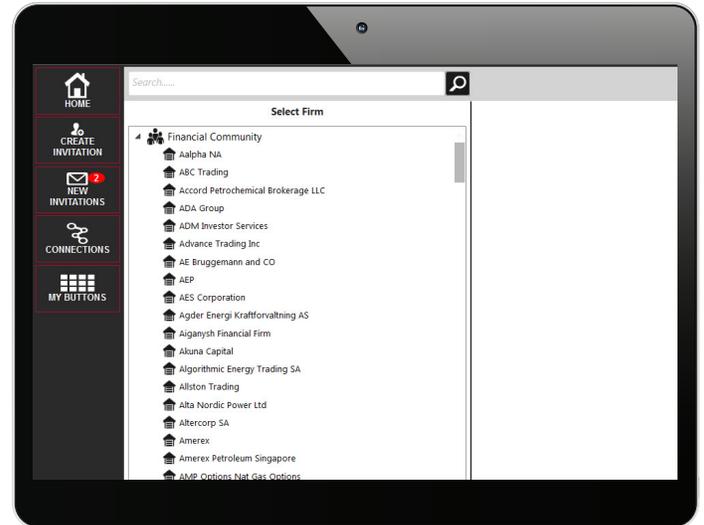
Gateway (if required):

We'll work with your firm's IT team to help determine which Gateway model is best suited to your environment and coordinate the installation.

GATEWAY SERVICES

The Cloud9 Gateway provides system interoperability between existing trader voice circuits and the Cloud9 Community by converting traditional TDM T1/E1 to WebRTC protocol. This requires the assistance of the Professional Services team with:

- ✓ Installing and configuring the Gateway
- ✓ Working with your firm to identify the details of the circuits that will terminate through the Gateway.
- ✓ Working with your IT team to determine the Gateway model best-suited for your environment.
- ✓ Programming new connections in the Cloud9 Portal and adding them to User's layouts.
- ✓ Ring out testing.



Training

Administrative Training

- ✓ Overview of the Cloud9 Platform: Insight into the benefits of cloud-based communication, and Cloud9.
- ✓ Application Training: A deep dive into the features, settings, and functions of Cloud9.
- ✓ Portal Training: Review of how to create and manage Firms/Users/ Groups/Connections, access and manage recordings, and run reports.

User Training

- ✓ User Interface Tutorial: Walkthrough of how to manage user preferences and call initiation.
- ✓ Microphone/Speaker Setup: Users will learn how to install devices, and manage audio settings:
- ✓ Button and Group Button Management: Review of how users can manage and maintain connections.

ABOUT CLOUD9

Cloud9 Technologies is a cloud communications service provider that provides high performance voice, messaging and collaboration services designed for the unique needs of distributed work groups and teams. The company delivers its services from the cloud using software applications that leverages the internet and advanced WebRTC technologies.

In the financial industry Cloud9 connects parties and counterparties across all asset classes via a cloud-based voice and messaging platform that features end-to-end security and encryption. Cloud9 eliminates the infrastructure and expense associated with legacy turret systems and telecommunication services associated with trader voice. Our customer base includes top brokerages, sell-side firms, and tier one banks. For more information visit: www.c9tec.com.