

## Q&A SESSION: WEBINAR - HOW TO TAKE PRESSURE OFF IT TEAMS

**Question 1: In summary, what does IT transformation mean?**

Answer: IT transformation means disruptive innovations, novel technology, and modern ways of working have opened a window for IT departments to transform their contribution from back-office support to frontline business enablement. Taking advantage of that window means new IT priorities are set that force solution providers to deliver solutions smarter, more efficiently, and with bigger outcomes in mind.

**Question 2: You mentioned Tesla at the start in the way they took out the middleman (dealerships). Is Y Soft going to follow that model and work with the end customers instead of partnering with hardware suppliers, who have their own agendas?**

Answer: Y Soft has always followed what we refer to as an Indirect go-to-market model. We intend to stay with this model to continue to offer a combined value prop to our customers. We use Tesla as an example of someone who has embraced disruption and changed a market through innovation.

**Question 3: Is SAFEQ Cloud scalable globally in one instance? And from this presentation, Cloud seems to be your way forward do you have an idea when you think on-prem SAFEQ will no longer be maintainable?**

Answer: Yes, SAFEQ Cloud is scalable globally, but there would need to be considerations with regards to latency and the overall solution design. We already have some customers that are using the solution in their global organizations. We are committed to supporting both our Cloud and our SAFEQ 6 On-prem offerings going forward. Essentially, our model is cloud-first, but not cloud-only.

**Question 4: Are there plans for SAFEQ cloud to support Government Cloud Computing (GCC) and be FedRamp approved?**

Answer: There are no close-term plans for Government Cloud Computing or FedRamp approval as we haven't had any requests from partners about these. However, it is something we want to bring our attention to in the future. Currently, our focus is on getting StateRamp approved.

**Question 5: Who is eligible to participate in the transition program you mentioned?**

Answer: The Cloud Transition Licensing program is designed for any new customer who wants to move to the cloud, but potentially aren't fully ready yet. Whether you're ready now or need a little more time, you'd be eligible for this program.

**Question 6: What is the transition path for existing SAFEQ 6 customers?**

Answer: There are many offerings that are available for current SAFEQ 6 customers. We recommend reaching out to your Frontline representative or vendor contact to talk about what is available to you.

**Question 7: Can 3rd party partners offer the transition license?**

Answer: Any Y Soft partner who is authorized to sell SAFEQ 6 and SAFEQ Cloud licences can offer this Cloud Transition Licensing Program to their customers.

**Question 8: I miss Epson as a supported MFP vendor, what can you say to Epson?**

Answer: At this stage, we support Epson as a push print only. We do not support them at this point for embedded, and it is not in the roadmap currently.

**Question 9: When will credit and billing be included in the cloud solution or some other method to manage user quota?**

Answer: This is not part of our short-term roadmap; however, it has been discussed a few times already.

**Question 10: How do you avoid VPN communications for SAFEQ cloud?**

Answer: The SAFEQ Cloud solution is a public cloud offering, a SaaS solution. All you need is an internet connection.

**Question 11: Can the SAFEQ client still be used with SAFEQ cloud?**

Answer: The SAFEQ 6 Client cannot be used for SAFEQ Cloud, no.

**Question 12: Is there any application needed on-premises like the OMNI Bridge 'black box'?**

Answer: There is no need for an on-premises hardware gateway on devices which support Pure Cloud functionality. We currently have 4 manufacturers who support a pure cloud solution, and we are working on adding more. For the unsupported manufacturers and legacy devices, there is an option to use the "black box" called OMNI Bridge. You can always refer to our Hardware Compatibility list.

**Question 13: Is a hybrid solution with an existing on-premises installation possible?**

Answer: Yes, a hybrid solution would be the OMNI Bridge connection. Documents and authentication can be kept local while the cloud runs the main solution.

**Question 14: Is the Y Soft Cloud a Public Cloud or is it just "my Server in the cloud"?**

Answer: SAFEQ Cloud is a native-cloud, multi-tenanted (public cloud) SaaS solution.

**Question 15: If the customer already has SAFEQ embedded licenses, is it possible to migrate part of the installation to the cloud?**

Answer: If they already have a licence, it is not possible to use the Cloud Transition Licensing Program – they would not be eligible. Reach out to your Frontline representative to get consultation on the best solution for transitioning to the cloud. From a purely technical perspective, this would be possible, but would require running two separate installations – one for on-premises, one for cloud.

**Question 16: Will Y Soft do any updates on the YSoft SAFEQ Cloud tenant, it seems to be a little dated compared to other cloud solutions?**

Answer: We are constantly updating it (in a monthly cadence). It's not in our near-term roadmap to make any huge changes to the tenant. After all, it is an admin portal, and once all is configured, admins won't be using it daily.

**Question 17: Can and when will Y Soft offer other licensing options, i.e. Monthly per device?**

Answer: SAFEQ Cloud may be licensed on a fixed term (monthly or annual) as well as a monthly subscription model. Our partners have the choice to offer fixed term, subscription, or both.

**Question 18: Will automated reports be available soon?**

Answer: Reporting updates are on the roadmap now, so automation will be part of that. Already now, you have options to connect to PowerBI or Tableau via API.