

**CONTRACT APPROVAL FORM**

(Contract Management Use only)

**CONTRACT  
TRACKING NO.**Cm1547**CONTRACTOR INFORMATION**Name: Pethealth Software Solutions (USA) Inc.Address: 3315 Algonquin Road, Suite 450 Rolling Meadows IL 60008  
City State Zip  
Contractor's Administrator Name: Steve Zeiderman Title: Chief Technology OfficerTel#: 866-630-7387 Fax#: 866-409-8940 Email: \_\_\_\_\_**CONTRACT INFORMATION**Contract Name: PetPoint Application Service Provider Agreement Contract Value: Net=\$0 after first year. [\$1,500 Commitment Deposit refunded after one (1) year]; monthly fees waived if using 24 PetWatch microchipsBrief Description: Access to web-based software and services for Animal Services database; see attached for more detailContract Dates : From Signing to County termination Status: X New    Renew    Amend#    WA/Task OrderHow Procured:    Sole Source    Single Source    ITB    RFP    RFQ    Coop. x Other "Competitive Verbal Quote" (matrix information obtained from PetFinder.com)

If Processing an Amendment:

Contract #: \_\_\_\_\_ Increase Amount of Existing Contract: \_\_\_\_\_ No Increase   New Contract Dates: \_\_\_\_\_ to \_\_\_\_\_ TOTAL OR AMENDMENT AMOUNT: \$1,500; net \$0 after 1 yr.**APPROVALS PURSUANT TO NASSAU COUNTY PURCHASING POLICY, SECTION 6**

1. [Signature] 12-21-09 04621562-549000  
Department Head Signature Date Funding Source/Acct #
2. [Signature] 1/7/10  
Contract Management Date
3. [Signature] 1/7/10  
County Attorney (approved as to form only) Date
4. [Signature] 1/8/10  
Office of Management & Budget Date

Comments: \_\_\_\_\_

**COUNTY COORDINATOR – FINAL SIGNATURE APPROVAL**[Signature]  
Edward Sealover1/8/10  
Date**RETURN ORIGINAL(S) TO CONTRACT MANAGEMENT FOR DISTRIBUTION AS FOLLOWS:**Original:  
Copy: 2009 JAN 11 PM 3:28Clerk's Services; Contractor (original or certified copy)  
Department  
Office of Management & Budget  
Contract Management  
Clerk Finance eligibleRECEIVED  
CONTRACT MANAGEMENTRECEIVED  
CONTRACT MANAGEMENT  
2009 DEC 23 PM 3:21



**NASSAU COUNTY**  
**Animal Services**  
86078 License Road  
Fernandina Beach, FL 32034

TO: Contract Management

FROM: Deborah Biggs, Animal Care & Control Director

A handwritten signature in cursive script, appearing to read "Deborah Biggs".

Subject: Contract for Web-based Database

Date: December 21, 2009

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We have a unique opportunity to upgrade our operation, offer additional benefits to adopters and save money...all at the same time!

PetHealth Software Solutions is offering the opportunity to use their software, PetPoint, at no charge (net). In exchange, we will:

- Purchase and distribute the 24 PetWatch microchip with each adoption; and
- Offer to each adopter a 30 day free trial of their ShelterCare pet insurance.

There is a one-time "commitment fee" of \$1,500, which is refundable after using the program for one (1) year. In addition, the monthly access fees are waived by agreeing to the two points above.

The County purchased "Adopt-A-Friend" software in 2006. When the Sheriff took over, the software and all records were deleted from the computers. We still own, however, 3 user licenses. In order to be fully functional, we must purchase 8 additional user licenses at a cost of \$5,200.

While the net result will be a savings of \$5,200 after the refund, we will realize \$3,700 in savings this budget year for the software.

In addition, we will also realize savings on the microchips. We are presently paying \$9.95 through our current vendor. We will purchase the 24 PetWatch microchips at \$4.85 each, a savings of approximately \$2,600 per year.

Attached are fliers describing ShelterCare Insurance and two additional benefits of using PetPoint.

Also attached is a spread sheet of the various animal shelter management software programs available and their associated costs. Although there appears to be one other software for free (shareware), they do not offer the additional benefits such as the discounted microchips and pet health insurance. We would also like to utilize a web-based program as opposed to server-based.

Animal Services (904) 491-7440 • Fax (904) 225-3894

*An Equal Opportunity Employer*

Software Name	Features												Initial Cost	Annual Ongoing Cost	Other	
	Kennel Management	Animal Profile	Person Profile	Medical	Identification	Field Service	Dispatch	Cruelty Complaints	Accounting	Petfinder Export	Reports	Imaging				
AC Plus 7.0	●	●	●	●	●	●	●	●	●	●	●	●	web	\$ 250	\$ 3,000	Lease is \$250/mo./tech is \$75/hour
Adopt-A-Friend	●	●	●	●	●	●	●	●	●	●	●	●	server	\$ 7,150	\$ 400	
Animal Shelter Manager	●	●	●	●	●	●	●	●	●	●	●	●	server	\$ -	\$ -	
AnimalShelterNet	●	●	○	●	●	●	●	●	●	●	●	●	web	\$ 6,495	\$ 3,495	
ARK Software	●	●	●	●	●	●	●	●	○	○	●	●	server	\$ 995	\$ 195	
ARMS	●	●	○	●	●	●	●	●	○	○	●	○	server	\$ 1,995	\$ 1,125	
Chameleon Software Product	●	●	●	●	●	●	●	●	●	○	●	●	server	\$ 19,400	\$ 9,600	
CISCO Public Safety	●	●	●	●	●	●	●	●	●	○	●	○	either	\$ 6,425		
PetPoint	●	●	●	●	●	●	●	●	●	●	●	●	web	\$ 1,500	\$ -	refundable
Sage Shelter Manager	●	●	○	●	●	●	●	●	●	○	●	○	server	\$ 10,589	\$ 599	
Shelter Buddy Pro	●	●	●	●	●	●	●	●	○	●	●	●	web	from \$3500	yes	
Shelter Management System/Multiple Options	●	●	○	●	●	●	○	●	●	●	●	●	web	\$ 27,589	\$ 4,138	
Shelter Pro	●	●	○	●	●	●	●	●	○	●	●	●	server	\$ 2,195	\$ 395	
Visibility	●	●	●	●	●	●	●	●	●	●	●	●	web	\$ 14,000	\$ 2,520	

[http://www.petfinder.com/admin/shelter\\_software/](http://www.petfinder.com/admin/shelter_software/)

## PETPOINT APPLICATION SERVICE PROVIDER AGREEMENT

THIS AGREEMENT is made as of 01/08 / 10 by and between Pethealth Software Solutions (USA) Inc. ("Pethealth"), a Delaware corporation, and Board of County Commissioners, Nassau (the "Client").

WHEREAS Pethealth and the Client wish to enter into this Agreement for Pethealth to provide the Client with access to software and services on an application service provider ("ASP") basis under the terms and conditions described in this Agreement.

NOW THEREFORE in consideration of the premises and mutual covenants contained herein, and other good and valuable consideration, the receipt and adequacy of which are hereby acknowledged, the parties hereto agree as follows:

1. **Right to Access and Use the Application.** Subject to the terms and conditions of this Agreement and attached Schedules A and B:

- (i) Pethealth hereby grants to the Client a limited, non-exclusive, non-transferable and revocable right to use the general production version of the PetPoint shelter data management software application, including all updates, improvements, enhancements and additions thereto (the "Application") on a remote basis through the ASP for the purposes set forth herein; and
- (ii) the Client is authorized to use all functionality and all configurations of the Application that are made available through the ASP, including all updates, that are made generally available by Pethealth.

Upon request, Pethealth will provide a complete duplicate of the Client's data in Microsoft Access format (the "Client's Data") to the Client for their records on a monthly basis. Except for the limited rights granted by this Section 2, in no event will the Client acquire or retain any other right of access or use or otherwise acquire or retain any right, title or interest in or to the Application (or any modifications, improvements, enhancements or upgrades thereto or derivative works based thereon), whether in the form of intellectual property or other ownership rights or interests.

2. **Proprietary Rights.** The Client acknowledges that the Application (and all modifications, improvements, enhancements or upgrades thereto or derivative works based thereon) and all Proprietary Information of Pethealth are and shall at all times remain the sole and exclusive property of Pethealth (or its licensors). The Client agrees that it shall not: (i) permit any third party to use the Application or any services provided by Pethealth to the Client hereunder (the "ASP Services"), and (ii) use the Application or the ASP Services for the benefit of any third party. For the purposes of this Agreement, the term "Proprietary Information" means any and all information relating to the Application and the ASP Services, including the databases, computer programs, screen formats, report formats, interactive design techniques, formulae, processes, systems, software, and other information forming part of, relating to or made available as part of the Application and the ASP Services that is proprietary to Pethealth and/or its licensors and all copyrights, trademarks, service marks, trade secrets, patents, or other intellectual property and ownership rights of Pethealth and its relevant licensors related thereto.

3. **Confidentiality.** All information relating to the terms of this Agreement provided by either Pethealth or the Client in connection with the ASP Services, including any information relating to such party's business, operations, customers or otherwise ("Confidential Information") shall be used by the other party solely for the purpose of rendering services pursuant to this Agreement or otherwise discharging its obligations hereunder and, except as may be required to carry out this Agreement, shall not be disclosed to any third party without the prior consent of the party providing the information. Nothing herein shall be construed to prohibit Pethealth or the Client from disclosing Confidential Information when and to the extent required to do so by any regulatory authority, by judicial or administrative process or otherwise by applicable law or regulation.

4. **Warranties and Limitations.** The application is provided on an "as is, where is" basis without any representation or warranty or condition of any kind under applicable law, Pethealth disclaims all conditions, terms, representations and warranties, express or implied, written or oral, statutory or otherwise, including, but not limited to, warranties of merchantability, quality, fitness for a particular purpose, title or non-infringement of intellectual property. The Client assumes the entire risk as to the performance of the application. Pethealth shall provide no on-site support or on-site maintenance for the application. In no event will Pethealth be liable for any damages whatsoever (including, without limitation, those damages resulting from lost profits, lost data or business interruption, special, incidental, indirect, punitive or consequential damages, loss of use, data or profits, business interruption, loss of business information or other pecuniary loss) arising out of the use, inability to use, or the results of use of the application whether based on warranty, contract or tort (even if the damages are caused by breach of contract including fundamental breach), or by the negligence or other fault of Pethealth.

5. **Indemnification.** The Client shall indemnify and hold Pethealth harmless from and against any loss, damage, claim, cost, expense or other liability suffered or incurred by Pethealth as a result of any claim or cause of action by a third party arising out of, based upon or relating to: (i) the Client's use of the Application and the ASP Services, or (ii) ownership or rights in any data received by Pethealth from the Client (or its designees) or any information derived there from. Pethealth shall indemnify and hold the Client harmless from and against any loss, damage, claim, cost, expense or other liability suffered or incurred by Client as a result of any claim or cause of action by a third party arising out of, based upon or relating to the system design or operation of the Application and the ASP Services. For the purposes of this Agreement, references to Pethealth or the Client shall include, to the extent applicable, their affiliates, their directors, officers and employees of such entities.
6. **Force Majeure.** If Pethealth is prevented, hindered or delayed in whole or in part from or in performing any of its obligations under this Agreement due to any event beyond its reasonable control (each a "Force Majeure Event"), then its obligations under this Agreement shall be suspended for so long as the Force Majeure Event continues.
7. **Fees And Expenses.**
- (i) **Application Use and ASP Services Fee.** The Client will pay Pethealth a monthly Application Use and ASP Services fee as specified on Schedule A hereto (the "Fee"). The Fee shall be due and payable on a quarterly basis, as specified on Schedule A hereto.
- (ii) **Application Services Fees.** Upon the Client's reasonable request, and provided that Pethealth then has available the necessary resources, Pethealth will provide the Client additional database conversion, training, and support services in addition to the ASP Services ("Additional Services"), including services where required at the Client's facilities. The Client will pay Pethealth for all time and materials, quarterly in arrears, at Pethealth's then published service rates, for any Additional Services provided at the request of the Client.
- (iii) **Discounts.** Pethealth will provide the Client with certain discounts to the Fee as described in Schedule A hereto.
- (iv) **Taxes.** The Client shall be responsible for any sales, use, excise, value-added, services, consumption or other tax that is assessed on the grant of the right to use the Application or the provision of the ASP Services (or any part thereof) or on any payments due to Pethealth hereunder.
8. **Term and Termination.** Each party shall be entitled to terminate this Agreement by providing thirty (30) days prior written notice to the other party, provided, however, that Pethealth shall be entitled to terminate this Agreement immediately if the Client shall commit a breach of this Agreement. Upon termination of this Agreement for any reason, the Client shall immediately cease use of the Application and Pethealth shall provide to the Client a complete duplicate of the Client's Data in Microsoft Access format.
9. **General.** This Agreement shall not be assigned by the Client without the prior consent in writing of Pethealth. Any purported assignment in contravention of this provision shall be null and void. This Agreement shall be binding on and shall inure to the benefit of the Client and Pethealth and their respective successors and permitted assigns. This Agreement shall be governed by and construed in accordance with the laws of the State of Delaware, and the federal laws of the United States applicable therein without regard to the conflicts of law principles thereof. This Agreement, together with Schedule A attached hereto, constitutes the entire agreement between Pethealth and the Client on the subject matter hereof and supersedes and terminates as of the date hereof, all prior oral or written agreements, arrangements or understandings between the parties. The obligations imposed by Sections 2,3,4, and 5 shall survive the termination of this Agreement. This agreement may be reviewed by Client at any time upon request. Terms and conditions contained in Schedule A and B are subject to change, Client will be notified of intended changes and may review the revised agreement upon request.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

PETHEALTH SOFTWARE  
SOLUTIONS (USA) INC.  
1-866-630-7387

3315 ALGONQUIN ROAD  
SUITE 450  
ROLLING MEADOWS, IL 60008

FAX: 866-409-8940

NAME: Steve Zeidman

TITLE: Chief Technology Officer

SIGNED:

CLIENT:

ADDRESS:

FAX:

NAME:

TITLE:

SIGNATURE:

Board of County Commissioners, Nassau County  
Animal Control

96160 Nassau Place  
Yulee, Florida 32097

904-491-7380

904-321-5784

Edward Sealover

County Coordinator (designee)

1/8/10

## SCHEDULE A

### FEES

- (1) **PetPoint Commitment Deposit.** The PetPoint Commitment Deposit is due and payable concurrent with signature of this Agreement and prior to use and implementation of the Application. In the event that the Client is still using the Application on a daily basis one year from signature of the Agreement the PetPoint Commitment Deposit will be refunded to Client by PetPoint in full.

<u>Shelter Category (intakes/yr)</u>	<u>PetPoint Commitment Fee</u>
(<=500/yr)	\$400
(501-1000)	\$600
(1001-2,000)	\$800
(2,001-3,000)	\$1000
(3,001-5,000)	\$1200
(5,001+)	\$1500

- (2) **Monthly Application Use and Service Fee.** The Monthly Application Use and Service Fee is payable by the Client on a quarterly basis (every three months) and will be due on the first day of the first month of each quarter according to the following monthly fee structure:

<u>Shelter Category (intakes/yr)</u>	<u>Monthly Fee</u>	<u>Annual Fee</u>
Level 1 (<=1000/yr)	\$100	\$1200
Level 2 (1001-5000)	\$200	\$2400
Level 3 (5001-10,000)	\$300	\$3600
Level 4 (10,001-15,000)	\$500	\$6,000
Level 5 (15,001-20,000)	\$800	\$9,600
Level 6 (20,001-30,000)	\$1,200	\$14,400
Level 7 (>30,001)	\$2,000	\$24,000

- (3) **Discount Model.** A 100% discount will be applied to the Application Use and Service Fee noted above if the Client is participating in both the ShelterCare insurance and the 24PetWatch microchip recovery programs offered through Pethealth Services Inc. This discount is applicable only if the Client agrees to attempt to get a valid e-mail from each adopter of a microchipped cat or dog and to input the information at adoption and the Client agrees to exclusively use the 24PetWatch microchip recovery program for the implantation of all canine and feline companion animals offered for adoption as well as the implantation and identification of canine and feline companion animals in the community(ies) serviced by the Client. Both registration of the 24PetWatch microchip and completion of the adoption details (including a valid e-mail address from the adopter) must be done through the PetPoint application by the Client. For the purposes of clarification, the Client shall not be required to implant a 24PetWatch microchip into canine and feline companion animals that have already been microchipped and will not be required to activate the ShelterCare gift in situations where the adopter refuses to accept the gift.
- (4) **Monthly Access Fee.** Each Client will be provided with a unique access code. This access code will allow the Client to access the Application in order to configure their software and commence use of the Application. In the event that Client does not configure their software and commence use of the Application within thirty (30) days following receipt of the access code, a monthly fee will be charged until such time that the Client commences use of the Application.
- (5) **Online Interface.** The Client agrees to post the animals available for adoption at their organization automatically through the PetPoint Adoptable Search Module. At least one picture must be attached to each animal profile. The Client acknowledges that content within the PetPoint Adoptable Search Module belongs to Pethealth and as such may contain advertising from third parties.

## **SCHEDULE B**

### **SHELTERCARE PET INSURANCE PROGRAM and 24PetWatch Registration**

1. The Client agrees to explain to all adopters of microchipped dogs and cats from the Client's shelter or rescue through the Application as described in Schedule A, Section 2 that by providing a valid e-mail address to Client the newly adopted animal will be covered for 30 days with Pethealth's ShelterCare Gift insurance policy. The Client agrees to message to the adopter that the first 30 days of coverage has been prepaid for the benefit of the adopter by the Client. This messaging will be evidenced in writing as part of the documentation that is e-mailed to the adopter by ShelterCare.
2. The Client agrees to explain to all adopters of microchipped dogs and cats from the Client's shelter or rescue through the Application as described in Schedule A, Section 2 that by providing a valid e-mail address to Client the adopter will receive the 24PetWatch confirmation of registration for the newly adopted animal in an e-mail from 24PetWatch.
3. In the event that the adopted animal has not been microchipped prior to leaving Client's shelter or rescue, the Client agrees to explain to all adopters of dogs and cats from the Client's shelter or rescue through the Application as described in Schedule A, Section 2 that by providing a valid e-mail address to Client the newly adopted animal could be covered for 30 days with Pethealth's ShelterCare Gift insurance policy. The Client agrees to message to the adopter of an animal that has not been microchipped that by providing a valid e-mail address to Client the adopter will receive an e-mail from Pethealth indicating the steps that the adopter will be required to take to benefit from the Pethealth ShelterCare Gift insurance policy.
4. The Client agrees to ensure that proper training is provided to all paid and volunteer personnel that are employed by the Client in properly administering and presenting the ShelterCare Gift Program at the point of adoption.
5. The Client agrees to ensure physical separation of all ShelterCare Gift Program materials and documents from other adoption materials upon presentation to the adopter.
6. The Client agrees to display the ShelterCare Gift Program marketing materials prominently at their premises.
7. The Client agrees to re-order ShelterCare Gift Program materials on an "as-needed" basis.
8. The Client agrees to provide Pethealth with space on the home page of the Client's website with hyperlinks to Pethealth's website and / or other marketing opportunities through the Client's shelter or rescue group as mutually agreed. The Client agrees to allow Pethealth to use their name and logo in Pethealth marketing materials.
9. The Client agrees to receive an invoice at the conclusion of each calendar year from Pethealth for the total premium value of the first 30 days of ShelterCare Gift insurance policy coverage for each pet that has been enrolled in the ShelterCare Gift program by the Client. The Client agrees to invoice Pethealth for the value of marketing and advertising provided to Pethealth from the Client at the conclusion of each calendar year. The value of such marketing and advertising not to exceed the total premium value of the first 30 days of ShelterCare Gift insurance policy coverage provided during the calendar year.
10. Pethealth will defend, indemnify and hold harmless Client from and against any and all claims, actions, losses, liabilities, damages, settlements, judgments, arbitration awards, costs and expenses including reasonable attorneys' fees and expenses (collectively, "Claims") resulting from any Claims brought against Client based on Client offering Pethealth products.



## Provide your Adopters with 30 Days of Insurance at no cost.

The ShelterCare Gift Program is specifically designed to be activated at adoption by animal welfare organizations that use the on-line PetPoint Animal Management System.

The ShelterCare Pet Insurance Programs were created in 2001 to meet the unique needs of newly adopted pets. Since that time over 2,000,000 pets have been enrolled in the ShelterCare 30-Day Gift and over \$8,500,000 in claims have been paid out for claims made relating to accidents and illnesses which have occurred during the Gift period. Taking an active role in encouraging new adopters to begin coverage helps everyone.

### SHELTERCARE ASSISTS YOUR ORGANIZATION'S ADOPTION PROGRAM BY:

- Reducing the number of adopted pets returned for health reasons.
- Reducing post-adoption calls and complaints regarding unhealthy animals.
- Reducing costs related to post-adoption treatment of illnesses and accidents annually.
- Reassuring adopters they are making the right choice.

### The ShelterCare 30-Day Gift Coverage

#### ACCIDENT COVERAGE

	<input checked="" type="checkbox"/>
Motor Vehicle Accident	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
Insect Bites/Stings	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
Bone Fracture	<input checked="" type="checkbox"/>

#### ILLNESS COVERAGE

	<input checked="" type="checkbox"/>
Eye Illnesses	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
Intestinal Parasites	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
Upper Respiratory Tract Infections	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
Parvovirus/Feline Panleukopenia	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
Heartworm Disease	<input checked="" type="checkbox"/>

THE SHELTERCARE GIFT PROVIDES \$750 OF COVERAGE PER POLICY FOR TREATMENT OF ANY OF THE CONDITIONS ABOVE. A \$75 DEDUCTIBLE IS APPLICABLE PER POLICY.

INSURING NEWLY ADOPTED PETS

1-877-707-7297 • [www.sheltercare.com](http://www.sheltercare.com)







## SHELTERCARE GIFT OF INSURANCE

### ShelterCare's extended coverage helped thousands of animals in 2008

In 2008, the ShelterCare Gift of Insurance program paid over 1.7 million in claims, to adopters in shelters running PetPoint Animal Management System. This contribution has in many cases helped an adopter opt to treat an animal and save a life. Here are some examples of the positive impact that promotion of this extended ShelterCare coverage has had on individual organizations and animals.

Erie County SPCA in New York	\$29,561
SPCA of Tampa Bay in Florida	\$26,483
Lola, a 9-month old Rottweiler Mix received \$750 to treat a rattlesnake bite.	
Danny Boy, a 6-year old cat received \$486.50 to treat Urinary Tract Crystals.	

#### Increased ShelterCare Coverage

We are always looking for ways to help you and your adopters. This is why last summer we increased the coverage on all ShelterCare Gift policies. We are proud to announce that to date, these changes have resulted in an additional \$204,511 in claims paid to your adopters.

#### 45-Day Gift of Insurance Extension

Currently, through the ShelterCare Gift, shelters can offer pet insurance to new pet owners for 30 days at no cost. With the 45-day gift, pet owners can extend that coverage for up to 45 days at no cost with a simple phone call. The program covers costs associated with accidents, illnesses related to the eyes and ears, and the most common infectious diseases. All adopters are eligible.

#### ShelterCare for Renters

ShelterCare for Renters is a unique program designed specifically to address the needs of pet owners living in rental accommodation. It provides third party property damage coverage to pay the cost of physical damages up to \$500 by newly adopted pets to the interior of the policyholders' rental unit.

To participate in our Extended ShelterCare Gift Program contact us today at 1-866-630-7387 ext 425. We will provide online training to your adoption staff as well as materials that show your adopters how to enroll in the program.

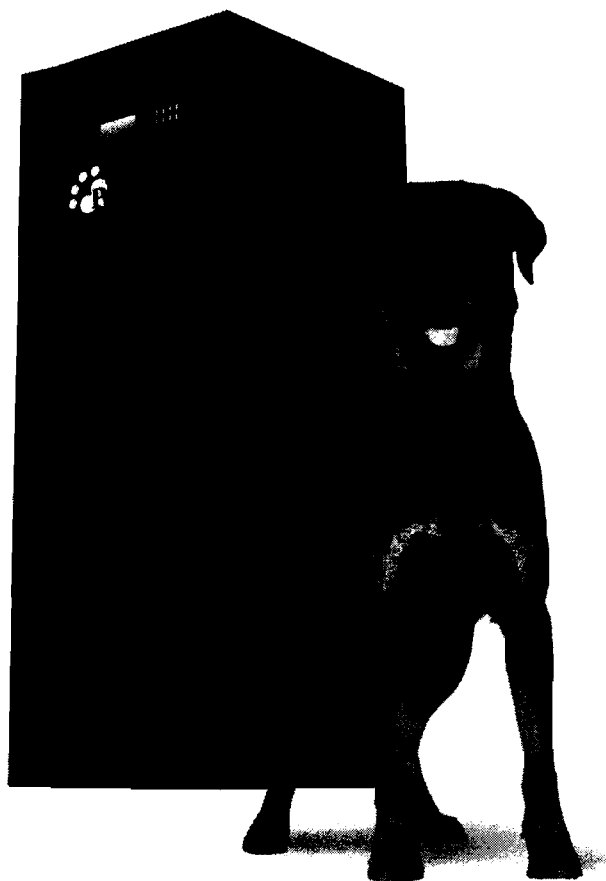
INSURING NEWLY ADOPTED PETS

1-877-707-7297 • [www.sheltercare.com](http://www.sheltercare.com)



**PetPoint**  
ANIMAL MANAGEMENT SYSTEM

## Keeping Your Data Safe is PetPoint's Top Priority



When planning for the software your organization will use to handle your inventory data, one important factor to keep in mind is deciding which product and which company you can trust to protect and secure your data. At PetPoint, we take this responsibility very seriously and work towards a comprehensive and competitive platform that meets your needs without compromising your security.

At PetPoint, we start by offering support that is unsurpassed in the industry. Technical support staff are readily available Monday through Friday from 8am – 8pm EST. In the event of an emergency during any other time, support staff are available via email and cell phone 24 hours a day, 7 days a week.

Another safety feature is the fact that PetPoint is a hosted application. As such, your staff can concentrate on the core business of animal care while we take care of your data. We understand the importance of your data, and have created an environment for PetPoint that exceeds industry standards. Our hosting partner is SunGard, a global leader in software and processing solutions for financial services, higher education and the public sector. With headquarters in the U.S. and a presence in 30 countries, SunGard serves more than 25,000 customers around the globe, including the world's 50 largest financial services companies.

SunGard also provides complete back-up services and security; including numerous redundancies in the electrical, HVAC, and fire suppression systems. The equipment upon which the PetPoint program and data operate is located in a high-security facility,

accessible only by SunGard staff, and is electronically monitored 24 hours a day, 7 days a week. This facility is staffed around the clock with trained engineers, so that any fault or problem can be quickly diagnosed and acted upon.

The equipment PetPoint sits on is state-of-the-art. In May 2008, we installed new hardware throughout the system, which now includes the latest Hewlett-Packard and EMC data storage servers. Our hardware has been constructed and configured to eliminate any single point of failure - each server has multiple power supplies, network interface cards and redundant disk arrays. All network and server hardware is protected by high-level warranties and technical support directly from the manufacturer as well as technical support from SunGard. PetPoint is also located in a server farm, which allows for multiple front-end servers. In this server farm PetPoint is load balanced between these servers for optimal performance and in the event of a single server failure PetPoint will continue to operate seamlessly and with no downtime.

**For more information contact PetPoint sales at (866) 630-PETS (7387).**

**EMPOWERING ANIMAL WELFARE THROUGH DATA MANAGEMENT**

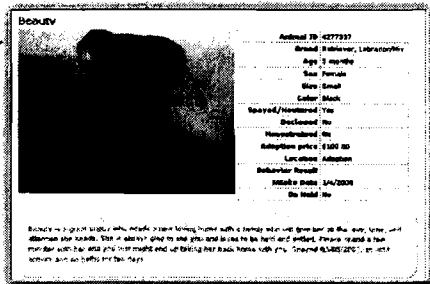
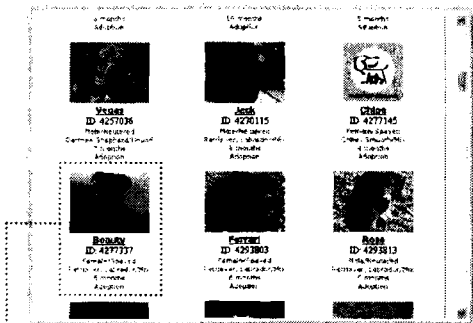
**1-866-630-PETS (7387) • [www.petpoint.com](http://www.petpoint.com)**



## Introducing PetPoint's new adoptable search

### A FREE search tool for your organization

PetPoint's new adoptable search plug-in provides live adoptable pet data to your website, giving thousands of people access to pets that are available in your shelter. Because it's real-time, your website will be instantly updated when changes are made in PetPoint, such as when a pet is adopted and no longer available.



### Save precious time every day.

PetPoint's new adoptable search plug-in works seamlessly with your current adoptable pet inventory—yet all of the work will be done on our end:

- Adoptable pets will be added to your site in real-time
- Adopted pets will be instantly removed from your site
- The public will be able to search easily and quickly for adoptable pets
- Potential pet parents can review up-to-the-minute pet profiles

"Enabling potential adopters to view pet profiles in real time is essential to driving our adoption success rate," said Lisa Pedersen, CEO of the Humane Society of Boulder Valley. "This important feature provides great access to all of the animals in our adoption center which increases visits to our facility and our effectiveness in finding the right match for every family."

Lisa Pedersen  
Chief Executive Officer  
Humane Society of Boulder Valley

EMPOWERING ANIMAL WELFARE THROUGH DATA MANAGEMENT

1-866-630-PETS (7387) • [www.petpoint.com](http://www.petpoint.com)