FINANCIALFORCE

Infrastructure and Sub-processors

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Confidential

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1. Scope

This documentation describes the infrastructure environment, sub-processors and certain other entities material to the following services. Capitalized terms used in this documentation are defined in FinancialForce's Master Subscription Agreement and/or Data Processing Addendum.

1.1 Core Services

"Core Services" include

- the FinancialForce services branded as Financial Management ("FinancialForce FM"), Professional Services Automation ("FinancialForce PSA"), and Human Capital Management ("FinancialForce HCM") (together the "FinancialForce Applications");

- the Salesforce Force.com platform-as-a-service functionality within the scope of the OEM Embedded platform license as described in the OEM User License Comparison (the "Force.com Platform") and resold by FinancialForce with the FinancialForce Applications; and

- the Salesforce Heroku platform-as-a-service functionality utilized by certain FinancialForce FM functions (the "Heroku Platform").

1.2 Conga Applications

"Conga Applications" include the Conga Composer, Conductor, Workflow, Contracts, Sign, and Grid applications. FinancialForce makes the Conga Applications available to its customers as an authorized reseller of AppExtremes, LLC (d/b/a "Conga").

1.3 Integration Hub Connectors

"Integration Hub Connectors" are connectors that enable sharing of data between FinancialForce and third-party applications. FinancialForce makes the Integration Hub Connectors available to its customers as an authorized reseller of Cloud Elements Inc.

2. Platforms Used

2.1 Core Services

FinancialForce PSA and FinancialForce HCM are built and operate exclusively on the Force.com Platform.

FinancialForce FM is built and operates primarily on the Force.com Platform. However, certain FinancialForce FM features – currently the Reporting and Payments Plus (Pilot) features within the Accounting module of FinancialForce FM – also utilize the Heroku Platform to run computing operations. These features use the Heroku Platform only for processing, not for storage, of Customer Data.

All Customer Data entered into FinancialForce Applications is stored on the Force.com Platform.

2.2 Conga Applications

Conga Applications run on the Amazon Web Services infrastructure-as-a-service platform ("AWS ").

2.3 Integration Hub Connectors

Integration Hub Connectors run on AWS.

3. Core Services

3.1 Customer Data Storage and Processing on Force.com Platform

The Core Services are hosted in enterprise-class data centers and are divided into a modular architecture based on "instances." Except in the scenarios described below, the infrastructure that FinancialForce uses to store data submitted by customers to the Core Services ("Customer Data") is owned by, or access to the infrastructure is controlled by, Salesforce. For customers that are already Salesforce CRM customers at the time they become FinancialForce customers, the Core Services are typically installed in the same Salesforce tenant (or "Org") where their Salesforce CRM applications are installed, and Customer Data is typically stored in the same data centers where their Salesforce data is stored. For customers that are not already Salesforce CRM customers, or that elect to run the Core Services in a separate Org from their Salesforce CRM applications, Customer Data is typically stored in data centers in the region from which a customer subscribes to the Core Services; however, customers can request at the time of sign-up to be hosted in a different region. For customers based in the Americas, Customer Data is stored in data centers located in the United States. For customers based in Europe, the Middle East, and Africa (EMEA), Customer Data is stored in data centers located in Europe. For customers based in the Asia Pacific (APAC) region, including Australia, Customer Data is stored in data centers in Japan and, for some customers, the U.S.

Additionally, certain customers in Canada and Australia may have the option to subscribe to Core Services hosted on the infrastructure of a third-party hosting provider ("Public Cloud Infrastructure"); for customers using Public Cloud Infrastructure, Customer Data is stored in data centers operated by AWS.

Each instance (for example, NA10 or CS2) of the Core Services contains many servers and other elements to make it run. Copies of each instance are located in two data centers. One data center serves as the primary location from which data is served, and the second data center serves as a back-up. The primary location will switch between the two data centers periodically. Salesforce uses vendor-supplied technologies to optimize the accuracy and integrity of replication between primary and secondary systems and to continuously monitor the data replication process.

The instance your organization uses is indicated in the browser's address bar, shown highlighted below.
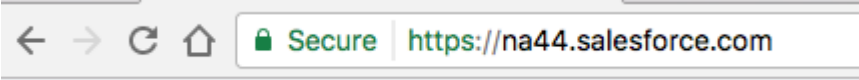
Alternatively, if your organization uses the My Domain feature, you can determine what instance your organization is on by accessing the My Domain lookup feature available at https://status.salesforce.com. At the top of the page there is a My Domain button; clicking on the My Domain button will open up a search box where you can input your My Domain, click search, then navigate to the detail page for your Salesforce instance.

The following describes the countries and legal entities engaged in the storage of Customer Data by FinancialForce for the Core Services.

Force.com Platform (applies to FinancialForce FM, FinancialForce PSA and FinancialForce HCM)		
Customer Region	Instance Type	Data Center Countries and Operators
Americas	NA92, NA99, NA146, NA154, NA155, NA196 Sandbox CS98, CS99, CS138	▪ Canada (Amazon Web Services, Inc.) * * *For customers based in Canada using Public Cloud Infrastructure*

	All NA instances not listed elsewhere in this Force.com Platform section.	▪ United States (salesforce.com, inc.)
	All Sandboxes not listed elsewhere in this Force.com Platform section.	
APAC	AP0, AP3, AP4, AP5, AP6, AP7, AP8, AP15 Sandbox CS5, CS6, CS31, CS57, CS58, CS72, CS73, CS74, CS75, CS76	▪ Japan (Kabushiki Kaisha salesforce.com, also known as salesforce.com Co., Ltd.) ▪ United States (salesforce.com, inc.)
	AP9, AP14, AP20, AP21, AP22, AP28 Sandbox CS115, CS116, CS137, CS151, CS152	▪ Australia (Amazon Web Services, Inc.)* * *For customers based in Australia using Public Cloud Infrastructure*
EMEA	UM1, UM2, UM3, UM4, UM5 Sandbox CS80, CS81, CS86, CS87, CS110	▪ United Kingdom (SFDC EMEA Data Center Limited)
	EU7, EU8, EU10, EU12, EU13, EU14, EU15, EU16, EU17, EU18, EU19, EU25, EU26, EU29, EU30 Sandbox CS82, CS83, CS84, CS85, CS88, CS89, CS100, CS101, CS102, CS105, CS106, CS107, CS108, CS109	▪ Germany (SFDC Germany Data Center GmbH) ▪ France (SFDC France Data Centre Sarl)

Identifying information about a customer's instance(s) of the Core Services and identifying information about Users may be stored in all data centers for the purposes of operating the Core Services, such as facilitating the login process and the provision of customer support. Such identifying information shall only include the following personal data about Users, as provided by the customer in its provision of User accounts: first and last name, email address, username, phone number, and physical business address.

Sandbox copies are created at a data center level; any instance can refresh to any sandbox within a data center. Sandbox copies in a Salesforce-operated data center may be redirected to another Salesforce- operated data center in the same region if necessary, to maintain performance levels. As an example, an EMEA-based sandbox instance could redirect to another EMEA data center. Temporary developer testing environments branded as "Scratch Orgs" may be provisioned in a different Salesforce-operated data center from a customer's instance of the Core Services, but within the

same region as such instance. Scratch Orgs currently are not available on the Public Cloud infrastructure.

Certain features of the Core Services (e.g., FinancialForce Reporting) use Einstein Analytics. Each instance of Einstein Analytics is run as a shared services (instance group) environment consisting of servers and other elements supporting multiple instances. Einstein Analytics is accessible only through an authenticated connection from an instance of the Core Services. Instance groups reside geographically in the same data centers as the customer's primary FinancialForce instance (e.g., AP0, NA2). Customer Data submitted to Einstein Analytics is backed up in the customer's unique instance of the Core Services; geographically, in the data centers as per the table above.

3.2   Customer Data Processing on Heroku Platform

The following legal entities are engaged in processing Customer Data for computing operations, and not for storage purposes, as part of the Heroku Platform. The infrastructure used to run the Heroku Platform is provided by a third-party provider, Amazon Web Services, Inc. ("AWS"). Currently, the infrastructure hosted by AWS in the provisioning of the Heroku Platform is located in the United States, Ireland, Germany, Japan, and Australia.

The following describes the countries and legal entity engaged in the processing of Customer Data as part of the Heroku Platform.

Entity Name	Entity Type	Country
Amazon Web Services, Inc.	Third-party Hosting Provider	▪ United States ▪ Ireland ▪ Germany ▪ Japan ▪ Australia

In addition, identifying information about Customer's instance(s) of the Core Services and identifying information about Users may be stored across Heroku Platform locations for the purposes of operating the Core Services, such as facilitating the login process and the provision of customer support.

3.3   Customer Support

The following legal entities are engaged in processing Customer Data for customer support, and not for storage purposes, for the Core Services. In providing customer support, FinancialForce and its third-party customer support providers only have access to Customer Data to the extent a User grants such access on a case-by-case basis (see

Force.com Platform Documentation article). Such service providers may also have access to the following identifying information about Users for the purpose of routing and facilitating customer support requests: first and last name, email address, username, phone number, and physical business address.

Entity Name	Entity Type	Entity Country
FinancialForce.com, Inc.	FF Affiliate	United States
FinancialForce.com Australia Pty Ltd	FF Affiliate	Australia
FinancialForce.com Canada, Inc.	FF Affiliate	Canada
FinancialForce Spain NL	FF Affiliate	Spain
FinancialForce UK Limited	FF Affiliate	United Kingdom
Metacube Software, Pvt. Ltd.	Third-Party Service Provider: Customer Support	India

4. Conga Applications

4.1 Customer Data Storage and Processing

Conga owns or controls access to the infrastructure that Conga uses to process Customer Data submitted to the Conga Applications. A customer's Conga Applications are established in one of these regions based on where the customer's Core Services instance are located (which is also typically where the customer's Salesforce instance is located); the customer's Customer Data subsequently remains in that region unless agreed between the customer and Conga but may be shifted among data centers within a region to ensure performance and availability of the Conga Applications. The following table describes the countries and legal entities engaged in the processing of Customer Data by Conga.

Entity Name	Entity Type	Entity Country
Amazon Web Services, Inc.	Third-Party Hosting Provider	United States
Amazon Web Services Ireland Limited	Third-Party Hosting Provider	Ireland
Amazon Web Services	Third-Party Hosting Provider	Germany
Amazon Web Services Australia Pty, Ltd.	Third-Party Hosting Provider	Australia
AppExtremes, LLC dba Conga	Conga Affiliate	United States

Conga APAC Pty Ltd.	Conga Affiliate	Australia
Conga EMEA Ltd.	Conga Affiliate	United Kingdom
Octiv, Inc.	Conga Affiliate	United States

Additional information about the infrastructure and sub-processors for Conga Applications can be found on the Conga Subprocessors and Subcontractors website.

5. Integration Hub Connectors

5.1 Customer Data Storage and Processing

The following legal entities are engaged in the processing of Customer Data, including storage, processing and customer support.

Entity Name	Entity Type	Entity Country
Cloud Elements Inc.	Third-Party Service Provider: Hosting and Customer Support	United States
Amazon Web Services, Inc.	Third-Party Hosting Provider for Americas	United States (for Americas)
Amazon Web Services Ireland Limited	Third-Party Hosting Provider for European Union and United Kingdom	Ireland
Intelligent Bee (EU and UK Integration Hub Connector customers only)	Third-Party Service Provider: Customer Support (EU and UK Integration Hub Connector customers only)	Romania (EU and UK Integration Hub Connector customers only)

6. Notifications of Sub-processor Updates

Customers may receive notifications of new Sub-processors and updates to existing Sub-processors for the Core Services by subscribing for updates here.