THE POTENTIAL OF PEOPLE

PAYDAY HCM

The Benefits, HR and Payroll provider that does it all, anytime, anywhere

**Services Proposal
March 23, 2019**

PAYDAY HCM

SERVICES PROPOSAL

Payday HCM's comprehensive platform provides a single sign on, web-based solution that manages the entire employee lifecycle—from hire to retire. With easy-to-navigate, interactive technology, our solution gives your organization unmatched, robust functionality for administering your human capital management (HCM) processes.

All information in the following proposal is considered proprietary and confidential. All pricing will be honored for 90-days after receipt.

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About Payday HCM

Payday HCM is a leading human capital management firm, offering a superior software platform while delivering outstanding customer service & maintaining excellent client retention. Payday HCM is a partner in the iSolved network, and accommodates everything that employers need to manage their human capital by providing cloudbased solutions, as well as in-person consultation, to deliver benefits administration, HRIS, payroll services, staffing, time & attendance, and onboarding solutions.

History

Since 1985, Payday HCM has been serving clients throughout the U.S., and employing highly trained accounting, benefits, programming, HR, and payroll processing professionals to meet the individual objectives of every client. Over the last three decades, we have developed innovative procedural processes to ensure complete, accurate and on-time delivery of projects. Payday HCM currently serves approximately 1,200 clients and pays over 40,000 client employees each month from our offices in Colorado, New Mexico, Texas, and Arizona.

Payday, Inc., initially grew out of a regional need for a payroll service bureau capable of handling payroll for companies of all types and sizes. The few payroll service bureaus that existed in the Southwest at the time were only equipped to provide payroll processing services to businesses with over 100 employees. Payday, Inc. filled a need to serve not only larger, established businesses, but also the smaller businesses in need of payroll services to support their growth.

Through dedication and quality service, Payday, Inc. won over businesses one after the other, saving them valuable time and money by offering a service that is typically non-revenue generating. Over time, Payday, Inc.'s payroll services evolved into a broader range of human resource services. With each added and expanded capability, the company soon assumed the professional role of a Human Capital Management (HCM) service provider to many of its clients.

As outsourcing human resources administration has become an increasingly popular (and efficient) choice for companies, and technology has advanced, Payday, Inc., has evolved into Payday HCM. By maintaining its hard-earned position as a leader in HCM services, Payday HCM continues to deliver single-point-of-contact solutions to facilitate the management of our clients' biggest assets: their employees.
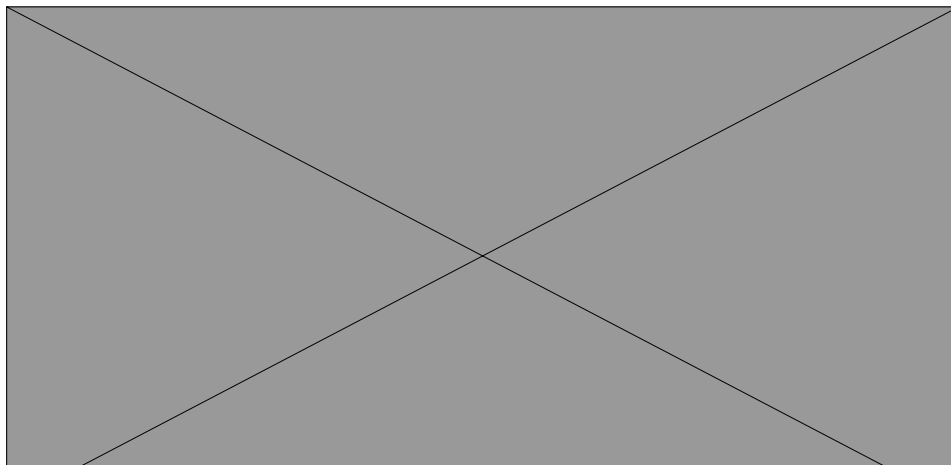
PAYDAY HCM

Service Differentiation and Retention

Payday HCM truly believes that our outstanding customer service & support distance us from our competitors. We work very hard to be certain that our clients are happy and that they choose to continue to do business with Payday HCM as time moves forward. We also stand apart in regards to our product. Our entire solution is truly built upon one single database, including the business analytics toolset. This means that you only enter data one time and all of your HRIS applications have access to the same database record. Thus, your various HRIS applications are always in sync and your business analytics toolset has full access to these same records.

Payday HCM clients benefit from our quick response times and personalized attention. It's the kind of treatment one would expect from a prestigious hospitality firm, brought to you by a dedicated team of professionals who truly believe in customer service. **As a testament to building long-term client relationships, Payday HCM still serves three of four original clients. Our retention rate is 96%, with an average client tenure of over seven years.**

Every client is assigned to an Account Management Team of 3 CSRs (Customer Service Representatives) who manage the day-to-day support of the account– so you will know them and they will be familiar with your current account status and any past troubleshooting history. The "team" support structure allows for clients to call in directly to a dedicated group for ideas and answers specific to their structure and requirements. All CSRs are located in the United States of America. Customer support is available 24/7.

Another important distinction in the services provided by Payday HCM is the extra administration that is included with the sale of our Benefits products. In addition to sourcing the most appropriate products at the best value for Health Care, FSA, HSA, HRA, Dental, Vision, Life, and Insurance, the Benefits team also manages renewals and provides claims services. Questions or issues that employees have with their coverages can be escalated to the Benefits group, who work directly with the carriers on resolution.

iSolved Software Platform

In today's atmosphere of producing more work with less staff, it's imperative to integrate business functions into a single source, automate procedures, increase efficiencies and save money. Requiring numerous systems to process time and attendance & payroll, while administering benefits and human resources, is time consuming and demanding.

Payday HCM is a service-bureau, and we have partnered with the top-ranked HCM technology called iSolved. All core HR functionality is accessible anywhere, anytime in a completely secure environment. A single point of entry allows our clients to access all of their data from any computer or mobile device with internet access. iSolved is configurable and scalable based on roles and securities. Utilizing the iSolved solutions offered by Payday HCM allows organizations to efficiently allocate resources as well as reduce/eliminate manual and paper based processes. The single data entry point increases data accuracy, simplifies operations, improves organizational productivity and ensures timeliness of all aspects of payroll processing. With all of their important, commonly needed, mission-critical employee data in one place, our clients can easily build the reports they need to make critical decisions, identify trends, recognize trouble spots and gather employee data.

PAYDAY HCM

Security and Privacy

Payday HCM, and our platform partner iSolved, maintain comprehensive and formal programs designed to ensure the security of customer data, protect against security threats, and prevent unauthorized access to the data of our customers. A key indicator of those programs is an ongoing review by third-party auditors. Reports available upon request:

- Payday HCM 2017 SOC 1 Report
- Infinisource iSolved 2017 SOC 1 Report

Physical & Logical Security: Payday HCM houses its production systems in state-of-the-art data centers designed to host mission-critical computer systems with fully redundant subsystems and compartmentalized security zones. Data centers adhere to the strictest physical security measures:

- Requires multiple layers of authentication before access is granted to the server area
- Critical areas require two-factor biometric authentication
- Camera surveillance systems at critical internal and external entry points
- On-site security personnel monitoring 24/7
- Background checks required for all personnel with access to the data center

Two Factor Authentication: The primary means for authentication to the application is username/password. However, the system keeps track of "authorized" locations (IP addresses) where the user credentials are valid. If a user's credentials are used from an "unauthorized" location, the user will be sent an additional code to the email address on record. This code needs to be entered to gain access to the application. If successful, that location will be added to the authorized list.

Data at Rest (Database Security): Payay HCM encrypts customer and employee data that is considered Personally Identifiable Information (PII). This encryption occurs within the application itself before any data is stored in the database. Likewise, decryption of that data occurs "just in time" at the point that it needs to be rendered on a page or used by the application. This is a unique design characteristic of the technology which relies on the latest Advanced Encryption Standard (AES) algorithms.

Data in Transit (Network Security): Users' access to Payday HCM via the Internet is protected by Transport Layer Security (TLS). Certificates are actively managed to ensure they use and support the latest encryption and cipher technology. This secures network traffic from passive eavesdropping, active tampering or forgery of any messages. Payday HCM also employs proactive security measures such as perimeter defense and network intrusion detection/prevention systems. Vulnerability assessments are performed on the system by external resources on an annual basis.

PAYDAY HCM

Products

By bringing the critical functions of Human Capital Management together, our clients enjoy seamless integration of Benefits, Payroll, & Human Resources for the entire hire-to-retire employee lifecycle.

Healthcare and Benefit Plan Administration

Our clients can expect unparalleled integrity and the highest standards of customer care in managing your complete portfolio of employee benefits. We are committed to delivering outstanding value and support to the internal management of our clients' employee benefits. From claims questions to flexible spending accounts, COBRA to health care reform, your Payday HCM Benefit account service team is available to you and your employees for any and all assistance throughout the plan year.

- Streamlined open enrollment
- Real time integration
- Carrier specific reports
- COBRA qualifying events (letters, invoices) are automatically triggered based on employee transactions.
- Maintains COBRA payment history
- Generates COBRA billing documents

- Automated process
- Improved employee satisfaction
- Benefits Administration
- Exports all employee and dependent COBRA information to a 3rd party COBRA administrator
- Captures employee's & dependent's COBRA status, date of qualifying COBRA event, description of COBRA event, and date the COBRA notification letter was sent.

Time and Attendance

For many managers and supervisors, scheduling employees and tracking their attendance are some of the most difficult and time-consuming aspects of their jobs. We offer a solid, proven Time and Attendance capability with all of the features you would expect, including scheduling. Accurately track, manage and process time and attendance for your entire workforce, even if you have remote employees, multiple locations or mobile employees. With Payday HCM's Time tracking software you can choose the data collection that works best for your business - online, with a time clock or with the Payday HCM's software solution GO mobile application.

- Labor allocations
- Time clock hardware options for lease or purchase, including the new NXG clocks with optional biometric scanner
- Rules-driven pay policies
- Maintain employee data in one location
- Meal and break tracking
- Shift differentials
- Ensures compliance with labor laws, government and union regulations

- Self-service punching
- Build customized attendance rules based on your criteria and assign employees to the appropriate shifts
- Crossing midnight boundaries
- Overtime and premiums
- Flexible time rounding rules
- Error alerts

PAYDAY HCM

Payroll Services

Payroll is the cornerstone of our technology platform. This technology ensures your payroll is processed efficiently and accurately. The full payroll preview puts you in control and allows you to catch errors before you process. Plus, we offer a multi-layered security strategy to ensure that system access is limited to the right people.

- Real time payroll preview
- Anywhere, anytime access
- Garnishment management
- Standard payroll reports and a custom
- report writing tool
- General ledger interface
- Year-end administration services including W-2/1099 processing

- Fully integrated
- Automated tax filing
- Employee and manager self-service
- Check, direct deposit or pay card payment options
- Complete payroll related tax service
- No fee direct deposit

Human Resources Information System (HRIS)

You can input, store and report employee data with Payday HCM's technology. Whether you want to set up alerts or pull compliance reports, we are the answer for all of your HR Service needs through our hosted HRIS component. The included Asset management tracking component allows for the assignment and location of company materials, such as computers, phones and keys, to be attached to the employee record.

- New hire reporting
- PTO/vacation accrual management
- Employee self-service portal
- Job and salary management

- Training & performance management
- Asset management
- Job history
- Track awards and certifications

PAYDAY HCM

Team Management: Monday.com

Payday HCM is pleased to partner with Monday.com in the project management space to guide the Implementation tasks and processes. The platform centers on a shared board, where users can see every member of their team and their tasks. Our clients are added to Payday HCM's existing enterprise account as "Guest Users," allowing access and shared viewing, without any direct expense. Each user sees the exact same view, breaking down silos that could hamper progress. Our team approach to using Monday.com collaboratively with our clients has been found to boost productivity, aid collaboration, bring transparency, and improve communication.

Addendum 1:
Payday HCM Pricing
Non-AOR

The pricing quoted on the following assumes a Signed Service Agreement without Payday HCM becoming the Agency-of-Record for Titan Development.

Addendum 2:
Payday HCM Pricing
Agency-of-Record

The pricing quoted on the second Addendum assumes a Signed Service Agreement with Payday HCM becoming the Agency-of-Record for Titan Development.

Signatures:

Client Signature: _____ Date: _____

I hereby accept the above rates and acknowledge that the above rates and fees were fully explained to me by the Payday HCM Inc. Sales Representative.

Payday HCM Signature _____ Date: _____

I hereby certify that I have explained the rates and fees to the client named above.