

How is your application accessed?

Our application is online software as a service (SAAS) application. Users can access our application using a standard web browser. Most popular desktop and mobile (iOS, Android, Blackberry) web browsers are supported.

How are software updates handled?

Our application receives continuous software updates (both features and patches) by our development team. Updates are included in the price of your subscription. No action is required on the part of the client as regular software update rollouts generally cause no downtime. If a software update is being rolled out that will cause downtime a notice will be sent out to all administrators. Updates that will cause downtime are generally scheduled for Friday evenings. Video training modules on updates are provided to Administrator or posted on User site (where applicable).

Do you ever use client data outside of your applications?

At no point will we ever use your data for any purpose other than providing you the software you've subscribed to.

Is an install version of your software available?

Sprigg Talent Management Systems does not provide an install version of our applications at this time.

What happens to our data if we cancel our subscription?

If you should cancel your subscription to one of our software packages we will export your data into a suitable, readable format upon request; you own your data.

Where is your application hosted?

Our servers are located in a Peer1 Hosting Facility in Toronto, Canada. The facility is monitored 24/7 with secure biometric access. At request we can provide more information about the Peer1 facility, including certification documents.

What kinds of precautions are being taken to avoid downtime?

For maximum uptime the facility also features diesel generators for backup power and redundant Internet connections. In addition, we use a very scalable back end that allows capacity to be added on demand with little downtime in cases of high usage.

How often is data backed up? Where are these backups stored?

Database backups are completed daily and stored at the secure Peer1 facility.

What is the capacity of your service? Is there a limit to the users we can have?

Our application is monitored 24/7 using a performance metrics service. If our servers reach a specific capacity percentage we're able to add capacity with no interruption in service. Using this system your company can have as many users as it needs.

What information is needed to setup an account? Can you bulk import users?

A spreadsheet template can be provided on request to bulk import users. We require a first name, last name, email, job position and reporting managers email for a typical user. After user import we will provide login credentials for the entire account.

What platform does your application use?

Our application is Ruby on Rails application running on a Linux, Apache and MySQL infrastructure.

What firewalls are used? How is your server secured?

Our network uses a Sonicwall firewall and the only services exposed from our servers are web and a secure SSH connection for administration. All of our servers receive regular security updates.

How is data secured between our facilities and your servers?

Our software utilizes 256bit encryption for all connections when a user is logged in. In addition, our robust password policy ensures that your users are not using common or easy to guess passwords.

What kind of support is provided? When is this support available?

Both technical and non-technical support is provided from 7am to 7pm EST through our online helpdesk or by emailing support@sprigghr.com. Responses are generally within the hour. Support may also be provided by on call staff outside of the 7 a.m. -7 p.m. time window.

I have additional technical questions that haven't been answered in this document. Is there someone I can contact?

Absolutely. Jonathan Crellin, our IT Lead can be reached directly at jcrellin@sprigghr.com for any additional inquiries.