



One Community® Private Member Websites

2010 Sales Datasheet

One Community® understands your unique community management requirements.

And we bet “develop, host, secure, monitor, and update website **every hour, every day**” is probably not in your official job description.

Breathe easy. **You just found the only service that does it all for you.** Yes, all.

“After researching ‘other’ web communications services for a couple weeks I became frustrated because they all looked the same ... it was 2am when I came across One Community — My tired eyes awoke and I finally saw something that made sense and offered exactly what I was looking for in a fully managed solution.”
Michael Semmen, VP, Bluxome Place HOA

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COMMUNICATE MORE EASILY

Tired of chasing voicemails, running around posting updates, or answering the same questions repeatedly? Drop us a quick email, fax, or napkin doodle and consider it done.

IT'S THIS SIMPLE

Access to the right information at all times is a necessity. So publish items online yourself with no technical skills required or let our team of friendly geeks do the work for you.

FOSTER A SENSE OF COMMUNITY

Expected to empower your members to interact and contribute while keeping their identities Top Secret?! No problem. Premium privacy controls are standard here.

CULTIVATE TRUST & LOYALTY

Confidence is built on clear communication and proven stability. Welcome to the reliable service built tough for your world. Get used to hearing terms like “amazing” and “hero”.

REDUCE COSTS & BE GREEN

One Community provides more, charges less, runs greener. Being more efficient means keeping your green by being green.

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Features vs. Service

One Community has lots of powerful features and we're proud of them. So we're going to introduce them to you in following pages. However, **features alone do not make communities.**

It takes your desire and **the right suite of services supporting you** to turn your herd of individuals into an efficient, confident, thriving community.

All-inclusive means All-inclusive

One Community offers a turn-key solution to clients who want to take control of communication and privacy while fostering positive member interaction and contribution within their communities, **all with minimal effort.**

We do NOT offer just "web design", "web hosting", "can I install it on my server at home", or similar prolific services. In fact, we decline such requests on a daily basis believing **One Community delivers better lifetime results.**

One Community fulfils your needs:

- Personalized discussion to understand your goals
- Unique website & email identity. Do not settle for services that use "yourname.theirname.com"!
- Your themed colours, photos, logo
- Unlimited sub-community divisions
- Unlimited private member accounts
- Complete site management services
- Support for you and end-members
- Secure Network Operations Center
- Intelligent learning anti-spam email protection
- Secure integrated PayPal processing; and more!



Some of our services like managing content for you and direct technical support for your own end-members are **extremely rare** to online services.

ONE COMMUNITY

One Community was launched in 2003 in Toronto, Canada, by an established team of corporate technology experts with the mission to foster value and joy in community living.

CUSTOMERS

Our largest client base is condo corporations/stratas and home/property owner associations. We also serve member-driven organizations from alumni and chambers of commerce to loyalty programs and special interests who bring people together to benefit society.

PARTNER PROGRAM

One Community Partner Program members include national providers such as TELUS and Scotiabank as well as localized Property Management such as Simerra, Brookfield Residential, DEL, and more, each offering customized plans catered to their clients.

BEST PRACTICES

One Community employs established best-practice methodologies, leverages industry-supported technologies, and hosts services in highly-secured, fault-tolerant Network Operations Centers (NOCs).

Further, we invest in ongoing research and development based on listening to customer feedback and watching social trends to make technology best serve the needs of communities.

MOVING FORWARD

As in 2003, there is still a lack of quality competitors for managed online services at affordable pricing. Given the mix of social insight and enterprise-class technologies required to develop and provide this style of service, perhaps this is to be expected.

So instead of playing catch-up with others, our team members are committed to continuously develop our talents and skills through innovative understanding, communication, and leadership, always challenging ourselves to be the best.

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Subscription Plans

One Community is here to **make your life simpler**.

To do that, we offer **one easy plan**.

Fully Managed Service

To **reclaim your valuable time** and make things super simple, One Community performs content posting, organization, and all website management on your behalf.

Simply copy us on all your news and documents whenever is convenient and we do the rest. We even convert your raw documents into PDFs to help protect your formatting.

One Community will help manage your:

- Online membership subscriptions and directories
- Member Classified ads approvals
- Resource scheduling and payments online
- Electronic payment and commerce processing
- Banner advertising services
- Email accounts and aliases
- And more!

Think of us as **your new team of Executive Assistants** for managing your beautiful community, online.



RUN GREEN

We share one Earth and our team feels strongly in our responsibility to preserve it. As friendlier technologies and knowledge develop, we upgrade our equipment, reduce our use of materials, and streamline our processes to continuously minimize our Carbon Footprint.

NETWORK OPERATIONS CENTER (NOC)

For maximum security and rapid reliability, One Community services are hosted in a world-class modular data center. Advantages include 24/7 monitoring by certified engineers, redundant firewalls and backbone connectivity, redundant power generation and backups, and biometrically-secured bunker-format facilities.

NOC NETWORK DEFENSE

Our clients are protected with 99.999% uptime behind multiple firewalls from separate vendors. Network-wide intrusion prevention systems and a Certified Hosting Partners are pillars of our NOC network defense.

HARDWARE TECHNOLOGY

We exclusively use Dell servers built for stable performance and lower energy consumption. By standardizing equipment, they can be repaired and upgraded faster, for less. Our servers feature redundant, fault-tolerant, hot-swappable power, network interfaces, RAID 5 storage, and Error Checking & Correction memory. Even during repairs, your service keeps running!

SOFTWARE TECHNOLOGY

One Community resources are members of the Microsoft Partner Program (MPP) and Developer Networks. We deploy the tried & true Microsoft Windows and SQL Database Server families in addition to the .NET family of development technologies.

DEVELOPMENT CYCLE

One Community works on a four-year platform redevelopment cycle. Clients currently enjoy our 2007-2010 second generation platform and quality-controlled quarterly interim updates.

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Power Users Welcome

Are you fortunate enough to have a manager with free time (free what?!) or **volunteers enthusiastic about contributing** to their community and feeling recognized?

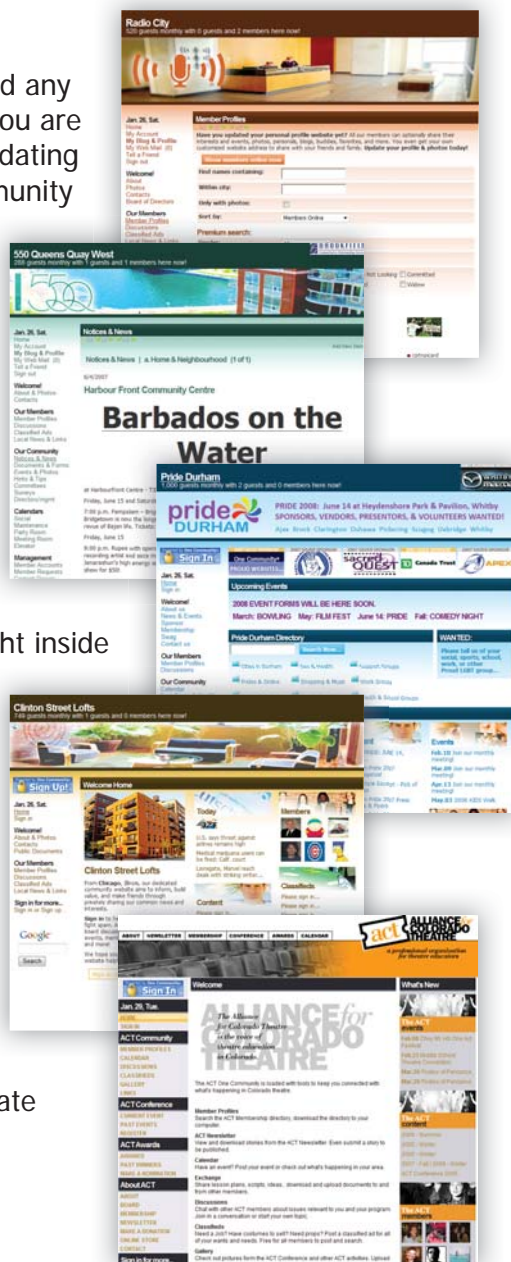
No special skills or software are needed as updates are easily done within the website itself.

If you can use email and any modern web browser, you are already an expert at updating your custom One Community service.

It's this easy:

- Sign in with your personal ID and password
- Browse to any area where you have Manager or Editor permission
- Click Add or Edit right inside the website!
- New requests send automatic alerts
- Quickly view and Accept/Decline requests

Think of us as **your new Support and Guidance Team** for managing your passionate community, online.



FIRST-HAND OWNERSHIP

We retain Intellectual Property Rights over the One Community platform. Our clients benefit from continuity across all aspects of service and the confidence in knowing our team has the first-hand expertise and control to support and enhance our services at all times.

CLIENT SUPPORT TECHNOLOGY

All inbound and outbound requests are managed through the latest Microsoft Customer Relationship Management (CRM) system, custom-integrated with the One Community platform to best serve our clients.

As with your own members, you won't be repeating yourself anymore to us either because our team always has all your information and history close at hand.

"I CAN DO IT TONIGHT FOR FREE!"

Thanks to popular marketing, anyone with a computer can be a "web designer" and find "web hosting" for cheap or free. The reality remains that you get what you pay for. For over 20% of our new clients, One Community is replacing volunteer and stand-alone websites.

That said, we absolutely love the genuine enthusiasm of volunteers to make their communities a better place. However, that energy too often morphs into frustration and then a magic disappearing act once they realize how challenging and consuming it is to sustain a dynamic community. These are not reasonable expectations to put on volunteers especially when there's a choice...

PROMOTE YOUR VOLUNTEERS

For communities lucky enough to have enthusiastic volunteers, harness and reward their energy by promoting them to online Editors. It's easy! While technical know-how is a valued asset, it is not required.

Anyone familiar with websites and email already knows how to become a community Guru through using your One Community service.

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Monitoring & Support

Content monitoring is one of the most **involved and important** requirements of your service and where usual “website hosts” are no where to be found.

One Community pro-actively monitors and manages all aspects of our physical systems, software, and security, as you should expect from any service provider.

The difference is One Community also monitors member activities to save your time and to help your organization **earn trust and maintain integrity.**

Policy Enforcement

To keep your community communication **relevant and friendly** and to help you mitigate liability, member postings to the community are monitored for policy conformance and protection of personal information.

Member violations of the clearly posted policies are **diplomatically moderated**, removed, or forwarded for management consideration. Comprehensive Content Guidelines are provided with your service or you can add your own. The choice is yours.

Priority Email Support

Another terrific benefit of pro-active monitoring is how successfully it prevents many traditional support concerns before they occur. Should you, your team, or any of your end-members ever need assistance with any facet of your One Community services and features, our team members have the **first-hand information, expertise, ownership, and passion to help.**

Live Cameras

Who keeps buzzing me? Is the gym available? Secured online viewing of cameras is remarkably useful and a fantastic way to **keep members frequently returning.** Ask about a solution for your site.



KEEP YOUR GROUP IN THE LOOP

To alert your members to the latest content and upcoming events and to remind them of this great resource available, a personalized newsletter is emailed to each member monthly with highlights on the latest news, events, documents, postings, and more.

You may also select to replace or supplement the newsletter service with your own notices and mailing lists through the convenient Group Email feature. Everyone gets the message!

IT'S YOUR BUSINESS

Whether your organization is a private sports association or rents bike cases to weekend warriors, your online presence should provide answers to your prospects, promote your branding, sell your services or products, and nourish your community.

One Community understands you do not need or want every feature available so features are turned on and off to fit your requirements. And our built-in e-commerce services like shopping carts and online payment processing are also available if and when you need them.

PAY IT FORWARD

Each year One Community and our team members donate funds and personal volunteer hours to selected charitable organizations who support local communities and who show a demonstrated emphasis on social development programs for youth.

Last year we were thrilled to contribute to Pride Durham, the Say What?! Youth Conference, and The Children's Wish Foundation of Canada.

YOU ARE APPRECIATED

We value and respect your business. It is our clients who make One Community and our programs like “Pay it forward” possible.

Near the end of each year, we send every customer a special token of our appreciation to say Thank You for choosing One Community and helping us support our mutual communities!

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Services & Features Matrix

Earlier we promised to introduce lots of impressive features to you. Here is a convenient comparison of our most popular services and features...

	All included!
PARTNER PROGRAM	
Custom Service Co-branding	•
Custom Subscription Plans	•
Priority Design Consideration	•
MANAGEMENT SERVICES	
Content Assistance	•
Group Email Assistance	•
Postings Management	•
Banner Management	•
Email Accounts Management	•
Monitoring & Policy Enforcement	•
Monthly Individual Newsletters	•
Manager & End-member Support	•
SETUP & HOSTING	
Personalized Setup Checklist	•
Unique Website & Email Identity	•
Custom Logo, Photos, Colours	•
Secure NOC Hosting	•
Industry-Proven Technologies	•
Intelligent Learning Anti-Spam	•
YOUR MEMBERSHIPS	
Your Membership Subscriptions	•
Your Membership Directories	•
Resource Schedules & Payments	•
Secure Online Payments	•
Unlimited Legal Divisions/Corps.	•
HOME FEATURES	
Secure Sign-up & Sign-in	•
About & Media	•

Tell a Friend & Make Home	•
Contacts & Help	•
COMMUNITY FEATURES	
News & Notices	•
Documents & Forms + Archive	•
Calendars & Events	•
Resource Booking & Payment	•
Official Directories	•
Pass Issuing	•
Committees	•
Surveys	•
Online Form Requests	•
Private Groups (ie: Directors)	•
MEMBER FEATURES	
Personal ID & Privacy Controls	•
Memberships History	•
Member Profiles, Links, Blogs	•
Discussion Forums (Monitored!)	•
Classifieds & Memorials	•
Local News & Links	•
My Web Mail Private Messaging	•
E-COMMERCE	
Online Membership Sales	•
Online Shopping Cart & PayPal	•
Detailed Sales Reporting	•
Electronic Funds Transfers	•
MANAGER FEATURES	
Unlimited Member Roles	•
Search, Edit, Download Members	•
Suspend and Remove Members	•
Unlimited Content Groups	•
Unlimited Group Email	•
Website Behaviours & Policies	•

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Flexible pricing

One Community clients asked us to make pricing simpler for a wider range of community sizes. So new for 2009, we are pleased to introduce one simple pricing plan.

Add-up your total number of suites, members, subscribers, team members, or other unique "units" and multiply by the plan rate.

Fully Managed Service

- **No setup fees and no contract term!**
- **Only \$0.95 per "unit", per month.**
- Minimum \$95 per month.
- In Canada, add applicable taxes.

Online Cameras

The equipment, network, and camera options at each site are unique so please contact us for your custom quote.

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Contact us

How may we best serve your community?

Scush Inc.

6-470 King Street West, Suite 200
Oshawa ON L1J 2K9 Canada

info@scush.com

Toll-free 1-800-757-2151

Order easily today

Contact us for your custom sales order form or use the simple steps below to determine your rate and order service.

a) One simple rate

_____ **Your total number of units?**
ie: 100 homes or club members

* \$0.95 **Monthly rate**
See rates on left side of page.

= _____ **Your monthly price?**
ie: 100 * \$0.95 = \$95

- _____ **Does a discount apply?**
ie: ACME %%

= _____ **MONTHLY PRICE**
ie: \$95 plus applicable taxes

b) Order service

Please submit the enclosed order form.

c) Breathe easy

A One Community Account Executive will contact you with our Simplified Setup Checklist to ensure we prepare your new service to fulfil your community's needs.

Many clients prefer to fill-in the Checklist with their team at their convenience while others prefer to discuss options over the phone. As always, **the choice is yours.**

Armed with all your details, One Community will have your new service running within two business days. **This is a great time to plan your launch party** and let us do what we do best!

