

THE FIRST CLOUD-BASED MODULAR
GOVERNMENT PLATFORM



HARBOR|9

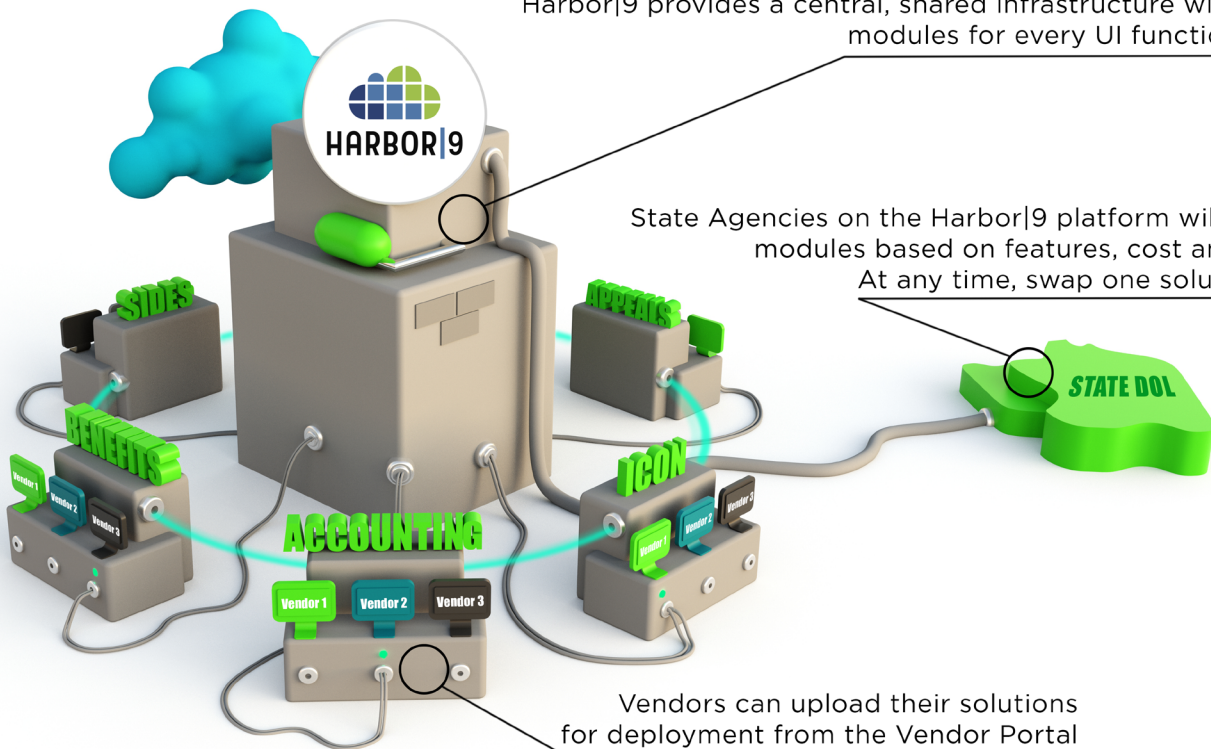
A FULLY INTEGRATED SUITE OF UNEMPLOYMENT
INSURANCE SOLUTIONS AND APPLICATIONS

Harbor|9 is a modular government platform created by Solid State Operations, that brings together a diverse group of software vendors in one place for State Agencies to access the best choices in platform features, quality, cost and speed of implementation.

Harbor|9 provides a central, shared infrastructure with modules for every UI function

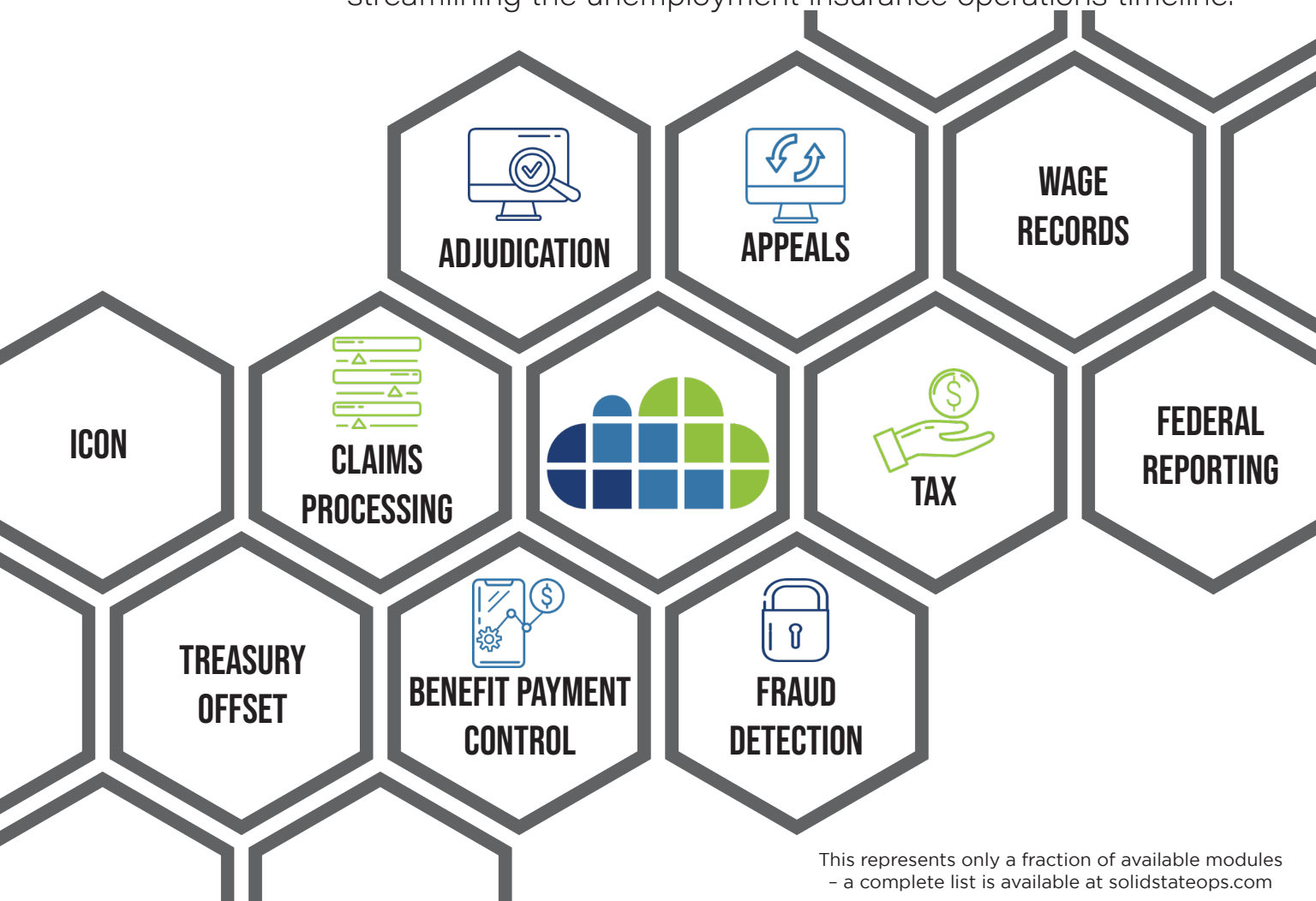
State Agencies on the Harbor|9 platform will choose vendor modules based on features, cost and other factors. At any time, swap one solution for another.

Vendors can upload their solutions for deployment from the Vendor Portal



Harbor|9 is a fully integrated suite of Unemployment Insurance (UI) software solutions, providing a central, shared infrastructure with modules for every necessary UI function or capability.

Modules include defined interfaces in which many approaches or systems could theoretically fit. Harbor|9 provides the infrastructure which handles communication between modules, streamlining the unemployment insurance operations timeline.



This represents only a fraction of available modules
– a complete list is available at solidstateops.com

Integrated Portals Provide a One-stop-shop For State Agencies.

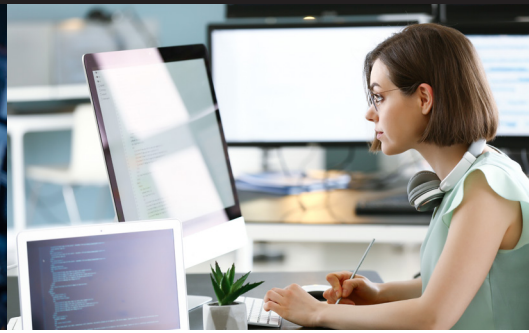
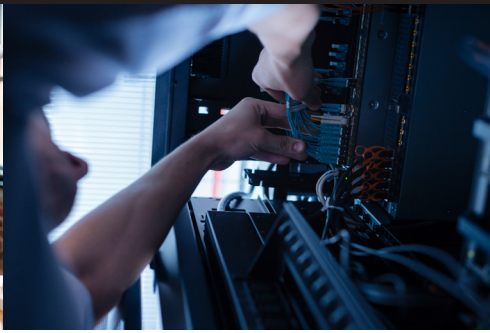
Through the Customer Portal, view the health of your platform and all applications/services at any time.

- Choose from different vendors based on features, cost, and other factors. At any time, swap one solution or service for another.
- See what your platform looks like and have centralized procurement and payment.
- Single-tenant platforms with applications, services, and data, are segregated from other customers.
- View application/service definitions within the domain and choose which ones to implement, a la carte.



Benefits

- Modular platform for better recovery, faster deployment, simpler replacements.
- Standardized Security
- Simplified Software Procurement - No bid, no RFP.
- Multiple Vendor Choices
- Built-In Data Migration/Extraction
- Self-Service Application Changes -easily switch vendors, add apps, etc.
- Lower Costs with shared infrastructure & tooling
- SaaS Model with ongoing improvements and fixes
- Incident Response
- Live Helpdesk Support
- Disaster Recovery

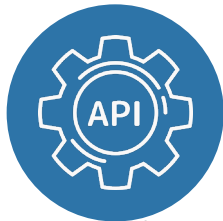


The Vendor Portal provides views into the health of the vendor's applications/services and allows vendors to upload marketing material and track invoices and payments.

Upload containers for platform deployment right from the portal.



Monitoring Tools for Telemetry, Errors and Response Times



SDK and API Documentation provided to make onboarding simple



Disaster Recovery



Self-Service Application Deployment



Automated build and release pipelines to efficiently migrate code changes to production



HARBOR|9

The Future is Now



solutions@solidstateops.com
solidstateops.com

999 W. Main Street
Suite 1000
Boise, ID 83702

REV11172021

BUILDING & HOSTING SOLUTIONS FOR GOVERNMENT AGENCIES