What companies are subprocessors to Lithium?

The following companies are subprocessors to Lithium, Inc.:

- AWS (locations in the USA and Ireland)
- Sumo Logic (AWS locations in the USA)
- Akismet (location in the USA)
- Persistent (location in India)
- ETI Software Solutions (formerly Netmania) (locations in USA, Bulgaria and UK)
- Infogain Corporation (formerly Blue Star Infotech America, Inc.) (locations in the US and India)
- Akamai Technologies, Inc. (locations are global; for listing see Akamai site at https://www.akamai.com/us/en/locations.jsp)
- **ServiceRocket, Inc. (locations in the USA)**
- **Clarotest Consulting Lab (location in Argentina)**
- Smooch Technologies, Inc. (AWS locations in the USA)
- Netbase Solutions, Inc. (locations in the USA)
- Grazitti Interactive (location in India)
- Direct Defense, Inc. (location in the USA)
- Salesforce.com, Inc. (location in the USA)
- Fastly (Spredfast products)(locations are global; for listing see Fastly site at https://www.fastly.com/network-map)
- VirtualMind (Spredfast products)(location in Argentina)
- SoftServe (Spredfast products)(location in the Ukraine)
- GoodData (Spredfast products)(location in the USA)
- Zendesk (Spredfast products)(location in the USA)
- Pendo (Spredfast products)(location in the USA)
- Squelch (location in the USA)
- SendGrid (location in the USA)

Lithium also utilizes the following subprocessors to provide certain optional services to those Lithium customers to elect to purchase those optional services:

- Ooyala, Inc. (locations in USA, Australia, Mexico, Singapore, UK, Spain, France, Germany, Sweden) (video storage and playback option)
- Box, Inc. (locations in USA) (file preview option)
- Cloud Elements, Inc. (locations in the US and Ireland) (API integration with customer's CRM application)

Effective October 2, 2018, Lithium and Spredfast closed their merger transaction, and new listings related to Spredfast-legacy products have been added above.

Effective October 3, 2017, Lithium acquired the Jive-x external community platform from Jive Software, an Aurea company. As a result Lithium entered into a transition services agreement with Jive that will allow Jive, functioning as a subprocessor, to continue to provide Jive-x services for 12 to 15 months.

Lithium also utilizes subcontractors that do not have any access to our customer's data, such as, for example, Equinix and Wave Business which maintain data center facilities hosting Lithium's main US-based data centers.

If you have any questions, please contact your Lithium Customer Success Representative. For more information about our subprocessors please see the Lithium Data Location and Subprocessor Guide by visiting https://community.lithium.com/.....
[*exact location to be added*]

What's changed since our last version:

> *Added Squelch and SendGrid*
> *Removed iTalent and Social Edge*