Product Highlights

Saba Cloud 2016

Winter Release





Saba Cloud 2016 Winter Release Highlights

The Saba Cloud 2016 Winter Release is packed with powerful new capabilities across all areas of the talent management suite, and we're excited to share the highlights with you in this document. This new resource provides an overview of key features in the context of their use case and discusses how you can leverage them to enhance the value of your learning and talent programs. This consolidated document is a business-level companion piece to the more technical "What's New" document, which contains the full list of enhancements, changes to be aware of categorized by role, and how-to's. You can find the "What's New" document, as well as additional training and information, on the Customer Community 2016 Winter Release page.

Contents

1) For-Profit Training	1
Simplified refund process improves productivity and customer experience	1
Streamlined order workflow that automates the assessment of Value-Added Tax (VAT)	1
Added flexibility in taxation settings to align with your business model	2
2) Continuing Education	2
New search capabilities enable learners to easily identify the best courses that meet requirements	2
Custom information on certificates of completion simplifies proof of compliance	3
3) Assessment	4
New question types allow inclusive and engaging testing	4
Streamlined translation workflow simplifies support for multi-language assessment questions	5
4) Modern Performance Management	6
SabaOne enables dynamic performance ratings and feedback along with real-time benchmarks	6
Simplified creation and improved visibility of goals enables organizational agility	8
Streamlined viewing and calibration across team's reviews ensures alignment	9
Reviewers can now add learning, goals, skills, or tasks as next steps following performance reviews	9
Performance reviews enhanced with a rich text editor	10
5) Pay-for-Performance	10
MS Word-based compensation statement templates automate personalized messages	10
6) Career Planning and Succession	11
Additional insights in the Talent Dashboard and Talent Pool Dashboard enable better decisions	11
Redesigned Talent Pool Dashboard interface simplifies succession planning	12
7) Recruiting and Onboarding	13
Applicants can review and validate how resume data was parsed prior to submitting an application	13
Native eSignature capabilities in the application process, and enhanced capabilities with Adobe Document Cloud eSignature integration	15
8) Platform	13
Customizable search settings across microsites to find information faster	16
9) Analytics	17
Managers can monitor learning progress and certifications of their team without leaving the My Team view	17
For more information about the Saba Cloud 2016 Winter Release	18
Additional Release Documentation	18
Release Training Webinars (live sessions, recordings, and slides):	18

1) For-Profit Training

Scale and monetize learning programs across your customers and extended enterprise, with added eCommerce flexibility

To be successful selling training, a flexible eCommerce engine is key. Whether you are delivering training to customers, partners, or an extended channel network, it is likely that they will be dispersed geographically. In addition to enabling customizable experiences, content, and payment methods for targeted audiences, we've continued to enhance our eCommerce capabilities with this release to support scalability and streamline workflows with the following:

Simplified refund process improves productivity and customer experience

Saba Cloud eCommerce capabilities support a flexible and streamlined order process. For example, when a learner cancels a class that was paid for, refunds are easily executed — applying the appropriate policy to calculate any cancellation charges and refund what is due. However, there are always a few exceptional cases that require something outside standard policies, and these can be a nightmare to administer without a flexible system.

Saba now allows learning registrars to refund any cancellation fees by simply clicking a "Refund late charges" button in the Payment Details screen.





WHAT IS THE VALUE: The ability to handle refunds that fall outside of normal processes improves productivity with a fast and easy workflow for registrars to facilitate these requests, and also results in a better customer experience.

Streamlined order workflow that automates the assessment of Value-Added Tax (VAT)

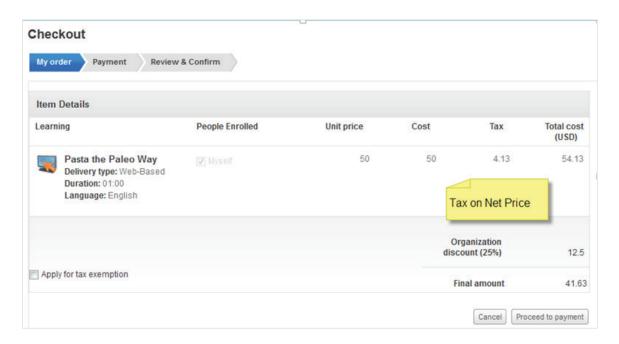
The order process has been streamlined to support organizations selling in countries with a Value-Added Tax (VAT), enabling VAT numbers to be entered while placing an order. The additional tax calculation request will be sent to the tax engine, and updated tax details will be provided in the checkout process when confirming purchase. This, combined with the ability to integrate with external tax engines, enables organizations to always provide the accurate VAT assessment and apply it to the customer's order.



WHAT IS THE VALUE: For organizations that want to scale their training across various global regions, or reach customers in countries that require VAT payment, VAT assessments can now easily be applied as part of the order process via Saba's eCommerce capabilities.

Added flexibility in taxation settings to align with your business model

Organizations sell training under a variety of business models, and the eCommerce engine should be flexible enough to align with the way you want to run your business. Saba Cloud provides a broad set of eCommerce capabilities to enable custom payment options, discounting, and more. With this release, we are making our taxation settings more flexible as well, enabling the option to assess tax based on either the order list price or the net (discounted) price.





WHAT IS THE VALUE: This added flexibility around tax allows organizations to monetize their training in a way that best aligns with their business model and processes.

2) Continuing Education

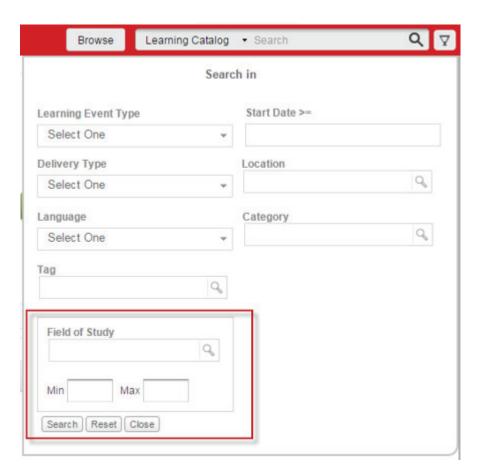
Simplify continuing education and professional development with improved search and more configurable certificates of completion

Enabling professionals to attain and stay on top of required certifications requires a Learning Management System that can not only encode certification requirements as a set of learning activities and then automatically push the appropriate training to professionals based on their profile, but also make it easy to discover the best options to complete their requirements. In this release, we've continued to enhance our continuing education functionality with the following:

New search capabilities enable learners to easily identify the best courses that meet requirements

The advanced search mechanism within the Learning Catalog now enables more targeted searching for classes, with fields for both total credits and field of study — helping learners easily find the most appropriate classes that meet their continuing education requirements. For example, if only 4 credits are needed to meet annual professional

development requirements, courses with a value of 4 credits can be searched, showing all options available to the learner, making it easy to select the class that looks most interesting.





WHAT IS THE VALUE: There can be a large variety of classes in the Learning Catalog, and finding specific courses that are in the correct field of study and have the desired number of credits can be time consuming. This new search mechanism makes it quick and easy to identify the optimal classes to complete specific continuing education requirements.

Custom information on certificates of completion simplifies proof of compliance

The ability to customize certificates of completion to include unique profile information can help learners more easily demonstrate completion and compliance. For example, certain organizations assign a unique number to each individual when they take continuing education courses, which can be provided in conjunction with a certificate of completion to a regulatory body as proof of completion.

With this update, certificates of completion can be set up to display custom information that is helpful in proving compliance. Data pulled from external systems (using Saba Cloud's custom fields) can be added to the certificate, as well as information from the learner's transcript, such as completion of related courses, making it easier to provide all necessary information to prove completion of continuing education requirements. Certificate templates can be updated easily with these fields through a keyword dropdown within the Create/Modify Certificate Template screen.



WHAT IS THE VALUE: This enhancement enables professionals who take continuing education courses to more easily prove completion and compliance by including all the key information required by governing bodies directly on their certificate of completion.

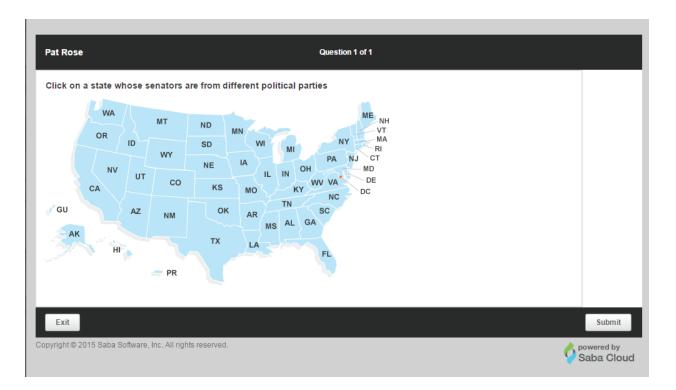
3) Assessment

Accelerate skill development and measure learning with more scalable and engaging assessment capabilities

Demonstrating training program effectiveness and business impact require a reliable assessment capability that can be easily managed, effectively delivered, and scaled across audiences. Saba's assessment capabilities support authoring with a variety of question types, delivery in multiple languages and across devices or paper-based formats, and reporting and analysis to track trends, progress and effectiveness. Furthermore, Saba Cloud's testing and assessments are fully unified with Saba's LMS so learning paths can be automatically customized and accelerated based on each learner's results. We're continuing to advance our assessment capabilities in this release, with some highlights below:

New question types allow inclusive and engaging testing

This release enables a new hot-spot question type, enabling multiple hot-spots to be added to a question for the learner to select. For example, an image can be uploaded showing a variety of items, with the question "Find the five items needed to clean the espresso machine."



This builds on updates to assessment capabilities in the previous release (Update 32), which enabled rich media, such as videos and images, to be included in assessments (called "content questions"). These new question types allow instructors to be more precise in testing their learners, appeal to different learning styles, and produce more engaging exams.



WHAT IS THE VALUE: Greater precision in testing translates into more effective testing. Also, keeping learners engaged is critical to improving effectiveness of learning, and learner engagement is important not just in the content, but also in the assessment. Going beyond the standard text-based questions such as fill-in-the-blank, multiple choice, or essay questions and introducing images, video and game- type questions into tests will stimulate learners and make the information more memorable.

Streamlined translation workflow simplifies support for multi-language assessment questions

Providing learners with tests in their native language helps them demonstrate their knowledge and proficiency. In 2015, we greatly simplified the creation, management and delivery of multi-language assessments in Saba Cloud. This allowed for the appropriate language of the assessment to be delivered to learners based on demographical business rules, as well as the option to let learners choose what language in which to take an assessment.

With this release, assessment administrators can export questions for translation, and re-import them for delivery. Questions are exported in Excel format, so they can be easily passed to a translation service. (Please note that Saba does not provide translation services.) After translation is complete, questions can be imported in bulk and tagged with the appropriate language.



WHAT IS THE VALUE: Delivering learning to a global audience requires support of multiple languages. These new capabilities enable a streamlined process for supporting localized assessments, ensuring consistency across languages and improving administrative productivity.

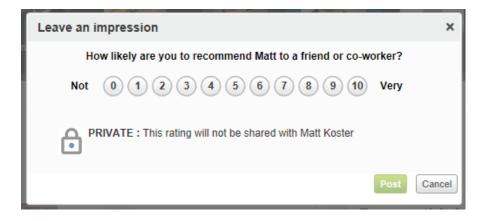
4) Modern Performance Management

Move to a more dynamic performance review process

Many organizations are looking to transform their traditional performance review process to a more dynamic process based on continuous coaching and feedback versus annual ratings. In addition, organizational and employee goals often need to change as market opportunities arise, competitors change course, and other disruptions happen unexpectedly. If managers change goals, those goals should be transparent so that teams may realign their goals and ensure focus on the right things. A mechanism needs to be in place to provide this visibility, as well as foster a discussion around these changes and expectations for realignment. This release introduces great advances in goals and performance management capabilities, aimed at helping organizations drive a more effective process. Here are a few:

SabaOne enables dynamic performance ratings and feedback along with real-time benchmarks

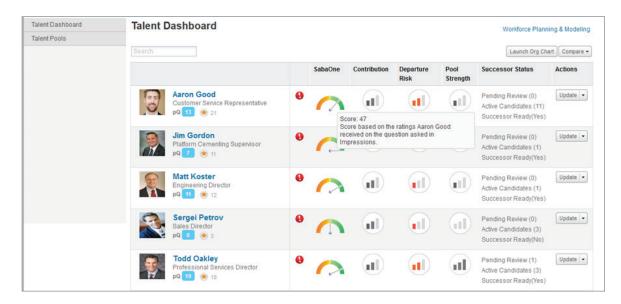
SabaOne is a single question—based performance assessment capability (similar to the proven Net Promoter Score methodology) that extends current Saba Cloud "Impressions" functionality. It enables employees and managers to provide real-time feedback on performance of colleagues. If enabled, users will be asked the following question when leaving an impression for peers: "How likely are you to recommend (name of person) to a friend or co-worker?" Responses are collected on a simple 10-point scale.



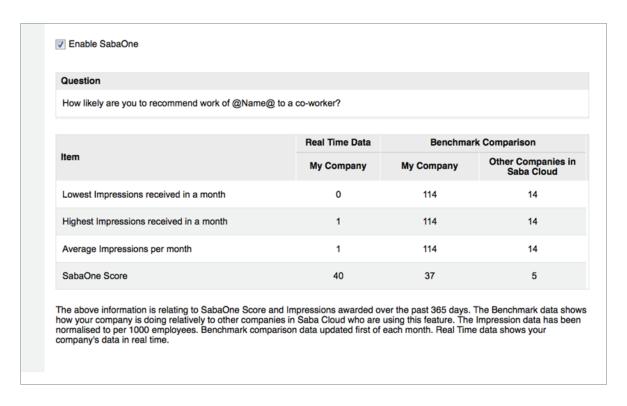
- If the score is 5 or higher, Saba's standard Impressions workflow kicks off providing the option to award
 a badge, leave public-facing positive feedback, and send private constructive feedback (shared with the
 employee and their manager).
- If the score is 8 or higher, there will be an additional option to recommend a successor for that employee if they are promoted enabling peer-based talent pool creation.
- If the score is 3 or lower, anonymous feedback can be given, and will only be seen by that employee's manager.

Results are continuously captured and displayed in a speedometer view so employees can track their individual performance and managers can monitor the status across their team in real time.

Note: Employees will only see their status in the speedometer to get a directional sense for their rating (in the Impressions area from the "Me" tab), while managers will have access to the speedometer and actual rating number within the Talent Dashboard for more granular review.



In addition, benchmarks for SabaOne performance ratings are available in the Admin area, enabling organizations to compare their scores versus other organizations on Saba Cloud — providing a more relative understanding of the numbers.





WHAT IS THE VALUE: The simplicity of a single rating helps drive adoption, engagement, and a constant flow of feedback/ratings. Both employees and managers get real-time visibility into performance, as well as qualitative feedback through Impressions — enabling actions that drive improvement.

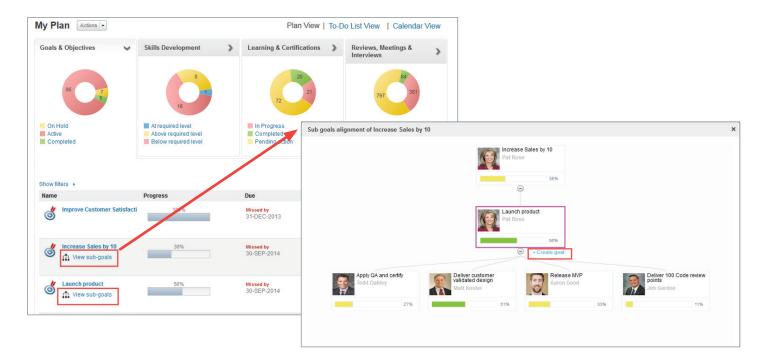
In addition, automated benchmarking enables organizations to see how they stack up relative to others — providing a second level of insight into organizational performance that generally only comes from costly third-party research.

Simplified creation and improved visibility of goals enables organizational agility

Goals can now be visualized in an org chart view (providing a clear line of sight), right from the Me tab, to quickly get a holistic view of goals and sub-goals, as well as how they align up and down across management and teams. Percent completion of these goals is visible, providing a picture of how teams are progressing. Aligning goals can also be created with a click from the screen.

In addition, a carousel on the Me tab allows users to view both organizational goals as well as manager goals, and create aligned goals with a single click. This update enhances what was available previously by adding manager goals to the carousel. Until now, users were unable to view their manager's goals without being in the process of creating a new goal or editing a goal.

These new capabilities also enhance Saba's support for collaborative goal management, as aligned goals are visible in a collaborative workspace with an ongoing activity feed, slider bars to share progress, and ability to check off a running task list.

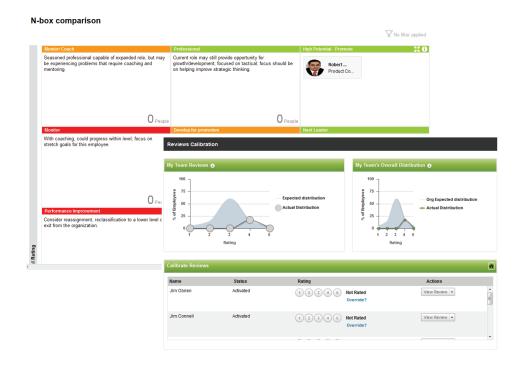




WHAT IS THE VALUE: These enhancements help drive agile, collaborative goal management and coaching capabilities, ensuring that goals can be easily aligned, but also providing better visibility into goals across the organization so reprioritization can happen more effectively.

Streamlined viewing and calibration across team's reviews ensures alignment

Managers now have the ability to view reviews for their teams in a bell curve chart and calibrate in a drag-and-drop N-Box directly when completing a review. In addition, if appropriate for the organization based on security settings, managers can review and calibrate scores for the second level down, to ensure there is alignment within their organizational branch.





WHAT IS THE VALUE: When going through the performance review process, a bell curve distribution in ratings enables organizations to identify top performers as well as those at the low end of the scale, and take action accordingly. This new level of flexibility enables managers to easily calibrate the reviews across their teams to fit into this bell curve — and also get visibility into the second level down to ensure teams are being aligned throughout the organization.

Reviewers can now add learning, goals, skills, or tasks as next steps following performance reviews

Reviewers can now add learning, goals, skills, or tasks in "Review Next Steps" (and to Reviewee's Plan) at any stage of the performance review, which will show up for the reviewee when they receive their review. Today, TIM, The Intelligent Mentor™, provides recommendations on learning based on review results and skill gaps, but this takes it further, enabling reviewers to manually recommend next steps.



WHAT IS THE VALUE: Performance reviews are meant to provide guidance and facilitate development and growth. Managers can now leverage reviews to effectively provide specific guidance and next steps to ensure employees know what they can do to improve, driving engagement and growth versus confusion and attrition.

Performance reviews enhanced with a rich text editor

Performance reviews have been enhanced with the standard rich text editor available in Saba workspaces — enabling users to copy and insert imagery, hyperlinks, emails, web content, etc., while maintaining proper HTML formatting.



WHAT IS THE VALUE: When completing a performance review, both employees and managers may want to support a point with content from email, documents, or links, which can be more easily understood, and take less time than writing a direct explanation. This added flexibility enables employees and managers improve the clarity of their review responses.

5) Pay-for-Performance

Automate and personalize compensation to motivate and retain a talented workforce

As a key component of their employee engagement and retention strategies, many organizations are modernizing their compensation management and integrating it within their talent management system. Today, most organizations rely on manual tools like MS Excel, MS Word, and email for determining proper incentive payouts and communicating across employees. Saba Cloud not only automates linking pay to performance, but also streamlines creation of customized and personalized total compensation statements for more effective communication. The following enhancements are now available to support this need:

MS Word-based compensation statement templates automate personalized messages

In addition to producing compensation notification letters automatically as you execute your compensation cycle, this release adds additional customization capabilities including the ability to easily add or remove information — for example, level of bonus, awarded RSUs, etc. In addition, this release supports MS Word documents as templates for total compensation statements. While these documents are easily customized with branding, formatting, and imagery, they also allow powerful If/Then/Else logic using mail merge functionality, enabling compensation admins to easily automate personalized messages for employees. For example, compensation statements may differ based on regions — you might provide bonuses as part of the compensation package to product-focused employees, but a different compensation package without bonuses to service-focused employees. In this case, compensation statement templates can be set up with logic to ensure that service-focused employees never see verbiage about the bonus program.



Name: \${Person}

Division: \${Organization}

Start Date: \${HireDate}

Following our recent review of salaries #IF(\${BaseSalary_INC} > 0) I am very pleased to advise you that you have been awarded a salary increase. From 1 April 2016 your base salary will increase to \${BaseSalary} which is an increase of \${BaseSalary_INC} {\${BaseSalary_PER}}.#ELSE Your salary will remain unchanged for 2016.#ENDIF

#IF(\${BaseSalary_INC} > 0)This increase will be processed in your April pay and will be subject to the usual deductions.#ENDIF

We would like to take this opportunity to thank you for all your hard work and support over the last 12 months. It is the commitment and focus that we see from our people which enables Saba Software to grow and prosper.

On behalf of Saba Software, thank you and I look forward to working with you to further our successes over the next 12 months.

Yours sincerely

February 2016



WHAT IS THE VALUE: This capability enables companies to easily create highly customized compensation letters in a familiar tool, with information tailored to specific individuals — without the error-prone manual process of creating letters for various groups and manually reviewing each for accuracy. Saba Cloud's compensation letter generator is a massive time saver for the compensation team.

6) Career Planning and Succession

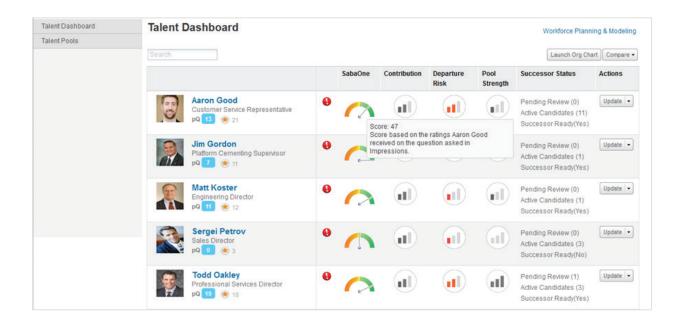
Gain additional insights from the Talent Dashboard to more effectively manage your talent pools

Traditional ways of managing talent, careers and succession aren't effective anymore given shorter job tenures and new expectations from employees and high potentials. Organizations today are looking for real-time insights and a more proactive approach to identifying and managing talent pools. The following enhancements are just a few examples of how this release helps address these requirements:

Additional insights in the Talent Dashboard and Talent Pool Dashboard enable better decisions

The Talent Dashboard is where managers can quickly assess status and manage their team — surfacing at a glance if there is a flight risk, taking action on pending items or approvals, managing talent pools, assessing the health of succession plans, publishing org charts to PPT for sharing, and more — all from a single screen.

Now, the SabaOne speedometer (to assess real-time performance) has been added to the Talent Dashboard for each employee — adding a more comprehensive view of each employee.



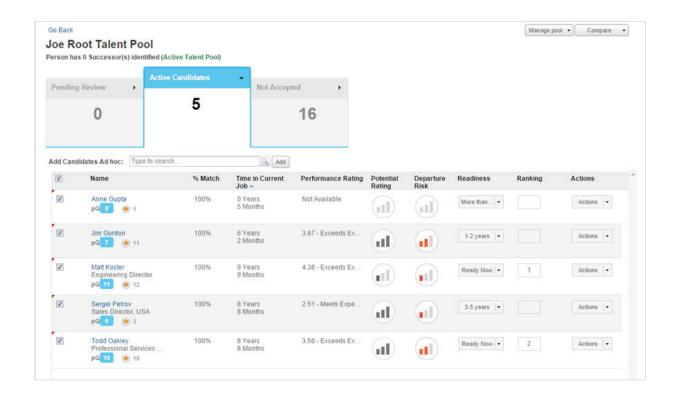
In addition, the Talent Pool Dashboard has been updated with new insights, including time in current position and formal performance rating, enabling managers to more effectively determine how feasible it would be to replace an employee should they move up or out of the organization.



WHAT IS THE VALUE: This update enables deeper insights that can help managers manage their teams more effectively and address areas of risk (like a lack of promotion, a low performance score, or poor feedback from managers/peers) — ultimately helping to reduce voluntary attrition and drive engagement.

Redesigned Talent Pool Dashboard interface simplifies succession planning

We have redesigned the Talent Pool Dashboard to mirror the positive feedback we've heard about the Career Planning user interface to mirror that experience. With an improved look and feel, and the additional talent insights exposed on the dashboard described above, managing talent pools is now quite simple.





WHAT IS THE VALUE: These enhancements make managing talent pools and doing succession planning very simple, using an intuitive dashboard that improves efficiency and drives higher usage across managers.

7) Recruiting and Onboarding

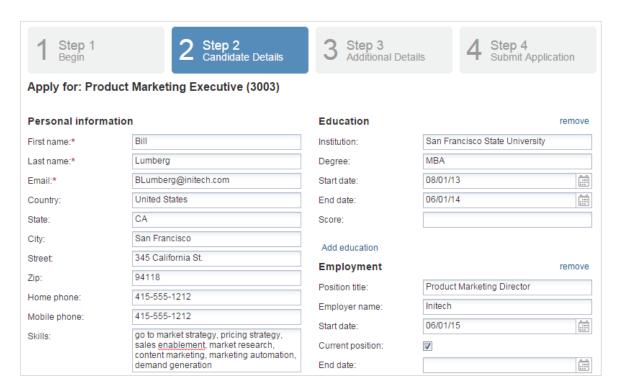
Make smarter recruiting decisions, faster

Attracting and onboarding the right talent to drive the business forward is one of the most critical objectives for an organization. Determining the right candidate can be challenging, especially with the flow of resumes that come in for review. In addition, lowering the time-to-hire and improving efficiency is critical not only from a productivity perspective, but also in ensuring that the best candidates move through the process quickly and don't go elsewhere. This release helps address these requirements in several ways:

Applicants can review and validate how resume data was parsed prior to submitting an application

As applicants apply to jobs, their resume is collected and automatically parsed, pulling out key information like name, contact info, skills, job history, education, and keywords. This information is showcased to recruiters and hiring managers in profile comparisons, side-by-side skill comparisons, and in Saba Cloud's intelligent algorithms to drive percentage match recommendations for a position. The more accurate this data is, the more useful it is for recruiters and hiring managers — and especially for the candidate who is hoping to get hired.

Now, as candidates go through the simple application wizard when applying for a job, a new step is added enabling them to confirm accuracy of how their resume was parsed, and make any necessary changes prior to submitting.

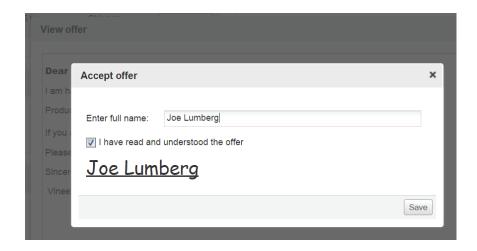




WHAT IS THE VALUE: Candidates want to know how their resume data is being consumed and reviewed, and possibly make tweaks that were not captured due to resume formatting, etc. This validation step enables candidates to make adjustments to their background data, which improves Saba's intelligent recommendations around percentage match, and ultimately helps to ensure that hiring managers and recruiters find the best candidates.

Native eSignature capabilities in the application process, and enhanced capabilities with Adobe Document Cloud eSignature integration

Saba now supports native eSignature capabilities within the recruiting workflow, in addition to the integrations with Adobe Document Cloud and HireRight, which we have always supported. With this new capability, candidates can sign offer letters via eSignature.



In addition, for customers using Adobe Document Cloud for eSignature, the Marketplace integration with Adobe's service has been enhanced. Since we launched the integration last year, the integration has enabled forms to be uploaded to a global forms library, but this requires that the recruiter or hiring manager pick out the appropriate forms from the library and send them. In many cases, though, there may be forms that are only related to a certain job requisition or unique to an individual candidate. For example, a specific type of NDA agreement might be unique to a job req at a certain point in the interview process to ensure confidential details aren't put at risk.

To enable these forms to be digitally delivered to candidates and tracked within Saba's workflow, and avoid cluttering up the global library with these forms, we have added support for "protected" and "private" forms. These forms can be uploaded directly from the candidate profile view by the recruiter or hiring manager and sent for signature, simplifying the process. Protected forms can be sent to any candidate applying for a specific job req, and private forms support one-off documents sent to a specific candidate.



WHAT IS THE VALUE: Manual signature processes are time consuming for both candidates as well as HR teams who need to collect the forms and archive them to remain in compliance. Bringing the process digital is critical. Saba now enables a variety of ways to bring this process digital — whether it is through integrations, or directly within Saba Cloud.

8) Platform

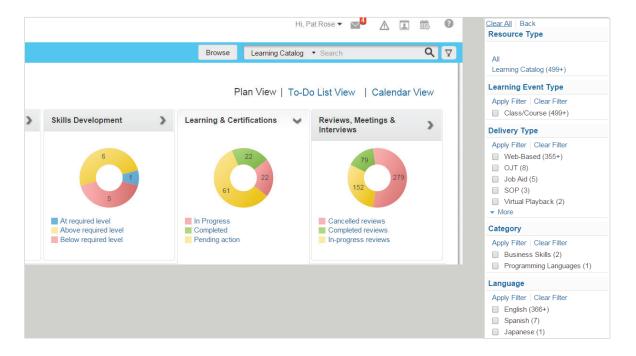
Drive adoption and improve user satisfaction

Ensuring ease of use and an intuitive experience across the tools used by employees to support day-to-day workflows (including learning and talent management) is critical to driving adoption and usage. We make this a priority, continually listening to our customers and working to improve usability in every release, and this release is no different. Below is just one example of what we have done to streamline the user experience, but there are many more updates across all of our modules that you'll find in the deeper-dive resources noted at the end of this document.

Customizable search settings across microsites to find information faster

As a unified talent management solution, Saba Cloud becomes a hub for accessing learning, posting files, sharing knowledge, planning next career steps, connecting with others to get work done, and more. With all of this activity, finding the information you need requires solid search and filter capabilities. Saba has supported this with a powerful search mechanism that can hunt through the system to help surface the right information. In addition, like shopping by department on Amazon, if the search is set to "Learning Catalog," for example, a number of additional filters become available to narrow search results by delivery type, field of study, language, and more. While many organizations may want to start their search from the highest level, some may use the system for one specific thing, such as learning. In this case, it is much more efficient to start the search from "Learning Catalog" by default.

Now, organizations can set the all-inclusive global search to default to a specific category — such as Learning Catalog, People, Files, or anything that makes sense for them. Because this can be done at the microsite level, search defaults can be set for the entire organization, or specific groups within the organization.





WHAT IS THE VALUE: Customizable search tailored to how organizations use Saba Cloud enables the right information to be surfaced faster and with fewer clicks.

9) Analytics

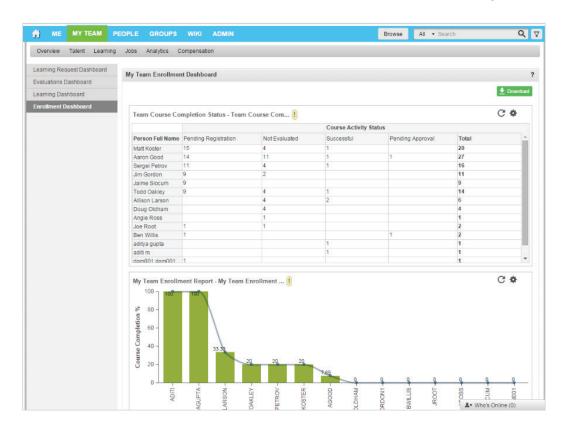
Access analytics dashboards without leaving the My Team view

Making data-driven decisions is increasingly critical for talent and learning teams, but it can be challenging if there isn't an intuitive toolset in place to dig into the data and glean insights. We continue to advance our analytics capabilities to not only provide easy-to-use tools for teams to get the insights that they need, but also automatically surface insights where they make sense. The following enhancement helps address this:

Managers can monitor learning progress and certifications of their team without leaving the My Team view

This capability was actually introduced in Update 32, but it is a powerful one so we wanted to highlight it here as well! Saba Analytics now helps to surface key insights for managers to track training enrollment and compliance, directly from within their My Team view. While managers still have a link to go directly to their dashboards and reports in Analytics, this new capability enables managers to constantly monitor their team's progress through learning and compliance, without requiring managers to leave their team management workflow.

Note that with each release including this one, we continue to add to our library of reports and reporting dimensions — Saba currently supports more than 150 out-of-the-box reports, as well as over 2,700 exposed dimensions and 340 metrics to build your own custom reports and dashboards across talent management processes.





WHAT IS THE VALUE: Saba Analytics provides self-serve access to managers and employees, enabling them to track team progress, understand trends, and identify issues across learning and talent processes. This becomes even more powerful when surfaced within the context of daily workflows, so insights are pervasive. Adding these new learning dashboards to the My Team view enables managers to track progress more quickly, and without leaving their team management workflow.

For more information about the Saba Cloud 2016 Winter Release

For more information about this release, please visit the <u>Customer Community 2016 Winter Release page</u>, where you'll find links to all Winter Release training and resources, including:

Additional Release Documentation

Saba Cloud 2016 Winter Release: What's New — This document includes a complete index of all new
features, technical details, and deep-dive information about each update/addition within the release.
 This document serves as a comprehensive release reference for technical and platform administrators.

Release Training Webinars (live sessions, recordings, and slides):

- Customer Training: Saba Cloud Platform and Analytics This session focuses on the updates and improvements you'll find within the Saba Cloud Platform and Analytics capabilities.
- Customer Training: Learning@Work This session focuses on new updates and improvements you'll find in Learning@Work.
- Customer Training: Talent Suite This session focuses on the updates and improvements to our talent modules, including Performance, Recruiting, Succession, and Compensation.
- What's New? A High-Level Overview The perfect session for business leaders! This high-level session is less technical and focuses on how you can get the most value out of the key features in the release.



Saba delivers a cloud-based Intelligent Talent Management™ solution used by leading organizations worldwide to hire, develop, engage, and inspire their people. Intelligent Talent Management uses machine learning to offer proactive, personalized recommendations on candidates, connections, and content to help your employees and organization lead and succeed.

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