basware

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Service Description

Basware Procurement, G-Cloud 15

2026

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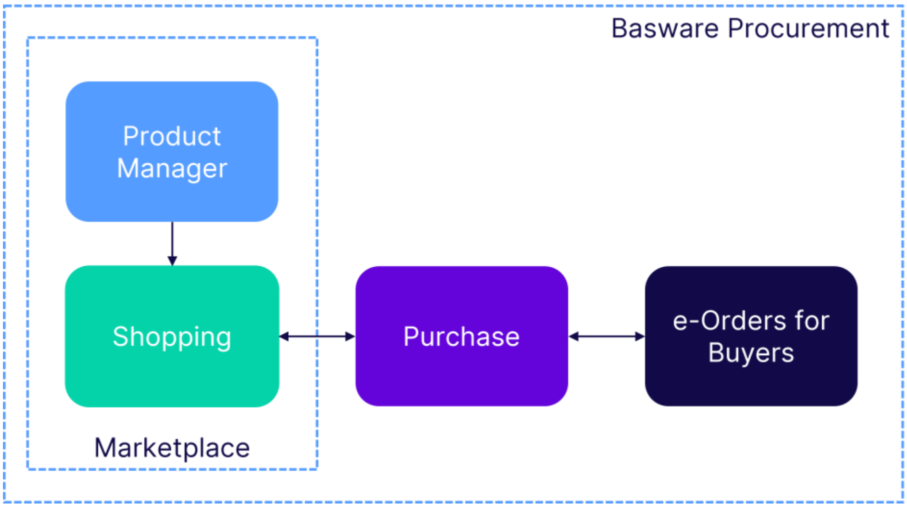
Version 1.0

1 Basware Procurement

Basware Procurement consists of the following services:

- Basware Marketplace - for shopping goods and services and managing catalog content
- Basware Purchase - for cost approval and purchase order management
- Basware e-Orders for Buyers - for purchase order sending and supplier collaboration



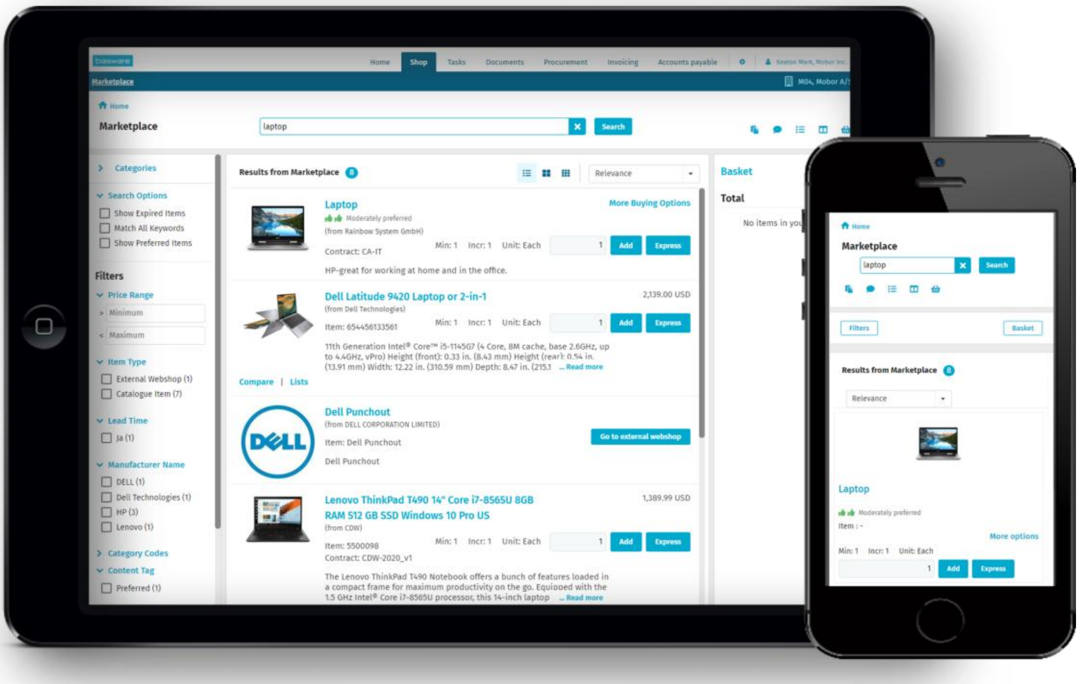
Basware Procurement solution

Basware Marketplace is designed to support organizations in transforming their purchasing into an easy, consumer-style shopping experience, ensuring end user adoption, and increasing spend under management and contract compliance. Basware Purchase helps customers to get operational control on purchasing processes and strategic insights into spend and cash flows, enabling cost savings, and increasing supplier value addition and optimization. Suppliers are connected through the Basware Network to exchange order messages electronically.

Key Features

- Consumer-style online shopping experience maximizing end-user adoption levels within organizations.
- Catalog-based purchasing and integration capabilities with external webshops for contractcompliant catalog purchasing.
- Free-text form capabilities to ensure compliance with contracted terms, even for noncatalog purchasing.
- Self-service tools for supplier catalog creation and buyer control.
- Lightweight quoting tool for tactical requests for quotation.
- Purchase requisition review and approval, purchase order release, and goods receiving based on best-practice workflows.
- Ordering with fully automated purchase order creation, sending to suppliers via e-ordering and email ordering, and receiving order responses.
- Budget management to help budget owners control and track costs.
- Anytime, anywhere access across mobile and tablet devices, in addition to laptops and desktop computers.

- Secure and fast-to-setup integration with external systems.
- Easy visibility into spend and process efficiency through Basware Analytics.



Basware Procurement user interface

Basware e-Orders for Buyers is a service that allows the exchange of electronic purchase messages between a buyer and their suppliers through the Basware Network. Electronic purchase messages created by either party to the purchase transaction are converted, routed, and delivered to the intended recipient for further processing. Buyers and suppliers connect to Basware Network in many ways, depending on their capabilities and needs. After the parties have connected, they can exchange purchase messages. All purchase messages are exchanged through Basware Network. The solution dictates the purchase messages they can exchange.

1.1 Basware Procurement Process Overview

The following services come as standard with Basware Marketplace and Basware Purchase:

- Shopping: Selecting items needed for purchase.
- Purchase requisition approval workflow: Reviewing the content (optional) and approving the costs.
- Ordering: Placing orders with suppliers and collaborating with them.
- Goods receiving: Marking delivered goods as received.

- Spend tracking and control: Managing budgets and monitoring contract spend.
- External integrations: Connecting with other systems such as ERPs.
- Integration with Basware AP Automation: Seamlessly integrating with Basware's AP Automation.
- Catalog management: Managing catalogs for both buyers and suppliers.
- Visibility and control: Providing professional and business users with anytime, anywhere access.

Process overview

1.1.1 Shopping

Basware Marketplace offers a straightforward shopping experience tailored to meet the needs of corporate requisitioners today. It presents relevant items with accurate pricing, reducing issues with matching invoices later in the purchase-to-pay process.

Users can order items from supplier catalogs, free-text forms, and external webshop sites provided by suppliers. Goods and services available are determined by the buyer administrator, as detailed in the Product Manager section. To start the shopping process, users can search for products or services from the Home page, follow guided purchasing links, or navigate directly to the Shop. A simple keyword search displays various items in one search result set. Users can browse, filter, and compare items before adding them to the basket. Buyer administrators can facilitate shopping by marking preferred catalog items, while requisitioners can rate and review items in the product catalogs.

If users must purchase items from a supplier's external webshop, requisitioners create shopping baskets on the suppliers' webshops. These shopping baskets are subsequently transferred back to the Basware Marketplace shopping basket.

After adding all necessary items to the basket, they can be checked out. After the checkout, users can either send the items for approval or make further adjustments to requisition details, such as coding information.

1.1.2 Purchase Requisitions

A purchase requisition is created when the user sends items for approval or edits requisition details. When sent for approval, the requisition enters the purchase requisition workflow. This workflow in Basware Purchase supports various steps such as review, approve, finalize, and exception tasks:

- The review step typically involves subject matter experts validating the items for purchase.
- The approval step allows organizations to control their spend before committing to purchases. The service validates purchase requisitions before final approval to ensure completeness and readiness for ordering.
- The finalize step makes sure that all necessary information is provided in the purchase requisition before creating a purchase order.

Purchase requisitions can also be imported from external systems, such as ERPs, through anyERP or Open API integration.

1.1.3 Purchase Orders

Purchase ordering in Basware Purchase is always automated. Users cannot manually create purchase orders. After approval of the purchase requisition, one or more purchase orders are automatically generated from it. If the requisition lines include various suppliers, contract numbers, or payment terms, a single requisition may be split into multiple orders. The purchase order is sent to the supplier based on the supplier-specific order sending settings defined in Basware P2P Administration. The system sends purchase orders to the supplier either as PDF files attached to an email (email ordering) or as XML files (Basware Network orders, including UBL, SmartOrders, Peppol, and cXML orders). Sending orders through Basware Network requires the Basware e-Orders for Buyers service.

For orders sent as PDF files attached to an email, the supplier has no interaction with the Basware P2P system and cannot reject or make changes directly. In such cases, the supplier must contact the buyer to request any changes. For orders sent through Basware Network, the supplier can accept, reject, or make changes to the order in the Basware Network interface. The supplier's order responses (confirmation, rejection, and order changes) are then received in Basware Purchase.

If the buyers has to make changes to the purchase orders, Basware Purchase supports a purchase order workflow that allows for changes to be approved before being submitted to the supplier. Purchase orders may also be imported from external systems through anyERP or OpenAPI integration.

1.1.4 Goods Receiving

When the requested goods and services have been ordered and delivered, the users have to mark them as received. Goods receiving is an important step for efficient managing of invoices against purchase orders. Basware Purchase provides both the goods receipt data and the purchase order data to AP Automation. Goods receipts may also be imported from external systems like ERPs.

Basic procurement process

1.1.5 Spend Tracking and Control

The budget management functionality allows the budget owner to monitor and control spending within each budget individually. There are two alternative budget types: dynamic and manual. Dynamic and manual budgets can be created in budget management. Alternatively, dynamic budgets can be imported as external budgets from an external budgeting system.

Basware Purchase tracks spend associated with budgets from the purchase requisition to purchase orders and goods receipts. Spend can also be imported from an external system. Users and approvers can view documents linked to budgets and their total spend throughout the purchase process, starting from purchase requisition to purchase order. The budget owner can view all the purchase requisitions' and purchase orders' spend rows that are linked to the budget. The documents that exceed the budget can be blocked from the approval workflow.

Contracts are imported to Basware Purchase from external systems. Users can view the details and amounts of the contract, but the details cannot be edited or created in Basware Purchase.

The contract spend functionality allows viewing spend against individual contracts. The spend can be tracked from purchase orders, spend plans, and invoices, and it is possible to define, per individual contract, which types of spend are collected. When viewing the contract spend, users can see all the linked documents and the total amounts against the contract. The spend linked to the contracts can be provided to other systems like CLM, to keep track of the actual spend per contract.

1.1.6 Visibility and Control

The service provides visibility and control over purchase requisitions, purchase orders, goods receipt documents, and the related documents. There are three main user personas defined in the service for granting visibility into the documents and for managing the documents in the procurement process:

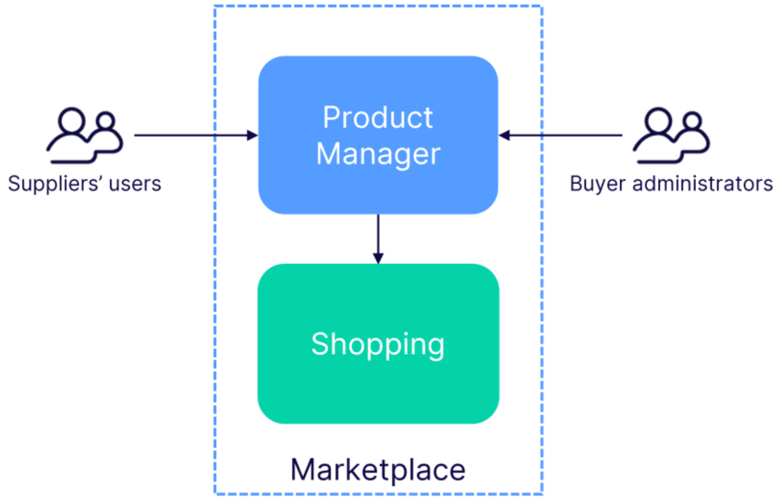
- Professional user, such as professional buyers or procurement administrative users: The service offers a dedicated user interface for professional users to handle operative tasks and manage the procurement documents in process.
- Requesters: Users that will create requests, follow their progress, and perform goods receiving tasks.
- Business users: The service offers a dedicated user interface for the users who must do review or approve tasks to purchase requisitions or purchase orders.

The customer controls the document visibility through user rights.

1.1.7 Product Manager

Product Manager is the catalog management solution for Basware Procurement. It enables buying organizations and their suppliers to manage the availability of contracted goods and services, facilitating efficient buying and selling. With Product Manager, buying organizations can improve spend compliance by making the catalog content accessible to all organization units from a single location within a single solution. The procurement administrators can manage user access to content, upload and manage catalog content, request content from suppliers, and invite suppliers to the Marketplace.

In Product Manager, suppliers can easily import all their goods and services to Marketplace, making them available to buying organizations. Suppliers can reuse the item information and price lists across many buying organizations eliminating the need to recreate multiple catalog files. This reduces the cost of trade and helps buying organizations direct more spend through their contracts.



In the Marketplace Product Manager suppliers can upload content to Marketplace and the buyer administrators can control its availability to the requisitioners

1.1.8 Quick Quote

An optional part of the offering is a Marketplace quoting tool called Quick Quote. This is a lightweight tactical quoting tool that gives buyers the ability to request quotes from their known suppliers with a simple form. Quoted items that the buyer accepts can be transferred to the shopping basket.

The quoting tool can also be used for catalog items with variable prices, where the supplier offers the item at a price upon request. The item will appear in regular search results as a catalog item, but the requisitioner must first request a quote from the supplier. The item can only be added to the shopping basket after the quote has been awarded.

1.1.9 Integrations

Basware P2P offers a standard integration with REST API or an XML-based flat file integration. Basware also offers a certified SAP Connector for integrating with SAP ECC6 and S/4 HANA onpremise installations. In addition to the standard integrations, Basware offers customer-specific integration scenarios based on ERP-specific requirements. With the Basware Integration service, customers can integrate to multi-ERP systems, cloud ERP systems, or traditional on-premise systems.

1.1.10 Data Fields in Exchanged Messages

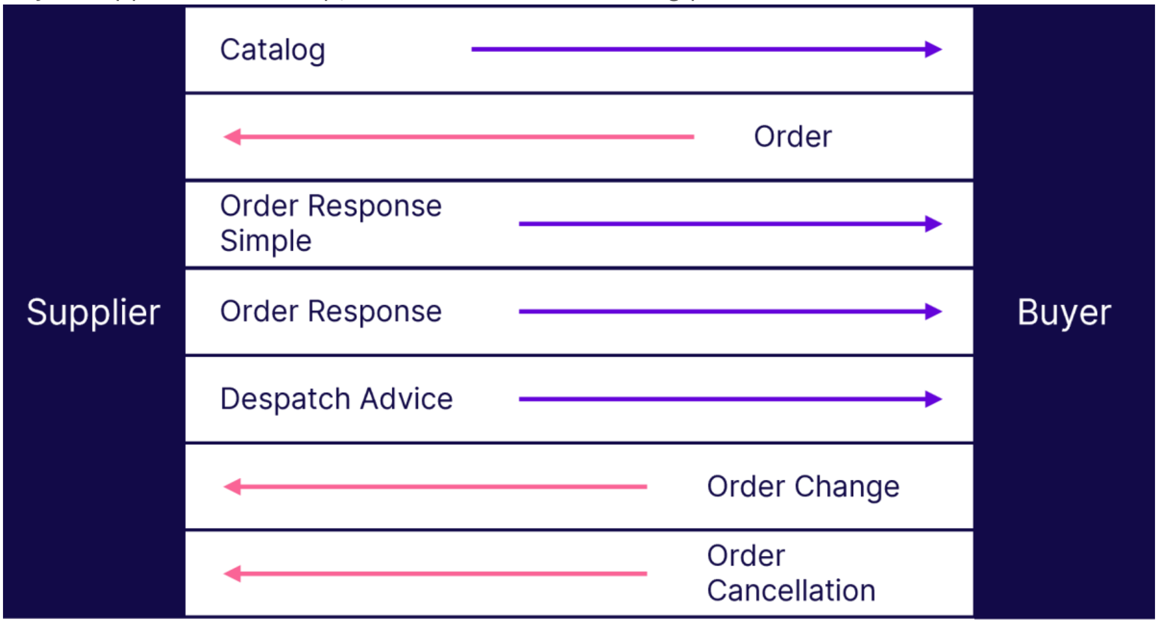
Data that make a purchase message meaningful to the recipient is contained in data fields. In most cases, these data fields are shown to the users in the purchase management solution they use. The presentation or use of any transmitted fields is based on the capabilities of the purchase solution because Basware Network or Basware e-Orders does not impose any restrictions on the fields transmitted in the message.

1.1.11 XML Formats

The e-Orders service operates using the Universal Business Language 2.1 XML, cXML, BIS, and EHF formats. Basware Network powers the service and natively supports these languages for purchase messages. All purchase messages must be in one of these formats. If a message sender cannot produce compliant XML in these formats, Basware can provide an optional conversion service, which allows message senders to transmit purchase messages in various XML formats, without making direct changes to their existing metadata production systems.

1.1.12 Message Types

The UBL 2.1 XML standard encompasses many message types. A subset of these message types is supported by the Basware e-Orders service and the Basware solutions that use it. These message types and the originator of the message type, from the point of view of the buyer-supplier relationship, are shown in the following picture.



Message exchange

Further in this process, an order can be "flipped" to a corresponding message type, depending on the capability of the supplier's order management solution. Basware Portal for Suppliers supports Order to Invoice flipping.

A brief description of each message type (from the UBL 2.1 XML guide):

- **Catalog**: A document produced by a party in the procurement chain that describes items and prices. ** Note that this requires the Basware Catalogs service.*
- Several submessage types are also supported (freeze, delete, update), but they are not apparent to the end user nor need to be explained.
- **Order**: A document issued by the buyer to order goods and services.
- **Order Response Simple**: A document issued by the supplier to indicate the simple acceptance or rejection of an entire order.
- **Order Response**: A document issued by the supplier to indicate detailed acceptance or rejection of an order or to make a counteroffer.
- **Order Change**: A document issued by the buyer to specify changes to an existing order.
- **Order Cancellation**: A document issued by the buyer to cancel an entire order.

- **Despatch Advice**: A document issued by the supplier to describe the despatch or delivery of goods and services.

1.1.12.1 Message types by buyer solution

The message types that a buyer can send and receive depend primarily on the solution they are using and secondarily, on the agreement between the buyer and the supplier on what message types should be exchanged. The Basware e-Orders service natively allows all UBL 2.1 XML, cXML, BIS, and EHF message types.

Message Creator Solution	Catalog	Order	Order Response Simple	Order Response	Despatch Advice	Order Change	Order Cancellation
Basware Marketplace	R	S	N/A	N/A	N/A	N/A	N/A
Basware Procurement	R	S	R	R	N/A	S	S
Third-party software	R	S	R	R	R	S	S

The message type capabilities per solution

S = Can send this message type, R = Can receive this message type, N/A = Not available

1.1.12.2 Message types by supplier solution

The message types that a supplier can send and receive depend primarily on the solution they are using, and secondarily on the agreement between the buyer and the supplier on what message types should be exchanged. The Basware e-Orders service natively allows all UBL 2.1 XML and cXML message types.

Message Creator Solution	Catalog	Order	Order Response Simple	Order Response	Despatch Advice	Order Change	Order Cancellation
Basware Portal	N/A	R	S	S	N/A	R	R
Third-party software	S	R	S	S	S	R	R
Peppol	N/A	R	N/A	S	S	N/A	N/A
SmartOrders	N/A	R	S	S	R	R	R

The message type capabilities per solution

S = Can send this message type, R = Can receive this message type, N/A = Not available

Notes on certain purchasing actions and message sequences:

-
- Basware Network does not impose any sequencing rules on incoming purchase messages. It routes what it receives regardless of the message's relation to the messages sent earlier.

  Basware Network processes purchase messages in the order in which they arrive, but processing errors can result in purchase messages being delivered to the recipient in a different sequence than in which they were delivered.
- It is the responsibility of the buyer and supplier to determine which message types will be exchanged and with what characteristics. If a buyer or a supplier cannot or will not accept a certain message type sent by the other party, there is no way to enforce this on Basware Network.

1.1.13 Imaging

Purchase messages can be accompanied by a corresponding visualization of the data that it contains, that is, an image. An image is not a requirement; and its presence is determined by the solution that the message sender is using, their preference for including an image, the message type, or a combination of these. Images can be attached to a message and seen by the recipient under the following circumstances:

Message creator solution	Can attach image	Can view attached image
Basware Marketplace	Yes	No
Basware Procurement	Only to *Order* messages	No
Third-party software	Yes, if their own integration supports this	Yes, if their own integration supports this*

Imaging

*Images attached to UBL 2.1 XML messages must be Base64-encoded and embedded in the XML file itself. Third-party software must be able to decode such images in order to view them.

1.2 Detailed Service Content

1.2.1 Service content

- **Shopping:** Catalog-based shopping, integrations to external webshops (OCI or cXML) and free-text forms for non-catalog purchasing.
- **Catalog management:** Uploading and maintaining product catalogs, managing views and agreements.
- **Workflow:** Approval and review workflows for the purchase requisition. Approval workflow for updated purchase orders. Approval workflows can be tailored to meet the customer needs and both manual and automatic approver selection can be set up.
- **Order sending and collaboration:** When the cost is approved in the purchase requisition, a purchase order is automatically created and sent to the supplier. For Basware Network

- orders, suppliers can collaborate on the order: accept and reject orders or create counteroffers. Changes by the supplier can be re-approved.
- **Goods receiving:** Customers can select whether they would like the orders to be marked as received by the end users. Alternatively, the system can be set out without goods receiving requirement or orders can be set to be automatically received at line level.
- **Spend visibility:** Spend tracking for budgets and contracts.

Integrations: Document import from and export to external systems, such as ERPs.

1.2.2 Service delivery

- **Initial setup:** The initial setup of Basware Procurement is done by Basware Professional Services. The customer defines the content for the setup in cooperation with the Professional Services.
- **Shopping:** Enabling the shopping by Marketplace and external webshop configurations.
- **Workflow setup:** Setting up the purchase requisition approval workflow according to customer's processes.
- **Order sending:** Integration to Basware e-Orders for Buyers.
- **Adjusting the service setup:** Adjustments to the service after the setup can be made, but they require a Change Request.
- **Implementation project deliverables:** Basware Procurement has been set up in the customer system and it has been tested successfully. The customer has been instructed on how to report possible quality issues to Basware.

1.3 e-Orders for Buyers Technical Requirements and Limitations

- Basware Network does not perform any validation of XML data it transmits in the UBL 2.1 format or otherwise. It is the message creator's responsibility to ensure that a valid XML is sent at all times.
- The following data fields are required by Basware Network in order to validate and successfully transmit a purchase message. Omitting a required field wild result in the purchase message being rejected.
- Order: Identifier for the Order assigned by the buyer, date assigned by the buyer on which the Order was issued.
- Order Response: Identifier for the Order Response assigned by the supplier, date assigned by the supplier on which the Orders was responded to.
- Order Change: Identifier for the Order Change assigned by the buyer, date assigned by the buyer on which the Order was changed.
- Order Cancellation: Identifier for the Order Cancellation assigned by the buyer on which the Order was canceled. See *Basware Network Mandatory Fields and Persistent Data* for technical details on mandatory data fields.
- When a catalog to be published from Basware Catalog Manager is destined for a third-party software, the catalog package (that is, an XML data file) must be routed first through Basware Network and then through the end customer's third-party system for ingestion and use. The reason is that Basware Catalog Manager cannot interface directly with third-party purchase systems. This limitation applies only when a catalog is being wholly transferred out of Basware Catalog Manager. Background search services linking to the catalog can continue to function normally.

1.4 Basware Network Mandatory Fields and Persistent Data

The following table lists additional data elements that are extracted from the messages and kept in the Basware e-Orders service. When searching for a specific document, these data items can be used by Basware Portal. Although not strictly mandatory for delivering the messages to the recipient, these items can be considered mandatory because they are likely to be required by any recipient. In addition to these, Basware stores transaction-related information, such as arrival time of the document, processing history, and delivery time.

Doc. Type	Sender ID	Sender Name	Receiver ID	Receiver Name	Doc. ID	Doc. Issue Date	Order ID	Order Reference ID	Order Reference Issue Date	Catalog Name
Catalog	X	X	X	X	X	X				X
Order	X	X	X	X	X	X	X			
Order Response	X	X	X	X	X	X	X	X	X	
Order Change	X	X	X	X	X	X	X	X	X	
Order Cancellation	X	X	X	X	X	X		X	X	

Message data extracted from purchasing documents

2 Basware Essential Support

2.1 Reach us Anytime

Our online Support Portal and Knowledge Base with advanced search functions are available for all Basware customers. Basware Support can be reached anytime as our chat is available 24/7 for questions regarding updates on any open case.

Through the online portal, you can easily contact our Support Team, access the Knowledge Base, and follow the progress of your tickets. Our support consultants are ready to answer your questions and provide troubleshooting in case of product issues. In the extensive Knowledge Base, you can search for articles for immediate answers to maximize the value delivered by Basware.

In addition to the Support Portal, Basware support can be contacted via phone. Up-to-date information on access points and business hours for each region/country are shared with all the customers.

2.2 Report and Track your Support Cases Easily

Reporting a Support case is easy through the online portal. Just fill out the case form available through the portal and provide the necessary information and any relevant attachments for the case. Each case will receive a unique reference number and is categorized to facilitate the handling and follow-up. Once a case is submitted, it can be tracked and followed up via the online portal. You can monitor progress, interact with Basware support, and read updates regarding the case through the notifications.

2.3 Support Service Objectives

Basware Support is committed to delivering exceptional service within our Service Level Objectives (SLOs), ensuring timely responses and resolutions during the local business hours of your contracted country. Our experienced Support Consultants aim for the swift and effective resolution of Cases and Incidents, relying on a collaborative process with our customers to gather all necessary information promptly.

While our standard support is designed to meet the needs of most businesses, we understand that certain situations may require additional assurances. For those unique cases, we offer the option to upgrade to Service Level Agreements (SLA) through our Premium Plus Support service. This enhanced level of support is tailored for environments where support requirements are critical and necessitate formalized service commitments.

2.4 Continuous Service Development

Basware consistently monitors its cloud services to provide support for customers. When an incident is detected, Basware aims to proactively resolve it. With incidents, Basware is also reaching out to the customer if an incident requires input from the customer. In this case, incidents are visible in the online portal.

Basware has a goal to resolve cases and incidents as effectively as possible. In most cases, these are resolved best with good collaboration between the customer and Basware. After each case is closed, we collect feedback from the customer with a brief survey as we want to develop our services continuously further.

2.5 Scale your Support

Our support services are scalable, so you can select the right level of support for your specific needs. Basware Essential Support Service is available for all customers. Basware can also offer Premium Support service if you are seeking a higher level of personalized care for your demanding business operations. Premium Support enables you to scale up your support service levels to meet the dynamics of your business, including the complexity, volume, and criticality. It also helps you deliver additional value through premium support service experiences for your users.

In addition to the terms defined in the Agreement, please note the following terms and definitions:

Name	Purpose
Case	The record of the Customer reaching out to Basware for support, where the Customer identified a support topic. Also referred to as "reactive support."
Customer and Support	The Basware self-service online support portal, available to Customers to log Cases track the statuses of Cases and Incidents. Portal
External Audit	An examination that is conducted by an independent auditor.
Incident	The record of an unplanned interruption to a Service or reduction in the quality of a service. Incidents may trigger Basware support to proactively reach out to Customers to inform or request input for resolving an Incident.
Problem	The record of the cause of one or more Cases or Incidents that impact several customers. The cause is usually not known at the time a Problem record is created.
RCA	Root cause analysis. A systematic process for identifying "root causes" of Problems and an approach for responding to them.
Response Time	The time from when Basware is notified of a Case to when Basware starts working on the Case.
Service Request	The record of the customer requesting a service or a change from Basware's catalog of services in the Basware Customer Support Portal. Such requests are not directly related to a support topic (such as an issue or incident).
Workaround	A temporary fix or bypass for a Case/Incident, minimizing the business impact. An applied workaround allows for a rapid resolution of the Case/Incident. Once a Workaround is put in place, the root cause will be elevated to "Problem" status.

2.6 Support Organization

Basware support experts are operating from various Basware locations, using a multi-tier support model where Cases and Incidents are routed according to their complexities.

Basware operates using English as its primary language. This enables our global teams to serve all customers and maximizes the support coverage our Customers receive from Basware.

Customers who have specific language-related requirements that go beyond the scope of Basware's Essential Support service may require a Premium Support service.

2.7 Getting Started with Basware Support

The Customer is invited to collaborate with Basware support after their Basware Cloud Services have been implemented and handover to the Basware support service has been initiated. The primary tool for collaborating with Basware support is the Customer Support Portal, accessible at www.basware.com/support.

As part of the handover process between the implementation team and Basware support, the Customer is provided with access to the Customer Support Portal for up to five named Customer contacts. Each contact (a user of the portal) receives unique details to log in to the Customer Support Portal and is provided with training material to guide them on how to use the Customer Support Portal and the support service.

To ensure necessary transparency, users are set up in the Customer Support Portal to view Cases and Service Requests submitted by all other users of the same organization. The Customer Support Portal language is English.

2.8 Contacting Basware Support

Basware support can be reached anytime, 24/7, using the Customer Support Portal (www.basware.com/support), where users can:

- View Basware-related announcements
- View scheduled maintenance releases and service breaks
- View the status of the Customer-entitled products and services
- Submit a request for a change or a service from our service catalog
- Access the knowledge base for self-help
- Create and submit a new Case
- Access overviews of Case and Incident History
- Initiate a live chat to communicate directly with a Basware support agent

In addition to the portal, Basware support can be contacted via phone or chat. Up-to-date information on access points and business hours for each region/country can be found in the Bas ware Knowledge Base.

To receive support services, the Customer is expected to cooperate with Basware to resolve support Cases and to have sufficient technical expertise and knowledge of their configuration of the Cloud Services to provide relevant information that enables Basware to reproduce, troubleshoot, and resolve the experienced issue.

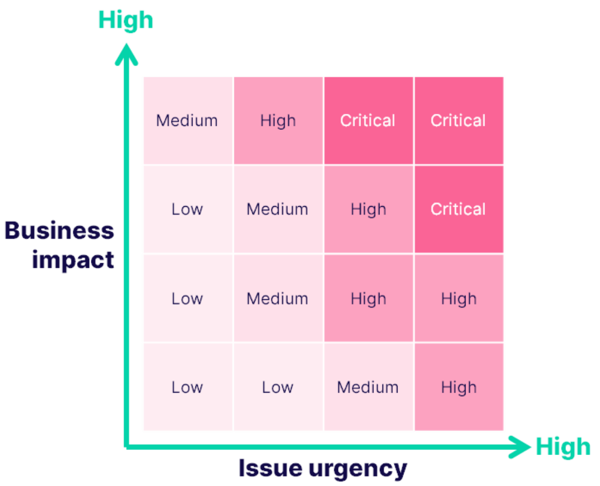
2.9 Reporting a Support Case

Submitting a Case to support is done by using one of the available Case forms in the Customer Support Portal. Next to the standard form, there are forms for specific situations that allow a Customer to provide all necessary information and relevant documents and attachments that are needed for their Case to be handled efficiently and effectively.

Cases must be submitted as one topic per Case, and each Case receives a unique reference number. Cases are categorized to facilitate their handling. An updated overview, including definitions of use, can be found in Basware's Knowledge Base.

2.10 Support Case Prioritization

For each support Case, Basware determines a priority class, based on the information of urgency and business impact that is reported by the Customer upon logging a new Case. During the Case handling process and upon the availability of added information, the Case priority may be updated. Cases are handled following their priorities. A Case priority is defined based on the business impact and the urgency of the issue, as specified in the matrix below:



Further information on Impact and Urgency levels can be found in the Basware Knowledge Base.

Basware Case priorities are defined as follows:

Level **Description**

Critical The Case is classified as **critical** if:

The whole Cloud Service is out of use, and there is no work-around available.

	Note – Basware Customer Support contacts the Customer via a phone call classifying the Case severity level within 30 minutes to 1 hour after Case submission. The Case must contain contact information (name, phone number). **For critical cases, the needed additional information is discussed with the Customer via phone.**
High	The Case is classified as **high** if: There is a serious degradation of the Cloud Service responses or a loss of key functionality under normal conditions or an important Service component is unusable or a frequent failure of an important Cloud Service that affects more than 25% of overall users, and there is no Workaround available.
Medium	The Case is classified as **medium** if: There is reduced functionality due to an error affecting the overall Cloud Service or a limited degradation of the Service performance or random outages in the Cloud Service availability and the issues affect less than 25% of overall users, or a Workaround is available.
Low	The Case is classified as **low** if: There is a non-significant issue with the functionality of the Cloud Service; the Case is affecting only individual users, business documents, or specific, noncritical functions of the Cloud Service.

2.11 Handling of Support Cases

1st Line Support

The responsibility of 1st Line Support is to validate, classify, and handle new support Cases, and to provide the Customer with a response and/or resolution according to the target times. 1st Line Support maintains direct communication with the Customer.

If no immediate resolution can be found, 1st Line Support assigns the Case to solution experts in our global or regional support team.

Global or Regional Support Team

When a Case is assigned to them, support consultants from either our global or regional team aim to investigate and resolve the Case. To this effect, the support consultants may request additional information from the Customer. A swift response from the Customer to the requests for information from Basware support helps ensure the resolution of the support Case.

If necessary, designated support consultants work together with other teams to find the resolution.

2.12 Support Incidents – Proactive Support for Customers

As part of Basware's engagement, Basware consistently monitors its Cloud Services. When Basware detects an issue, Basware aims to proactively resolve it. In the event that Basware needs the Customer's support (additional information) to resolve the Incident, Basware reaches out to the Customer via the Customer Support Portal, using the Incident's unique reference number.

The Incident handling process is aligned with the Case handling process. The main difference between the two support topic containers is the proactive nature of an Incident (Basware reaching out to the Customer) versus the reactive nature of a Case (the Customer reaching out to Basware). If an Incident requires the Customer's input, these Incidents are visible in the Customer Support Portal.

2.13 Tracking Cases, Incidents, and Change requests

After the Customer has submitted a Case or a Request, it can be tracked and followed up in multiple ways:

- The Customer can monitor progress and interact with Basware support via the Case /Incident in the Customer Support Portal.
- The Customer can monitor progress and interact with Basware Professional Services regarding changes or Service Requests via the "Request a service" section in the Customer Support Portal.

Customer can read updates through notifications managed from the Customer's user profile in the Customer Support Portal.

2.14 Case Resolution and Feedback

Basware support Cases are classified as "resolved" when Basware support informs the Customer of the Case resolution and related information. Resolving a Case does not necessarily eliminate the root cause of an issue, but restores the normal operation of a service or ensures the completion of a business transaction. Eliminating the root cause may require a fix by the Basware production team or the implementation of a change request by Basware consulting.

Providing an RCA to a Customer is not part of the Basware support offering. If an RCA is needed for a specific situation, it is possible to be ordered through a billable service request.

All Cases are considered closed after the Customer has confirmed the acceptance of the proposed solution or automatically after twenty-eight (28) business days if no feedback on the Case resolution information has been provided by the Customer.

After the Case is closed, Basware asks the Customer for feedback through a brief survey. By scoring Basware's support service and providing Basware with feedback, the Customer helps

Basware continuously improve its service. Basware appreciates the Customer responding to surveys.

2.15 Service Level Objectives (SLOs)

Basware maintains internal Service Level Objectives (SLOs) to help measure the performance of our Customer Support response and resolution time. These objectives are reviewed regularly and available upon request.

Basware has a target response time of 1 hour for all case priorities, measured during local business hours of the customer's contracted country. Case Response Times are measured and monitored using Basware's Customer Support Portal. An overview of the local business hours can be found in the Basware Knowledge Base.

SLO Target Times

Case Priority	Respond	Resolve
Critical	1 h	10 h
High	1 h	20 h
Medium	1 h	100 h
Low	1 h	200 h