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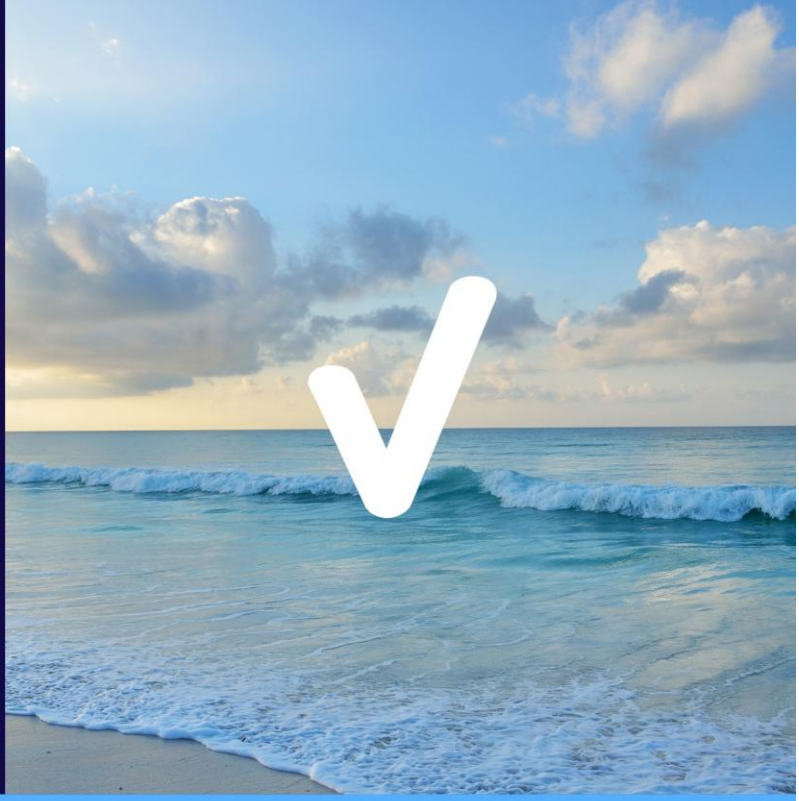

Service Description

Basware AP Protect, G-Cloud 15
2026

Table of contents

1 Basware AP Protect 3
1.1 Basware AP Protect Modules 4
1.1.1 Overpayment Prevention 4
1.1.2 Vendor Master Analysis 6
1.1.3 Fraud & Compliance 7
1.2 Basware AP Protect Process Overview 10
1.2.1 Data Acquisition 11
1.2.2 Ingestion, Validation, and Execution 11
1.2.3 Visibility and Controls to End Users 11
1.3 Initial Setup 12
1.4 Changes After the Initial Setup 12
1.5 Fees and Invoicing 12
2 Basware Essential Support 13
2.1 Reach us Anytime 13
2.2 Report and Track your Support Cases Easily 13
2.3 Support Service Objectives 13
2.4 Continuous Service Development 13
2.5 Scale your Support 14
2.6 Support Organization 15
2.7 Getting Started with Basware Support 15
2.8 Contacting Basware Support 15
2.9 Reporting a Support Case 16
2.10 Support Case Prioritization 16
2.11 Handling of Support Cases 17
2.12 Support Incidents – Proactive Support for Customers 18
2.13 Tracking Cases, Incidents, and Change requests 18
2.14 Case Resolution and Feedback 18
2.15 Service Level Objectives (SLOs) 19

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1 Basware AP Protect

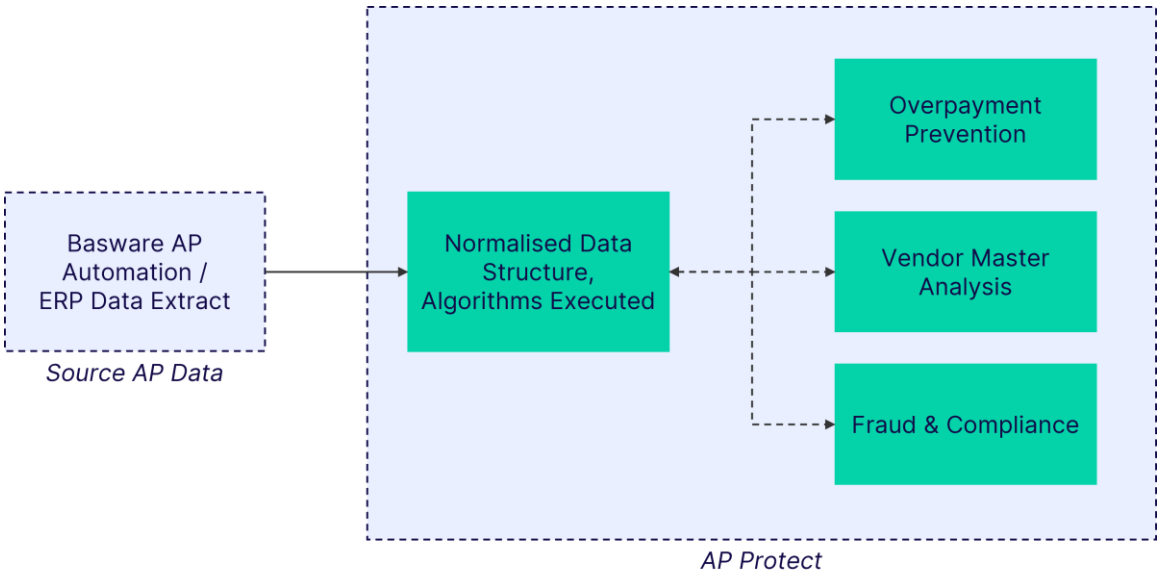
Basware AP Protect is designed to proactively identify, prevent, and facilitate the recovery of over-payments in client AP and ERP systems. It is a solution designed to extract and dissect AP data to identify anomalies, analyze internal operations, highlight potential fraud issues, and unlock efficiencies to maximize working capital.

Key features

- Proactively identifies duplicate payments along with multiple operational reports and dashboards.
- Provides visibility of transactions across multiple systems all in one view for reporting and KPI's.
- Over 800 AI algorithms actively check high volumes of AP data to identify payment errors and gaps in control.
- Assignment of the root causes to monitor and analyze break down in business processes.
- Extensive analytics provide a deeper understanding of opportunities in fraud prevention, erroneous payments, and areas of operational improvement.
- Detailed vendor master data reports, facilitating efficient data cleansing, and maintenance.
- Offers a clearer picture of your organization's exposure to duplicate payments.
- User-friendly web-based solution. No hardware or software installation required. Updates are automatically applied, reducing both internal and external resource requirements.

AP Protect goes beyond standard ERP system controls by flagging errors that occur from data entry mistakes, cross-system posting, duplicated or multiple related vendors, wrong vendor payments, currency differences, transposed dates or invoice numbers, appended invoice numbers, and many more anomalies.

There are three modules within AP Protect:



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AP Protect modules

AP Protect can compare data from multiple different systems, even very old legacy ones. Basware guides the clients and their teams through the data acquisition process. There are prewritten scripts for most major ERP's including Basware AP Automation, which is provided to client IT teams, along with all instructions. Data is uploaded via secure file transfer protocol (SFTP). AP Protect uses the Microsoft Azure cloud environment with regional hosting facilitated within the North Europe Region, US, and Middle East. In the US, hosting is also facilitated by TierPoint within the Boston region.

As well as ERP data, Basware can analyze Payment Card (PCard) data for the clients. There are two methods by which Basware can receive PCard data. Either directly from the client's card provider which comes as level 3 type data (Visa VCF/Mastercard MDF). Alternatively, a program manager from within the client's team can generally download a data file online which is level 1 type data.

For new engagements Basware offers perspective clients a free Proof of Value (POV) analysis. In doing this Basware gathers historical data and runs it through the AP Protect process. From the resulting analysis Basware produces an Assessment Report for the client. The report is delivered along with an online review of sample of the findings. Basware provides the client with a small subset of potential duplicates, that they can investigate and recover. The client is given up to two weeks to enjoy the complimentary subscription to AP Protect during which time the team can review and recover the potential duplicates provided, and access all other reports and metrics.

1.1 Basware AP Protect Modules

1.1.1 Overpayment Prevention

Overpayment prevention alleviates the burden of payment errors and reliance on transactional systems to detect them. It proactively identifies, prevents, and facilitates recovery of overpayments from the ERP, AP, and payment systems. ERP systems will typically have a hard stop built in, but these only work if both transactions are exactly the same, everything has to match for the system to recognize it as a duplicated entry, and in some cases it allows a user to override that stop to enter the transaction. AP Protect goes beyond that by identifying errors that occur from data entry errors, duplicated or multiple related vendors, wrong vendor payments, different currencies, transposed dates or invoice numbers, appended invoice numbers, and many more error types.

Most companies use some type of process to catch duplicate payments, whether by importing transactions in Excel and applying some filters to try and weed out the duplicates, or by using other tools where they create their own queries and algorithms to flag these transactions. The problem is that these only get to a fraction of overpayment errors due to the limited tests being applied to the data set. This also creates a lot of "false positive" transactions being flagged. AP Protect has more than 800 algorithms that identify more potential errors while minimizing the majority of the false positive duplicates, usually achieving over 50% true duplicate identification.

Key benefits

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- Goes beyond standard ERP system controls by flagging errors that occur from data entry mistakes, cross-system posting. Identifies duplicate or multiple related vendors, wrong vendor payments, currency differences, transposed dates or invoice numbers, appended invoice numbers, and other anomalies.
- Manages risk and identifies opportunities for improved controls. Expedites the research process which minimizes time spent reviewing data which can significantly reduce resource needs.
- Highlights cash recovery opportunities to contribute to working capital, and positively impacts the cash flow.
- Side-by-side invoice comparison, with differences highlighted, to enable immediate root cause resolution and preventative action.
- Greater transparency into an organization's overpayments, both current and historical, resulting in more than five times ROI, from preventing overpayments.

Main reports available within Overpayment Prevention

- **Current Report**

  This report shows the summary of only the potential duplicate invoices for the selected discovery date range. All duplicate invoice history is available on the **History report**.

  Users can drill-down to header level and detail level information from the report.

- **History Report**

  This report shows the summary of all potential duplicate invoice history. This report can have up to four sections:

- Duplicate Invoice Status Summary
- Root Cause Summary – in this report you can highlight root causes to identify breakdown in business processes • Resolution Summary
- Pending Resolution Summary

- **Summary by Discovery Month**

  Report provides a summary of all the potential duplicate invoices by status and discovery month. Discovery month is the calendar month and year of when the duplicate was identified by AP Protect.

- **Summary by Organization**

  Report shows duplicate invoices by organization and the status of those invoices.

- **Summary by Reviewer**

  Report shows duplicate invoices by reviewer and the status of those invoices. To view the series of reports for each reviewer the user can click on the reviewer field.

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- **Summary by Vendor**

  Report lists duplicate invoices by vendor and the status of those invoices.

1.1.2 Vendor Master Analysis

Provides a single source of truth for vendor master data view across multiple ERPs. Analyzes vendor status, trending, aging, payment terms, duplicate suppliers, data quality, and highlights other areas for improvement.

Key benefits

- Delivers detailed vendor master reports facilitating efficient data cleansing and maintenance.
- Gives visibility into entry errors and vendor compliance which can prevent inefficiencies and higher costs.
- Identification of potential vendor duplicate records which will subsequently aid correction and reducing duplicate payments.
- Provides insights into the volume of aged, unused vendors and duplicate records increasing the risk of potential mis-payments.
- Is a consolidated view of vendor master data across multiple ERPs, including status, trending, aging, and duplicate vendors.

Main reports available within Vendor Master Analysis

- **System Summary Report**

  Provides a quick view of the total vendors in each loaded system, excluding those that are inactive or blocked, and displays the resulting available vendor total.

- **Duplicate Vendors Report**

  Report identifies the potential duplicate records in the vendor master file and provides a best-practice tool for addressing them. The ability to designate multiple vendor records as acceptable and thus eliminate them from future duplicate reporting views adds efficiency. In addition, where there are more than two potential replications, the records can be split to indicate those that are duplicates and those that are valid.

- **Trending Report**

  This is a very useful report for addressing duplicate vendor creation on an ongoing basis. It shows the duplicate vendor records added in the current period and therefore allows for quick inactivation potentially before payment happens for those duplicate vendor records and causing issues in the spend reporting later on. It is also useful to monitor the number of vendors being added and who is adding them on a current basis.

- **Created By Report**

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- Report provides a quick way to view all of those that have created vendor master records and to drill into their activity at a detailed level.

Aging Report

Report categorizes vendors based on their last invoice activity up to those that are beyond 48 months. It allows the user to drill into each group to quickly identify vendors that should be considered for inactivation.

- **Payment Term (VM) Report**

  Report shows all payment terms that exist in the vendor master data across all ERPs. Users can drill down in any row to view a list of those vendors.

- **Data Quality Report**

  Report identifies a number of potential vendor master problems that can result from entry error or a lack of adherence to established procedures. Issues shown include vendor names with an asterisk, DO NOT USE, or a space, and also those that are missing information such as Tax ID, address, phone number, zip code.

1.1.3 Fraud & Compliance

Highlights potential fraud issues, prohibited vendors, questionable transactions, and procedural failures to ensure compliance.

- Monitors and controls data entry quality issues and detect anomalies that create errors throughout the entire invoice life cycle.
- Mitigates fraud and reduce risk by strengthening internal controls against vendor collusion, suspicious transactions, and possible fraudulent vendors.
- Highlights gaps in segregation of duty controls, including highlighting variances resulting from organisational changes, mergers, and acquisitions.
- Helps ensuring compliance with data entry standards and sanctioned suppliers.
- Identifies questionable transactions and general ledger accounts that have a higher incidence of misuse so that the activity can be easily reviewed for legitimacy.

Main reports available within Fraud & Compliance

- **Fraud Summary Report**

  The factors that are analyzed by this report have been determined to be indicative of potential fraudulent activity. They include sequential invoice numbers, recurring invoice amounts, non-purchase order spend and others. Each factor alone does not typically present a high risk of fraud and they are difficult to analyze individually as a result. This report allows the user to drill into only those suppliers that are associated with multiple risk factors and therefore provides a significantly more efficient control tool. AP Protect provides a list of vendors with multiple risks. Clicking on the number of vendors drill

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- down to see vendors with that number of risks associated. From the list of vendors clicking on an individual vendor number will give a breakdown of those risks.

- **At-Risk Report**

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This provides a valuable report in ensuring compliance with segregation of duty controls. This can be especially important as organizational changes, mergers and acquisitions occur. The report summarizes all transactions for the selected period by user ID. The period is based on when the invoice was entered, not when the vendor master data record was created. For smaller companies it's difficult to ensure that the segregation of duties risk is in place, therefore we consider this a business decision as to whether or not to have this lack of segregation of duties. This report quantifies the risk that the business is taking in allowing the segregation of duties risks to occur.

- **Data Entry Report**

  With this report it is possible to monitor and control common invoice entry errors that would otherwise go undetected and create future problems. It also allows for the enforcement of data entry standards that provide for consistency and reduce the potential for duplicate payments as well as allowing for efficient research effort. Samples of standard items contained in the report include the symbols *, #, periods, spaces and leading zeros. Also shown are appended invoice numbers, invoice entry dates that precede the invoice date among others. Custom criteria can be added as well.

Other reports available within AP Protect

- **Vendor Report**

  Report provides quick reference capability for insight into activity by vendor. For a stated time period, it can rapidly be determined which vendors had the highest volume by either number of invoices or value vouched, the proportion of manual vs. automated invoicing, days to process, PO vs. non-PO activity and other measures.

- **Invoice Sizing Report**

  Report provides the ability to quickly analyze the source of high volume/low value invoices (including by vendor) in order to target those transactions for higher efficiency methodologies such as electronic invoice delivery and procurement card expansion programs.

- **User Report**

  An extremely useful report for managing invoice processing workflow. The report includes both the number of invoices and the number of line items which can be a more accurate measure of output. It is also utilized as a control mechanism to monitor all those that have entered invoices in a given period and what accounts have been charged.

- **Days to Process Report**

  Report provides the ability to see invoice date to entry/voucher date broken down by company, system, user or vendor for any specified time frame. Vendors with invoices taking greater than four weeks to enter are a prime target for review since suppliers often resend them after 30 days.

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- **Company / Organization / Cost Center / GL Reports**

  These reports enable the user to view spend analysis by different criteria.

- **Payment Term Diff Report**

  Report is very useful in addressing cash flow issues that are created by a lack of adherence to negotiated payment terms that are on the vendor master. It shows the impact where there is a difference in payment terms between the vendor master file and the terms on the invoice. It is also useful in monitoring missed discounts and in identifying vendors that have the least advantageous terms.

PCard Reports available within AP Protect

This set of reports is designed for those clients who use procurement cards or company credit cards. AP Protect identifies duplicate payments where one transaction exists in the ERP system and the other exists in PCard.

- **Cardholder** - Allows one to quickly see the most active card users and to drill into their activity details.
- **Charges Sizing** - A good way to quickly review the large value card expenditures and determine the cardholders and vendors involved.
- **Charges by Merchant Category Code (MCC)** - Sort this report by $ amount for a useful view of the types of expenditures being made by PCard.
- **Questionable MCC** - This report singles out PCard MCC's that have a higher incidence of misuse such as department, jewelry, clothing, antique, game and sporting goods stores so that the activity in each can be easily reviewed for legitimacy.
- **Vendor (Cleaned)** - The vendors received with PCard data frequently include multiple entries for the same business as they can be separated by location, store number, etc. AP Protect combines these vendor entries on this report to provide the ability to see aggregated spend for any vendor that is difficult to obtain in traditional PCard reporting.
- **Vendor (Statement)** - This report shows the full detail of all vendor entries received without aggregating them as is done in the Vendor (Cleaned) reporting.
- **Weekend Charges** - PCard use that occurs over the weekend is detailed in this report. Each user's weekend activity can be easily researched to determine if it is consistent with their job requirements. This can be a powerful way to monitor potential misuse.

1.2 Basware AP Protect Process Overview

Basware AP Protect supports the ingestion of source AP data from Basware AP Automation along with multiple ERP systems. The following services are included in Basware AP Protect by default:

- Data acquisition
- Ingestion and validation & execution

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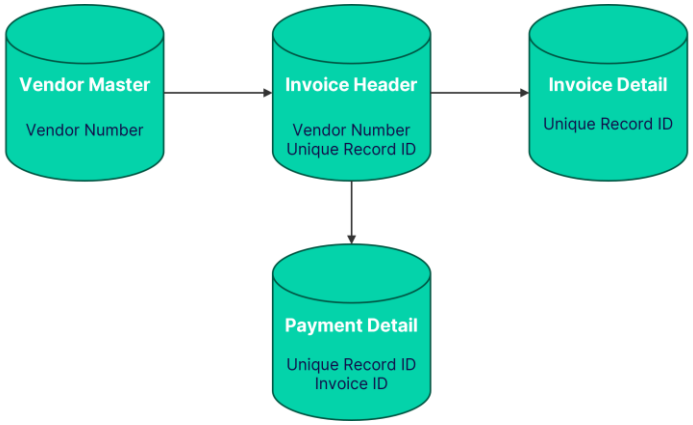
- Provide visibility and controls to end users

1.2.1 Data Acquisition

For a new engagement, AP Protect ideally takes a data feed for the past three years up to the current date. This data can come form Basware AP Automation via a standard extract. There are also extracts available for specific ERP systems (SAP, Oracle, JDE, PeopleSoft, Lawson). If an extract is required for anything other than these, there is an AP format file provided. This will required the extraction of four files: Invoice Header, Invoice Detail, Vendor Master, and Payment data.

The process to gather this information generally involves getting a sample set of three months worth of data to allow validation of the extract. These are run through a series of data exception checks to validate the data and ensure that the files have everything needed. Once validated the three year historic data is pulled and transmitted. Output files are uploaded via a secure web interface to SFTP (Secure File Transfer Protocol) with regional locations provided.



Data Acquisition

1.2.2 Ingestion, Validation, and Execution

Data is picked up from SFTP location and loaded into AP Protect. In this process the data is normalized into AP Protect structure within a Microsoft SQL Server Database. For an initial load, there can be up to three years data loaded. Subsequently, a nightly feed of data is loaded. A series of SQL packages and scripts are executed against this loaded data to identify duplicates and to produce the extensive list of metrics.

1.2.3 Visibility and Controls to End Users

After the data has been loaded and validated, and the algorithms have been executed, the refreshed data is pushed to the client's live environment. If new duplicate transactions are identified, they are immediately available for users to review. All updated metrics and reports are also available to them.

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1.3 Initial Setup

The customer defines the required setup of Basware AP Protect with the Professional Services. The Scope Statement contains process definitions, invoice content definitions, and integrations to other systems. Basware AP Protect service is configured according to the definitions of the customer. A hypercare period starts after the Go-Live. During this period, Basware may perform additional fine-tuning of the service. Standard monitoring of the service starts after the hypercare period.

1.4 Changes After the Initial Setup

Changes to the initial setup are often needed to fine-tune the processes to achieve touchless invoice processing. Other Basware services, like Basware AP Automation and Basware Insights, are a source for the fine-tuning activities. These changes to the setup may require a Change Request for Professional Services.

1.5 Fees and Invoicing

The fees for the service are invoiced as a monthly subscription unless otherwise agreed with the customer.

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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.

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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 Support Portal	The Basware self-service online support portal, available to Customers to log Cases and track the statuses of Cases and Incidents.
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.

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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.

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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.

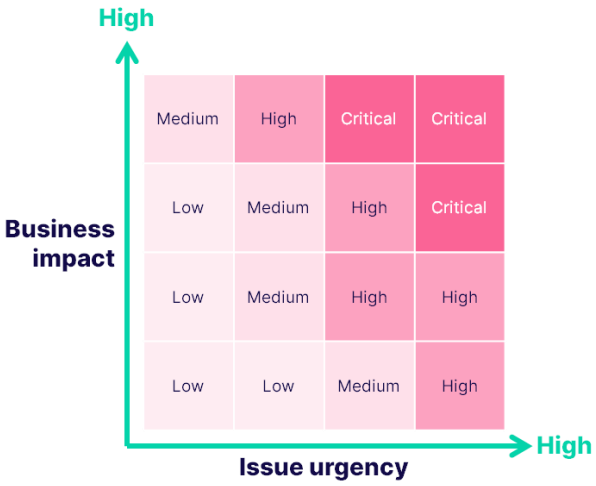
2.9 Reporting a Support Case

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.

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	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.

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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

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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

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