



Service Definition Document

JAGGAER Source-to-Contract (S2C)

G-Cloud 15 – Lot 2b: Software as a Service (SaaS)

January 30, 2026

Confidential Document



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Contents

About JAGGAER.....	3
Why JAGGAER.....	3
What We Do.....	3
Our Mission	3
Where We Are Going – Our Vision	3
Our Values	4
A Recognised Industry Leader	4
Our Public Sector Experience	5
JAGGAER Solutions	6
JAGGAER Source-to-Contract.....	8
JAGGAER One Analytics.....	10
JAGGAER Supplier Management.....	12
JAGGAER Category Management	14
JAGGAER Value Tracker.....	16
JAGGAER Sourcing.....	18
JAGGAER Contracts+ With Embedded AI	20
Adopt Premium	23
Assist Premium	25
Advise	27
Onboarding Support.....	29
JAGGAER Partners.....	30
Support Services	32
JAGGAER Customer Success Manager.....	33
Global Customer Care	36
Security, Availability and Compliance.....	40
Service Provision	42
Environmental, Social & Governance	43
How JAGGAER is helping customers accomplish their ESG goals.....	43
Our Corporate Commitment to Environmental, Social & Governance	45
Third Party Partners	46
Offboarding Support.....	47

About JAGGAER

Why JAGGAER

Accelerate business outcomes through enterprise procurement and supplier collaboration

Leading global organizations rely on JAGGAER to manage and automate complex processes while enabling resilient, accountable and integrated supplier bases. Backed by 30 years of expertise, JAGGAER delivers proven, AI-powered, industry-specific solutions through JAGGAER One, supporting direct and indirect spend, upstream and downstream, for organizations requiring a comprehensive and intelligent Source-to-Pay solution. It connects buyers and suppliers, enhances human decision-making and provides the embedded intelligence that accelerates business outcomes.

What We Do

JAGGAER provides an intelligent Source-to-Pay and Supplier Collaboration Platform, JAGGAER One. It supports both direct and indirect procurement, connects buyers and suppliers, enhances human decision-making and provides the embedded intelligence that accelerates business outcomes.



Our Mission

At a time when artificial intelligence is rapidly enhancing human decision-making, our mission is to help organizations manage and automate complex processes and build a resilient, accountable and integrated supplier base.

Where We Are Going – Our Vision

Our vision is to shape the future of procurement by leading transformation through an intelligent, unified spend management platform that empowers human potential, drives innovation, and creates resilient, collaborative supply ecosystems.

Our Values

At JAGGAER, our business is about people. Our products are built on intellectual property, but the real differentiator is the teams behind them. The way we collaborate, innovate, solve problems and deliver for our customers. TEAM gives us a common set of expectations for how we work together across products, cultures and geographies.

Transparency – Openness Builds Trust

Candor strengthens relationships, speeds decision-making, and ensures problems are solved together—with customers, teammates, and partners.

Entrepreneurial Spirit – Own It, Drive It, Make It

A scrappy, customer obsessed, problem-solving mindset is at the cornerstone of both organizational and personal growth

Accountability – Thumbs In, Not Fingers Out

We take responsibility ourselves before pointing elsewhere

Metrics-Driven Results – Outcomes Over Activities

Data and evidence guide our decisions, help us course-correct quickly, and ensure we're delivering real impact



A Recognised Industry Leader

JAGGAER continues to establish itself as a leader in the Procurement and Sourcing market, earning consistent recognition from top industry analysts such as IDC and Gartner. These accolades highlight JAGGAER's comprehensive capabilities and our role as a trusted partner in the procurement space and demonstrate our commitment to innovation and excellence.

JAGGAER is the:

Only Procurement vendor named in Gartner's Hype Cycle for Artificial Intelligence each year from 2021 to 2024

Highest ranked S2P Provider in Gartner's Magic Quadrant for Contract Lifecycle Management, 2024

Only vendor highlighted for offering a single source of truth for spend, contract, and supplier management in IDC's MarketScape for Direct Spend, 2024

Leader in Procurement

Company Wide Vision and Execution

Gartner

2024-2025 S2P MQ – Visionary
2023-2025 CLM MQ – Niche Player
2021-2023 P2P MQ – Leader
2021-2022 CLM MQ – Challenger

FORRESTER

2024 SVM Wave – Strong Performer
2022 SRPM Wave – Strong Performer

Ardent Partners

2024 Strategic Sourcing Technology Advisor – Vanguard Leader
2023 ePayables Technology Advisor – Vanguard Leader

Innovation

Leader in Capabilities and Strategy

Gartner

2024 S2P Critical Capabilities – Top Vendor for Direct for S2P and S2C Categories
2021 to 2024 AI Hype Cycle – Only Procurement vendor included

IDC

2025 MarketScape: Worldwide AI-Enabled Buy-Side Contract Life-Cycle Management Within S2P – Leader
2025 MarketScape: Worldwide AI-Enabled P2P Application – Leader
2025 MarketScape: Worldwide AI-Enabled S2P – Major Player
2024 MarketScape: Worldwide SaaS and Cloud-Enabled Direct Spend Vendor Assessment – Leader
2023 MarketScape: Worldwide SaaS and Cloud-Enabled P2P Applications – Leader
2023 MarketScape: Worldwide SaaS and Cloud-Enabled Procurement Applications – Leader

Customer Success

Customer Satisfaction

SpendMatters®

2024 Validated Vendor Ranked in the Top 10 of vendors evaluated for 12 categories

The Hackett Group®

2023 Hackett Value Matrix: P2P Software Provider Perspective – Digital World Class Leader

Our Public Sector Experience

JAGGAER's existing UK Central Government customers include Crown Commercial Service, Ministry of Justice, Home Office, Department for Transport amongst others, as well as many arm's length bodies and organisations in the wider public sector. Building on our strength developed as BravoSolution, following acquisition by JAGGAER, we continue to develop our public sector offering, working closely with existing Customers and Cabinet Office and Crown Commercial Service to ensure our solutions closely align with Public Sector priorities and policy.

In support of this, we hold a monthly user group with our Government customers called the JAGGAER Public Sector User Group (JPSUG). This group aims to drive greater value from JAGGAER One platform within the Departments to facilitate the sharing of best practice between organisations and to help organisations meet the requirements of Procurement Policy Notes (PPNs).

In addition, there is an active collaboration with the Cabinet Office to facilitate agreement and joint solutioning of new policy requirements such as Pipeline, Social Value, Savings and Rules Reform which supports Departments in being compliant, saves on development effort and drives standardisation.

The JPSUG forum also works together to identify JAGGAER product enhancements that are of benefit to the UK Public Sector. Where an enhancement is agreed as required by all, it is scoped and workshopped through the group, a common definition agreed on and then raised through JAGGAER's enhancement portal 'Engage'. To date there have been several Government-specific enhancements delivered through this route, including an improved method of creating KPIs and enhancements to the moderation process.

JAGGAER integrates with statutory publication portals including Find a Tender Service (FTS) and Contracts Finder, with notice data automatically populated from sourcing events to reduce duplication and risk of error. JAGGAER works on an ongoing basis with the Cabinet Office and UK Central Government stakeholders to ensure continued alignment with FTS technical requirements, notice schemas and regulatory changes, including updates introduced under the Procurement Act 2023.

Top 5 Desired Procurement Outcomes – Public Sector

JAGGAER supports the Public Sector's top procurement outcomes by providing an intelligent, AI-enabled Source-to-Pay platform that modernises operating models and drives digital transformation. Our solutions strengthen cost control through enhanced spend visibility, boost efficiency with automated workflows and help organisations manage inflationary pressures through data-driven insights and supplier intelligence.



Improve Spend Cost Reduction



Ensure Supply Continuity



Transform the Operating Model



Combat Inflationary Price Increases

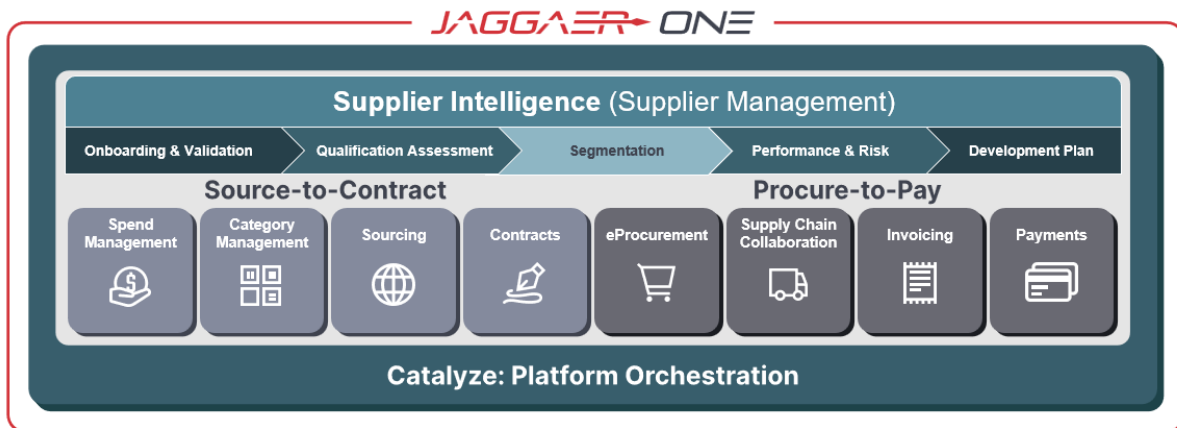


Digital Transformation and Modernise Landscape

By unifying Sourcing, Contracts, Supplier Management and P2P processes, JAGGAER improves supply continuity, supports risk-aware decision-making and enables departments to operate more strategically and resiliently.

JAGGAER Solutions

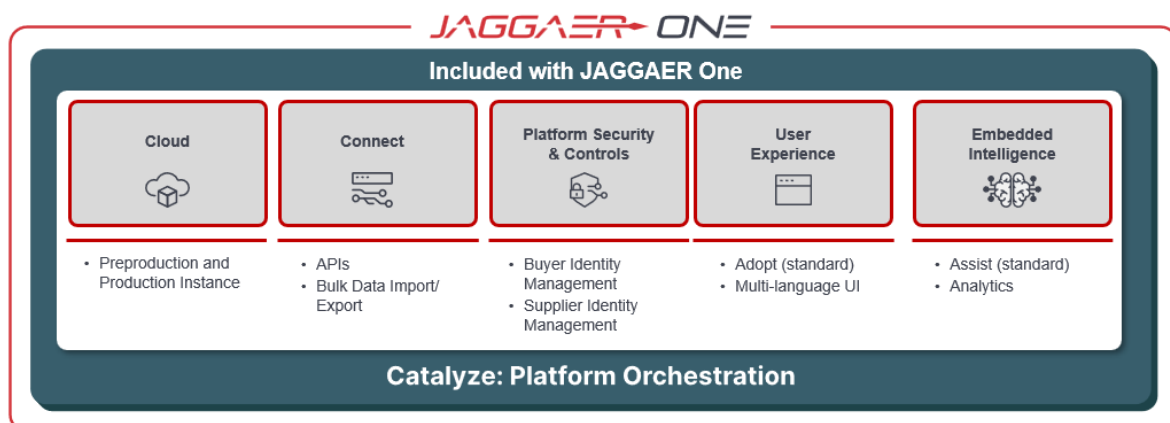
JAGGAER provides an intelligent Source-to-Pay and Supplier Collaboration Platform, JAGGAER One. It supports both direct and indirect procurement, connects buyers and suppliers, enhances human decision-making and provides the embedded intelligence that accelerates business outcomes.



JAGGAER One is an advanced, AI-powered platform that seamlessly connects finance, procurement, and supply chain operations. Designed for flexibility and scalability, it optimizes costs, enhances decision-making, and fosters collaboration between buyers, suppliers and partners. By unifying data, processes, and transactions, JAGGAER One enables intelligent, transparent, and frictionless commerce.

Compliant and Assured Solutions

Catalyze, JAGGAER One's orchestration layer, integrates secure cloud access, seamless data connections, intuitive user experience, and embedded intelligence to enhance decision-making and process efficiency for supplier management and procurement activities.



- **Cloud** - Enjoy the freedom to access your supplier management platform from anywhere, at any time. With automatic updates and reduced IT overhead, your team can focus on strategic work while always benefiting from the latest features and security enhancements.
- **Connect** - Bring all your company's data together for deeper insights and smarter decisions. JAGGAER One integrates seamlessly with your existing systems, ERP, middleware, APIs, and more, ensuring that information flows smoothly and securely across your organization.

- **Platform Security & Controls** - Protect your business and supplier data with advanced security measures. Benefit from sensitive data protection, modern DevSecOps practices, and comprehensive identity and access management, so you can operate with confidence and peace of mind.
- **User Experience** - Navigate your processes with ease thanks to an intuitive, user-friendly, guided interface. The streamlined solution design simplifies complex workflows, making it easy for every user to orchestrate tasks and collaborate efficiently.
- **Embedded Intelligence** - Empower your team with AI-driven insights and recommendations. Embedded intelligence and enhanced decision support tools help you make faster, more informed choices, driving better outcomes for your business.

JAGGAER Source-to-Contract

The JAGGAER ONE platform is an end-to-end Source-to-Pay solution, built using a series of interconnected modules that provides customers with the ability to conduct all elements of the procurement lifecycle. This includes integrated Source-to-Contract modules all on a common platform for data management, supplier collaboration, workflow and compliance governance, project management, integrations and reporting.

Outlined below are the modules that make up JAGGAER's S2C solutions often used by our Public Sector customers:



JAGGAER One Application

JAGGAER One Analytics

Integral part of JAGGAER One, provides centrally embedded data, reports, dashboards and insights across all JAGGAER solutions.

Delivers a graphically rich analytical capability directly within the JAGGAER One platform. Draws together multiple cross-platform data sets and presents them in visually intuitive dashboards. Embedded intelligence for deep understanding of the data, quick reaction to opportunities and risks.

Supplier Management

By unifying all supplier data into a single platform, Supplier Management enables organisations to manage their supplier base with a complete 360-degree view of supplier activity, performance, risk and compliance. It extends beyond basic scorecards to provide real-time, comprehensive visibility into supplier onboarding, qualification, segmentation, performance and risk, supporting transparent, efficient and accountable procurement operations, essential for compliance with procurement standards and regulatory obligations.

Spend Management - Spend Analytics+

Spend Analytics+ provides organisations with comprehensive visibility into all procurement spend, consolidating data from multiple systems into a single, cleansed view. This enables organisations to understand where money is being spent, identify inefficiencies, duplication and compliance gaps, and uncover opportunities for cost savings and strategic sourcing.

By turning spend data into actionable intelligence and predictive insights, Spend Analytics+ supports smarter supplier selection, category strategy development, contract negotiation, compliance monitoring and evidence-based decision-making throughout the procurement lifecycle.

Category Management

Increase ROI with a strategic approach to managing your high impact categories. Integrated across Sourcing and Contracting processes to track all projects against strategy. Unified solution which will support standardised and efficient creation of category strategies. Enhanced collaboration and information sharing among stakeholders. Flexibility to set up specific strategies for category and implement them.

Category Management - Value Tracker

A procurement financial performance management solution that enables intake of initiatives, forecasting and tracking of realised benefits with robust workflow, approval and analytics. Complete visibility of forecast value and actual realised value.

Sourcing

Enables teams to work collaboratively to build, issue and evaluate sourcing events via a secure online platform whilst providing oversight and control over the sourcing process, and insight and visibility into prospective bidders. From simple quotes to complex events, Sourcing helps streamline the procurement team's approach to sourcing suppliers and locating the best products and services available, expanding sourcing capabilities for greater savings on both sides of the supply relationship.

Contracts+ with embedded AI

End-to-end management of every phase of contract development from initiation through negotiation, approval, execution, renewal and expiry. Contracts can be seamlessly integrated with strategic sourcing initiatives. Helps track spend, maintain compliance and stay ahead of obligations, reducing supply chain risk and uncovering savings opportunities. Whether the requirement is for a simple, searchable contract repository or a full clause negotiation process, Contracts+ is scalable to be able to accommodate a wide range of needs.



JAGGAER One Analytics

JAGGAER One Analytics is the platform's built-in business intelligence layer that brings together multiple datasets into one clear, governed view.

It offers over 150 ready-to-use KPIs and dashboards, all easily accessed through the familiar Reporting > Analytics menu, with no extra BI tools or logins needed. Powered by Snowflake and Tableau, it gives buyers, analysts and executives instant access to a single, trusted source of data.

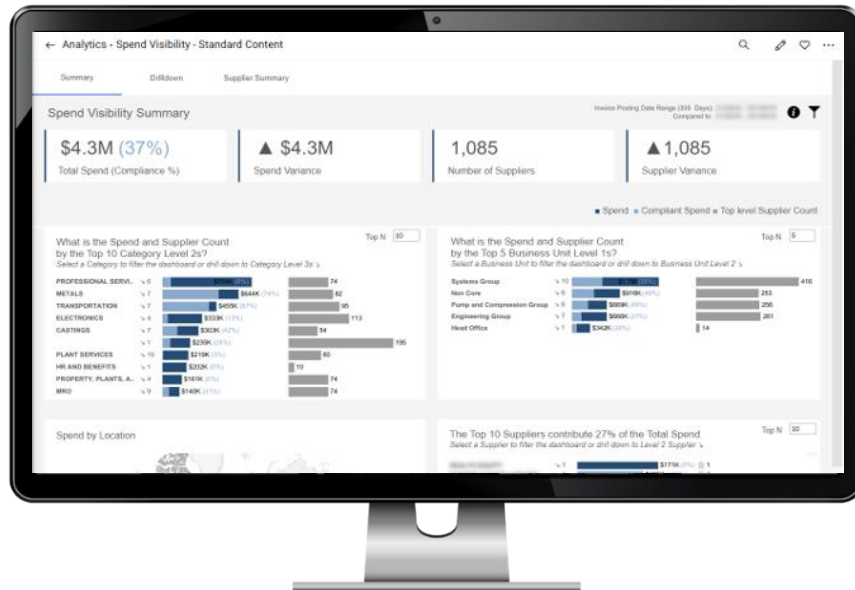
How does JAGGAER One Analytics work?

Every night, the system combines sourcing, contracts, suppliers, P2P and AP data into one central model and refreshes dashboards before your workday begins.

Key features include:

- **Personalized views:** User permissions from JAGGAER control what each person sees. Data Security Profiles can further limit access by business unit, region or category without duplicating data.
- **Customizable reports:** Easy self-service tools let you adjust insights on the fly with features like Explain Data and Web Edit.
- **Quick actions:** Click directly on charts to launch tasks like RFx creation or contract updates.
- **Data export:** Bulk Data Export sends ready-to-use data files to secure locations for your enterprise BI or AI teams to combine with other data.
- **External data integration:** You can also bring approved outside data into dashboards for a broader perspective.

This setup gives you up-to-date, tailored insights with the flexibility to take immediate action.



Holistic visibility across the whole procurement lifecycle.

Benefits

- **Make faster decisions** with curated dashboards ready on day one, no need to wait for reports or manage multiple spreadsheets.
- **Take immediate action** by linking every metric directly to its JAGGAER record, so you can launch RFX's or update supplier scorecards instantly.
- **Gain broader visibility** by integrating sourcing, contracts, supplier risk and P2P data, so your team sees the complete Source-to-Pay picture, not just isolated parts.
- **Empower your team to get answers on their own** using Tableau Web Edit, no need to wait for IT support.
- **Enforce strong security** with role-based access and Data Security Profiles that control data visibility by region, category or business unit.
- **Unlock deeper AI-driven insights** by exporting incremental data files to your enterprise data lakes, fuelling advanced analysis and smarter decision-making.

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As users dig deeper into this goldmine of information, they can build a greater understanding and get fresh insights into what is working well, and what not so well, enabling them to devise remedial strategies and actions based on fact-based insights.

Global Process & Technology Senior Manager, Unilever

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JAGGAER Supplier Management

JAGGAER Supplier Management allows you to manage all your suppliers in a single portal. By unifying supplier data within a common workflow, you gain a comprehensive 360° view across the procurement process, driving greater efficiency, control and collaboration.

Supplier Management automates onboarding, segmentation and performance monitoring while helping you strengthen relationships with key suppliers and build fact-based improvement plans. With third-party risk, financial and ESG data integrated directly into the platform, you can proactively mitigate supplier risk and make informed, strategic decisions. Intuitive workflows and configurable self-service tools streamline every step of the supplier management lifecycle, empowering your teams to improve outcomes and accelerate value.

- **Onboarding & Validation** - JAGGAER streamlines supplier onboarding with configurable, self-service registration and qualification workflows. This allows you to tailor rules and forms to meet category-specific requirements, ensuring that segmentation, quality and risk data are captured from the very start. Automated, structured intake processes eliminate manual data collection, improving accuracy and saving time.
- **Qualification Assessment** - The solution supports comprehensive supplier qualification by enabling you to define and enforce qualification criteria. This ensures that only suppliers meeting specific standards are onboarded, and that all necessary compliance and quality checks are performed early in the supplier lifecycle.
- **Segmentation** - JAGGAER enables holistic supplier data visibility and segmentation, allowing users to categorize suppliers based on business logic, risk profiles and strategic importance. This segmentation supports both operational and strategic supplier initiatives, providing a 360° view across the procurement process.
- **Supplier Performance Management** - Supplier Performance Management is a core feature, making it easier to monitor, measure and elevate supplier performance. You can define your own success metrics and compliance needs, using template-driven scorecards to track sustainability, technical and quality performance. Real-time data collection, embedded analytics and intelligent alerts enable proactive management and continuous improvement.
- **Risk Management** - The solution enables you to integrate third-party risk, financial and ESG data directly into the platform, allowing your team to proactively mitigate supplier risk. The solution continuously monitors supplier risk with AI, automatically generates development plans to address issues, and validates compliance documents to ensure audit readiness. This helps to build resilient, ESG-compliant supply chains.
- **Development Plan** - The solution supports the creation and management of collaborative supplier development plans. Lifecycle KPIs highlight issues early, enabling corrective action and tracking progress. Automated development plans are generated to address performance gaps, ensuring continuous improvement and maximizing supplier success.

Benefits

- **Accelerate supplier onboarding and ensure compliance** with configurable, self-service registration and qualification workflows. Tailor rules and forms to meet category-specific requirements and capture segmentation, quality and risk data from the start.
- **Boost operational efficiency** by eliminating manual supplier data collection through automated, structured intake processes, improving accuracy while saving time.
- **Streamline supplier engagement** with intuitive workflows that reduce back-and-forth and align assessments to your unique business principles, category logic and process needs.
- **Make smarter decisions faster** using centralized dashboards that offer a standardized 360° view of supplier activities, performance and risk, supported by real-time data and integrated third-party intelligence.
- **Drive continuous improvement and reduce risk** with lifecycle KPIs that highlight issues early. Enable corrective action and track progress through collaborative supplier development plans.



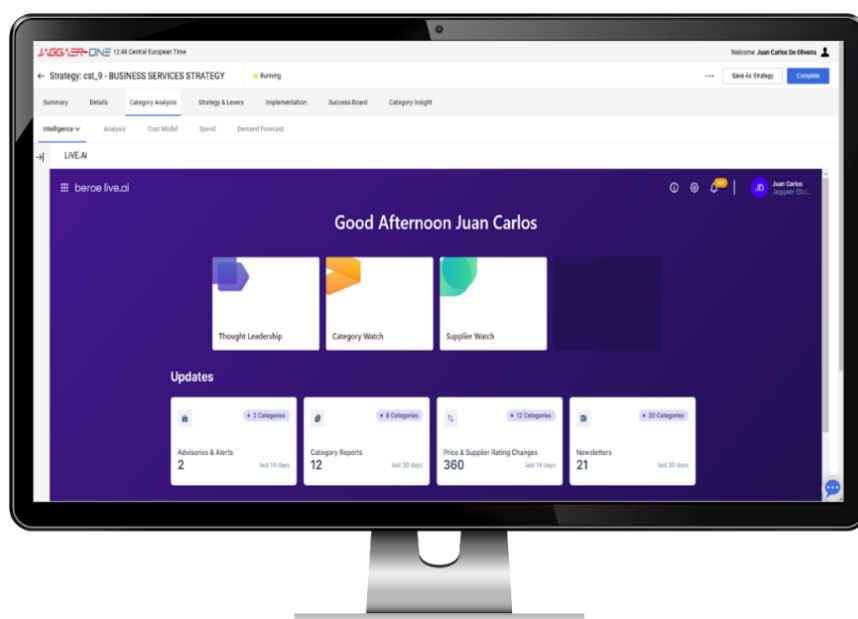
JAGGAER Category Management

JAGGAER Category Management acts as a cloud-based control tower where procurement teams design, govern and execute every category plan from a single source of truth. By consolidating live spend, supplier and contract data it replaces fragmented spreadsheets with real-time analytics, while every approval and change is captured in a permanent audit history.

Guided analysis pages integrate tools like the Kraljic Matrix, Porter's Five Forces, SWOT, PESTLE, and the Purchasing Chessboard (a 4-strategy, 16-lever, 64-method playbook) to segment spend, evaluate market power, and select the most effective levers for value creation. Users pick strategies, levers and methods in a visual wizard that links each choice to concrete sourcing or supplier actions, keeping tactical work tethered to strategic intent. Risk heat maps and Success Boards make mitigation plans and KPI delivery visible to stakeholders in one click.

Category Management is fully embedded in the JAGGAER One platform and provides seamless access to the Spend Analytics, Sourcing Projects, Contracts+, and Supplier Management tools necessary to support your category strategies.

For deeper market insights, the optional Category Intelligence add-on (powered by Beroe LIVE.Ai) streams commodity prices, supplier-risk alerts, and ESG scores into your workflows. Organizations that skip the add-on still retain full strategy, collaboration, and tracking capabilities, using their data instead of external AI feeds.



Category Intelligence, natively integrated to Category Management

Benefits

- **Shorten strategy cycles and realize savings sooner** through guided templates, integrated analytics and automated approvals.
- **Strengthen supply resilience** with visual risk heat maps and mitigation plans.
- **See the whole picture** via Category 360 dashboards uniting spend, supplier, contract and market insight for evidence-based decisions.
- **Apply the Purchasing Chessboard systematically**—4 strategies, 16 levers, 64 methods pre-loaded and customizable—to maximize value creation and track impact.
- **Activate value quickly** with pre-configured playbooks and the option to switch on live market intelligence whenever you're ready.

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The eSolutions from JAGGAER relieve our category manager of administrative tasks, creating more time to direct, monitor and prepare for strategic core activities. The added value that the company gains from this is obvious to us.

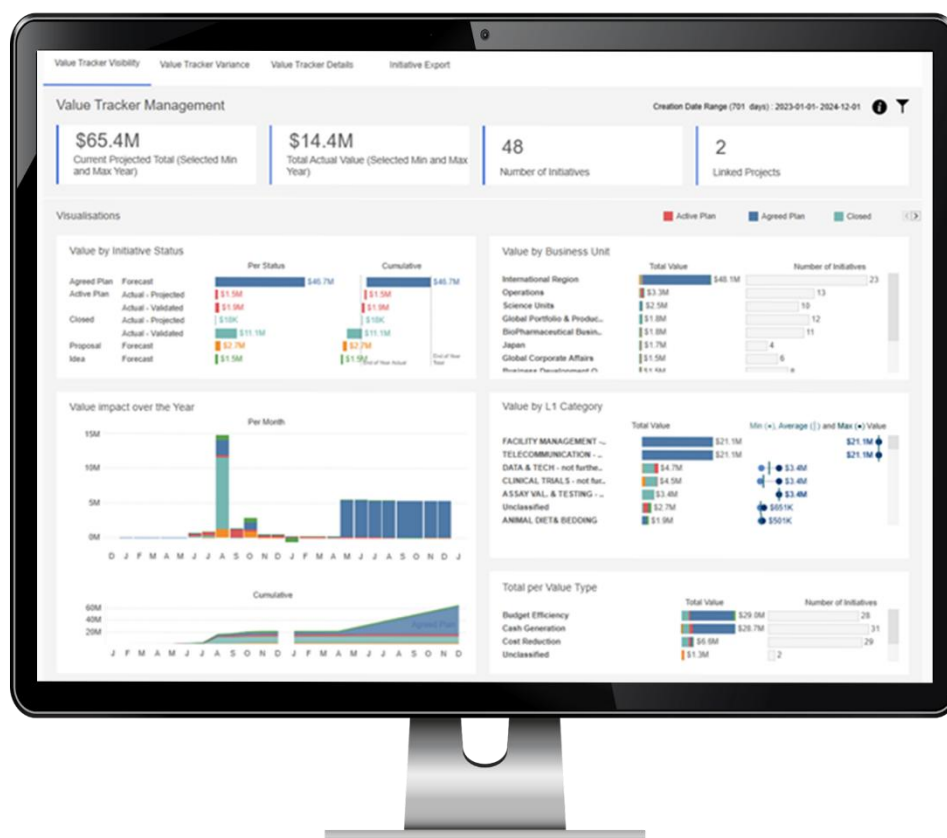
Team Leader CMS – Methods & Services, Hansgrohe SE

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JAGGAER Value Tracker

JAGGAER Value Tracker empowers your procurement team to plan, measure, and maximize value across your entire organization. It combines the functionality of spreadsheets, workflows, databases and dashboards into one configurable and user-friendly platform to provide visibility of where you can capture value.

Our solution lets you plan and track multiple forward-looking commercial pipelines and savings initiatives, including benefits, effort, complexity, and confidence scores.



Value Tracker Metrics

How does JAGGAER Value Tracker work?

Once you define and approve value metrics, you can allocate them across multiple dimensions such as business unit, region, category, supplier and value type, including custom fields. From there, you can track actual results against anticipated values on a regular basis. Using dual approval and validation workflows, you can quickly identify and resolve any shortfalls.

Key features of JAGGAER Value Tracker

- Clear visibility into the financial outcomes of your procurement efforts helps you reduce costs, improve efficiency, and increase revenue.
- Advanced analytics track all savings and value against the budget, giving everyone from the Chief Procurement Officer (CPO) to data analysts easy access to the insights they need.
- Accurate forecasting of financial goals and actual achievement.
- Bulk Microsoft Excel import/export and optional API connectivity accelerate onboarding.
- Deploy the application as a standalone solution or connect it to other JAGGAER solutions for richer insights.
- Multi-year and fiscal/calendar reporting are supported out of the box.
- Access market intelligence seamlessly with Beroe integration.

Benefits

- **Accelerate margin impact** by consolidating savings, cost-avoidance, revenue-generation and efficiency initiative onto one governed platform, eliminating spreadsheet chaos and duplicated effort.
- **Protect the bottom line** with early-warning dashboards that surface deviations between approved forecasts and validated actuals, enabling rapid course correction before value leaks.
- **Raise forecast credibility** through dual approval workflows, confidence scoring and transparent audit trails that meet finance assurance standards.
- **Hit strategic KPIs faster** by analyzing value across regions, categories, suppliers and custom dimensions to focus resources where ROI is highest.
- **Speed time-to-insight** with pre-built templates, bulk Excel uploads, and optional API connectivity—enabling users to start tracking value in days, not months.
- **Strengthen stakeholder trust** with exportable board-ready reports and role-based access that keep every stakeholder, from analyst to CFO, aligned on results.

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This is a critical best-in-class solution that provides a strong repository as well as forecasting capability with regards to future value tracking and reinforces the collaboration we have formed with JAGGAER to make our lives easier and more transparent.

Chief Procurement Officer, AstraZeneca

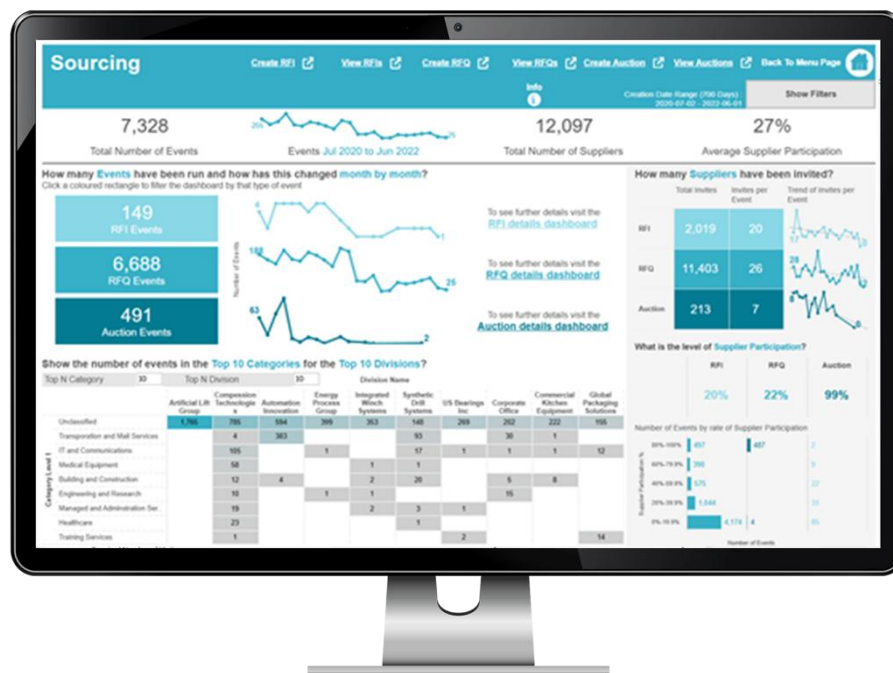
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JAGGAER Sourcing

Sourcing+ enables your procurement teams to build, issue and evaluate sourcing events on a secure online platform, covering everything from simple quotes to complex multi-stage RFx. By managing all projects in one workspace, Sourcing+ removes inefficiencies and surfaces real-time insights that help buyers compare the profiles and capabilities of prospective suppliers.

Dynamic event-creation wizards, templates and content libraries shorten set-up time and ensure best-practice structure for every RFx. Once published, the solution guides each RFx through configurable approval matrix workflows, so governance is never an after-thought.

During evaluation, buyers can configure evaluation groups, panel questionnaires and multi-stage rounds to match technical, commercial and compliance criteria.



Sourcing Analytics

Suppliers engage through a no-fee portal where they register once and can then monitor invitations, submit responses and receive award notifications, dramatically lowering onboarding barriers and improving submission quality and supplier experience.

Where required, tightly coupled integrations let you push awarded supplier-item lines straight into Contracts or downstream ERP/P2P processes, preserving data continuity and spend compliance.

Benefits

- **Gain greater visibility and control** by managing all sourcing activity on a single platform with real-time tracking, event status and participant insights.
- **Accelerate onboarding and adoption** with an intuitive sourcing wizard for buyers and a free to register multi-lingual supplier portal that streamlines engagement.
- **Ensure compliant, aligned decisions** using dynamic approval workflows, panel-based evaluations and built-in scoring for transparent award recommendations.
- **Maximize value through smarter evaluations** with total-cost scenario analysis, auto-scoring and price breakdowns that eliminate manual reconciliation.
- **Strengthen supplier relationships** by centralizing communication, bid history and qualification data across all sourcing touchpoints.

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With the help of JAGGAER we have compressed the time it takes to execute big tenders, including those involving fairly complex categories, from several months to a few weeks

Procurement Category Management, Cancer Research UK

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JAGGAER Contracts+ With Embedded AI

JAGGAER Contracts+ with built-in AI intelligence streamlines the entire contract lifecycle from initial request through negotiation, approval, execution, renewal and obligation management while giving every stakeholder end-to-end visibility, control and efficiency.

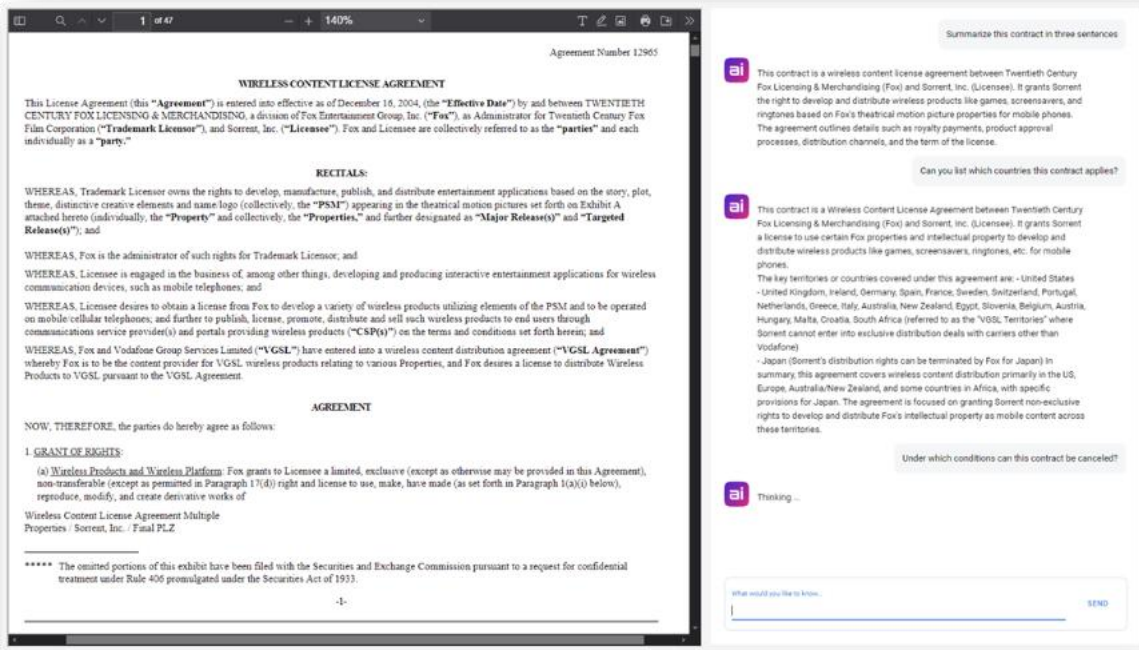


The JAGGAER Contract Lifecycle Management ecosystem.

The platform's AI engine ingests contracts from any source, applies OCR and natural-language processing, then auto-creates executive summaries, all within the core workflow. It delivers 80-100% extraction accuracy across 50+ key fields. It also supports bulk OCR ingestion and automatic classification of legacy documents, accelerating migration into a modern CLM environment.

Tightly connected to Sourcing, Supplier Management, eProcurement and ERP systems, Contracts+ offers bi-directional Salesforce integration, robust REST web services and native connectors for DocuSign and Adobe Sign. On top of this, enterprise-grade security, persona-based permissions and audit-ready version control improve collaboration across legal, procurement and finance teams. The solution allows organizations to cut approval cycle times to as little as 1.5 days and maximize on-contract spend by turning negotiated agreements into shoppable catalogs with budget controls.

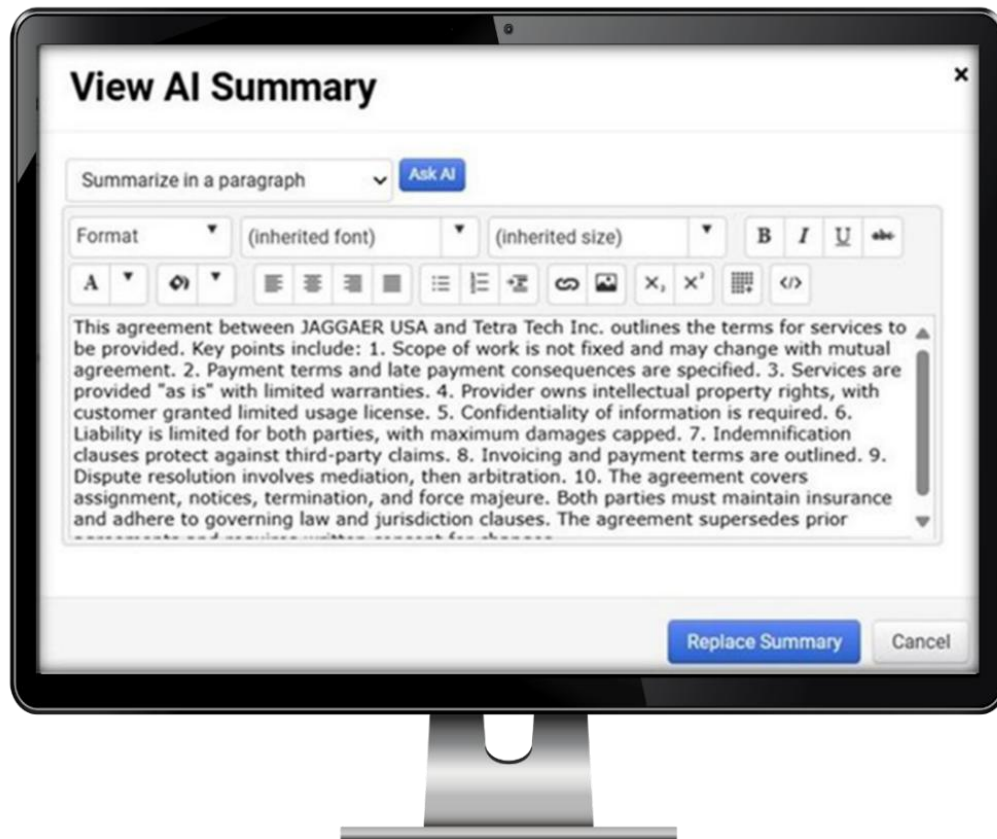
When you combine lifecycle automation with real-time AI insights, every agreement becomes an actionable asset, helping teams stay ahead of risks while enhancing efficiency and compliance across the enterprise.



Chat with your contract.

Key Capabilities of JAGGAER Contracts+ with Embedded AI

- Chat with Your Contract**
 Use natural language to ask questions and get instant answers from your contracts. AI-powered prompts accelerate insights and decision-making.
- Accelerated Reviews with Data Extraction**
 Leverage AI/ML to extract key metadata, obligations, and clause-eliminating manual entry, increasing accuracy, and shortening review cycles.
- Smarter Contract Authoring**
 Draft contracts faster with AI-enabled summaries, automated risk checks, and template-driven authoring for consistent and compliant authoring.
- Configurable Contract Intelligence**
 Tailor AI prompts, workflows, and dashboards to your organization's needs, delivering context-aware analysis and smarter decision support.
- Seamless Integration Across S2P & ERP**
 Integrate natively with JAGGAER's Source-to-Pay suite and connect to ERP/CRM platforms to ensure data flows seamlessly from sourcing to payment.
- Built-In E-Signature Integration**
 Accelerate approvals with secure, out-of-the-box integrations to DocuSign and Adobe Sign.
- Enterprise-Grade Security & Control**
 Protect sensitive information with advanced security, persona-based workflows, and audit-ready controls.



AI-generated summary

Benefits

- **Accelerate deal velocity** with semantic search, and negotiation templates that reduce manual redlining and delays by up to 50%.
- **Enhance legal-ops efficiency** with AI summaries and automated metadata extraction that boost productivity by up to 60%.
- **Boost on-contract spend and reduce maverick purchasing** through shoppable contract catalogs, budget controls, and procurement integrations.
- **Preserve savings and reduce leakage** by identifying hidden obligations across third-party and legacy contracts.
- **Cut processing costs** with AI-driven metadata extraction, bulk classification, and streamlined contract migrations.
- **Improve compliance and visibility** through centralized repositories, milestone alerts, dynamic workflows, and AI dashboards.
- **Unify enterprise systems** by ensuring contract data flows seamlessly across Salesforce, ERP, P2P, and eSignature platforms.



Adopt Premium

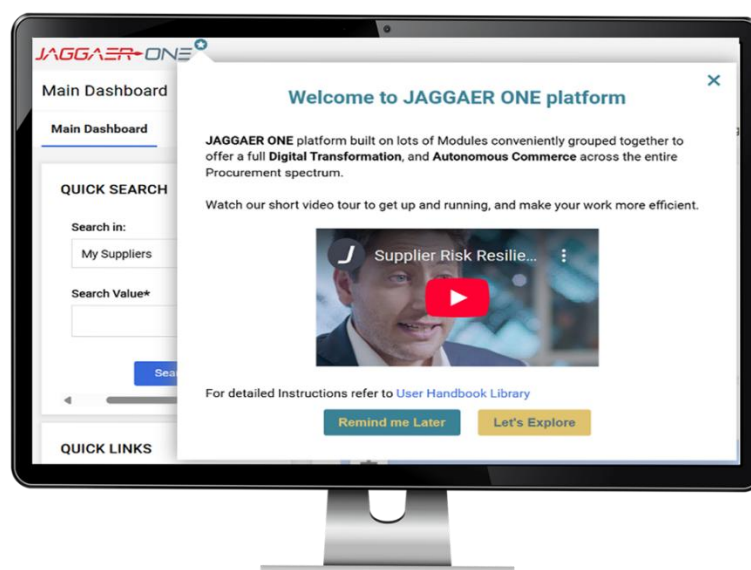
Empower every user and supplier to complete tasks correctly on the first attempt with Adopt Premium, backed by verifiable usage analytics.

When a new platform lands, training classes and documentation struggle to keep pace with diverse roles, languages and release changes. With Adopt Premium you design unlimited branded tooltips, banners, walkthroughs and polls (without code) and target them by role, business unit, behavior, or locale. Guides launch exactly when the user needs help, reducing reliance on classroom training and bringing internal users and external suppliers up to speed in minutes.

Realtime dashboards capture every click, funnel and completion time, allowing you to verify policy compliance, uncover process bottlenecks, and track sentiment through embedded surveys. Since segmentation includes supplier accounts, you extend the same clarity and efficiency beyond your firewall.

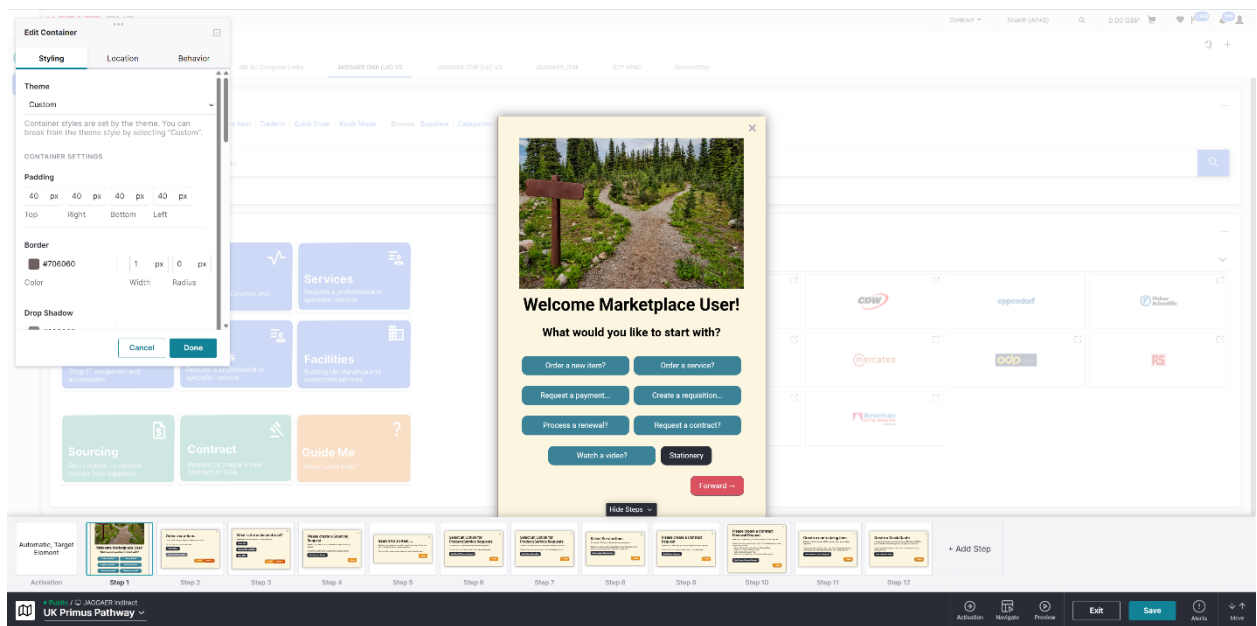
While Adopt Standard (a default capability included in the JAGGAER One platform) provides a fixed catalog of JAGGAER-authored guides you can switch on or off, Adopt Premium lets you create and edit your own content, delivers the analytics layer, and supports multi-language localization and corporate branding. Optional Build, Coach and Start service packages can produce launch-ready guides or mentor your team.

The Adopt Premium subscription can be taken out across either Source-to-Pay, Source-to-Contract, or Procure-to-Pay tier and automatically covers additional JAGGAER modules you add later.



Benefits

- **Accelerate onboarding** by guiding each role and supplier through tailored in-app steps, speeding time to value.
- **Boost feature adoption** with precisely targeted guides that deliver the right capabilities exactly when needed.
- **Enhance satisfaction** using real-time in-app surveys that capture user sentiment and trigger immediate improvements.
- **Demonstrate ROI** through analytics that track usage and completion of every key workflow.
- **Drive continuous improvement** with actionable insights derived from behavioral and feedback data.
- **Ensure global consistency** with branded, multilanguage guides that standardize tasks across regions.
- **Reduced support demand** frees up helpdesk capacity by resolving common questions inside the application.





Assist Premium

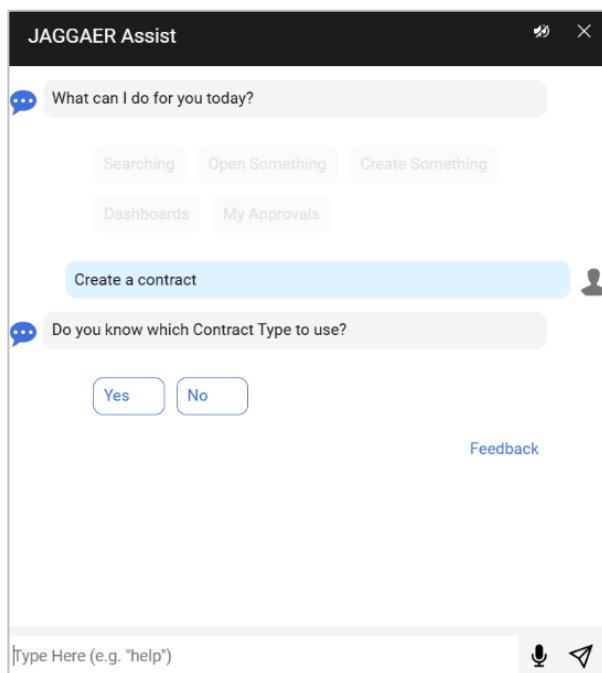
Cut search and navigation time from minutes to seconds with JAGGAER Assist Premium.

JAGGAER Assist Premium embeds context-aware guidance and one-click actions directly inside your JAGGAER One workspace, so you can really focus on work instead of hunting for menus or manuals.

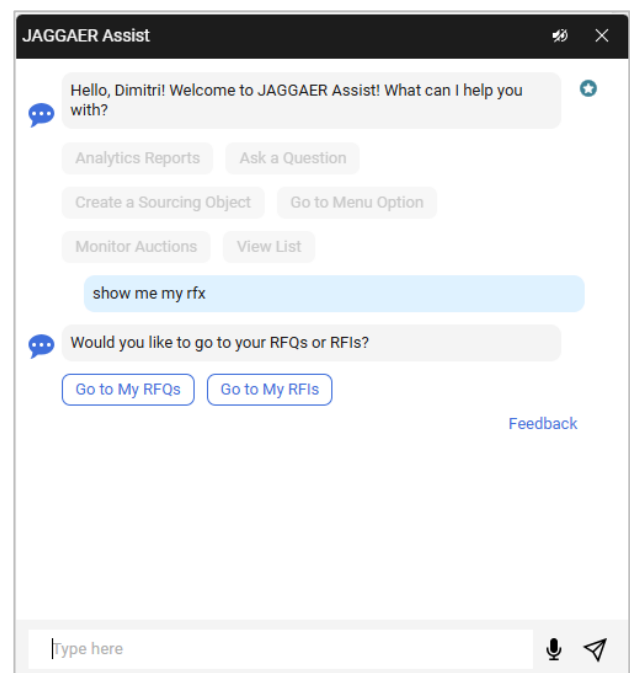
Most buyers already receive Assist Standard with their platform fee, but that edition is English-only, locked to JAGGAER-authored FAQs and offers no analytics. On the other hand, Assist Premium contains every Standard capability *and* hands you the keys: administrators upload or edit FAQ intents, add synonyms or translations, and adapt training phrases to your corporate terminology (e.g., “ITT” vs “RFQ”).

Assist Premium also exposes conversation logs and usage dashboards, allowing you to see where users succeed or struggle and refine content continuously. For data-sovereignty needs, you can select the Dialogflow hosting region (US, Belgium, London, Tokyo or Sydney) keeping assistant metadata where regulations demand.

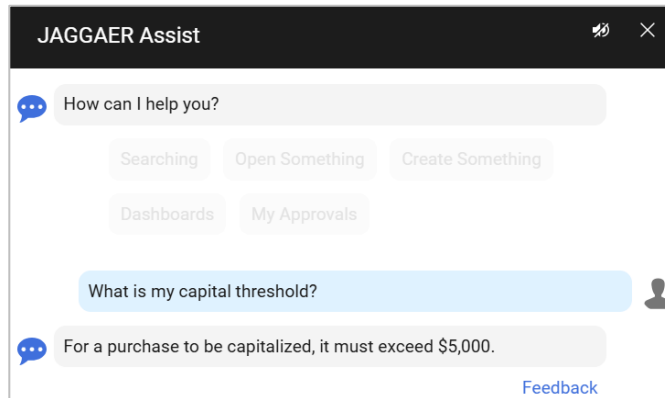
To shorten deployment, JAGGAER Professional Services offers ‘Build’ (turn-key content load) and ‘Coach’ (guided enablement) packages exclusive to Premium subscribers.



Take action using the smart assistant.



Guides you to specific areas of the platform.



Embed training content and procurement policies.

Benefits

- **Complete tasks faster** with context-aware help, navigation, creation, and filter-and-go intents. Eliminate menu-search time and keep projects moving quickly.
- **Provide tailored guidance** in any language using multilingual FAQs, synonyms, and custom phrases; end “I don’t speak RFQ” confusion.
- **Gain actionable adoption insights** from conversation logs that reveal unanswered questions; fine-tune content and reduce help-desk tickets.
- **Ensure compliance** by controlling data residency. Host the Dialogflow agent in US, EU, or APAC regions to keep assistant metadata local.
- **Stay future-ready** with Assist Premium intelligence that automatically updates context detection and AI enhancements for new objects and screens.
- **Accelerate time-to-value** with optional Build and Coach services that preload content or train admins. Turn customization into weeks, not months.
- **Retain every core intent** and add full editing, analytics, and hosting options for enterprise-scale governance with Standard Plus control

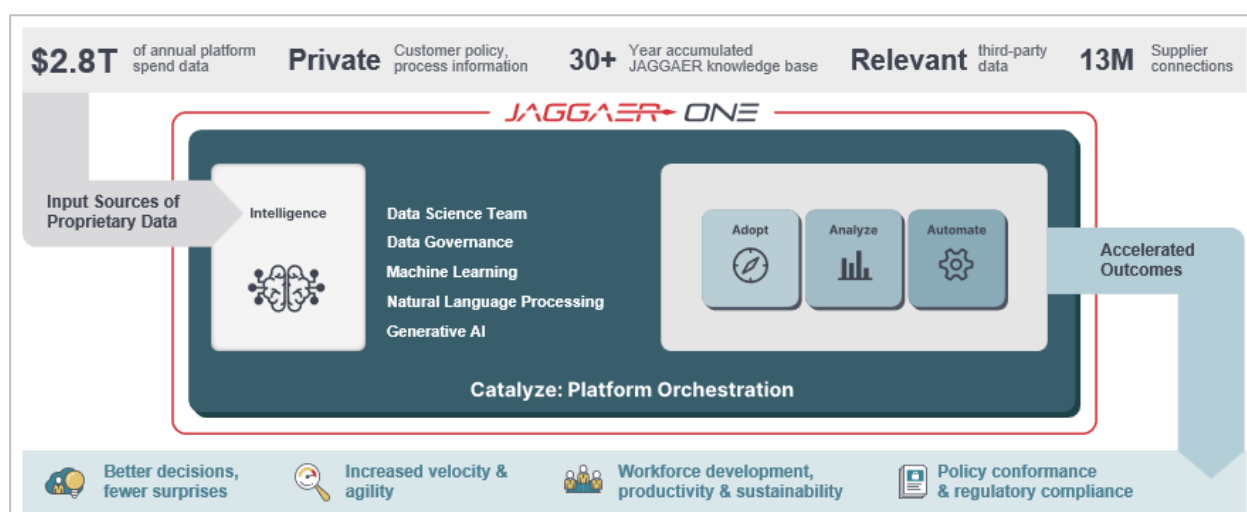


Advise

Advise is an AI-powered recommendation engine designed to support your team across specific procurement and supplier management modules within the JAGGAER One suite. It plays a central role in our broader AI strategy (part of the Catalyze orchestration layer), transforming curated procurement data into guided actions to help users adopt, analyze and automate decisions more effectively.

Advise applies machine learning and rule-based logic to reduce manual review cycles, improve decision-making and enable intelligent suggestions in daily workflows. JAGGAER Advise is an add-on subscription to core JAGGAER modules.

You gain actionable insight the moment procurement data lands in JAGGAER Advise, guiding each buyer to the next best move before risk or delay appears.



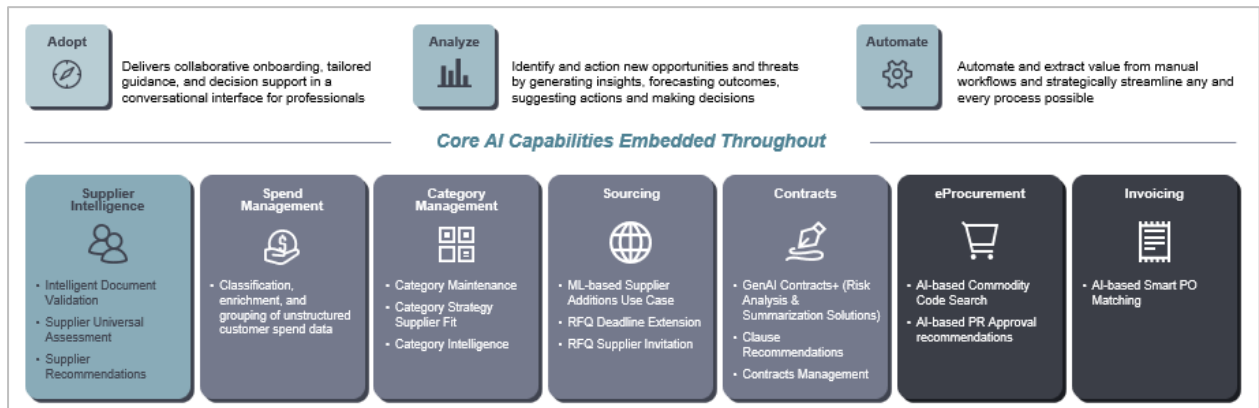
JAGGAER's Embedded Intelligence improves decision-making and accelerates business outcomes.

AI-Powered Recommendations for Smarter Procurement

- Delivers context-aware recommendations, document validation, and decision support across sourcing, supplier lifecycle management, invoicing, eProcurement, and contracting.
- Provides AI-driven prompts to help users:
 - Extend sourcing deadlines
 - Invite additional suppliers
 - Link sourcing events to category strategies
 - Update supplier status
 - Validate documentation

- Recommendations are based on historical behavior, supplier data, and customer-defined thresholds.
- Advise features are fully integrated into the user experience of supported modules.
- Users receive notifications when action is required, allowing them to:
 - Review recommendations
 - Accept or reject suggestions
 - Provide feedback

All actions happen seamlessly within the JAGGAER platform for efficient decision-making.



Advise use cases are embedded throughout the S2P process.

Benefits

- **Accelerate procurement execution** by surfacing context-aware recommendations within sourcing and supplier workflows.
- **Reduce decision fatigue and review cycles** with ML-generated suggestions tied to your historical patterns and rules.
- **Improve supplier data quality and compliance** with intelligent document validation and status recommendations.
- **Minimize manual triage of invoices** by matching non-PO invoices to likely PO lines with high-confidence AI scoring.
- **Drive better classification accuracy** by suggesting relevant commodity codes based on product descriptions and historical spend.
- **Ensure timely RFx participation** by recommending deadline extensions or targeted supplier additions.

This solution is ideal for customers who want AI-powered support built right into their existing JAGGAER modules. It helps boost procurement efficiency and lets your team focus on strategic, high-value work, without needing to add more staff.

Onboarding Support

After contract signing, customers are assigned a Professional Services Manager (PSM) from JAGGAER's Professional Services team. The PSM will work with JAGGAER's appointed Project Manager and the customer to determine an agreed timeline and desired start date. Usual project staffing time is 2-4 weeks, but if needed, the PSM will help find a mutually agreed upon start date.

The scope of implementation services provided by JAGGAER will involve the deployment of the solution in accordance with the agreed implementation plan to meet the requirements specified.

This will involve a number of steps to ensure the successful implementation of the JAGGAER solution, including:

- **Project Management:** We will provide a dedicated Project Manager who will oversee the implementation process from start to finish. They will be responsible for managing the project timeline, resources, and budget to ensure the implementation is completed on time, within budget, and to the satisfaction of the customer.
- **System Configuration:** The JAGGAER solution is configured to meet the specific needs of each customer. This involves configuring the solution to support their business processes, workflows, and reporting requirements. The configuration process is carried out by JAGGAER's implementation team and/or certified partners, in collaboration with the customer's project team.
- **Data Migration:** Where required, the implementation methodology includes a Solution Consultant who provides support as a Data Manager in any migration activities. The team is well-versed in data migration as well as rigorous quality assurance testing.

The Data Manager will work with a customer's data migration subject matter expert to define the process and format required to migrate any legacy data into the new system. They will also ensure all data is migrated and tested as required to enable the operational service to commence on the agreed date.

- **Integration:** Where required, JAGGAER's project team will work with the customer to integrate the JAGGAER solution with 'in scope' systems. This will involve identifying the integration points, activation of necessary API endpoints, and carrying out testing to ensure the integration is functioning correctly. The customer's IT team or designated system integrator will be responsible for building the integrations.
- **Testing Environment:** We provide a dedicated Pre-Production environment to ensure that all testing and training activities are conducted in a controlled environment before deployment to the Live Production environment. The Pre-Production environment configuration will be a replica of the Live Production environment, and any changes or updates made will be tested and validated before being deployed to the Live Production environment as per our proven delivery methodology.
- **Training:** JAGGAER will provide training to users and administrators to ensure they are able to fully utilise the JAGGAER solution. This can include delivering end-user and administrator training, webinars, classroom and remote training programmes and 'Train the Trainer' style programmes, as well as providing access to online help and educational resources.

We provide the necessary resources, including personnel and technology, to carry out the implementation of each customer's project. We also ensure the implementation is carried out in accordance with the agreed timeline and budget, and that the solution meets the specified requirements. In addition, we provide ongoing support and maintenance services to ensure the continued success and adoption of the JAGGAER solution.

JAGGAER Partners



At JAGGAER, we understand that technology adoption and change management are as vital as choosing the right solutions. To support this, we've partnered with leading consulting, advisory and technology firms to deliver comprehensive, end-to-end solutions. Our strategic partners are experts in consulting, integration and deployment, ensuring your organisation achieves its goals and objectives with our solutions.

We offer a diverse network of partners to guide your journey and align with your business priorities:

- **Global and Regional System Integrators (SIs):** These partners extend JAGGAER's capabilities by seamlessly integrating our solutions into larger enterprise systems. They address challenges in governance, process improvement, operating models, change management and cross-system architecture, maximising the value of your technology investments.
- **Business Process Outsourcing (BPO) Partners:** Our BPO and performance improvement partners enhance our solutions with process expertise, delivering measurable results and driving long-term success.
- **Technology Partners:** We collaborate with technology partners to provide capabilities and integrations that enhance your procurement and supply chain processes.

Our partners are supported by a robust enablement and support program, which equips them with the training, resources and tools needed to effectively demonstrate, sell and implement JAGGAER products. Beyond technical certifications, our enablement journey includes real-world project shadowing for practical, hands-on learning experiences.

Our sales, professional services and partner teams work closely to recommend the ideal partner and delivery structure for your unique requirements. Additionally, our **Assure** partner support program provides a collaborative approach, combining JAGGAER's expertise with your partner's team to ensure smooth and successful implementation.

We are committed to helping you achieve your business objectives through our trusted network of skilled partners. Together, we drive innovation, transformation and measurable success.

Customer Benefits of the Integrated Joint Implementation Approach

- **Cut implementation costs** by proactively avoiding common pitfalls and applying proven industry best practices from day one.
- **Align technology with business goals** to ensure every solution directly supports and accelerates your strategic priorities.
- **Achieve stronger results** by leveraging the combined expertise of your team, your partner, and JAGGAER to solve challenges faster.
- **Build sustainable, scalable solutions** that grow with your organisation.
- **Drive performance** by tying measurable metrics directly to your long-term strategic objectives.
- **Boost change readiness** by preparing your teams to confidently navigate transformation and manage change effectively.

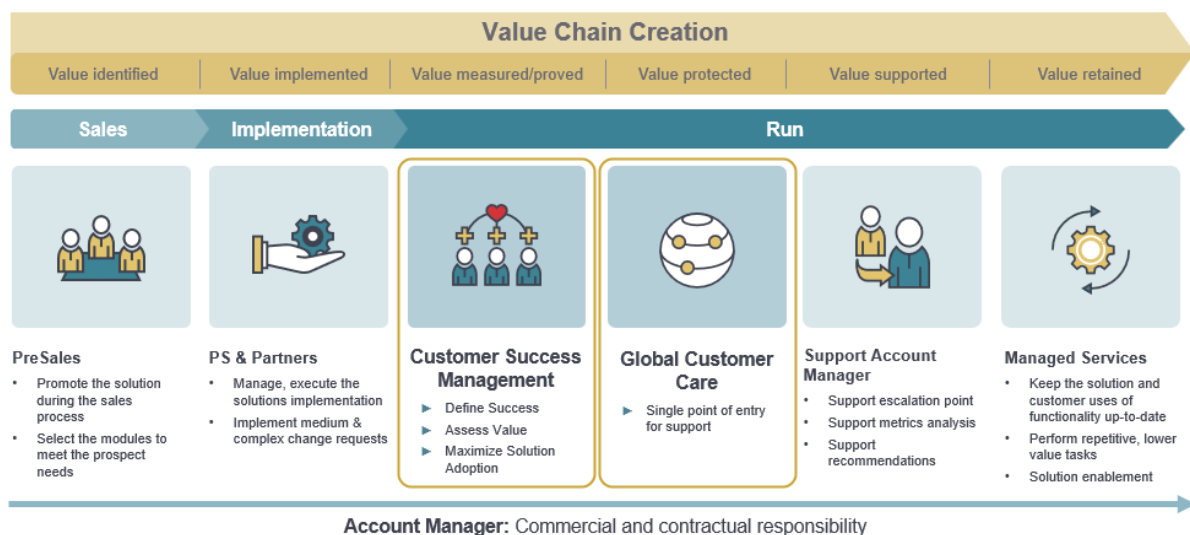
True success comes from transforming your organisation, not just implementing technology. This is as true for Source-to-Pay as it is for any digital transformation in procurement and supply chain. We can discuss your goals and match you with the right delivery partner and team to make it happen.



Support Services

Customer Value Beyond Implementation

At JAGGAER, our commitment to your success doesn't end once the solution is implemented. After our PreSales experts have helped you select the right modules and our Professional Services (PS) team has delivered a tailored implementation, you continue to benefit from dedicated Support Services designed to maximise your investment.



Our Customer Success Manager (CSM) becomes your strategic partner, working closely with you to define what success looks like, assess ongoing value, and ensure you're getting the most from your solution. The CSM is focused on helping you achieve your goals, drive adoption, and realise measurable outcomes.

In addition, our Global Customer Care (GCC) team provides a single, reliable point of entry for all your support needs. Whether you have a question, need guidance, or require technical assistance, GCC ensures your issues are resolved quickly and efficiently.

Together, these services are designed to protect and enhance the value of your JAGGAER solution, providing ongoing enablement, proactive support, and a partnership that grows with your organisation.

JAGGAER Customer Success Manager



JAGGAER's Customer Success Managers (CSM) objective is to help increase adoption of your JAGGAER solution and accelerate time-to-value, i.e., return on investment (ROI). The CSM will work closely with you to align existing operational processes with proven best practices.

The CSM team is made up of specialists with extensive industry and solution expertise, knowledge of key performance indicators (KPIs), and insights into customer-specific business objectives. They'll support training and questions, stay engaged throughout your contract, and lead ongoing check-ins to ensure continuous improvement and value. This commitment is why most of our customers stay with us for over 10 years.

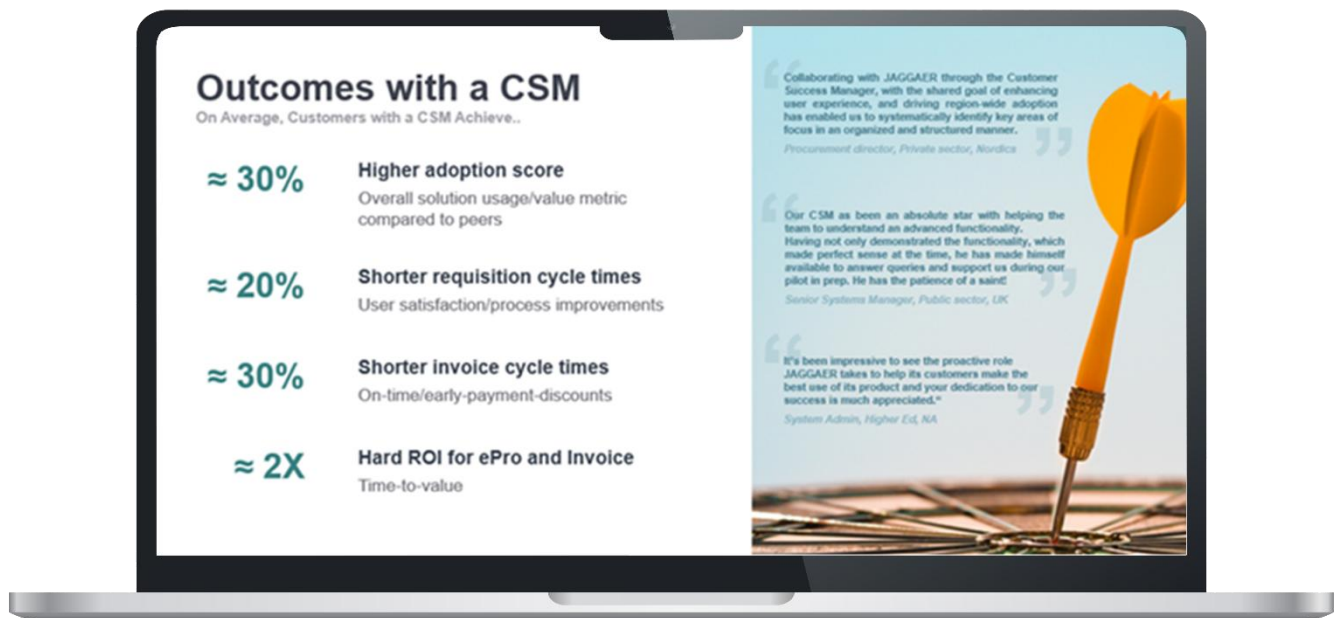
Your CSM defines success, assesses value and maximises adoption.

Defining Success	Assessing Value	Maximising Solution Adoption
▪ Develop a success plan aligned with customer business objectives. ▪ Set adoption targets and business goals.	▪ Proactively analyse usage, adoption and value KPIs. ▪ Performance reviews including metrics and analysis to identify areas of success and improvement opportunities.	▪ Provide recommendations and best practices. ▪ Guidance and product knowledge expertise. ▪ Dedicated product release reviews.

Customer Success Management Packages

Three Customer Success packages are available and your Account Manager will help determine the most appropriate to meet your needs:

CSM Essentials	CSM Standard	CSM Premium
▪ Light touch/low-cost options for organisations needing occasional insights into how JAGGAER solutions are performing. ▪ Standard KPI and usage of metrics. ▪ Offered to smaller organisations with a limited footprint of JAGGAER solutions. ▪ Digital communications and release review webinars included.	▪ Full engagement by assigned CSM to develop a success plan based on customer objectives. ▪ Create customer/use standard dashboards for established KPIs and metrics to support a success plan. ▪ Regular meetings to monitor progress towards objectives and offer best practices options for improvement. ▪ Useful for small to medium-sized organisations looking to accelerate time-to-value of JAGGAER solutions.	▪ Includes CSM standard deliverables. ▪ Coordination with internal JAGGAER resources to foster customer relationships. ▪ Offered to large organisations with multiple locations including international as well as organisations with highly complex JAGGAER solutions.



Expected results with a JAGGAER CSM.

CSM Package Deliverables

Value Proposition		CSM Essentials	CSM Standard	CSM Premium
Relationship	Coordinate JAGGAER Resources (GCC, PS, Product, etc.).		Soft handoff to internal teams	Active coordination
Define Success	Develop a Success Plan aligned with business objectives. Set adoption targets.		Annual	Bi-Annual
Assess Value	Proactively analyse usage, adoption and value KPIs.	Up to 5 meetings per year	7-15 meetings/ workshops per year	19-24 meetings/ workshops per year
Maximise Solution Adoption	Provide feature/product guidance (including releases). Advise solution optimisation to meet business objective. Provide insights into benchmarks and best practices.			



Global Customer Care



We provide a full-service customer support model, including administrative and technical support for both buyers and suppliers. The JAGGAER Global Customer Care (GCC) team is a single point-of-entry for all your support needs post go-live. They provide administrative support for system bugs and errors, basic how-to questions, technical performance and system availability on our solutions for production and test purposes.

Our GCC team is made up of more than 180 support staff, available worldwide 24x7 for Severity 1 cases and 24x5 for Severity 2-4 cases. Standard support languages include Arabic, Chinese, English, French, German, Italian, Portuguese and Spanish.

Global Customer Care Portal: This portal connects you to the support team and allows your customer support contacts to submit and track support request tickets via the GCC support web page. The portal logs and tracks incidents through a global incident tracking system. After an incident is submitted, the portal assigns an incident number and notifies the GCC team, who will confirm receipt of the service request.

Customer support contacts are your designated, authorised trained users of JAGGAER. They are authorised to submit and review cases, access online product documentation, use the knowledge base, and work directly with our GCC support team.

Telephone Support: For urgent requests, you can also reach the GCC team by phone. We use a software solution for intelligent call recording, call analysis and call routing, to assure the quickest possible issue resolution. All phone requests are received and logged into our support ticketing system, where service level agreements (SLAs) are captured and all notes around the case are documented.

Live Agent Chat: We provide a real-time communication tool that allows JAGGAER suppliers to interact directly with our support representatives.

More information about JAGGAER Global Customer Care can be reviewed at <https://www.jaggaer.com/support>.

Support Packages: GCC support is available in different packages. We will recommend the most appropriate support package based on the current and predicted use we feel best fits your organisation's requirements.

Global Customer Care GCC – Support Packages	Base	Standard	Premium	Premium+	FED/GOV Premium	FED/GOV Premium+
Supplier Catalog Integrations	Rolling 1	Rolling 5	Rolling 8	Rolling 10	Rolling 8	Rolling 10
Number of Customer Support Contacts	2	5	10	15	10	15
Maximum Hours per Month/Year	2h / month 24h / year	15h / month 180h / year	30h / month 360h / year	45h / month 540h / year	30h / month 360h / year	45h / month 540h / year
24x7 Availability Monitoring	✓	✓	✓	✓	✓	✓
24x7 Customer Portal Access	✓	✓	✓	✓	✓	✓
24x7 Support: Severity 1 Cases	✓	✓	✓	✓		
24x5 Support: Severity 2-4 Cases	✓	✓	✓	✓		
Local Business Hours: Severity 1-4 Cases					✓	✓
Standard Support languages: Arabic, Chinese, English, French, German, Italian, Portuguese and Spanish	✓	✓	✓	✓	✓	✓
Supplier Support	✓	✓	✓	✓	✓	✓
Phone Support for Suppliers and Customer Support Contacts	✓	✓	✓	✓	✓	✓
Support Account Manager (SAM)				✓		✓
Service Level Agreement (SLA)	Standard	Standard	Premium	Premium	Premium	Premium

The support package service levels are outlined below:

GCC Packages	Base / Standard		Premium / Premium+ FED/GOV Premium / FED/GOV Premium+	
	Initial Response	Delivery of a Solution or Action Plan	Initial Response	Delivery of a Solution or Action Plan
Severity Level 1	1 Hour	12 Hours	30 Mins	6 Hours
Severity Level 2	8 Hours	4 Business Days	4 Hours	2 Business Days
Severity Level 3	2 Business Days	Next Release	1 Business Day	Next Release
Severity Level 4	4 Business Days	Next Release	2 Business Days	Next Release
Severity Level 1 (Urgent): An incident that severely impacts your use of the JAGGAER Application for production purposes (such as loss of production data or your production systems are not functioning). The incident halts your business operations, and no procedural work around exists.				
Severity Level 2 (High): An incident where the JAGGAER Application is functioning but your use for production purposes is severely reduced. For production purposes where the Incident is causing a high impact to portions of your business operations and no procedural work around exists.				
Severity Level 3 (Medium): An incident that involves partial, non-critical loss of use of the JAGGAER Applications for production purposes. For production purposes, there is a medium-to-low impact on your business, but your business continues to function.				
Severity Level 4 (Low): A general usage question, reporting of a documentation error. For production purposes, there is low-to-no impact on your business or the performance or functionality of the JAGGAER Applications.				

Note: The latest JAGGAER Terms of Service can be found at: <https://www.jaggaer.com/jaggaer-one-terms-of-service/>.

Supplier Services

Suppliers can register and create their profile in the JAGGAER Supplier Portal completely free of charge, with no fees for suppliers to join sourcing events or contract activities.

The Portal enables suppliers to:

- Create a profile they can self-manage and maintain.
- Use communications and training materials.
- Review and act on notifications received from customers.
- Create an unlimited number of user accounts and roles for their employees.

Supplier Support

The Global Customer Care team also helps suppliers with technical issues. Supplier support requests can be submitted 24x7 to JAGGAER supplier support via a webform: <https://www.jaggaer.com/supplier-support> or via telephone: <https://www.jaggaer.com/support/phone-numbers/>.

Global Customer Care Supplier Support Provision

- Login and password issues
- System errors
- “How To” questions
- Technical performance and application issues
- System availability
- Assist with procurement catalogs
- Education on the supplier portal
- All business questions redirected to the customer

JAGGAER Customer Excellence

With over 30 years of proven customer support excellence, JAGGAER has earned industry-leading satisfaction and long-term customer loyalty, including:

- 4.8 out of 5 JAGGAER service and support rating by Gartner.
- 80% of our customer relationships have been ongoing for the past 15-20 years.
- 13M+ suppliers in the JAGGAER network enable support at scale.

Security, Availability and Compliance

Security of Client Environments

JAGGAER's multi-tenant Software-as-a-Service (SaaS) solutions are implemented logically. Each customer has a dedicated application server and a dedicated database schema. Customer data is segregated using a tenant discriminator, then stored the data in a single database. There are controls in place to ensure one customer's data is logically separated from other customer's data. Application validation is in place to ensure a customer's data can't be accessed by other customers.

Certifications



Hosting

JAGGAER leverages Amazon Web Services (AWS) as its datacentre provider. JAGGAER periodically verifies that the Information Security certificates of the colocation hosting providers are still valid and reviews on an annual basis. Through sophisticated techniques such as DNS virtualisation and monitoring and selection of active connections, the JAGGAER IT infrastructure capitalises on inherent global network redundancy to guarantee access to services should the primary connection fail. Where this is the case, JAGGAER relies on Amazon Web Services High Availability (AWS HA) features to guarantee full redundancy and business continuity.

Cloud SaaS hosting, support and maintenance is included in the fees as per the standard JAGGAER terms: <https://www.jaggaer.com/jaggaer-one-terms-ofservice/>

Security and Privacy of Client Data

JAGGAER, both as controller and as processor, implements, according to Article 32 of General Data Protection Regulation (GDPR), security of processing extensive technical and organisational measures to ensure an appropriate level of security for all processed data.

JAGGAER maintains a comprehensive, written information security program that contains industry standard, administrative, technical and physical safeguards designed to prevent unauthorised access to customer data, including physical and logical access controls, firewalls, intrusion detection systems, network and database monitoring, anti-virus and backup systems. Access to data is limited to those persons who have a specific business purpose for maintaining and processing such information. JAGGAER has the capability to provide SC cleared staff for organisations that may have greater sensitivity to risk. In addition, we can offer UK-based support for buyers. The solution is UK hosted for those organisations that require that data resides in the UK.

Availability

JAGGAER shall make all JAGGAER SaaS Applications available to all Customers for at least ninety-nine- and one-half percent (99.5%) of the time (determined monthly on a calendar basis), seven (7) days a week, twenty-four (24) hours per day, not including any unavailability that:

- results from JAGGAER maintenance communicated in advance; or
- results from the poor performance or, of failure of, internet service or other outside service, software, or equipment not within the control of JAGGAER ("Service Level Availability").

JAGGAER Test and Pre-production environments are expressly excluded from this or any other service level commitment. Full details of JAGGAER Service Level Agreement (SLA) commitments by product are available at <https://www.JAGGAER.com/JAGGAER-one-terms-of-service/>

Actual availability has historically surpassed this commitment. Real-time and historic Service Level Availability for the JAGGAER Applications is available at:
<https://www.JAGGAER.com/trustcenter/uptime-report>

JAGGAER Business Continuity/Disaster Recovery Commitment

JAGGAER is certificated to ISO 22301 BCMS as a framework for the implementation of appropriate business continuity strategies and plans. The framework has been designed to ensure that potential interruptions to our business, and to the services provided to customers are avoided wherever possible, and that scenarios which could affect our business are identified. The JAGGAER Business Continuity Plan Summary states the essential functions of the business, identifies which systems and processes must be sustained, and details how to maintain them and can be provided on request.

All networking components, load balancers, Web servers, application servers and database servers are deployed in a redundant configuration. All customer data is stored on a database server cluster for redundancy. The database disk storage is configured using a RAID configuration with multiple data paths.

All application and customer data is automatically backed up and encrypted via AES-256. Backup data is replicated to our disaster recovery site on a daily basis.

Recovery objective target times are: The maximum period during which any data may be lost because of any incident is one (1) hour (the "Recovery Point Objective"). The maximum period before which the JAGGAER Applications will be restored after a disaster or disruption shall be twenty-four (24) hours (the "Recovery Time Objective"). RPO = 1 hour; RTO = 24 hours.

Service Provision

Cloud SaaS hosting, support and maintenance is included in the fees as per the standard JAGGAER terms: <https://www.jaggaer.com/jaggaer-one-terms-ofservice/>

Software Version Updates

In order to minimise disruption to customers using the system, information about all planned and upcoming product releases is published at <https://library.JAGGAER.com/> and a rolling 15-month calendar is maintained for the release schedule, so users know exactly which updates will be made to the platform and can get a clear understanding of what's coming in each release.

JAGGAER provides three planned version releases per year, and at least three weeks prior to the production release, details on the planned releases are published to all customers and various training materials are provided so Administrators can familiarise themselves with the planned introductions and be able to leverage new enhancements on day 1.

During this time the system is also made available for user testing in the pre-production environment, where users will have an opportunity to validate the new functionalities and any integration points existing between their systems and the JAGGAER solution and provide feedback on each release.

All updates and releases are incorporated into the training materials for ease of reference until users become more familiar with their use. These materials include the Online Help, JAGGAER Release Library and JAGGAER University.

Maintenance

Most upgrades are performed by using a continuous deployment methodology (no downtime). A monthly maintenance window is also reserved for a short period of downtime when necessary. A service downtime occurs only during a major release upgrade and the planned period of service unavailability is at most 24 hours. The planned maintenance window is scheduled during the weekend (usually on Sunday) and the downtime is formally communicated in advance to all customers.

Minor software upgrades are scheduled between major release dates. These releases accommodate minor feature requests from customers, the promotion of corrected defects, and activities for customer go-lives. These releases generally occur every two weeks on a specific night and do not affect your ability to access and use your site. A site outage is not required.

Integrations

The seamless integration of the JAGGAER modules is provided through the JAGGAER One platform and Catalyze orchestration layer. It is a JAGGAER proprietary, native cross-platform middleware layer that provides integration capabilities to enable interoperability between JAGGAER cloud services and external systems, making standard native interfaces and built-in connectors available to support the most common integration scenarios.

Single Sign On

JAGGAER supports multi-factor authentication for both basic authentication and single sign-on using a Time-Based One Time Password (TOTP). The solution supports TOTP via SMS message, e-mail or registered device using apps like Google Authenticator, Sophos or OPT Auth.

Environmental, Social & Governance

How JAGGAER is helping customers accomplish their ESG goals

Reliable access to ESG data is critical for staying compliant with changing global regulations, reducing risks, and keeping supply chains running smoothly, while also meeting growing expectations from markets and stakeholders. This data must be collected and measured consistently to uncover opportunities and build effective strategies.

Unified ESG Data Across the Source-to-Pay Process

JAGGAER provides access to accurate, actionable and unified Environmental, Social and Governance (ESG) data across the source-to-pay (S2P) spectrum, enabling you to create and manage an actionable ESG data lake across all your suppliers throughout their lifecycle.

Pinpointing Opportunities with Category Management

With detailed spend segmentation by category and supplier, you can pinpoint key focus areas (like Scope 3 emissions) and tailor your strategies using our Category Management solution.

AI-Driven Market Intelligence

Powered by AI-driven market intelligence from JAGGAER, you can define effective strategies, whether switching suppliers, adjusting specifications or reducing costs. Onboarding templates simplify data collection and calculation, ensuring consistency and accuracy.

Enriched Supplier Data and Risk Management

The option to integrate with our ESG technology partners helps you automatically verify and enrich supplier data, such as external risk scores, diversity status or bank account validation. To enhance compliance and minimise risk, you can track key ESG metrics using customisable scorecards, which notify you of any performance dips, and automate development plans to improve supplier performance, in addition to easily identifying risk hotspots by clustering suppliers by spend and category.



One Platform for ESG Procurement Insights

JAGGAER provides an advantage by providing the ability to consolidate all procurement related ESG information and insights into a single platform and reduce the time and costs associated with collecting, organising, analysing and acting on data throughout the source-to-pay (S2P) process. You can also enhance supply chain transparency and drive ESG innovation by gaining visibility into the carbon impact of each product and allowing ESG factors (such as emissions, certifications, presence of diversity, equity and inclusion (DEI) programs, etc.) to be incorporated into RFx scenario analysis and award decisions.

Contracting and Reporting Support

When it's time to contract with your suppliers, you can include ESG clauses in your template library or use our AI features to extract from your existing contracts clauses that can be damaging for your ESG goals. Preparing for reporting and disclosure requirements is simplified with the ability to easily export and enhance data. We also play a key role in shaping broader ESG corporate initiatives for organisations, allowing key ESG departments such as Sustainability, Risk, Compliance, Finance, Product and Human Resources to all collaborate on the platform.

The Three Pillars of ESG with JAGGAER

- 1) **Environmental:** Emissions tracking is essential due to regulations like the EU's Corporate Sustainability Reporting Directive (CSRD) and the Carbon Border Adjustment Mechanism (CBAM). With Scope 3 often making up 90% of an organisation's footprint, our solution helps you report, track and manage your impact effectively.

Emission hotspots are identified by creating a dedicated ESG dashboard, with scorecards and scoreboards highlighting impact. Suppliers who are not complying with emission targets can be provided with steps to execute positive actions or can be eliminated and replaced with more sustainable suppliers from our JAGGAER network or from our partners' databases.

- 2) **Social:** In today's competitive market, protecting your brand reputation is vital. Regulations like the EU's Corporate Sustainability Due Diligence Directive (CSDD) and UK Modern Slavery Act require organisations to understand their impact on human rights. With JAGGAER you can gain visibility to potential suppliers' working conditions, diversity, equity and inclusion, as well as responsible sourcing information so you can easily vet or reward potential partners based on their social impact. You can also build scorecards and scoreboards to track and manage social metrics across your existing suppliers.

- 3) **Governance:** The key to any ESG initiative is to build strong and long-lasting supplier relationships by working with organisations that hold the same values as you. The tools and data we make available will help you understand your suppliers' corporate structures and reject those who do not enhance your supply chain resilience. As a proactive measure, we help you ensure internal best practices by building approval workflows into processes like onboarding a new supplier and contract negotiation. We also help you save valuable time and automatically audit supplier information with tools such as documentation validation for ISO compliance.



Our Corporate Commitment to Environmental, Social & Governance

At JAGGAER, we are dedicated to embedding ESG principles into our own operations and leading by example to promote sustainability in procurement. The robust ESG governance structure, overseen by our Senior Global ESG Manager and Chief Financial Officer as Executive ESG Sponsor, drives continuous improvement.

We focus on key areas like greenhouse gas (GHG) emissions reduction, diversity and inclusion, ethical governance, and responsible resource use, with carbon reduction targets verified by SBTi. As signatories of the United Nations (UN) Global Compact, we align with the UN Sustainable Development Goals (SDGs) and annually report on our progress against the ten universal principles of the United Nations Global Compact (UNGC), covering human rights, labor, environment and anti-corruption.

We are externally assessed and rated annually by EcoVadis, one of the world's leading providers of business sustainability ratings. In August 2024, we earned an EcoVadis Gold Medal, placing us in the top 5% of all rated companies and the top 1% within our industry.

We are committed to transparency and all our annual ESG Impact reports can be found at: <https://www.jaggaer.com/esg>



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

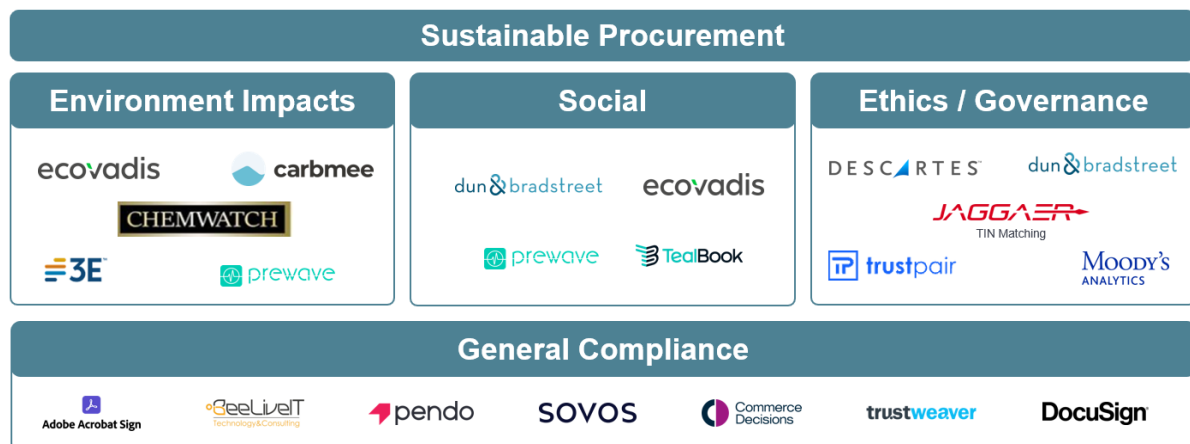


Third Party Partners

With our suite of solutions, customers can integrate Environmental Social & Governance (ESG) data across all departments and touch points in the Source-to-Pay (S2P) spectrum, eliminating information silos.

JAGGAER's Supplier Management, Sourcing, Contracts, eProcurement, Invoicing, Payments, and Analytics solutions utilise the same common pool of ESG and risk management data, from upstream to downstream. This might include information taken from services such as EcoVadis and Dun & Bradstreet (D&B), or publicly available information that the customer has collected and processed. This holistic approach ensures that ESG considerations influence decision-making at every step, driving sustainable outcomes and maximising the return on ESG investments through increased efficiency.

JAGGAER works with a significant number of Third Parties, Partners and standard integrated solutions so Customers can easily incorporate third-party information across our solution from supplier onboarding through to performance management. It supports integrations with external enterprise systems via industry-standard APIs enabling secure connectivity with customers' ERP systems, eSignature providers and third-party data services. Some of these include:

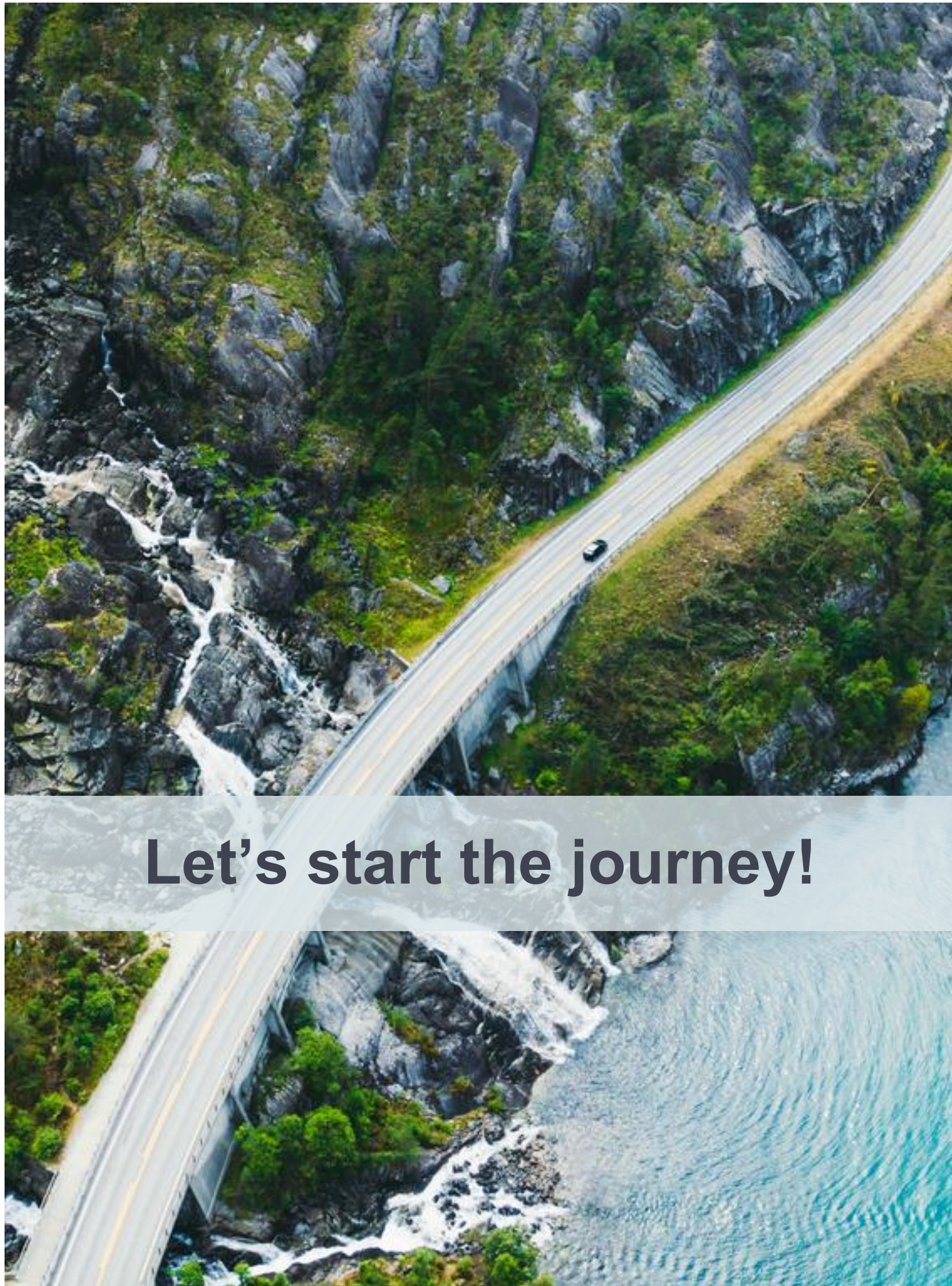


These integrations facilitate data exchange across the enterprise ecosystem but are optional based on customer requirements. Note: Customer-held licenses are required for third-party information providers and eSignature.

Offboarding Support

Upon termination or expiration (i) JAGGAER will terminate Client's access to the JAGGAER Applications and will cease providing the Services; (ii) Client shall immediately cease any and all use of and access to any JAGGAER Applications; and (iii) each Party hereunder shall destroy or return to the other Party any and all Confidential Information of the other Party in its possession.

During the Subscription Term, Authorised Users may use standard functionality within the JAGGAER Applications to extract Client Data in accordance with then-current, published JAGGAER specifications. For a period of thirty (30) days following termination or expiration of a Subscription (the "Retrieval Period"), Authorised Users may access the JAGGAER Applications solely for the purpose of extracting Client Data. If requested in writing by Client, during the Subscription Term and the Retrieval Period, JAGGAER will perform such data extraction from the JAGGAER Applications for Client, under a mutually agreed Statement of Work. After the Retrieval Period, Client will have no further access to Client Data in the JAGGAER Applications, JAGGAER shall have no further obligation to make Client Data available to Client, and subject to applicable law, JAGGAER may delete Client Data in the JAGGAER Applications.



Let's start the journey!