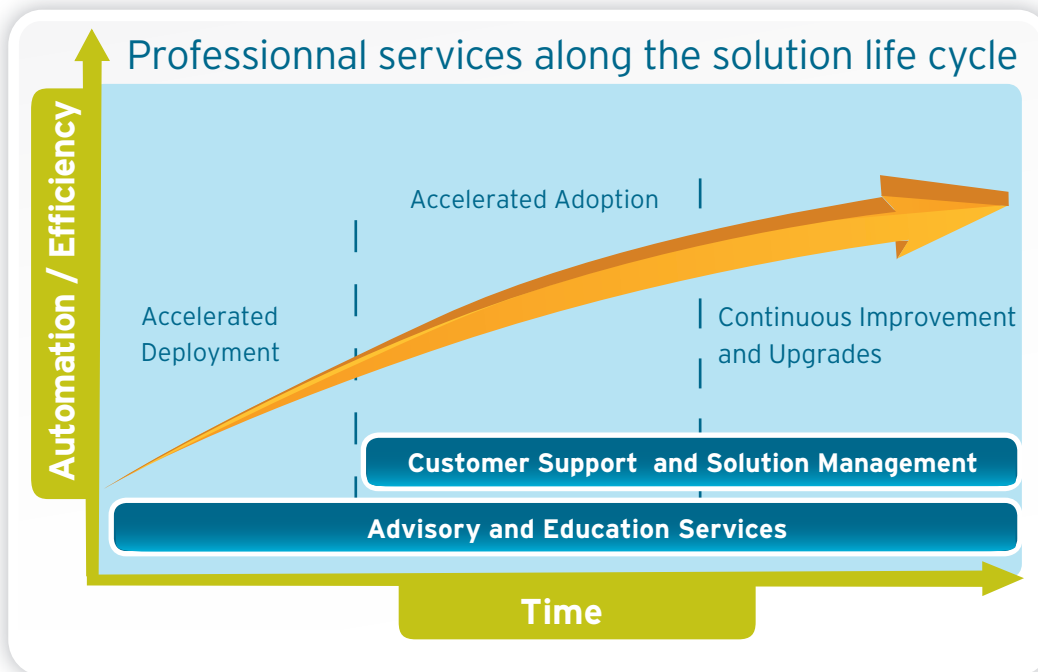


# Basware Professional Services

## Ensuring Customer Success

Basware Professional Services deliver timely, expert advice that you can trust to ensure the seamless implementation and continual high performance of Basware solutions in your business-critical processes. Basware's team of service professionals has a wealth of experience backed up with the technological know-how and resource base of the world's leading purchase-to-pay provider. Small, medium, or large - whatever your company's size, Basware offers a full range of support, training, and advisory services tailored to fit your exact specifications.



### Key Benefits

#### Achieve success from the start

Best practices are integrated into every Basware solution and followed by all Basware service professionals

Strict adherence to international project management standards

Project success measured against milestone completion in a six-step model

In-depth knowledge includes country-specific legal requirements

### Success is built on a strong foundation

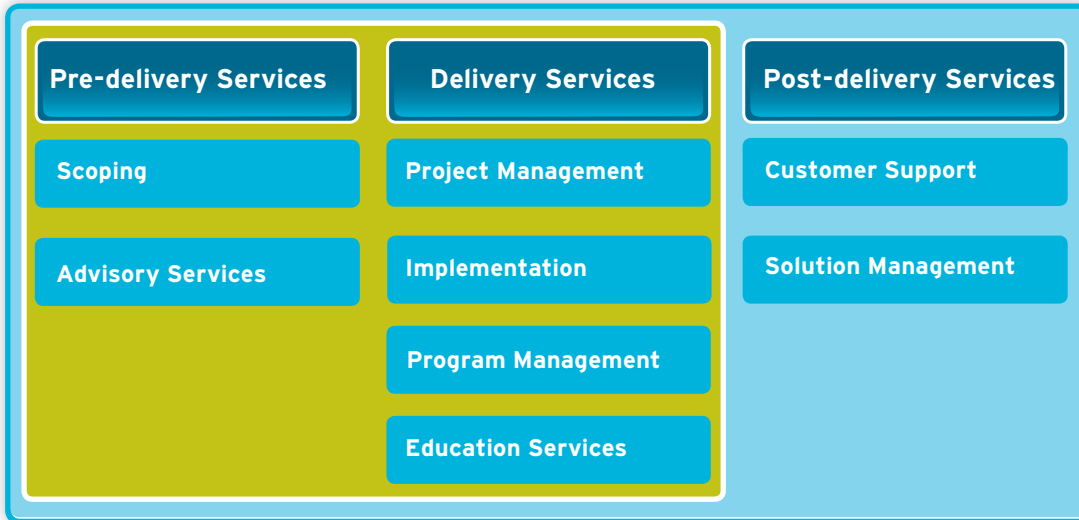
Basware Implementation Services can help you realize the full potential of your Basware solution, ensuring faster return on investment. With the expertise and experience to implement the system in the most appropriate way for your business, Basware's implementation team will carefully evaluate how your process is designed and managed before recommending the best way to put the solution into practice. They will also advise you on potential bottlenecks and how to maximize process throughput.

Basware's project managers are certified professionals with the expertise to oversee even the largest and most complex roll-out process.

Whether your company is planning to adopt a single solution or a comprehensive purchase-to-pay system across multiple countries, you can rest assured that the project will adhere to strict international standards for project management.

Multi-site roll-out, especially on a multinational basis, can be easily streamlined with Basware Global Program Management. Outsourcing your implementation management across multiple units and countries eliminates the many considerable challenges often faced, while ensuring that the best performance from your process is delivered in a timely and consistent manner.

## Professional Services Offering



### Key Benefits

#### Advice based on in-depth analysis

Performance benchmarking against industry peers

Multiple analytical tools for detailed measurement of company performance

Continual monitoring of performance for future service enhancement

### Advisory Services

Solution implementation is, of course, just one pillar of an effective purchase-to-pay transformation program. Process optimization enabled by Basware's Advisory Services team will ensure rapid and sustained value. Moreover, they know precisely where you can make smart improvements to boost process performance, cut costs, and achieve greater automation and visibility.

Basware's team of advisors has a long and successful track record of providing clear customer-centered advice based on solid data analysis. Their comprehensive assortment of analytical tools will measure your company performance down to the finest detail. These tools include:

- Compliance audits
- On-boarding strategies
- Cost-savings analysis
- Cost-benefit analysis
- Workflow optimization
- Matching analysis
- Spend analysis

This highly specialized, in-depth analysis built on over a quarter of a century of experience allows the advisor to offer you a solution that is not only tailored precisely to match your needs, but enables the optimized long-term performance of your investment.

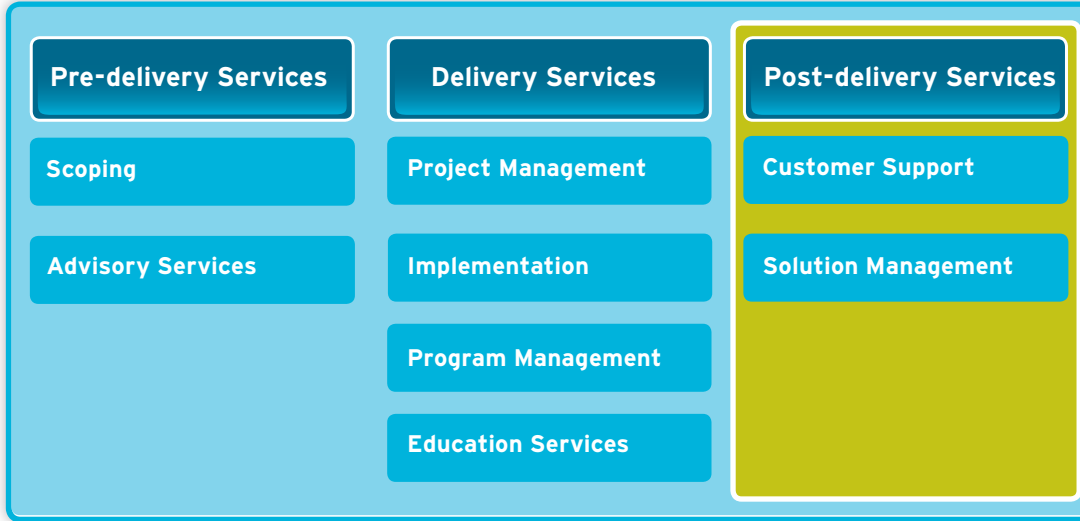
### Comprehensive training for operational excellence

Tailored to each customer's mode of operation and solution package, Basware Education Services is an integral part of Basware's solution portfolio. By training all users in correct practices and procedures, your company will develop a common work methodology, helping to reduce human errors in the system. The results are maximum cost savings and rapid return on investment.

Given the level of expertise required to oversee the process, special advanced instruction can be arranged for high-end users such as process developers. A deeper understanding of the solution will allow these users to get the most out of the investment. The refinement of this knowledge base within your company will also further extend your ROI by creating support self-sufficiency in the most rapid timeframe.

Training can be customized to meet the needs of the users. Training packages can even be computer-based for easy accessibility, and can incorporate a wide range of topics relating to purchase-to-pay, e-invoicing, and invoice automation, for example. Training can also be delivered on an ongoing basis to ensure that new employees are system-ready from day one.

## Professional Services Offering



### Key Benefits

#### Comprehensive, customized care

Freedom to pick and choose the types and levels of services right for your company

Optimization of your process performance simply and easily for long-term purchase-to-pay success

Rapid time to value is enhanced with ongoing success metric tracking

Comprehensive support and training options for every facet of your solution and process

### Active support for continuous smooth operation

Sustained optimized solution performance is the best way to ensure an expedited return on investment. Basware Support Services provides reassurance with reliable, easily accessible help when you have concerns or questions about the performance of your critical automated processes. Whatever the contingency, Basware's experienced technicians help ensure your company's continuous purchase-to-pay success.

Basware offers assistance with two levels of support - standard and extended. The extended support option offers your company an additional layer of protection in the form of rapid incident resolution, management, and reporting. In addition, extended support includes prioritized treatment through dedicated support personnel, ensuring the continuous, optimized performance of your shared service centers.

### Continuous improvement and care

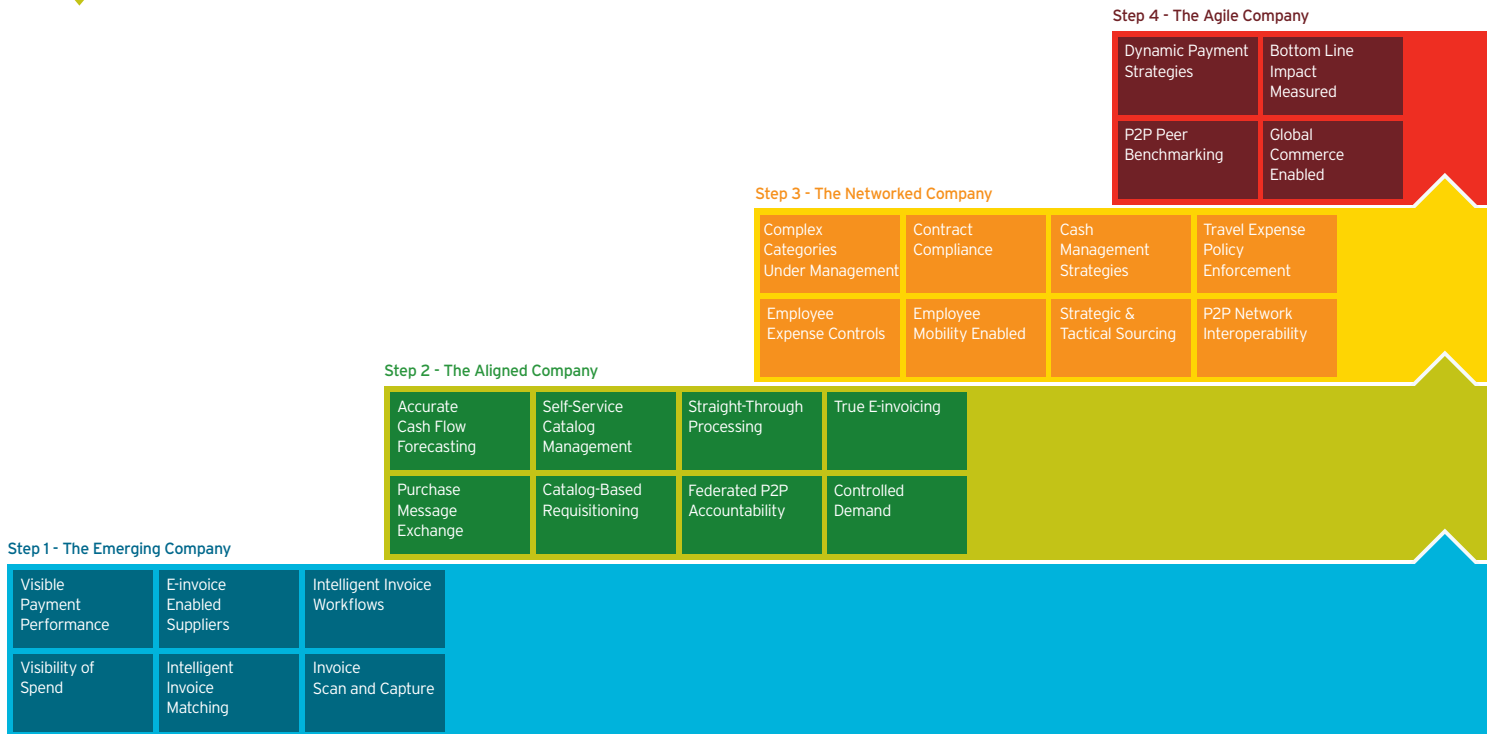
Basware Solution Management aims to maintain the same high quality standards through new implementations and improvements to ensure your company's business and automation level targets are met. To achieve this goal, Basware continually monitors and follows up on the performance of the solution and provides the required expertise and resources to modify the solution according to your company's needs.

As part of the Solution Management service, a dedicated service manager will act as your single point of contact for advice and planning of future solution developments. In addition, the service manager will be available for coordinating incident resolution, change management, and other concerns.

### Effective change management

Whenever your purchase-to-pay environment goes through a change process that includes implementations or expansions, Basware can provide a critical level of stability by performing the necessary adjustments to your environment. Regularly scheduled visits from Basware's consultants ensure your process continues to perform optimally throughout these periods of change. Basware also offers enhanced services with on-site consulting.

# Basware Purchase-to-Pay Solutions Drive Excellence in Finance



Basware helps companies around the world achieve excellence in their financial operations through an integrated portfolio of purchase-to-pay (P2P) solutions, and best practices from more than 1,500 client companies and one million users in more than 50 countries. To help companies continually improve financial processes, Basware developed the Purchase-to-Pay Model. This evolutionary framework for effectively managing spend and optimizing cash, describes the four stages companies typically go through as they work to align Procurement with Finance and create visibility throughout their purchase-to-pay process.

## Benefits delivered by an integrated purchase-to-pay process

Integrated financial operations deliver visibility and control across the entire financial value chain. Full compliance with policies, regulations and contracts quickly results in improved control over spend and measurable cost savings.

Agile finance strategies and efficient cash management – with optimized payment timing and accurate forecasting – become possible when Finance and Procurement are able to leverage critical company-wide insight and analyses to identify and address issues and make better decisions.

Additionally, full cash flow visibility results in lower cost of capital and maximized working capital. Shareholder value increases, as does the company's credit rating – creating both top-line and bottom-line impact.

From the financial process perspective, purchase-to-pay automation immediately delivers dramatic efficiency gains since straight-through-processing completely eliminates error-prone manual intervention. The suppliers benefit too; streamlined processes enable electronic ordering and invoicing, strengthening relationships between organizations and their suppliers globally.

Basware is the global leader in purchase-to-pay solutions with more than 1,500 customers and 1,000,000 users in over 50 countries around the world. Basware solutions are distributed and implemented in Europe, the US, and Asia-Pacific through an extensive network of Basware offices and business partners.

For more information on the Purchase-to-Pay Model and to learn how Basware can help your organization benefit from P2P excellence, visit [www.basware.com/solutions](http://www.basware.com/solutions)

## Basware's Purchase-to-Pay Model

### The Emerging Company

By automating invoice processing, the company achieves greater visibility and control, and can better manage cash and payment commitments in its supply base.

### The Aligned Company

Process automation delivers operational compliance that reduces maverick spending and purchase requisitioning systems enforce company-wide P2P accountability.

### The Networked Company

An open network connects organizations with suppliers of all sizes enabling a fully integrated P2P model encompassing Finance, Procurement and external trading partners. The ability to forecast cash flows is improved.

### The Agile Company

Full cash flow visibility results in lower cost of capital and maximized working capital positions. Streamlined processes throughout the Purchase-to-Pay enable the company to operate with the greatest financial and organizational agility.



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