Basware Support Service Description and SLAs

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1 Support Service Description and SLAs

1.1 Purpose of the Document

This document contains the Basware support service description and the related support Service Level Agreements (**SLA**) and is part of the Basware services agreement (**Agreement**) with the Customer. This document describes the Basware support services and ways of working and forms the basis to provide support to Basware Customers.

1.2 Terms Used and Definitions

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

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."
Change Request	The record of the Customer issuing a predefined Change Request via the Basware Customer Support Portal
Incident	The record of an unplanned interruption to a Service or reduction in the quality of a Service. Incidents may trigger Basware Support proactively reaching out to Customers to inform or request input for resolving an Incident.
Problem	The record of a root cause of one or more Cases or Incidents. The cause is usually not known at the time a Problem record is created.
Resolution Time	The time from which Basware is notified of a Case to the point in time when the support Case is resolved or an acceptable workaround is devised and in place.

Response Time	The time from which Basware is notified of a Case to the point in time when Basware starts working on the Case.
Customer Support Portal	The Basware self-service online support portal is available to Customers to log Cases and track statuses of Cases and Incidents.
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.
SLA - Service Level Agreement	The level of support services agreed upon as defined by target response and resolution times for reported support Cases.
RCA	Root cause analysis is a systematic process for identifying "root causes" of problems and an approach for responding to them.
Internal Audit	Internal audit is to provide independent assurance that an organization's risk management processes are operating effectively.
External Audit	External audit is an examination that is conducted by an independent auditor.

1.3 Basware Support at a Glance

1.3.1 Support Organization

Basware Support is made up of a team of support professionals operating from 3 major support hubs in Finland, Romania, and India. Solution-specific experts are operating from various other Basware locations. Basware is using a 3-tier support model where Cases and Incidents are routed in line with their complexity. More details on how this works in practice can be found in section 3.5 below.
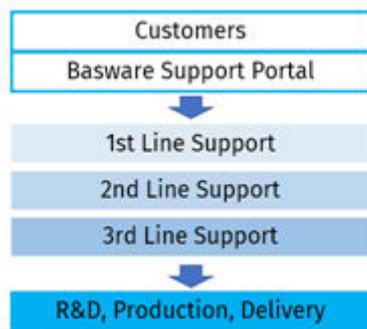
Basware Support operates in 8 different languages: English, Finnish, German, Dutch, Swedish, Norwegian, Danish, and French.

Cases can be submitted in any of the 8 languages in which Basware assists. Basware support does not guarantee that this language is also used for communicating back to the Customer. English is the default language in which Basware support operates. When a client requires full language support, a custom support contract can be requested. Please note that the time for the translation services is not included in the SLA targets.

1.3.2 Getting Started with Basware Support

When Basware Services have been implemented, a smooth transition to Basware Support is ensured, customer-specific documentation is handed over and the Customer will start collaborating with Basware Support.

The Basware Customer Support Portal (via https://www.basware.com/support) is the primary tool for interacting with Basware Customer Support. As part of the handover process between the Basware project team and Basware support, valid support contacts for the customer will be set up. Additional users can be requested by the existing users via the support portal. Customer users will receive login details to the portal, and appropriate training material.

To ensure the necessary transparency and overview of Cases within the customer organization, all logged Cases will be visible to all other users of that organization.

The Customer Support Portal language is English. Cases can be submitted in every language Basware Support operates in (see 3.1).

1.3.3 Contacting Basware Support

The Basware Customer Support Portal provides the following services (https://www.basware.com/support):

- Basware related announcements;
- Scheduled maintenance releases and service breaks;
- Status of the Customer entitled Products and Services;

- Requesting a Change Request;
- Knowledge Base for self-help;
- Case creation functionality;
- Overviews of Case and Incident history;
- Live chat for Customer to communicate with Basware Support.

Additionally, Basware Support can be contacted via phone. Up-to-date information on access points and business hours for each region/country can be found here Customer Support Phone Numbers.

To receive support services, the customer is expected to work hand in hand with Basware to resolve their Cases. Sufficient technical expertise and knowledge of the specific configuration of their services enable Basware to reproduce, troubleshoot and resolve the experienced issue.

1.3.4 Reporting a Support Case

Logging a Case to Customer Support is done by using one of the Case forms available on the Customer Support Portal. Next to the standard form, there are templates for specific situations allowing a customer to provide all necessary information and relevant documents and attachments needed for efficient and effective Case handling.

Support Cases have to be submitted one by one (one topic per case) and will each receive a unique Case reference number.

To provide the right level of Service at the right time, Cases are handled following their priority. Case priority is defined based on the urgency and the business impact of the issue as specified in the matrix below:

Case Logging Priority Matrix				
Impact vs. Urgency	Critical	High	Medium	Low
Extensive	Critical	Critical	High	Medium
Significant	Critical	High	Medium	Low
Moderate	High	High	Medium	Low
Minor	High	Medium	Low	Low

Further information on how the priority of cases is determined can be found in our Knowledge Base.

Support Cases are categorized to facilitate their handling. An updated overview, including definitions of use, can be found in our Knowledge Base.

1.3.5 Handling of Support Cases

The Basware Support Case Handling Process is illustrated below:
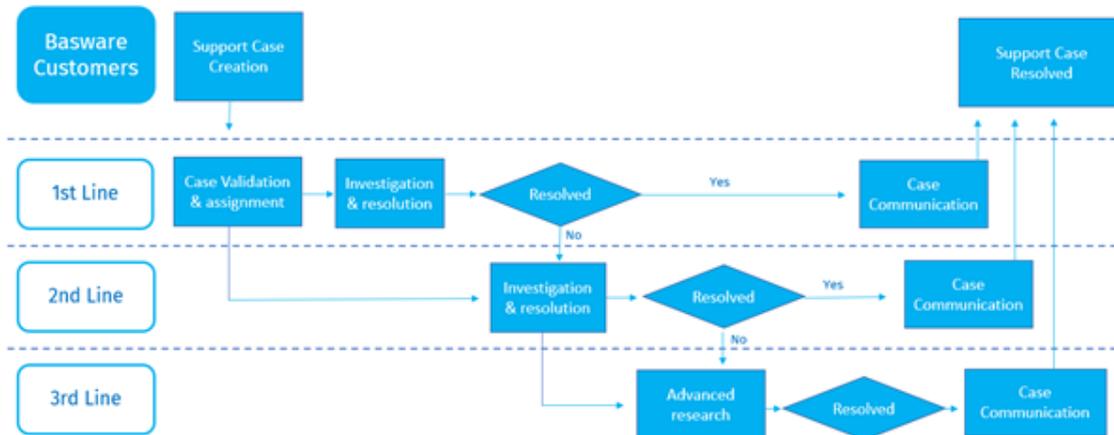
1st Line Support

- The responsibility of 1st line support is to validate, classify and handle new support Cases, in order to provide the Customer with a response and/or resolution in line with the SLA. 1st line support will be in direct communication with the Customer.

- If no immediate resolution can be found, 1st line support will assign the Case to solution experts in the 2nd line team.

2nd Line Support

- 2nd line support consultants are Basware Services experts with broad experience and in-depth knowledge.

- When a Case is assigned to them, the aim of 2nd line support is to investigate and resolve the Case within the SLA. To this effect, additional information may be requested from the Customer. Swift response by the Customer on the requests for information from Basware Support will help ensure the resolution of the Support Case.

- If no solution can be found, 2nd line support passes the Case to the 3rd line support teams.

3rd Line Support

- Cases that are forwarded to 3rd line support are complex issues that require even more in-depth expertise of specialists to diagnose and resolve.

- 3rd line support consultants perform advanced problem-solving in cooperation with Basware R&D, delivery and production teams where necessary.

- To prevent reoccurrence of Incidents, 3rd line support performs root cause analysis and initiates corrective actions as part of the problem management process.

1.3.6 Support Incidents - Proactive Support for Customers

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

The Incident handling process is aligned to 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, then those incidents are visible in the customer's portal.

1.3.7 Tracking Support Cases

Once the Customer has logged a Case or a CR, these can be tracked in two ways based on the updates to the Case or CR by Basware.

1. Customers can monitor progress and interact with Basware Support via the Case/Incident on the Customer Support Portal.
2. Customers can monitor progress and interact with Basware Professional Services regarding Change requests via the Change Request section on the Customer Support Portal
3. Customers can read updates through notifications managed from the Customer's user profile on the Customer Support Portal.

1.3.8 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 for 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 R&D 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 seven (7) business days if no feedback on the Case resolution information has been provided by the Customer.

After the Case is closed, Basware will ask the Customer for feedback in a brief survey. By scoring Basware's Support service and providing Basware with feedback, the Customer helps Basware to continuously improve its service. Basware appreciates the Customer responding to the survey.

1.4 Basware Support Service Level Agreements

All Customers that purchase Basware Services, are entitled to receive support from the Basware Support team in line with the present standard Support SLA.

On top of the standard Support SLA, an enhanced SLA providing a broader service experience is optionally available for a separate fee:

- Silver and Gold Support SLA's for enhanced response and resolution times; (cf. table below) and
- Customer Service Management, providing added value through a continuous improvement process on both Service and Solution. A separate service description on this topic is available.

More details on the additional, specific service fees for both services can be obtained through the Customer's Basware Main Contact.

1.4.1 Support Case Prioritization

For each support Case, Basware will determine a priority class based on the information of urgency and business impact that is reported by the Customer upon logging a new Case (see section 3.4). During the Case handling process and upon the availability of new information, the Case priority may be updated.

Basware Case priorities are defined as follows:

Level	Description
Critical	The Case is classified as **critical** if the whole Service is out of use and there is no workaround solution available. **Note - Basware Customer Support will contact the Customer via a phone call classifying the Case severity level within 1h 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.

Level	Description
High	The Case is classified as **high** if there is a serious degradation of the 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 Service that affects more than 25% of overall users and there is no workaround available. **Note - a phone call is required for classifying a Case to this severity level.**
Medium	The Case is classified as **medium** if there is reduced functionality due to an error affecting the overall Service or a limited degradation of the Service performance or random outages in the 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 on the functionality of the Service, the Case is affecting only individual users, business documents or specific, non-critical functions of the Service.

1.4.2 Basware SLA Response and Resolution Time Targets

Response and resolution times mentioned below are based on local business hours per country as defined on the website.

The following table describes the target Case response and resolution times during local business working hours (8 AM - 6 PM local time). Basware will undertake all commercially reasonable efforts and endeavor to always respond within the target response times and to resolve more than 93% of the Cases within the target resolution times. Case response and resolution times are measured and monitored using Basware's Customer Support Portal.

Basware Support – SLA Targets in business hours						
SLA	**Standard**		**Silver**		**Gold**	
Target Type	**Response**	**Resolve**	**Response**	**Resolve**	**Response**	**Resolve**
Critical	1 h	16 h	1 h	16 h	1 h	8 h
High	8 h	32 h	4 h	24 h	4 h	16 h
Medium	16 h	160 h	8 h	120 h	8 h	80 h
Low	40 h	320 h	32 h	160 h	32 h	120 h

(Case Priority)

Important to note - Customer Support consultants have the goal to resolve cases and incidents as quickly and effectively as possible. To do this, all related information to the case or incident needs to be provided. An important part of the Case/Incident resolution process is cooperation with the Customer, and it is therefore expected that the Customer will give prompt answers for requests by Basware Support of relevant information.

1.4.3 SLA Limitations

The following Cases are excluded from the Basware Support Service Level Agreement:

- Cases related to scheduled maintenance of Basware Services or other planned breaks agreed to between Basware and the Customer. During these planned outages, Cases will be logged and handled, but no SLA will apply.
- Cases caused by the Customer, customer-owned equipment or software, or errors that result from the Customer's systems not being in accordance with Basware Technical Requirements or other conditions under the Agreement.
- Issues caused by the Customers' third-party vendors and changes to ERP Systems that impact Basware Cloud Services.
- Defect resolutions are handled outside of the noted goals above as they require time to reproduce, address the issue with a code fix and then complete quality assurance testing and verification. Basware Product Management will make the final decision about whether any given defect is addressed in a patch, Maintenance Pack, or future Release.
- Enhancement Requests, as they are linked to potential future functionality but are not part of the Services referred to in the Agreement.
- Customer Change Requests, as they are subject to scope, cost agreement, and related planning options to execute the work.
- For complaints beyond the Basware Support Service, Basware Support acts as the central point of contact and will ensure follow-through and feedback.
- Customer Internal and External audit-related cases, as they are marked as Service Requests and handled via the Service Request process

A grace period with regards to the target resolution time is applied when an action by Basware Support to respond/resolve a Case:

1. Falls beyond the control of support such as when waiting for the customer or involved a third party to act or provide the necessary information.
2. Is decided by Basware to be performed during a scheduled maintenance window

This grace period will correspond to:

1. The time needed by the Customer and/or third-party to perform the necessary action or provide the necessary information and to communicate the completion of this to support
2. The time between the date and time when the Case was logged and the start of the scheduled maintenance window

For a Customer Case to be within the Basware support SLA, the Customer shall meet the following requirements:

- The Services are implemented and operated in accordance with Basware instructions
- The Customer notifies Basware of any issue in the Services within ten (10) calendar days after the discovery
- The Customer has properly implemented all updates with respect to any third-party software that materially affects the performance of the Service
- The customer has paid all undisputed amounts due and is not in default of any provision of the Agreement

Maintenance Conditions for Basware license Customers - For conditions that apply to maintenance for Basware license Customers, a reference is made to the previous version of this document that can be found on the Basware website.