

Factsheet: Basware Service Level Agreements (SLAs)


# Cloud service with the right service level option for you

Basware understands that organizations are under pressure to reduce technology related costs while increasing the reliability, agility, flexibility, and sustainability of core financial operation systems. By delivering world-class solutions and leveraging our expert management services that offer a flexible set of SLA options, you can have the best of both worlds – greater performance and reliability at lower cost.

## Rapid ROI and latest software

Basware's cloud delivery model, also called SaaS, is proven to provide rapid return on investment (ROI) to enable companies to overcome the traditional time, cost and resource barriers of on-premise technology solutions.

With Basware's SaaS solutions, your organization always has the latest release without requiring any upgrading effort. This means that customer can focus on the needs of the business to create true business value.



**As a leading SaaS (software as a service) provider, Basware strives to deliver maximum availability and performance to our customers. To support this priority, we offer three Service Level Agreements (SLAs): SaaS One, SaaS Two and SaaS Three - designed to fit your needs.**

## Fast and cost-effective deployment

With Basware, you don't have to install or maintain software in your own data center. Our solutions are available right away and you can immediately start enjoying the benefits.

## Peace of mind with guaranteed security and uptime

Basware's service partners are recognized by independent industry experts for maintaining the highest level of security, compliance and performance for enterprise cloud applications. The managed hosting service is certified and the audit reports are available to our customers. Data security tests are carried out regularly by 3rd party security experts. The data is also segmented on the platform, ensuring that only you can see and access your information.

Basware solutions integrate securely with your other corporate IT financial systems, using a public or private network. All data communications are encrypted and the secure environment includes state-of-the-art intrusion prevention, application firewalls, and anti-virus services to ensure that your data is safe.

## Choosing the right service level for you

We offer three options called SaaS One, SaaS Two and SaaS Three. These three options have been designed with input from our customers to meet the different needs of companies of all sizes. Key service features are outlined in the table.

## Basware Service Level Agreement Options

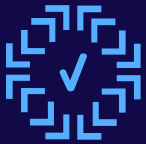
Service Level Agreement Options	SaaS One	SaaS Two	SaaS Three
Availability	99 %	99.5 %	99.5 %
Retention of business documents	2 years	7 years	7 years
Additional years of business document retention	€	€	€
Storage of migrated business documents	€	€	€
Test environment	1 environment for 1 year	1 environment	2 environments
Additional test environment	€	€	€
Customer integration through private network (VPN)	–	•	•
SOC/ISAE Security assurance compliance	•	•	•
Customer Data at rest encryption	•	•	•
Audit of the SaaS platform	Basware documentation	Basware documentation	•
Earlier access to test new features	–	–	•
Vulnerability and penetration testing	3rd party test report available	3rd party test report available	•
Customer controlled Basware employee access	–	–	•
Single Sign-On (SSO) for customers with multiple email domains in use	–	–	•
Emails sent on behalf of a customer specified email domain	–	–	•

Basware Service Level Agreement Options SaaS Two and SaaS Three are applicable for Basware Purchase, AP Automation, and Analytics services. For more details, see the Basware Services SLA.

- Included in the service
- € Separately priced add-on



## Why choose Basware AP Automation and Procurement



### True Automation

Get an AI/ML-powered solution that eliminates all manual processes and digitizes every invoice.



### Complete Coverage

Get global compliance capabilities and the world's largest open network, plus the ability to integrate with 250 ERPs across more than 175 countries.



### Deeper Expertise

Benefit from 40 years of specialized experience identifying and implementing best practices and reducing risk across finance operations.

**Basware makes moving to  
the cloud and choosing the  
right SLA simple.**



## Security and performance

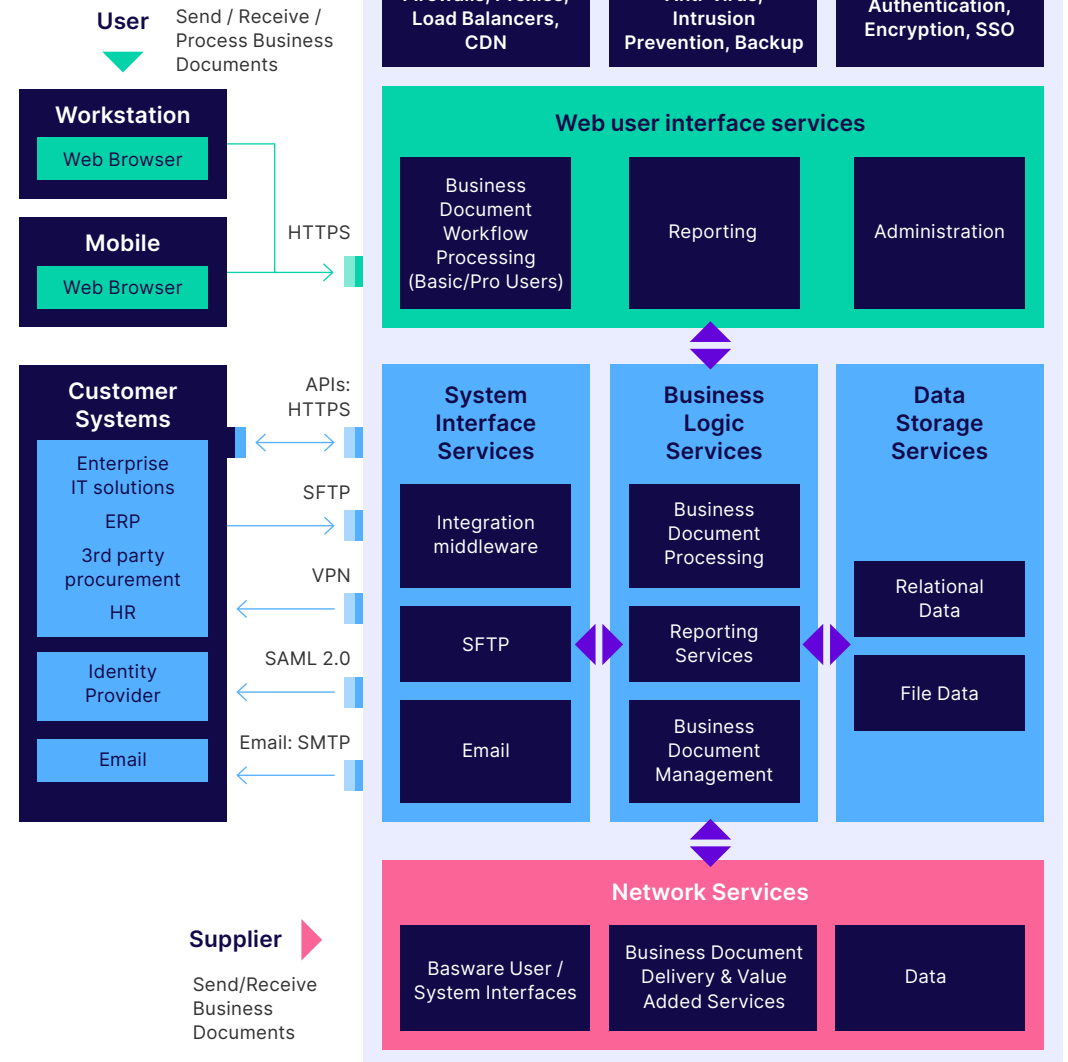
- Highest levels of security and compliance
- SOC/ISAE certified
- Managed hosting with proven reliability and security
- Data segmentation keeps your information separate & secure
- No need to open up your firewall for mobile users
- Security controls audited by independent professionals
- > 99 % availability

## Service level agreements (SLAs)

- SaaS One:** Cost-efficiency and scale for small and medium enterprises. Customer data at rest encryption.
- SaaS Two:** For businesses that need a higher SLA, test environment, private network integration and the possibility to select from available data hosting locations.
- SaaS Three:** For the most demanding business needs including additional test environments, platform customer assessments, customer control of Basware employee user access and customer specific email domain usage in platform email notifications.

Contact us

## SaaS Architecture Overview



**ABOUT BASWARE** Basware is how finance leaders in global enterprises can finally automate their complex, labor-intensive invoice processes and stay compliant with regulatory change. Our AP automation and invoicing platform helps you achieve a new level of efficiency – in a matter of months – while reducing errors and risks. We bring a unique combination of true automation, complete coverage, and deeper expertise to make it all just happen for our customers. That's why the world's most efficient AP departments rely on Basware to handle millions of invoices per year. **Basware. Now it all just happens.** ©Basware 2025

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