

SaaS **1** **2** **3**

# CLOUD SERVICE WITH THE RIGHT SERVICE LEVEL OPTION FOR YOU

Basware Procure-to-Pay is a SaaS (software as a service) solution cost-effectively delivering maximum availability and performance. We offer three different Service Level Agreements (SLAs): SaaS One, SaaS Two and SaaS Three. Choose the one that best fits your needs.

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 your Procure-to-Pay solutions from our world-class data centers 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

The Basware cloud platform is an attractive delivery method for implementing Basware Procure-to-Pay. The cloud delivery model, also called SaaS, is proven to provide rapid return on investment (ROI) and to enable companies to overcome the traditional time, cost and resource barriers of on-premise technology solutions.

By implementing Basware Procure-to-Pay as a cloud service, your organization always has the latest

release without upgrading effort, This means that customer can focus on the needs of the business to create true business value.

## FAST AND COST-EFFECTIVE DEPLOYMENT

Because Basware Procure-to-Pay is a cloud service, you don't have to install or maintain software in your own data center. The solution is available right away and you can immediately start enjoying the benefits. Thanks to shared resources and the elastic scalability of the cloud where resources can be added or removed according to the load, both deployment and operating costs stay in control.

## PEACE OF MIND WITH GUARANTEED SECURITY AND UPTIME

With Basware cloud services, you get peace of mind knowing that Basware incorporates the very highest levels of physical and logical security for your financial data.

## BENEFITS OF CLOUD SERVICES

- Respond quickly to business changes with agility in IT
- Connect suppliers and partners to one business commerce network
- Free up IT resources to focus on business needs
- Increase availability, security and services levels with lower TCO
- Shift IT capital expenses to operating expenses

## WHY CHOOSE BASWARE P2P

- P2P process expertise, with world class solutions and global support services
- Fastest, most-cost effective way to benefit from financial process automation
- Lower Total Cost of Ownership (TCO)
- Choice of SLAs to fit your specific needs
- Basware Network integration for e-invoicing and e-ordering
- Global delivery from data centers in US, Canada, Europe and APAC
- Anywhere, anytime access through browser and mobile applications



Basware's cloud 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.

Finally, secure access and strict controls enable monitoring of who has access to your business information.

Basware solutions integrate securely with your corporate IT, using a public or private network. All data communications are, naturally, encrypted. 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

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

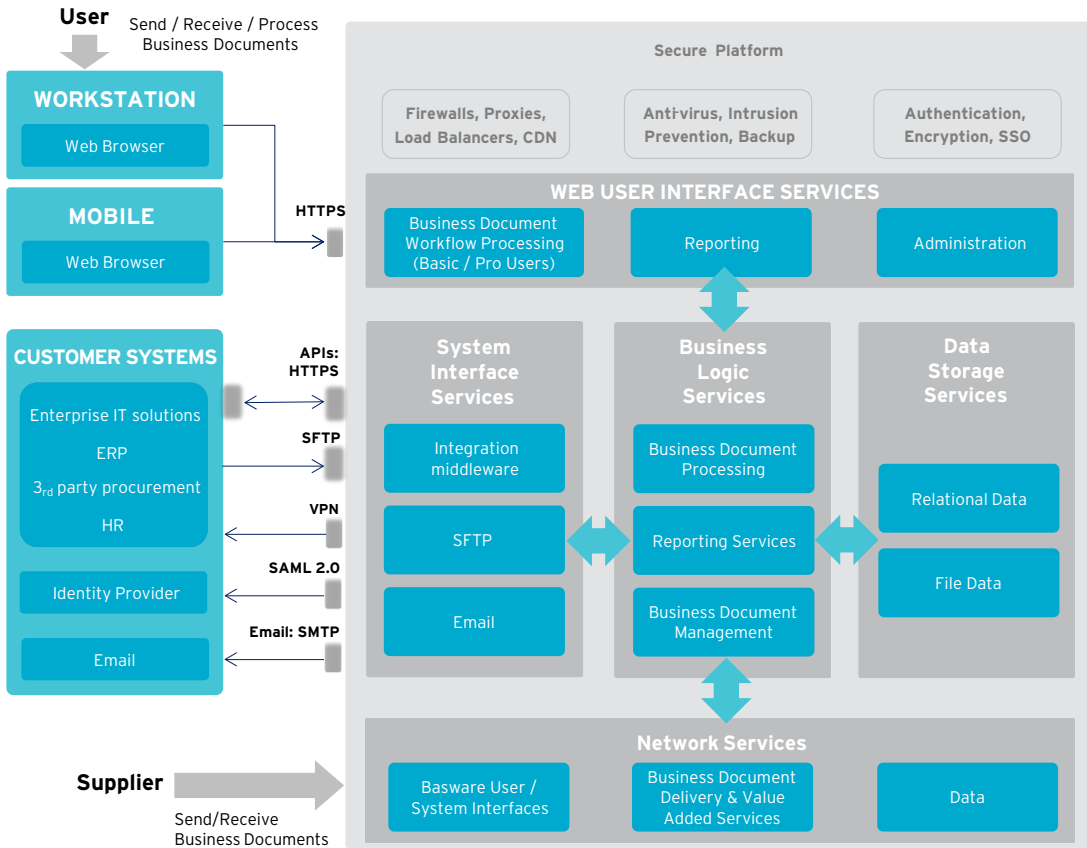
## Basware Service Level Agreement Options

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	3 <sup>rd</sup> party test report available	3 <sup>rd</sup> 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	-	-	•

• Included in the service € Separately priced add-on

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.

# SaaS Architecture Overview



## 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)

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

Want to learn more?

**CONTACT US**

## ABOUT BASWARE

Basware is a leading provider of Networked Procure-to-Pay solutions with the largest open e-invoicing network in over 180 countries. Our cloud-based technology enables enterprises to fully manage their spend, mitigate financial risk and reduce operating costs through automation of finance, procurement, accounts payable and accounts receivable processes. Our open technology ecosystem and extensive partner network have helped over 6,500 businesses in 60 countries move towards 100% spend visibility which enables better business decisions - a concept we call Visible Commerce. Basware's solutions support the transition to a lower-carbon economy by digitization and automation. Basware is traded on the Helsinki exchange (BAS1V: HE). ©Basware 2022

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