

FACT SHEET

Basware Maturity Model



basware

Simplify Operations, Spend Smarter.

CONTINUOUSLY
IMPROVE YOUR BUSINESS
PROCESSES AND
PRACTICES WITH
MATURITY SERVICES

GET THE MOST FROM YOUR **BASWARE** **SOLUTIONS**

In order to grow as a business, you need to be able to assess how mature you are as an organization and see how you stack up in comparison to others. Get the support you need to improve processes, ensure the continuous progress of your company, and fully leverage the solutions you're using.

IT'S ALL POSSIBLE WITH BASWARE MATURITY SERVICES

Basware Maturity Services are designed to help organisations assess and develop their practices across the entire Source-to-Pay process. Basware goes beyond being "just a technology provider" and instead provides something more. With the help of our Maturity Services experts, you'll

achieve excellence in your processes while leveraging the Basware solutions to their full potential. We'll help your organization strategize and agree on the concrete steps needed to achieve key outcomes aligned with your business goals and ultimately improve your performance.

HOW WE DO IT:

1. Assess your maturity and establish a baseline

2. Agree on directions, explore, and build a plan to improve

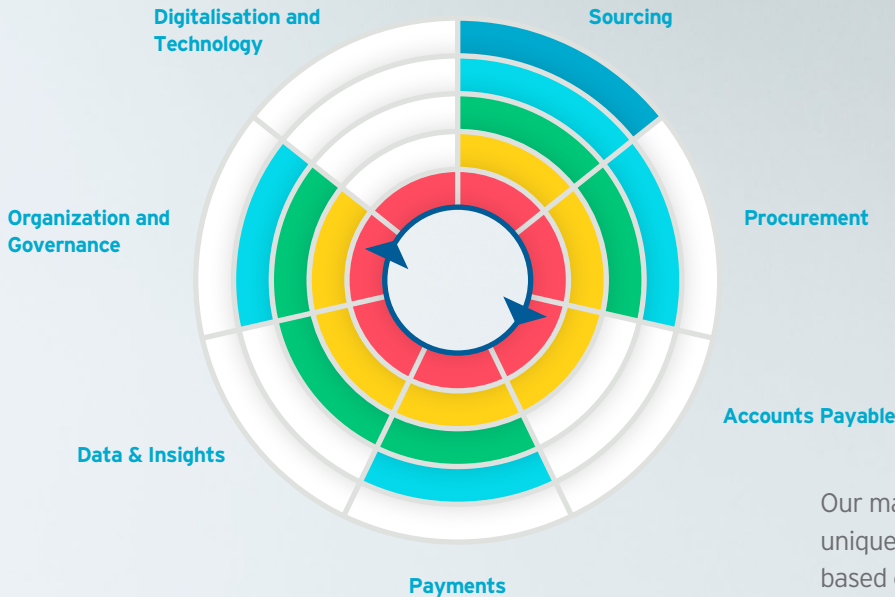
3. Coach, measure, and monitor progress

HOW DO WE ASSESS?

Basware uses an online questionnaire as part of its maturity assessment tool. This questionnaire is sent to multiple stakeholders within your organisation. The questions are customized depend-

ing on the role and function of the person answering. Using comprehensive data from over 120+ data points, key insights from the assessment are visualized in these 2 ways:

1. High-level summary showing maturity levels across 7 maturity areas.
2. Detailed report for each specific area assessed.



Our maturity assessment tool is unique in that it continuously evolves based on new data and analysis of top performing Basware-using organisations.

PROCUREMENT

How easy it is for users to find the needed products/services when generating requisitions?



It is easy to find frequently purchased products/services but less frequently purchase items are often difficult to find.

How are your suppliers involved in managing content available to your requestors?



Our suppliers manage a small proportion of product content but mostly it is managed internally.

How do you ensure purchasing compliance to minimize maverick spend?



We have a formal purchasing policy in place that we regularly review and enforce, but there is still maverick buying.

How do you manage workflow performance?



We have SLA's in place but they are often not met and/or we do little to enforce them.

CHOOSE A MATURITY SERVICE THAT MEET YOUR NEEDS

Maturity Lab

Basware's Maturity Lab uses the maturity assessment tool to understand how mature your organisation is across S2P areas. After collecting the results, Basware builds a report, calibrates the results, and provides a preliminary analysis including any progress you've made from when the assessment was completed.

Next, we hold a Maturity Workshop with you to identify areas for improvement and build a maturity

action plan. A Basware Business Consultant and Customer Service Manager then follow up to ensure continuous progress and oversee the plan.

360° Evaluation

When you're ready to dig deeper, Basware 360° Evaluation offers a more detailed maturity assessment. In addition to the online maturity assessment, it includes several different activities designed to understand your

current performance and develop an action plan:

- Stakeholder interviews and analysis of your S2P processes
- Observation workshops and insights from analytics
- SWOT analysis based on your organization's goals
- Initiative sprints to improve maturity in processes, policies, people, and technology
- Plan between you and Basware that contains joint actions designed to improve maturity



“I honestly can’t imagine doing it without them [Basware Consulting team]. They’re up to date on best practices, so get the team in early and often. We continue to work on improvements thanks to the roadmap/the Maturity Action Plan. It shows us that better outcomes are available and achievable.”

Ryan Martens, Director of Accounts Payable, Mohawk Medbuy

Coaching Sessions

In addition to the assessment services, Basware offers regular coaching sessions that provide you with access to external experts who have experience working with customers in various industries and geographies. When possible, Basware connects your team members with other customers in relevant situations. We apply a coaching framework and related techniques to work together to explore possible solutions to solve business challenges. Coaching comes in 3 different packages that includes a set number of sessions each year (S-4, M - 12, L-24).

WHY BASWARE?

- Since our assessments are tied to Basware technology, you simply leverage the technology you already have.
- We focus on building realistic, tangible and tactical maturity plans, ensuring both short- and long-term objectives are met.
- Learn what other Basware customers are doing to increase their maturity through our large resource network and receive assistance from internal subject matter experts.
- We focus on your continuous evolution more-so than a drastic change, leading to a cost-effective way to concretely improve your maturity.

ABOUT BASWARE

Basware is the global leader in providing purchase-to-pay solutions, e-invoicing and innovative financing services. Basware’s commerce and financing network connects businesses around the globe. As the largest open business network in the world, Basware provides scale and reach for organizations of all sizes, enabling them to grow their business and unlock value across their operations by simplifying and streamlining financial processes. Small and large companies around the world achieve significant cost savings, more flexible payment terms, greater efficiencies and closer relationships with their suppliers.

Find out more at:

WWW.BASWARE.COM

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