

# Service Level Agreement

This Service Level Agreement is adopted on 1 January 2022 and will supersede any and all previous versions.

The purpose of this Service Level Agreement (hereinafter referred to as the SLA) is to provide you, the customer, with a clear picture of what to expect from us if you use one of our software products or services. This SLA covers all WhiteVision products.

If the agreed offer contains individual agreements, these will continue to apply and prevail over this SLA.

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## 1. Important conditions

Once you have made the necessary arrangements as described in the following paragraphs, we can fulfil the commitments within this SLA.

### Remote access

To be able to assist you successfully, we require remote access to the relevant systems. It is essential that remote connections can be set up easily and quickly via TeamViewer.

### Customer portal and administrator

The WhiteVision Customer Portal gives customers access to their personal information and allows them to ask questions. Our customer portal is available at:

<http://portaal.whitevision.nl/>. You can reach the WhiteVision support team on 076 - 560 78 21 on working days.

It is important that at least one person within your organisation is appointed as administrator of the customer portal. As administrator, we consider you to be the first point of contact for questions, you are allowed to view the invoices, and we will keep you informed about maintenance, disruptions and other important information regarding our software and services. In addition, as an administrator you can give access to the customer portal to your colleagues, as (co-)administrator or user.

### Recent software version

If the software is installed on a server provided by you, it is important that the installed version of the software is recent (i.e. not older than 1 year). In doing so, you are ensured to receive the latest security updates and our colleagues in Support will be able to help you more quickly.

If you are not using a recent version, you may need to update before we can assist you.

Finally, make sure that you pay all costs and fees to WhiteVision B.V. in a timely manner; in case of late payment, we have the right to suspend the service.

## 2. What you can expect from our Support team

If you have chosen one of WhiteVision's solutions, our software will be installed and configured by an implementation consultant. After we give instructions, the consultant will complete the project and transfer your account to the Support team.

If you need support after the implementation project has been completed, our Support team is always available to you. They can assist with:

- WhiteVision software malfunctions
- providing support for questions concerning OCR recognition
- answering generic user questions (rule of thumb: solvable within 10 minutes).

## Submit your support ticket in 3 steps

### Step 1: Creating a support ticket:

Creating a ticket on the customer portal is an important first step. In order to assess the ticket fully, it is important that we have as much information as possible. Only with sufficient information can we assess the ticket accurately and perhaps come up with a solution or suggestion immediately, therefore we kindly request you to help provide this level of information.

### Step 2: Classification and priority of support tickets:

As soon as we receive a ticket, we classify it according to the categories below. We also assign a priority level.

- The ticket concerns a **malfunction**.
- The ticket concerns a **bug** (an error in the WhiteVision software that interferes with the operational process).
- The ticket concerns a question about **OCR or recognition**.
- The ticket concerns a **user question**.
- The ticket concerns a **wish or change request** (for example: functionality or request cannot be realised with the current configuration and may require a (code) change in the standard software).

#### Possible priorities (only in case of malfunction or bug classification)

- **Acute** An acute situation arises that brings the entire system to a standstill.
- **High** The malfunction disrupts the operational process to such an extent that production stagnation occurs.
- **Regular** The malfunction disrupts part of the operational work process. Work can be continued as normal.

We pick up tickets depending on the classification and priority. A ticket with an acute priority is handled first, of course. In the case of an acute situation, please call immediately. Select the Support team from the menu options and indicate that there is an acute situation. We will assist you as quickly as possible.

### Step 3: Follow the ticket through the customer portal

Once you have created a ticket, you can follow its processing via the WhiteVision Customer Portal. With every status change you will receive an update via email (it may also be the case that we need additional information). Therefore, it is important to keep a close eye on the customer portal and your email. If you wish to contact us by telephone, always be sure to create a support ticket first.

### Response times: (in the event of a malfunction or bug)

In the event of an issue, we naturally want to get you back on track as quickly as possible. We will not know how quickly we can resolve your issue (this depends on the nature and type of the issue), but the following response times apply on working days and during office hours:

- Acute 1 hour after receipt of your ticket.
- High 4 hours after receipt of your ticket.
- Regular 8 hours after receipt of your ticket.

In order to get you back on track as soon as possible, we may apply a workaround. Our aim is to provide a structural solution within a reasonable time period (regular tickets 6 weeks, other tickets 3 weeks).

### For questions regarding OCR or recognition

If you do not understand why a value on an invoice is not recognised or you discover an error in the recognition, you can submit the invoice in question via the customer portal (select Recognition). It is important to:

- Create one ticket for each invoice
- Please include the original document, which cannot be older than 2 weeks
- Include a clear description of what goes wrong.

Please note that not all OCR questions can be resolved (e.g. if the document is of poor quality or if information is missing or illegible). If there are questions about invoices that are regularly processed by our OCR, we will handle them with a higher priority. This also means that it is not always possible to individually deal with invoices that are presented occasionally. Upon receiving your ticket, we aim to respond within one week.

### Reliability of recognised data

Our systems are very sophisticated and will convert the information, for example on an invoice, into the correct data for you. Take into consideration that the software may make an error in interpreting data that was read and recognised. You cannot derive any right

from this, should this occur, and we cannot be held liable. We recommend that you build some form of verification into your system.

## What to expect when you have submitted a user question

If you have a simple user question (precept: solvable within 10 minutes) and we have availability, then we will try to assist. If the question turns out to be more difficult, we will make a separate appointment, in which case you will receive an estimate of the possible costs in advance. If you agree, we will schedule the work as soon as possible.

## We welcome wishes / change requests!

We will be pleased to receive your input containing wishes or change requests. We keep these wishes or change requests as inspiration for product development. Unfortunately, we cannot keep you informed of this progress, so please check the release notes of updates regularly for the availability of new functionality.

## If the ticket is not covered by Support

You can also ask other questions via the customer portal. In that case, your question will be forwarded to the team best able to help you. We use the following classifications for this type of ticket:

- The ticket concerns a request to **expand the configuration** (example: additional licences or functionality).
- The ticket concerns a request for a **functional adjustment** (example: adjusting the configuration, creating a user, adding records, setting up a new workflow, etc.).
- The ticket concerns a request for a **technical adjustment** (example: reinstallation, server migration, technical adjustments due to changes in financial system, etc.)

We advise you to report any requests that fall within these categories to us at the earliest possible stage. We will be able to inform you in advance what the costs may be, and it gives us the opportunity to schedule the colleague who can assist you.

### 3. Additional aspects of our online solutions.

#### Availability of our online solutions

We host online solutions on the systems of certified Dutch data centres. Together with these top-tier data centres, we strive for a system availability of 97.5%. The uptime is calculated as a percentage of the realised number of uptime hours measured over a calendar year. The availability and performance of our online systems is continuously monitored. The online environment is not available in the following situations:

- (Preventive) maintenance of software and/or hardware
- Installation of a new version
- Troubleshooting of related issues of the software in the customer's own environment and responsibility
- Emergencies resulting from natural disasters, war, terrorist attacks and other force majeure situations.

The above situations are included in uptime.

#### Notification of temporary interruption of service during maintenance

In order to keep the service up to date, regular maintenance is necessary. It is therefore possible that our service may be temporarily unavailable. Your administrator of our customer portal will be informed of this by email at least 5 days in advance. Maintenance is normally carried out on weekdays and after 15:00. Occasional patches and bug fixes are carried out automatically and without notice outside working hours.

#### Performance of online solutions

You can expect the online solutions to perform well (equivalent to a local or network installation). To ensure good performance, documents with a large number of pages are put in a separate queue at peak times and processed as soon as the rush is over.

We measure response times and use this information to improve the services. The performance also depends on the internet connection (and its speed) and the setup of your specific environment.

#### Security and access

We ensure proper deployment of resources, methods and techniques to guarantee the availability, integrity and confidentiality of our online solutions as much as possible. Checking for improper use and unauthorized access is part of the (daily) standard monitoring activities. The data centre in which our online systems are hosted is professional and ISO 27001-certified.

Within our online solutions each user has a personal profile that is linked to a unique user name and an associated password. If you choose to access our solutions via another connection, for example via Active Directory Federation Services, authentication is NOT handled by our online solution. Access and security then fall under the customer's policy and responsibility.

## Guaranteeing continuity and correct data

Our online solutions are hosted in data centres equipped with redundant technology. Failure of a single server or storage system will not immediately lead to an emergency. In the unlikely event of failure of the entire data centre a backup is available. The production environment is backed up daily.

## Retention period

The standard document retention period for WhiteVision software installed on one of our servers is 90 days. Should this period be insufficient for your organisation, please inquire about the possibilities to extend this term.

## Monitoring and Data

We collect anonymised data on the use of our products. This data helps us gain insight into the use of our online solutions. We also use the data to monitor and improve our products and services. Third parties may also be involved in this. You can find more information about this in our processing agreement.

## 4. Fair use

After more than 15 years of experience, we can say that documents offered on our platform on average consist of less than two pages. This is therefore the basis of our fair use policy. If it turns out that your situation structurally exceeds this number, we will contact you to see how we can resolve this and discuss the costs.