



Service and Support

Appendix 1.2
Service Description
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Introduction

This appendix is a description of the Service Subscriptions and Service and Support services comprised by Visma Enterprise's Service and Support. The appendix also describes how the Customer shall respond to faults and what the Customer can expect in terms of correction of these.

The Customer's Service Subscription is stated in the Agreement.

Description of the services

Service subscriptions

	Essential	Advanced	Executive
Ongoing system update	x	x	x
Newsletter	x	x	x
Visma Community (customer portal)	x	x	x
Release video guides	x	x	x
Unlimited access to customer seminars	x	x	x
Proactive support	x	x	x
Free hotline via mail and chat	x	x	x
Free hotline via telephone		x	x
Annual service meeting with payroll consultant		x	x
Personal consultant			x
2 optional course places per year			x
Audit declaration (ISAE 3402-2)			x
GDPR guideline			x
Customer Success Manager			x

The individual services are described in the table below.

Customers with the service subscriptions Essential and Advanced may purchase services not comprised by the subscriptions against separate payment.

Description of the services

Service:	Description:
Ongoing system update	Update and on-going maintenance of products and Services in relation to legislation and the general technological development *.
Newsletter	Monthly electronic newsletter with information on releases and news etc. Registration: https://www.visma.dk/hrm/nyhedsbrev/
Visma Community (customer portal)	A customer portal with access to information: <ul style="list-style-type: none"> • About courses • About important dates and deadlines in relation to payroll processing • About changes in connection with update of the system, for example operational and release information • In connection with amendment of legislation And access to: <ul style="list-style-type: none"> • Tutorials on how to use the system • Ideas bank • Exchange of tips and tricks among customers
Release video guides	Review of the latest and most important elements in the release. Video guides are accessed through Visma Community.
Unlimited access to customer seminars	Twice a year, seminars are held at which it is possible to hear about news related to Visma Enterprise's products and Services and roadmap. It is also possible to meet employees at Visma Enterprise.
Proactive support	The Customer is contacted on the occurrence of the following events: <ul style="list-style-type: none"> • Reporting of wrong CVR no., see error message from SKAT • Report on CVR no. not created at the Danish Business Authority • In case of non-acceptance of runs (payroll or fixed settlement) due to missing Nets agreements (OS02 agreements, OSN agreements) • In case of non-acceptance of payroll by book-keeping central (only customers who are signed up for the Finance Module). In case of events that concern money transfers, Visma Enterprise will contact the Customer no later than 2 hours after detection of the event (inside opening hours). If assistance from Visma Enterprise is required for the solution of the above, invoicing shall be based on current prices.
Free hotline via mail and chat	Customer's contracts** have access to free hotline via Visma Community consisting of both general and customer specific guide to use of the system. Tasks ordered for execution are not included but are invoiced based on the current price list. See opening hours below.
Free hotline via telephone	Customer's contracts** have access to free hotline (see above) via telephone. See opening hours below.
Annual service meeting with payroll consultant	Annual review of system setup and processes when using the system. The service meeting lasts approx. 4 hours and takes place at the Customer or via online meeting. The outcome of the service meeting is forwarded subsequently.

Personal consultant	<p>The customer may talk to the same consultant in connection with analysis, adaptations and maintenance regarding the Customer's system. For the Customer, this means that the relevant consultant will develop an in-depth knowledge of the Customer's system, internal procedures, organisation etc. The Customer may thus use the relevant consultant as a sparring partner in relation to the preparation of for example payroll and staff specific measures at the Customer.</p> <p>However, contact in connection with daily operations (urgent assistance and ordinary use of the solution) must still take place via hotline.</p>
2 optional course places per year	The Customer may freely choose 2 course places per year. Courses are booked via Visma Community.
Audit declaration (ISAE 3402-2)	<p>Each year, Visma Enterprise arranges for independent audit declarations to be prepared for Visma Løn and HR according to the ISAE3402 standard or similar standard.</p> <p>The Customer receives the prepared audit declaration, see the Agreement.</p>
GDPR guideline	<p>Visma Enterprise provides first-line support regarding Visma Enterprise's products and Services and replies to general questions on staff administration. There is access to GDPR guidance twice annually for 1 hour.</p> <p>Request for guidance is forwarded via Visma Community. The Customer will then be contacted within 5-10 Business Days so that the Parties may agree on a time and date.</p>
Customer Success Manager	<p>Visma Enterprise will initiate quarterly follow-up on operations, tasks and deliveries with a dedicated Customer Success Manager.</p> <p>In addition, the Customer Success Manager will present roadmap and future releases, etc.</p>

*) Does not include the ongoing maintenance of the Finance Module (standard agreement between the Financial Services Union and the Danish Employers' Association for the Financial Sector).

***) Applies to 2 named contacts with the Customer. If the Customer requests additional contacts, the price applicable at any time will be adjusted for the Service Subscription by 25 % for each contact.

It is possible to upgrade Service Subscriptions at 1 month's notice.

In the event of termination (see appendix 9, clause 17.1) of the Service Packs Advanced and Executive, the Service Pack Essential will automatically become effective.

Hotline

The Customer may contact Visma Enterprise's customer centre via mail or chat through Visma Community or by telephone. Chat may only be used for general questions and must not contain personal data.

The customer service centre may assist the Customer in using the system in connection with general and customer specific payroll conditions or regarding communication issues of a technical nature.

Hotline and chat are open during the following periods:

- Monday - Friday 9 a.m. - 4 p.m.

When contacting the Hotline, please state the customer base number.

Telephone number and email address may be found on Visma Enterprise's customer portal, Visma Community.

When contacted by email, Visma Enterprise will confirm that it has received the email and state when (at the latest) Visma Enterprise expects to respond to the Customer's inquiry.

Supplementary service and support services

Assistance from a consultant

In case of larger tasks that cannot be resolved via the Hotline, or if the Customer wants Visma Enterprise to carry out a task, the Customer can pay for assistance from consultants, e.g., for setting up and customising the IT solution.

Consultant assistance can be ordered directly via the Hotline. The Customer will receive an offer for assistance from consultants and the Customer must accept this offer before Visma Enterprise begins working on the task.

Courses

Visma Enterprise conducts courses on, among other things, learning how to understand one's salary and legal issues. Course offers are shown in Visma Community. The Customer's participation in courses is invoiced according to the current prices and agreement in accordance with the course description.

Sign-up takes place via Visma Community's customer portal.

Handling of faults and defects

If the Customer identifies a fault or deficiency in the system in accordance with the Agreement, the Customer must inform Visma Enterprise.

When a fault or deficiency has been confirmed by Visma Enterprise, it will be prioritized by Visma Enterprise and the further process will be agreed with the Customer.

Visma Enterprise may require a description of the fault or deficiency or other form of documentation that may contribute to the correction from the Customer. This will be agreed with the Customer.

Deadlines for fault correction

Visma Enterprise must respond to reported faults and correct these within the following response and fault correction times (these apply during Visma Enterprise's opening hours).

Priority	Response time	Temporary fault correction	Permanent fault correction
Critical	Max. 3 hours	Max. 48 hours	Max. 30 days
Significant	Max. 5 hours	Max. 96 hours	Max. 60 days, unless otherwise agreed
Less significant	Max. before the end of the next business day	Max. 30 days	Next release

Response time means that period of time from Visma Enterprise's receipt of a fault report until Visma Enterprise contacts the Customer.

Temporary fault correction means creation of a workaround, but the solution may result in limited system functionality. Visma Enterprise must attempt, to the best of its ability, to limit the effect of a temporary fault correction.

Permanent fault correction has been carried out when the fault does not return and all consequences of the fault have been eliminated.

Critical: System breakdown where the Customer cannot access the system and events that prevent the Customer from executing a payroll run.

Significant: Faults that involve significant additional work for the Customer and/or prevent the Customer from using significant functions in the system.

Less significant: Faults and inexpediciencies that do not have direct consequences for the Customer and the Customer's daily processes.

Response and fault correction times must be counted in hours and Days from the time when the Customer first contacts Visma Enterprise's customer centre within Opening Hours.