Visma Talent Solutions Customer Support Policy

This document describes Visma Talent Solutions support policy for its Cloud products and services.

1. Visma Talent Solutions Customer Support Mission

Our number one corporate value is customer success. All of our support processes are designed to ensure that our customers are successful in using our products and services. To ensure customer success, our support services are designed to:

- Resolve issues quickly, effectively, and accurately, in partnership with our customers
- Provide courteous and professional service
- Champion change within Visma Talent Solutions to improve products and services on behalf of the customer
- Help ensure that our customers achieve effective use and optimum value from our products and services
- Be uniquely responsive to urgent situations and customer emergencies
- Achieve a team spirit that is projected in each interaction with our customers

2. Where to Get Answers

Visma Talent Solutions Support Services are offered remotely through various channels as described below.

2.1. Self-Service 24x7x365

Customer Community — The Online Community is a space for exchanging advice and best practices, and generating group learning and innovation. It is a rapidly growing community and provides the most up-to-date information, documentation and news from across customers, partners and employees.

2.2. Contacting Support and Logging Cases

Upon provisioning of your Visma EasyCruit environment, you will be introduced to your Support resources via our Onboarding Process.

2.3. Support Portal 24x7x365

In the event you are unable to find answers to your queries in the Customer Community, you can submit a case via Visma Talent Solutions Support Portal available 24x7x365. The Visma Talent Solutions Support Portal enables customers to communicate with Visma Talent Solutions Support, create cases, obtain updates, and provide information about cases being worked on by Visma Talent Solutions Support.

2.4. By Telephone

Telephonic support is available Monday through Friday, 08:00 to 16:30. Cases may be opened by calling Customer Support if needed. The preferred method is to register in the support portal to be able to follow up and report.

3. Authorized Support Contacts

Customers are allowed two (2) support contacts who may contact Visma Talent Solutions Support in accordance with this Support Policy. Access to support is dependent upon maintaining a current subscription.

Additional authorized support contacts may be added. Please contact your Account Manager for additional authorized support contacts. You may change any authorized support contact upon advance written notice to Visma Talent Solutions.

For continuity purposes, Visma Talent Solutions requests that customers retain the same authorized support contact(s) for at least 90 days. There is no limit to the number of community portal contacts who may access the self-service resources.

4. Escalation

Visma Talent Solutions Support is committed to making sure you receive the fastest and most effective support experience possible.

However, we do recognize that on rare occasions, customers may have the need for a higher level of attention to address an issue. To meet that need, the following escalation process is in place to raise the visibility of an issue within Visma Talent Solutions.

In order to bring a specific issue to the attention of a support manager, you have two choices:

1. Directly ask the support engineer to escalate to his or her manager. This can be done by telephone or by placing a note in the case.

2. Call your designated Account Manager and she/he will escalate.

5. Case Severity Levels

Case Severity		Description	Examples
S1	Outage (Prod Environment Only)	Production Service is unavailable and/or Content Server.	No users can login SSO down Content Server is down / Content won't launch Notification Server down Report/Analytics down
S2	Critical Issue (Prod Environment Only)	A module is unavailable for use with no workaround and/or multiple users cannot access the portal in Production. The issue causes significant, measureable disruption to productive use of the services in the Production Environment.	Cannot upload Content Data import / job failure Download/view files works, but cannot edit/upload files Intermittent performance issues
S3	Important Issue (Any Environment)	Single point of failure condition (any environment) or there is a moderate disruption to the productive use of the service; work-around typically available and/or Service Outage for non-Production Environments.	QA/Dev Down Single user cannot login to Visma Talent portal Patch Installation
S4	Informational Issue (Any Environment)	Informational, tracking of nonstandard operational condition (any environment) and/or usability / how-to type questions	Pending patch fixes etc. Overall public internet performance or end customer internal network problems impairing the user experience. Questions regarding feature/functionality or general usability.
SR	Service Request	A service request for Visma Talent Solutions to perform a routine change, function, or process.	Service requests such as QA Refresh, IP whitelisting, customization installation and/or VPN or DNS requests.

6. Response and resolution times

Case Severity		Response SLA	Resolution SLA
S1	Outage (Prod Environment Only)	30 Min	43 Minutes (99% monthly uptime guarantee)
S2	Critical Issue (Prod Environment Only)	1 hour	12 hours
S3	Important Issue (Any Environment)	2 hours	Case update provided every 3 days until a diagnosis and resolution is available
S4	Informational Issue (Any Environment)	2 hours	Status available 24/7 via self-service support portal
SR	Service Request	2 hours	Status available 24/7 via self-service support portal

7. Visma Talent Solutions Support Center - terms of use

The Support Center developed by Visma Talent Solutions for its customers. The site is a portal for communication between Visma and the customer as well as entering support tickets to Vismas Visma Talent Solutions. The Support Center is only available to Vismas customers and will therefore require log-in credentials.

7.1. Privacy

As part of providing the Support Center to you as a user, Visma processes your personal information. By creating a user account, you agree that Visma can use your personal information for the following purposes:

● manage support tickets initiated by you as a user;

● manage your user access to the Support Center to communicate our products, services or professional content to you;

● manage your user relationship with our products and services;

● facilitate direct dialogue with Visma;

● receive and process suggestions from users to further develop Visma's products and services;

● build an interest profile about you as a user by registering your expressed interests and actions in the Support Center. This profile, along with other information you may give us, forms the basis for what type of information and how Visma communicates relevant information to you, both within and outside the Support Center.

In order to fulfill the purposes set out in the bullet points above, including communicating information tailored to your profile of interests, your personal information is processed by the companies in the Visma Group affiliated to the Support Center. In addition, subcontractors may have access to your personal data as part of assisting us with the operation of the Support Center, and helping us fulfill our purpose as listed in the bullet points above.

Your personal information may also be used for marketing and surveys as well as for sales and product development in order to improve Visma's products and services. Visma will only use your personal information for marketing etc. to such extent it is lawful and in accordance with the marketing legislation applicable for the customer. Should you not want to take part in marketing and surveys, please contact Visma via support.vts@visma.com.

The personal information that will be visible to other users and searchable within the Support Center is your user name, name and surname and any additional information that you chose to add in your user profile. The support tickets created by you may be visible to other users from within your organisation (the customer's organisation).

Your personal information will be deleted at the latest twelve (12) months after the customer agreement is terminated. Support tickets, including any personal information related to the tickets, will be deleted at the latest 36 months after the tickets have been closed.

7.3. User obligations

As a user, you guarantee and undertake that you will use the Support Center in a manner that complies with all these terms of use and follow all existing and future updated terms of use for the Support Center.

You agree not to use the Support Center to:

- spread spam or unsolicited e-mail,

- pretend to represent another organization than the one you belong to as a customer to Visma,

- manipulate the content of the Support Center,

- provide false information about your affiliation with a person or entity;

- act in a way that can negatively affects others' ability to use the Support Center,

- participate in activities prohibited by applicable law;

- submit material that violates or infringes the rights of others, or that is illegal, offensive, derogatory, vulgar or otherwise offensive, or

- collect or save another user's personal data if you have not received express consent from the user and/or Visma.

Visma reserves the right to deny the user access to the Support Center in the event of suspicion about abuse or unauthorized use, or that the user does not comply with these terms of use.

If you would like to disable your user account, please contact Visma via support.vts@visma.com.

7.4. Intellectual property rights

The Support Center, its content, including without limitation design, logo, products and service marketing, trademarks, pictures copyrights and any other intellectual property rights in and to the Support Center are the property of Visma or its subcontractors. Access to and use of the Support Center shall not be construed as assigning nor granting any license in respect of any kind of these proprietary rights. Visma reserves any rights related to the Support Center that are not expressly granted to users hereunder.

The Support Center may contain user created content, including but not limited to, support questions, comments, pictures, feedback or any other information. Visma is not responsible for such user created content. The user holds the sole responsibility of the legality, validity, accuracy and completeness of such content.

8. Other

Visma has the right to change this Customer Support Policy at any time and in its sole discretion.