

Service description

Rillion One

Azure environment

May 2022

Rillion One introduction

Rillion One is a cloud service that offers support, control, and automation in the Purchase to Pay (P2P) processes. This document include Rillion One modules listed with a brief description. Detailed Help guides and User Guides are available in the Rillion One product. Login required.

Definitions

"Business Days" means weekdays, Monday to Friday, except weekdays that are public holidays in Sweden.

"Business Hours" means 08.00-17.00 Central European Time.

"Rillion One Administrator" means the person, or persons, of Customer's personnel who internally shall support Customer's Users and have the authority to contact Rillion One Support.

"Response Time" means the maximum time within which Rillion One Support actively takes a stand and act on an Incident.

"Solution" means a permanent solution, a temporary solution or a work around.

"Rillion One OffLine" means by request Customer to export invoices stored in Rillion One.

"Rillion One Archive" means by request access Customer Data.

"Third Party" means any third party under Customer's responsibility who does not have the role of Rillion One Administrator. Examples of a Third Party may be Customer's customer, operation supplier or consultant.

"User Guide" is located in the Rillion One product.

Invoice Processing - functionality included in Rillion One

Rillion One offers support for supplier invoice management and provides control and automation within the processes of capture, posting, reviewing and approval of supplier invoices, always integrated with one or several Customer systems, for example the ERP-system.

Rillion One also has a mobile-adjusted web-interface that allows users to manage invoices and other tasks through a mobile or tablet device.

Rillion One Overview offers quick process and task overview, graphical KPI's and the ability to manually send out extra reminder e-mails. Also, to see if any invoices have been flagged for further action and see which invoices are close to due date.

Rillion One module options (Add-ons)

Rillion One Purchase Order handling automates the handling of order-based invoices. Incoming invoices are matched to purchase orders at header level. Rillion One Purchase Order handling retrieves purchase orders from the Customer's ERP and/or from any other purchasing system that the Customer is using.

Rillion One Document & Contract enables Customer to keep track of supplier contracts, make them available to the organization and send out automatic reminders when a contract is to be reviewed, renegotiated, or terminated.

Rillion One Expense management is handled by our Partner Findity/Company Expense and enables Customer to handle all types of receipts and expense management.

Rillion One AI enables the Customer to let Rillion One handle the coding and posting of the invoices based on machine learning and previous invoices / history of invoices in Rillion One.

Rillion One Payments enables the Customer to pay the invoices straight from Rillion One and not from the ERP system. The invoices can be paid at any stage in the workflow in Rillion One. Return payment files can be imported into Rillion One from the bank.

Rillion One E-invoice enables receiving of e-invoices into Rillion One from various VAN-operators.

External data capture services

Data capture of paper and PDF invoices can be done by an external partner as a service. Rillion One cooperates with different partners but mainly Azets and Kofax (Readsoft Online).

Rillion One - SERVICE DESCRIPTION

Rillion One is operated through Microsoft Azure with the features described below:

- Rillion One
- Implementation of Rillion One
- Data capture/ E-invoice
- Integrations
- Redundant data storage
- Recovery service
- System monitoring
- System security

Rillion One

Software provided by Rillion One for automation of various Purchase to Pay (P2P) processes.

Implementation of Rillion One

During the implementation stage the customer will receive access and login to Rillion One. Once the technical setup is done, the Rillion One delivery team will contact the user to get the customer up and running with Rillion One. Depending on ERP integration the time estimate for the training could differ, but usually sessions are included and can vary from 2-3 hours in production to tests in sandbox environments.

Data Capture/E-Invoice

All types of invoices are imported into Rillion One from Exchange Service with either FTPS or HTTPS.

Integrations

Integrations are made available via standard Rillion One interfaces. Rillion One services include maintenance, operations, and availability of the standard integration interfaces in Rillion One product.

Redundant Data Storage

All Customer Content in the Rillion One platform is stored using Azure Local Redundant Storage (LRS), containing multiple copies in the same data center environment to minimize risk of data loss or physical data corruption.

Recovery Service

Customer's Content is stored in states once a day which could be recovered if needed. Recovery is available for 30 days. Customer must ensure that original Content from connecting systems/ERP:s or other Customer systems content is available outside Rillion One and possible to re-read into Rillion One for further handling.

All backup data is stored on Geo Redundant Storage (GRS) that is replicated across multiple geographically separated Azure regions and data centres.

System Monitoring

System components such as servers and related services performance are monitored in real time by Rillion One personnel during Business Hours on Business Days. Various system alarms will trigger on predefined levels supporting quick handling of critical system issues. The availability of Rillion One is monitored and measured every 5 minutes.

System Security

See separate document "Data security Rillion One cloud" at [Trust center – Rillion One](#)

Access the service

The user of Rillion One must access the service from a computer with sufficient performance and with a well-known web-browser with an updated browser version.

Authentication

Authentication is controlled through identities and permissions in the Rillion One cloud service which supports a configuring high password complexity and login attempt lockout strategy. Authorization is separated in two parts, operations and data. These permissions are assigned to users in the Rillion One Application.

Single sign on (SSO)

Will be available for the Rillion One product during 2022.

Deployment environment

Rillion One use Microsoft Azure. Taking advantages of the technologies provided in Microsoft Azure Platform enables Rillion One to build, host and scale applications in Microsoft data centres in a most efficient way.

Limitations

The recovery process does not include synchronization with systems integrated with Rillion One.

Integration services with external system is not included if not specifically stated in contract.

Rillion One - AVAILABILITY

Scope

This section describes the Availability levels of Rillion One.

Definitions

Below is an explanation of the terms used in this section:

Service availability: Availability is defined as Customer's ability to login to Rillion One.

Service time: The time Rillion One is guaranteed as Available.

Service window: The time frame Rillion One reserves to perform scheduled maintenance of Rillion One.

Service Availability

Service Availability (production environment)	99%
Service time	7/24/365, with the exception for Service Windows and Rillion One Upgrade
Service window	Every third Sunday and following Thursday of each month between 2100-0300 CET (with reservations for months where this conflicts with financial close where Rillion One will plan this accordingly to avoid critical downtime).
Service Credits	

Below 99% but above 97%	10% of Service fee
Below 97% but above 95%	20% of Service fee
Below 95%	40% of Service fee

Availability Calculation

The Availability of Rillion One is measured continuously.

Limitations

- a. Any interference caused by inaccuracies in Customer's infrastructure is excluded in the availability calculation.
- a. Customer shall be responsible for the maintenance, use and availability of their own network connection to the Service.
- a. Rillion AB reserves the right to perform necessary measures in Rillion One in the event of a serious threat to the service, during which time the Customer's access to Rillion One may be temporarily restricted. Such Interruption shall not be taken into account in calculating Rillion One's availability.

Rillion One reserves the right to improve, enhance, modify and make commercially reasonable changes to the Service. Rillion One will notify Customer in advance of changes to the Service if such changes will materially affect the manner in which the Partner and its Customer uses the Service or the manner in which the Service operates or performs.

Rillion One - SUPPORT

Rillion One Support introduction

Rillion One Support's organisation consists of 3 levels. 1:st and 2:nd line handles incoming incidents and escalate if necessary to 3:rd line who has access to R&D and other resources if needed. Support is provided in Swedish and/or English.

- Customer's Users contact Customer's Rillion One Invoice Administrator for support. The Rillion One Invoice Administrator contact Rillion One Support if needed.
- The Rillion One Invoice Administrator can email or call Rillion One support: onesupport@rillion.com
 - +46(0)8 790 00 29 – 09.00-12.00 CET
- The case number obtained when registering an Incident (sending an email to onesupport@rillion.com) is the key to all communication around the Incident.

Response time Rillion One Support

Rillion One Support will confirm receipt of an incident within the response times specified below. Rillion One shall take commercial measures to provide a Work-around for Severity Level 1 within one (1) Business Day and Level 2 within four (4) Business days. If Rillion One is unable to provide a Work-around for Severity Level 1 and 2 Errors within estimated time, Rillion One undertakes to, free of charge; (i) escalate the Error internally; (ii) ensure that meetings with the Customer take place on a frequent basis to provide the Customer with status and obtain additional information and; (iii) add additional specialist expertise to the Support team handling the Incident.

Priority	Response time
<p>1. Critical</p> <p><i>Deviation which means that Rillion One is unavailable for most users and/or has an overall and significant impact on the use of Rillion One. Business impact is very high, critical.</i></p>	2 Business hours
<p>1. High</p> <p><i>Deviation which means that Rillion One is unavailable for a limited number of users and/or has a direct impact on the use of Rillion One. Business impact is becoming high.</i></p>	4 Business hours
<p>1. Medium</p> <p><i>Deviation which means that Rillion One has deficiencies that affect a small number of users and/or have some impact on the use of Rillion One. Business impact is low.</i></p>	16 Business hours
<p>1. Low</p> <p><i>Deviation which has a low impact on the use of Rillion One and which is not time-critical.</i></p> <p><i>No actual business impact.</i></p>	40 Business hours
<p>Personal Breach</p> <p><i>If a priority for Personal Breach is confirmed, Rillion One will act on the incident according to the guidelines and requirements stipulated by the GDPR legislation.</i></p>	

Terms and conditions for Rillion One Support

Customer commitments

The Customer has designated Rillion One Invoice Administrators.

The Customer is responsible for ensuring that all incidents are initially registered via e-mail or phone. The case number obtained is used in continued communication by phone or email.

The Customer is responsible for initiating and confirming contact with any Third Party who needs to be in contact with Rillion One Support.

Customer accepts that Customer's Rillion One Invoice Administrator(s) is authorized to:

- Register and follow up Incidents with Rillion One Support
- Order services, trainings or changes to Rillion One settings
- Confirm any costs that may will be invoiced for services performed to the Customer
- Initiate / request Rillion One Support's contact with any Third Party

The Customer is responsible for ensuring that the Customer's Users follow the technical and user guidelines for Rillion One.

Rillion One Support commitments

Rillion One Support shall provide the infrastructure needed for a benefitable cooperation with processes, routines, personnel and associated documentation to promote the use of Rillion One and give efficient support.

Rillion One shall offer and provide various relevant services and documentation in connection with the support, such as consulting, education, descriptions and manuals.

Terms for Rillion One Support

All Support is conditional upon Customer contacting Rillion One support via e-mail or phone.

Customers designated Rillion One Invoice Administrator(s) must have undergone training in Rillion One or otherwise obtained equivalent knowledge and are the only Users that are entitled to contact Rillion One Support.

Response times are calculated during Business Days and Business Hours. Any time during which Rillion One Support waits response or information from Customer or from any Third Party is considered as waiting time and is deducted from the calculation of Solution times.

Recurring requests for usability support covered by manuals or requests for longer, more complex reviews may be charged to the Customer or imply that Rillion One Support recommends the Customer training.

Rillion One reserves the right to use sub-consultants for the execution of the support. However, Rillion One shall be fully liable for all Rillion One's obligations when hiring a sub-consultant.