

APPENDIX

SERVICE DESCRIPTION

Roima SaaS Support and Maintenance Services

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ROIMA

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Roima SaaS Support and Maintenance Service Description

1 Introduction

This service description describes the content of the support and maintenance service for the Roima Application provided to the Customer. This document is added as an appendix to the SaaS Agreement between Roima and the Customer.

2 Definitions

The terms used in this document are listed below. If any definition here differs from those found in the Agreement, the precedence outlined in the Agreement will apply.

Change Management	Change Management defines the controlled process through which any modifications to the SaaS service are proposed, evaluated, approved, implemented, and verified.
Continuous Delivery	Continuous Delivery is a software release practice in which updates to the SaaS are prepared, tested, and made ready for deployment on a frequent and predictable basis.
Incident	Any unplanned interruption to an IT service, a reduction in its quality, or a system functional error. The primary goal of Incident Management is to restore normal service operation as quickly as possible and minimize business impact.
Office Mission Critical	An application is Office Mission Critical if it is not Shop Floor Mission Critical.
Roima Application	Roima Application refers to a set of specific Software provided by the Supplier that the Customer is able to access and operate or otherwise utilize according to this Agreement (See Software in the main agreement definitions).
SaaS	SaaS (Software as a service) refers to a service provided by Roima via a data network, where the software and the related license, support service and data are delivered centrally from a managed service to the Customer
Service Package	As defined in section 6.
Service Request	Formal request from a user for something to be provided, such as access to a service, change of configuration, or information
Shop Floor Mission Critical	An application is Shop Floor Mission Critical when its unavailability causes an immediate stop in a significant part of the production process.
Software	Roima's proprietary standard software and related documents, including modifications to Roima's standard software and new versions provided to the Customer by Roima.
Support Service Hours	Support Service Hours are the defined time period during which the Supplier provides support services for the Service, including incident response, troubleshooting, and service request handling.

Working Day / wd

Working Day means any day from Monday to Friday that is not a public holiday in the country where the Roima Support Service is operated from. For services operated across multiple time zones, a Working Day is defined using the standard working hours of the Supplier’s primary support location for the specific Service (as specified in the Agreement or in the Roima Application related documents).

Definition of responsibilities set out in the responsibility tables (RACI):

Table 1 RACI matrix responsibility explanations

Ref	Role	Responsibility	Description
R	Responsible	The performer of the task	- Assigned to achieve the task, - Responsible to (A)
A	Accountable	Has the ultimate ownership of the task	- Is the authority who approves the work before it is effective - Does not supervise individual subtasks
C	Consulted	Provides consultancy and resources if needed in the actual work	- With whom there is mandatory two-way communication unless otherwise agreed
I	Informed	Informed about the task	- Kept up to date on progress of the task - One-way communication

Table 2 RACI matrix Pricing column explanations

Pricing	Description
T&M or Service Package	Time and Material or according to optional Service Package ordered by the Customer.
Included in the SaaS fees	No actual based invoicing for standard activity.

3 Governance of the Service

3.1 Responsible persons

The Roima Application Customer Service is responsible for the maintenance and support services on behalf of Supplier. Customer appoints the responsible persons, who have permission to contact Supplier’s Roima Application Customer Service.

3.2 Service management

- a. Service management provides coordination of issues and tasks related to this Agreement between Customer and Supplier which manages the day-to-day Services provided to Customer.
- b. Customer and Supplier will each appoint an individual (the “Service Manager”).
- c. The Service Managers will have regular meetings as agreed between the Parties.
- d. Service Management Services responsibilities are described in the following table:

Table 3 Service management RACI matrix

Service Management	Supplier	Customer	Pricing
Activity			
Service Management			
Assign Supplier Service Manager and other Supplier key roles	A,R	C	Included in the SaaS fees
Assign Service/Solution Manager and other key roles at Customer side	I	A,R	Included in the SaaS fees
Coordination of problems caused by Supplier	A,R	C,I	Included in the SaaS fees
Coordination of requests, problems or changes caused by Customer or 3 rd party	A,R	C,I	T&M or Service Package
Provide regular reports on open problems and changes related to the Services including an action plan	A,R	C,I	Included in the SaaS fees
Report Service Level attainment and other standard service Key Performance Indicators as agreed	A, R	I	Included in the SaaS fees

Service Management	Supplier	Customer	Pricing
Activity			
Arrange and participate service steering group meetings	R	A,R	Included in the SaaS fees
Tailored reporting according to Customer requirements	A,R	C,I	T&M or Service Package
Coordination and invoicing of approved work agreed to be separately charged	A,R	C,I	T&M or Service Package

4 Support Service Hours

There may be different standard Support Service Hours for each Roima Application, and the Customer can agree extended Support Service Hours. The Support Service Hours can be expanded to fit the full operational window of the Customer on a permanent basis or in peak season and other special circumstances.

The agreed Support Service Hours are determined in the main agreement.

5 Basic services included in the support and maintenance service

The support and maintenance service includes the following basic support and maintenance services if stipulated in the Agreement.

5.1 Roima Application support service

Roima Application support service is available to provide assistance regarding technical or application questions through the service channels indicated by the Supplier.

Table 4 Roima Application support service RACI matrix

Application Maintenance Service	Supplier	Customer	Pricing
Activity			
Application Service Request Management			
Initiate Service Request	I	A,R	Included in the SaaS fees
Perform application Identity and access management requested or approved by Customer authorized person	A,R	I	T&M or Service Package

Application Maintenance Service	Supplier	Customer	Pricing
Activity			
Respond to application related information requests	A,R	I	T&M or Service Package
Respond to application related how-to questions	A,R	I	T&M or Service Package
Close Service Request	A,R	I	Included in the SaaS fees
Maintain the list of authorized person that can order Service Requests	I	A,R	Included in the SaaS fees

5.2 Tiers of Roima Application Support

Roima’s SaaS Support and Maintenance Services follow a three-tier model to ensure efficient issue handling and clear responsibilities across all Roima Applications.

Tier 1 – Service Desk / First-Line Support

Acts as the Customer’s first point of contact. Handles basic questions, initial troubleshooting, incident logging, classification, and resolution using standard procedures. Escalates issues that cannot be resolved at this level.

Tier 2 – Application & Platform Support

Provides deeper investigation and solves issues related to application configuration, integrations, platform services, and operational environment. Uses diagnostic tools, monitoring data, and Roima guidelines. Escalates product-level issues to Tier 3.

Tier 3 – Product Engineering

Roima’s product development teams handle defects, complex technical issues, and changes requiring source-code modifications. Ensures fixes are included in future releases and supports lower tiers when specialized expertise is needed.

Tier 4 – Partner or External Product Support

Tier 4 support involves coordination with third-party vendors where Roima has an agreed role; unless otherwise agreed, direct contractual support for Customer’s third-party products remains the Customer’s responsibility.

Handles issues originating from Roima Application related to Roima’s third-party partners, external systems, or components used by Roima. Coordinates with partners, vendors, and external product teams to resolve interoperability problems, advanced integration defects, and component-specific issues.

5.2.1 First line support options

There are several options what kind of First line support for Roima Applications are available. Not all options are available for all Roima Applications. The main options are presented in Table 5.

The 24/7 Global Service Desk provides continuous availability for incident intake and coordination. Application-specific analysis and resolution activities are handled by the appropriate support teams in accordance with the agreed Support Service Hours or applicable service options.

Table 5 Roima Application support first line options

Support option	Language	Service hours	Services
Roima Global Service Desk	EN	24/7	Incident intake, logging and resolving or escalation
Local application support	Local	Local office hours	Incident contact point, Application support focused
Enhanced application support	EN / local	Agreed	Incident contact point, Application support focused

In the Table 5, “local” refers to the countries and languages presented in Roima Application related documents of each Roima Application.

5.3 Roima Application updates

There are two alternatives how Roima Application updates can be performed. The alternatives are described in chapters 5.3.1 and 5.3.2. There might be only one alternative available for some Roima Applications.

5.3.1 Version upgrade of standard Roima Application modules

A version upgrade is the delivery and deployment of a new standard software version of a Roima Application. It includes updated functionality, enhancements, and corrections that Roima releases as part of the product’s ongoing development.

There are Roima Application level rules and practices related to version upgrades presented in a Roima Application related documents.

5.3.2 Continuous delivery

For some Roima Applications, the delivery model is Continuous Delivery, or Continuous Delivery can be agreed as an option. The applicable delivery model for a Roima Application is defined in the Agreement or in application-specific appendices.

Continuous Delivery is a software release practice in which changes to the Service are implemented in small increments and are continuously integrated, automatically tested, and made ready for release through a controlled deployment pipeline. Releases are performed frequently and predictably, with the objective that each release is production-ready and can be deployed with low risk.

Roima’s Continuous Delivery practices include, as applicable to the Roima Application:

- a) automated build, test, and quality checks (including security checks where relevant);
- b) staged deployment and/or progressive rollout mechanisms (for example release rings, phased rollouts, or feature flags) to reduce risk;
- c) operational monitoring and alerting to verify service health during and after releases; and
- d) rollback or mitigation procedures to restore service in the event a release causes service degradation.

Under Continuous Delivery, improvements, fixes, and security updates are delivered regularly without the need for customer-specific upgrade projects. Customers receive updates as part of the Service, subject to reasonable notice for changes that are expected to have customer impact (for example user-visible changes, deprecations, or changes requiring customer action).

Where the Service includes a customer test/sandbox environment or test tenant, Roima will, where practicable, provide customers an opportunity to validate changes prior to broad production rollout. Service level commitments do not apply to test environments unless explicitly agreed.

For customer-specific configurations, integrations, or customizations, Roima may need to coordinate release timing and validation steps with the Customer. Any work beyond the standard Service (for example customer-specific development, bespoke validation, or customer-requested deferral of releases) will be handled through the Change Management and/or Service Request processes defined in this Appendix and may be subject to separate fees as agreed.

5.4 Installation documentation maintenance

The Supplier maintains all installation documentation and is able to provide administrative support, and able to resolve and correct all installation related errors. Further the documentation ensures the scalability in cases of addition of new hardware, new Roima Application modules or additional clients.

Table 6 Document management RACI matrix

Application Maintenance Service	Supplier	Customer	Pricing
Activity			
Document Management			
Create and maintain common knowledge database for Incident Management	A,R		Included in the SaaS fees

Application Maintenance Service	Supplier	Customer	Pricing
Activity			
Maintain application management documents impacted by maintenance	A,R		Included in the SaaS fees
Maintain application management documents impacted by service request or changes	A,R	I	T&M or Service Package
Provide access to customer data in Supplier's ticketing system	A,R	I	Included in the SaaS fees

5.5 Software user management and acceptable use

In connection with the implementation of the Service, key users will be created for the Customer, who will be responsible for managing the access rights and user IDs of other users created for the Service.

Throttling may be applied to slow down API request processing during traffic spikes or abnormal usage patterns. Throttling allows continued operation while protecting backend resources.

The Customer can order services or Service Packages related to user management.

5.6 Development & Test environment maintenance

Non-production environment for testing is maintained in versions suitable for its intended use. Version alignment and update practices may differ between Roima Applications and are specified in the applicable Agreement or application-specific documentation. By default Roima does not provide any service level for non-production environment

5.7 Resource reservation

The Supplier maintains an organization that has sufficient knowledge of the Customer's application environment and can provide administrator support, and is able to resolve and correct errors, and to make changes and new development features to Roima Application software that the Parties agree. For the sake of clarity, it is stated that the work done for any changes, or the development of new features, will be charged according to the principles of the Agreement.

5.8 Incident management

An incident is any unplanned interruption to an IT service, a reduction in its quality, or a system functional error. The primary goal of Incident Management is to restore normal service operation as quickly as possible and minimize business impact.

The Customer should report an incident to the Supplier as soon as possible through the support channel indicated by the Supplier. In connection with the notification, the Customer shall provide at least the following information: (i) as accurate a description of the incident as possible (ii) the detected initial time of the incident (iii) the Customer's user groups affected by the incident.

In case of an application with version upgrades, a software fix is by default provided via the next upcoming release, and the next upcoming upgrade service.

In case of an application with continuous delivery, a software fix is by default provided via the next upcoming release as soon as the issue is resolved.

In case of fixing a Shop Floor Critical issue (the option for Shop Floor Critical is acquired and the issue is decided to be Critical), the fix is delivered as soon as possible.

In other cases, if the Customer cannot wait for the release or upgrade, it can be separately agreed to apply the fix to the customers Roima Application version and the customers environment prior to release or upgrade, and the effort will be invoiced in accordance with the Agreement's then current price list.

The correction of an incident may also be done by providing a workaround or by providing the Customer with written instructions on how to bypass the incident, if this can be done without causing significant additional costs or substantial inconvenience to the Customer.

The Customer may exceptionally wish for incident resolution to continue after the end of the agreed Support Service Hours, and the Supplier will endeavor to meet such a wish.

If correction of incident or delivery of the incident correction is made outside the agreed Support Service Hours at the Customer's request, the compensation for the delivery will be invoiced in accordance with the Agreement's then current price list.

The Shop Floor Mission Critical and Office Mission Critical Roima Applications are agreed in the main Agreement.

Table 7 Incident management RACI matrix

Application Maintenance Service	Supplier	Customer	Pricing
Activity			
Corrective Maintenance (Application Defect Analysis and Correction)			
Categorize, Prioritize, Log and Dispatch Application Incident ticket	I	A,R	Included in the SaaS fees
Categorize, Prioritize, Log and Dispatch Application Incident ticket noticed by Supplier	A,R	I	Included in the SaaS fees
Analyze Application Defect	A,R	C	Included in the SaaS fees

Application Maintenance Service	Supplier	Customer	Pricing
Activity			
Coordinate incident / problem resolution with 3 rd parties (networks, devices, systems and infrastructure where Customer has responsibility)	A,R	C	T&M or Service Package
Provide initial fix and take actions to restore Application Software to usable status when applicable	A,R	I	Included in the SaaS fees
Create Problem ticket when initial fix or temporary work-around was used to restore the service.	A,R	I	Included in the SaaS fees
Create a Problem ticket for known errors where root cause analysis has not been performed.	A,R	I	Included in the SaaS fees
Correct Application Defect including root cause analysis (application code, job control, data corruption, documentation)	A,R	I	Included in the SaaS fees
Escalate Application Defect to third party Application Software vendor and/or to Customer IT	A,R	I,C	T&M or Service Package
Install fix for Application Software	A,R	I	See Table 8
Perform testing (unit / integration / performance / stress / testing) depending on the severity and the nature of the Application Defect	A,R		Included in the SaaS fees
Initiate acceptance testing, depending on the severity and the nature of the defect	A,R	I	Included in the SaaS fees
Perform acceptance testing, depending on the severity and the nature of the defect	I, C	A,R	T&M or Service Package
Review / approve changes prior to move to production	I	A,R	Included in the SaaS fees
Update documentation as appropriate	A,R		Included in the SaaS fees
Initiate change for move of application fix into production	A,R	I	See Table 8
Approve deployment of application fix to production	I	A,R	See Table 8

Application Maintenance Service	Supplier	Customer	Pricing
Activity			
Deploy application fix to production	A,R	I	See Table 8
Provide Root Cause Analysis for Agreed Incidents	A,R	C	Included in the SaaS fees
Report Incident/Problem Ticket status	A,R	I	Included in the SaaS fees
Close Incident/Problem Ticket and send it back to Tier 1	A,R	I	Included in the SaaS fees

The pricing principle of application fix deployments is presented in Table 8.

Table 8 Pricing principle of application fix deployments

Area of the error to be fixed	Warranty period	After warranty, no Service Package	After warranty, Service Package
Standard Software	Included in the SaaS fees	Continuous delivery: Included in the SaaS fees Upgrades: T&M or Service Package	Included in the SaaS fees
Customizations	Included in the SaaS fees	T&M or Service Package	T&M or Service Package
Errors caused by the customer	T&M or Service Package	T&M or Service Package	T&M or Service Package

5.9 Change management

Change Management defines the controlled process through which any modifications to the SaaS service—whether technical, functional, configuration-related, or operational—are proposed, evaluated, approved, implemented, and verified to ensure service continuity, quality, and security. The purpose of Change Management is to ensure that all changes are introduced in a predictable, safe, and transparent manner, with clearly defined responsibilities between the Supplier and the Customer.

Changes to the configuration of Roima Application might be also able to be ordered as Service requests if the request does not require remarkable planning or does not have large impact on the functionality of Roima Application.

The implementation of changes and other development needs is always agreed upon separately.

The Customer shall report any change requests and other development through the service channel notified by the Supplier to the Customer.

Table 9 Change management RACI matrix

Application Maintenance Service	Supplier	Customer	Pricing
Activity			
Change Management			
Initiate a change request related to business and IT requirements	I	A,R	Included in the SaaS fees
Design and estimate changes as requested by Customer	A,R		T&M based on actuals
Log Change Request for change.	A,R	I	Included in the SaaS fees
Approve changes	I	A,R	Included in the SaaS fees
Perform changes and coordination of 3rd party activities	A,R	I,C	T&M based on actuals
Perform user acceptance test	I,C	A,R	T&M based on actuals
Close change	A,R	I	Included in the SaaS fees
Approve completion of a Request For Change.	I	A,R	Included in the SaaS fees

6 Service Packages

In addition to the basic services described in this service description, any additional services agreed upon are described in separate appendices.

Other additional services may be added to the Agreement at a later date.

Service Packages are service reservations or bundled service collections with estimated monthly workload and a monthly fee. The content of Service Packages might include certain types of service request (as user management tasks), any service requests, or other service elements agreed between the Customer and the Supplier.

There might be Service request SLA included in Service Packages. The SLA is defined in Appendix Roima SaaS Service Level Description, chapter 4.3.

Service Request is a planned, routine activity and does not indicate a service failure.

7 Services to be agreed upon separately

The delivery of the services described in this section is agreed between the Customer and the Supplier in advance. The work and costs of separately agreed services will be charged monthly in accordance with the price list in force at the time. All the following services might not be offered to all Roima Applications.

7.1 User support services

The Supplier shall maintain a service from which the Customer's agreed key users may inquire about the operation of the features of the Roima Application. The number of key users allowed to contact the User support service might be limited in the main agreement.

The Customer may also order other user support. This could include, for example, on-site user training, application monitoring, and enhanced on-site implementation support.

7.2 Consulting service

The Customer may order consultation service. Consulting service includes all discussions and clarifications related to the development and way of-use of the Roima Application.

7.3 Training

The Supplier shall provide separately ordered and separately agreed training to the Customer. Training may be based on e.g. application, functionality, application management, as well as managing the tools used in these.

7.4 Modifications and customizations

If the Customer orders a modification to the Roima Application, the Supplier will charge for the work in accordance with the price list in force at the time, or in accordance with a separate agreement.

The modifications are planned and implemented as well-defined entireties within normal working hours.

The Supplier can refuse to implement a modification or customization if the modification or customization involves a risk to the security, efficiency or functionality of the Roima Application.

All modifications will be ordered by a named responsible person of the Customer.

7.5 On-call service

In the On-call service, the support personnel are reachable by a phone call during agreed hours, are able to access the relevant Roima Application environment and are able to start relevant support or maintenance actions in an agreed timeframe after the phone call.