SAP Silver Partner

FAREVIC SYSTEMS | Genesys Cloud™

Company Profile

Executive
Summary

Farevic Systems founded in 2020 with its head-quarters in Harare, Zimbabwe is a strategic SAP and Genesys Cloud partner focusing on design and implementation of innovative solutions for businesses while giving them the best experiences. We have a passion for excellence and penchant for intelligent enterprise technology.

Farevic Systems combines deep business, industry, functional and technical expertise with the power of SAP solutions, the market leader in enterprise application software, to deliver sustained value and minimize CapEx requirements.

- **Mission:** To deliver cost effective professional IT, Treasury and Risk management services and in the process grow local talent for the benefit of our chosen target markets and our continent.

- **Vision:** To grow collaboratively, with our unique offering, to be a Professional IT services firm, with an ultimate view to listing on the Zimbabwe Stock Exchange, thereby creating enduring value for our communities, clients, staff, partners, investors and founders.

- **Passion & Talent:** We love what we do and we skilled at it.

- **Integrity:** Upholding the virtue of honesty in our business conduct.

- **Customer Service:** What we do for our clients we do it exceptionally well.

Genesys Cloud™

Solution Overview

This document is intended to provide an overview of the Genesys Cloud customer experience (CX) solution. Topics include:

- o Marketplace positioning
- o Capabilities summary
- o User interface images
- o Technical specifications and requirements
- o Security certifications

GENESYS™
moments connected

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Contact Center born in the public cloud

The Genesys Cloud™ offering is both an all-in-one public cloud solution and an innovative cloud development platform.

The Genesys Cloud solution delivers the broadest and deepest set of CCaaS capabilities available using a single, all-in-one design to speed deployment, reduce complexity, and simplify administration.

Platform overview

The Genesys Cloud platform is designed to help you manage change in a secure, reliable and scalable way. Its cloud-native architecture delivers the latest developments in cloud technologies, continuously deployed. This means you get immediate access to advancements in key areas of innovation as they happen.

Breakthroughs in Artificial intelligence (AI), digital channels, and workforce engagement management are transforming the contact center industry. Whatever tomorrow might bring, the Genesys Cloud platform will be ready — constantly evolving to help you stay ahead.

We use simple, stateless and secure components called microservices to provide a powerful, reliable platform to manage change. Genesys Cloud comprises hundreds of these microservices. Each provides specialized functionality we group into major services.

Each rectangle in the image below represents a microservice running on any number of servers and communicating with other microservices in Genesys Cloud.

Figure 1. Microservices visualization
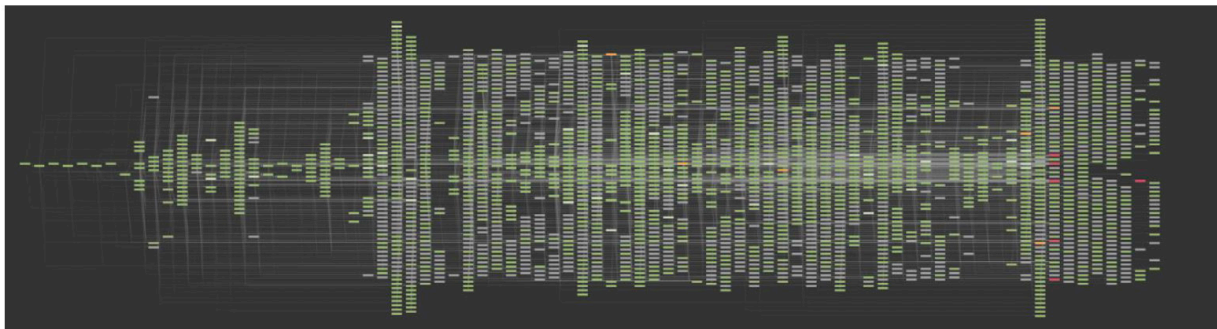
On-demand scaling

Most Genesys Cloud services use Elastic Load Balancing (ELBs, ALBs and NLBs) with an auto-scaling group (ASG). Genesys Cloud distributes load and monitors groups according to service-specific policies. When a threshold is exceeded, the group automatically adds or removes additional resources as needed. Many newer services leverage serverless technologies, instantly responding to changes in load without the need to manage servers.

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Reliability through recovery

When an individual server fails, the associated ALB/ASG health check detects and detaches the unhealthy instance from the load balancer. If this error isn't transient, additional policies trigger self-healing behavior, whereby the errant node is stopped and a completely new server is created to take its place. Your traffic continues unabated and Genesys Cloud recovers before users notice a service gap.

Fail-safe processing and testing

While occasional failures are inevitable, good software development practices are designed to account for them. A microservices architecture means one microservice failure won't affect another. We actively test and validate failure and recovery paths through automated chaos testing and fire drills. On average, 500 automated chaos experiments are conducted daily to anticipate and, ultimately, prevent failures so you aren't impacted.

Continuous deployment

We continually push new code into production. If a small defect is detected, we just fix it and push out new versions of the affected services. Our distributed architecture allows the release of rolling updates without taking the entire system down for maintenance. Load balancing and techniques such as "canary deployments" are used to ensure you aren't adversely affected when updates occur.

We believe you shouldn't have to endure never ending upgrade cycles and waiting for the next best thing. Let Genesys handle the heavy lifting so all you have to do is turn on functionality when you needed, including the next best thing.

In addition to the use of microservices, we take an API-first approach. This means that with one powerful set of Genesys Cloud APIs, our teams develop revolutionary cloud products and capabilities, our partners develop marketplace applications, and our customers develop custom solutions - transforming their contact centers into experience centers. The Genesys Cloud platform empowers customers to *buy* an all-in-one solution, *build* custom applications and *bring* their own technology and determine the right mix to deliver the best possible experience to their customers.

Click here to learn more about the Genesys Cloud platform.

Capabilities overview

Genesys Cloud offers the most comprehensive set of all-in-one CCaaS capabilities designed from the beginning to work together, including:

Digital channels

- **Chat** — Quickly resolve any customer situation with web chat. It enables your agents to respond immediately or step in proactively if a transaction stalls. Easily transition from a self-service chatbot to a live agent with full interaction and customer context.
- **Email** — Integrate email into your consistent omnichannel experience. Set up appropriate auto-responses and route email to the right agent group based on content analysis.
- **SMS and messaging apps** — SMS and messaging apps create conversations that can live forever. Context and content are never lost, and conversations can resume at any time, right where they stopped. This gives customers a way to interact with you at their convenience.

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- **Co-browse and screen share** — See what your customers see and make interactions simple and painless with co-browse and screen share. If customers are having trouble, they can share their browser pages with your contact center agents or knowledge experts while chatting or speaking with the agent or expert.

Customer self-service

- **Speech-enabled IVR** — Equip your customers to resolve issues faster with speech-enabled IVR. Natural Language Understanding (NLU) lets your customers interact with your system in a way that feels completely natural.
- **Voicebots** — Simplify your customer journeys with conversational voicebots that move freely across interactions and channels. Manage, unify and orchestrate any bot across phone, web chat, mobile messaging and smart speakers.
- **Chatbots** — Give customers 24/7 self-serve assistance with artificial intelligence (AI)-powered chatbots. Handle tasks more efficiently across any digital channel by automating conversations with bots — and make it easy to transfer to an agent while keeping the full interaction context.

Voice services

- **Genesys Cloud Voice™** — This VoIP telephony service provides public telephony access to any Genesys Cloud services to which you subscribe. You can purchase phone numbers directly from us or bring existing numbers with you.
- **Bring Your Own Carrier (BYOC)** — Leverage your preferred local or cloud carrier with the Genesys Cloud solution. You can maintain an existing relationship with your carrier or establish a new one. Choose the best telephony infrastructure to fit your needs.
- **DIY administration** — Straightforward administration lets you scale your cloud communications with ease for a 100% cloud-based call center solution. Purchase, provision and manage your Genesys Cloud voice services anytime, anywhere with a simple web interface.

Inbound routing

- **Inbound voice routing (ACD)** — Inbound voice uses your company's defined business priorities to segment and rank interactions. This enhances your ability to meet your SLAs for all voice interactions — without creating complex routing strategies or adding resources.
- **Voicemail** — Ensure the continuity of your customer service operations with agent and group voicemail. Receive email notifications for new messages, configure your own greetings and get multi-language support.
- **Callback** — If your contact center is busy, use IVR to offer an option for callback while allowing callers to keep their positions in the queue. Scheduling immediate or delayed callbacks eliminates the need for customers to wait on hold to speak with an agent — and that increases customer satisfaction.

Outbound campaigns

- **Outbound campaigns** — Create long-lasting opportunities and decrease the volume of inbound calls to your contact center with basic outbound campaigns. Send highly personalized, timely and relevant notifications on your customers' preferred channels.

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- **Inbound/outbound blending** — Genesys outbound software supports blended agents. By blending inbound and outbound calls to a specific agent group or the entire population of agents, you can increase agent utilization, reduce overall call wait times and smooth overall call volume.
- **Proactive notifications** — Reach out proactively in a timely, personalized and contextual way. Make it easy on your customers by using predictive dialing to target the right customers and streamline interactions. Automate notifications to save time and keep customers informed.

Workforce management

- **Employee performance** — Track, manage and boost your service levels with tools to monitor performance, support employee development and engage with workers in ways that drive results. Empower your managers, increase speed to competency for new hires and gamify contact center KPIs.
- **Resource management** — Allow workforce managers to work with short-term forecasts and improve forecasting efficiency by leveraging AI. Simplify your workforce scheduling with flexible rules, manage time off and provide accessibility through a single unified employee user interface.
- **Quality assurance** — Follow your customer experience interactions closely to maintain quality and adhere to corporate policies. With interaction recording and screen recording, you can record all interactions, including voice calls and employee screens.

Unified communications

- **Anywhere access** — Give your agents who are working remotely and in globally distributed teams a modern, integrated communications solution. With the Genesys Cloud solution, your teams aren't bound by location or hardware. This web-based unified communications solution, softphone and native mobile apps keep your workforce united, equipped and engaged — no matter where they are.
- **Business communications** — The Genesys Cloud solution seamlessly connects contact center users, business users, vendors, partners and customers. Unifying communications across your company drives faster agent response times and improves business outcomes.
- **Agent collaboration** — Collaboration tools give teams access to communication channels from a single application — on any device. Agents can use video, softphone, screen sharing, persistent chat channels, rich employee profiles and document management — all in one integrated solution.

Reporting and analytics

- **Performance dashboards** — Up-to-the-second analytics and real-time dashboards provide the information you need to manage your contact center across multiple teams and channels. Customize dashboards to match your unique needs and help you respond in the moment.
- **Historical reporting** — Preserve historical context across your call center and generate reports so you can track and analyze service levels, call times, resolution rates, customer satisfaction and other critical KPIs.
- **Real-time and historical views** — Unite real-time and historical data. Organize and search by customer or interaction, and gain clarity with customized and consistent reporting that gives you true insight into your data.

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Integration and apps

- **AppFoundry™ Marketplace** — Visit the Genesys AppFoundry Marketplace to browse and quickly deploy more than 315 third-party apps. Find everything you need to extend and enhance your Genesys Cloud solution — from easy CRM integrations to creative ways to use AI and automation.
- **Pre-built integrations** — Say goodbye to lengthy professional service engagements. Pre-built integrations, developed and supported by Genesys, are quick to deploy and easy to configure. And they simplify integrations with other business systems, such as CRM systems and AI solutions.
- **Genesys Cloud platform** — The Genesys Cloud platform is a composable all-in-one customer experience (CX) platform that combines an open cloud platform with a rich, constantly growing set of universal features to speed time to value and improve supportability when synthesizing and orchestrating your optimal mix of changing data, systems, and channels to create sustainable differentiation.

Key differentiators

Key differentiator	Benefit
All-in-one design. The broadest and deepest set of constantly growing CCaaS capabilities built to work together from the beginning.	Speed progress, reduce complexity and simplify the user experience.
Cloud-native architecture. The first CCaaS leader to use a true microservices-based native cloud architecture to deliver continuous innovation	Access updates and innovative services, like AI-powered journeys, new digital channels, workforce engagement solutions and more, as soon as they're released.
Composable platform approach. An open development platform with high feature velocity of innovative CX capabilities you don't have to build, allowing you to create custom experiences for customers and employees	Quickly deliver differentiated experiences while maximizing return on existing investments.
Trusted platform. A secure, reliable and scalable platform with publicly available uptime and no maintenance downtime for continuous feature releases.	Manage change confidently by avoiding unnecessary risk.
Global presence. Active customers in more than 70 countries, support for 18 languages and with over half of its users outside of North America.	Have a solution proven to meet the needs of your region.

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All-in-one

Genesys Cloud provides the full range of contact center functionality natively within a unified interface for agents, supervisors, and admins.

Agent interfaces

Figure 2. Voice and digital tracked as one conversation

Figure 3. Internal chat

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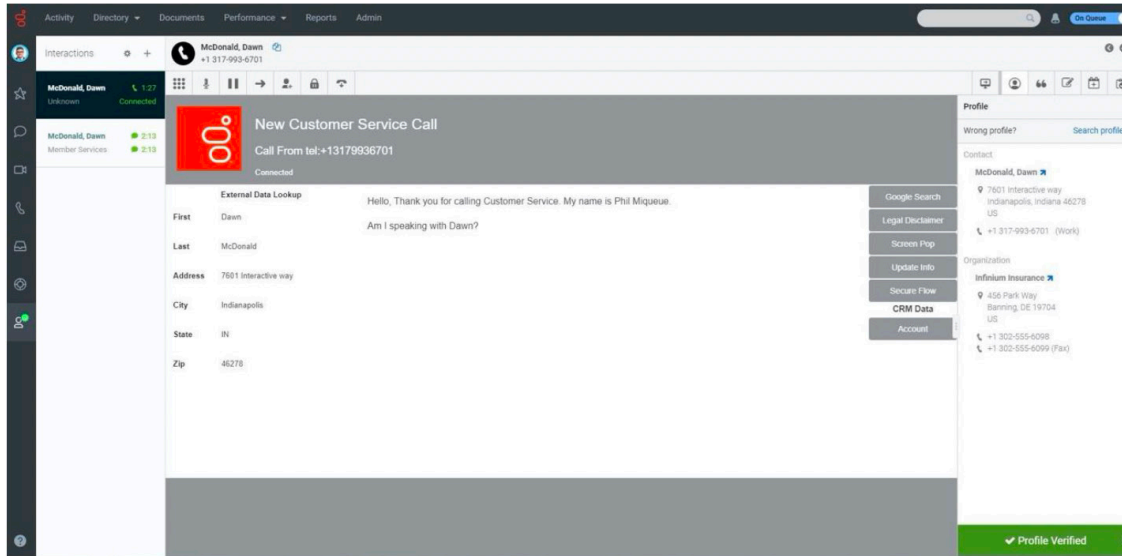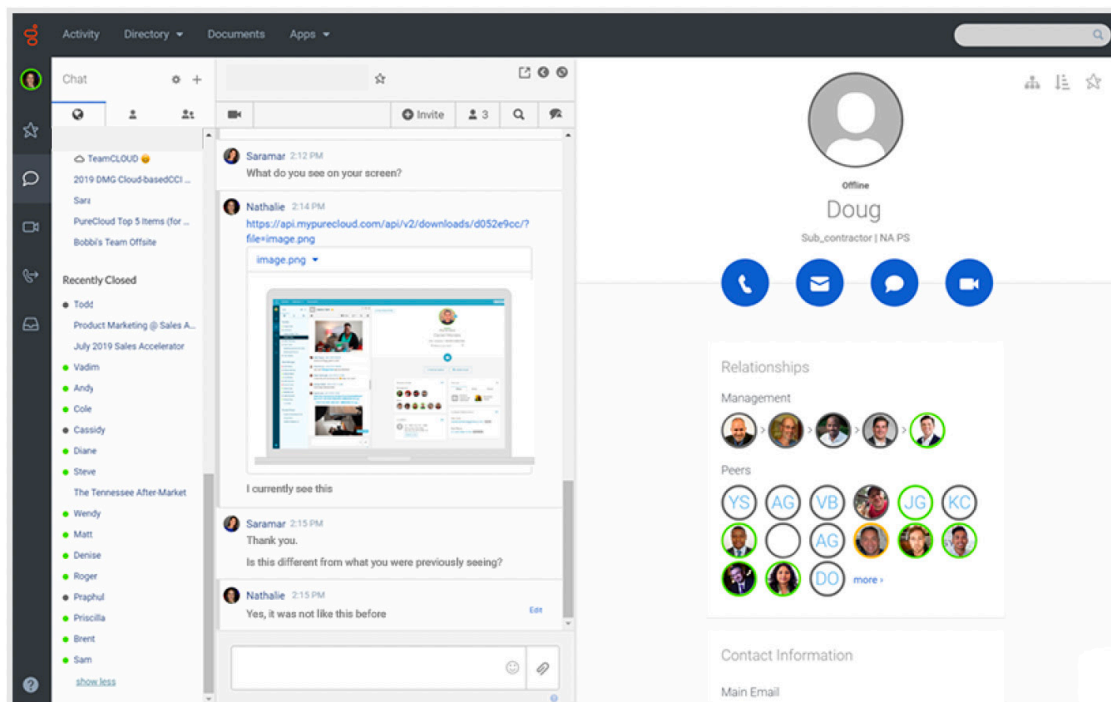
Figure 4. Co-browse
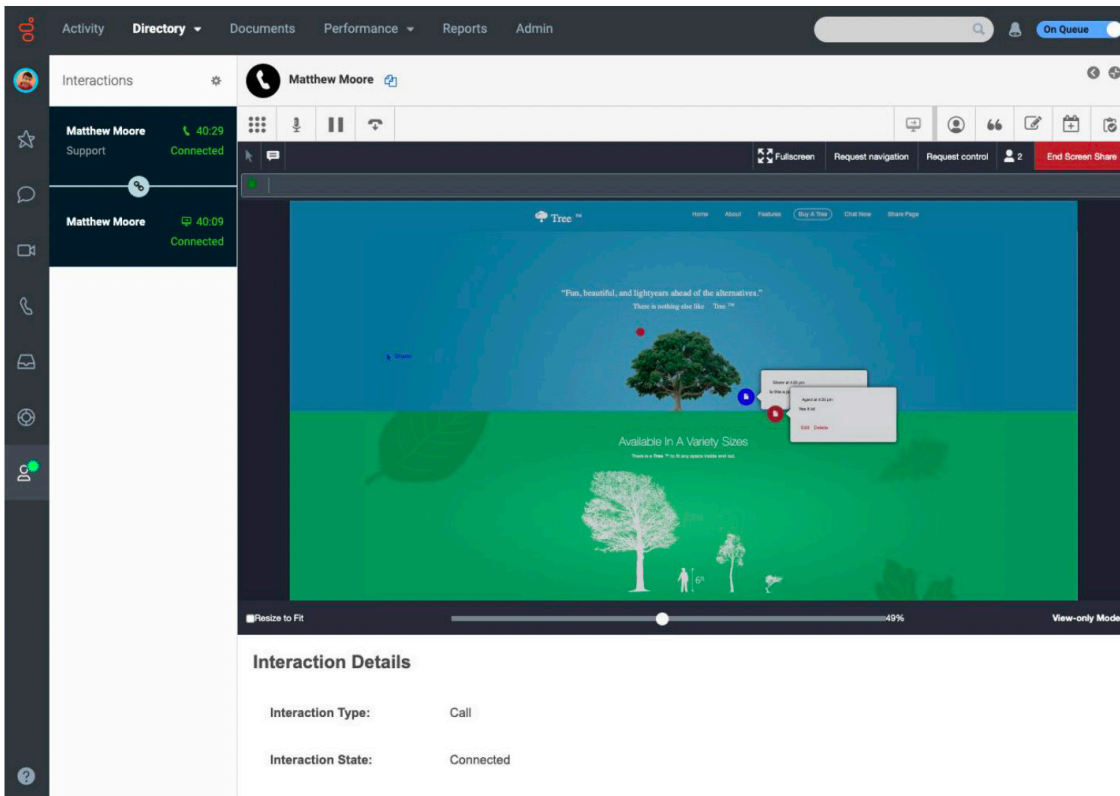
Figure 5. Predictive engagement

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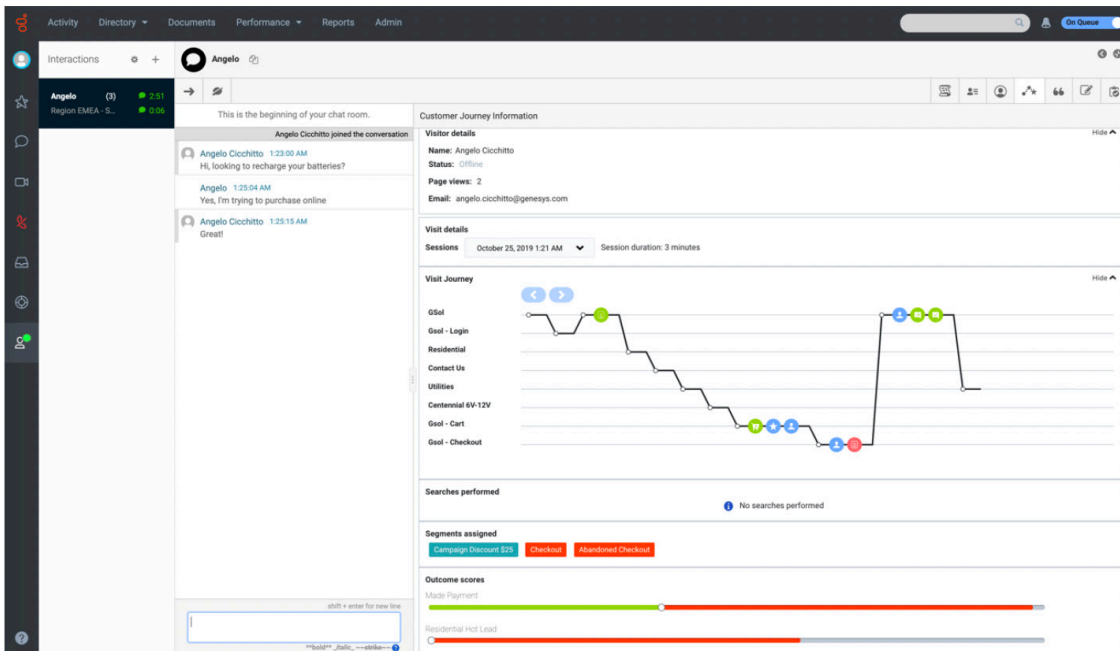
Management interfaces

Figure 6. Call flow configuration
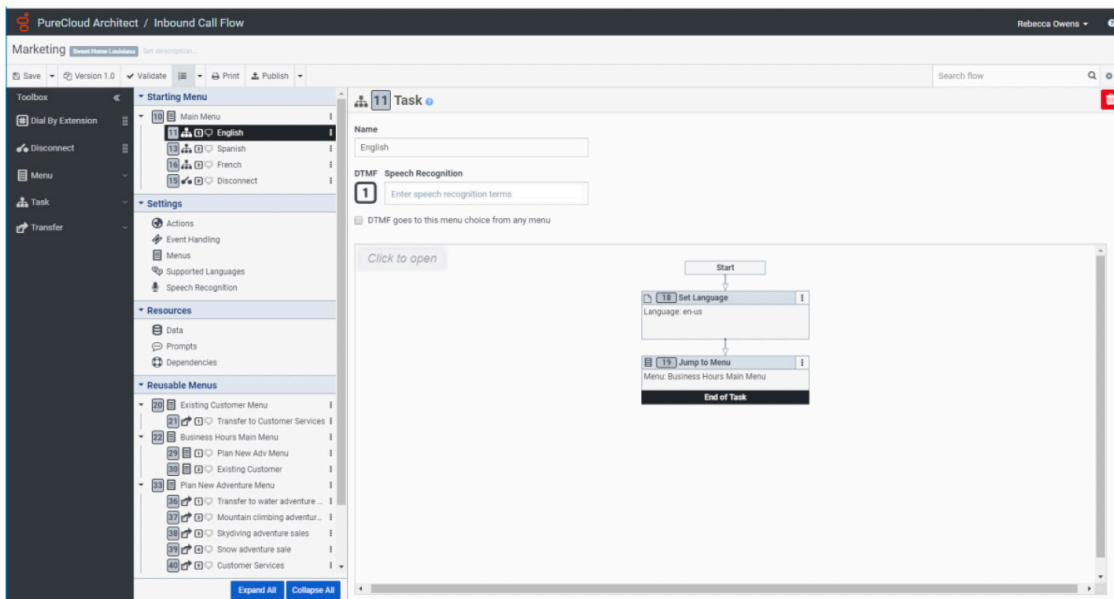
Figure 7. Phone number management

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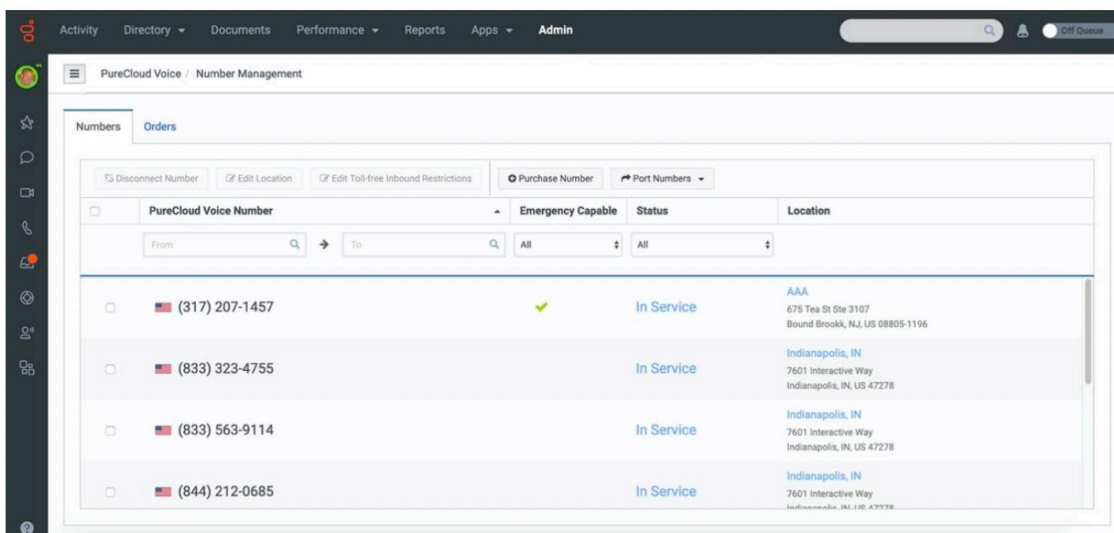
Figure 8. Omnichannel queue management
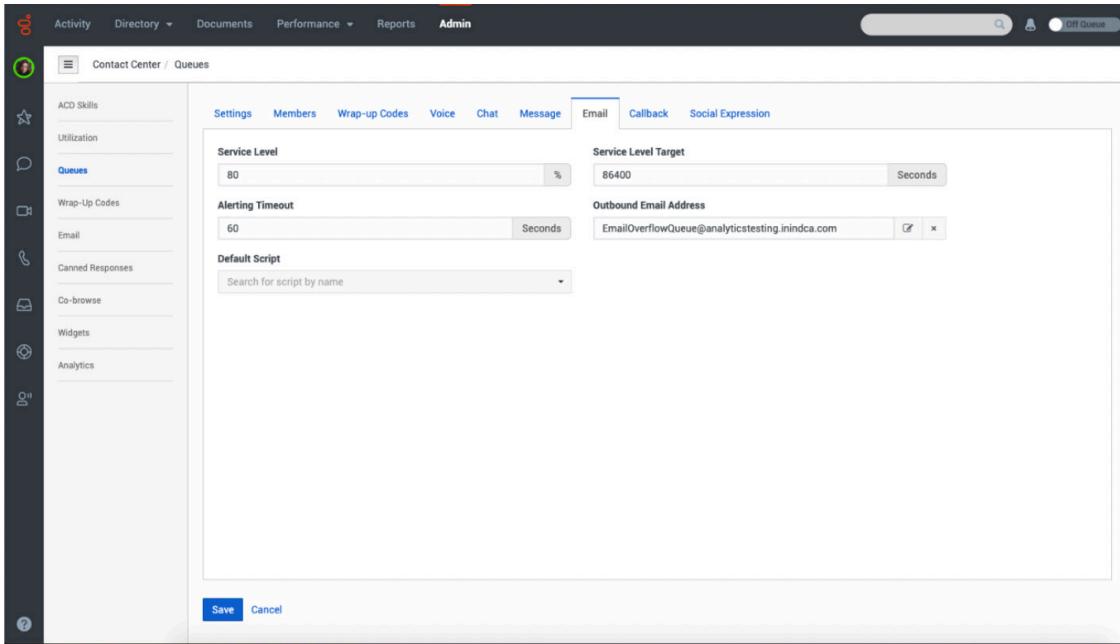
Figure 9. Real-time queue monitoring

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Figure 10. Analytics dashboards

Figure 11. Outbound campaign dashboard

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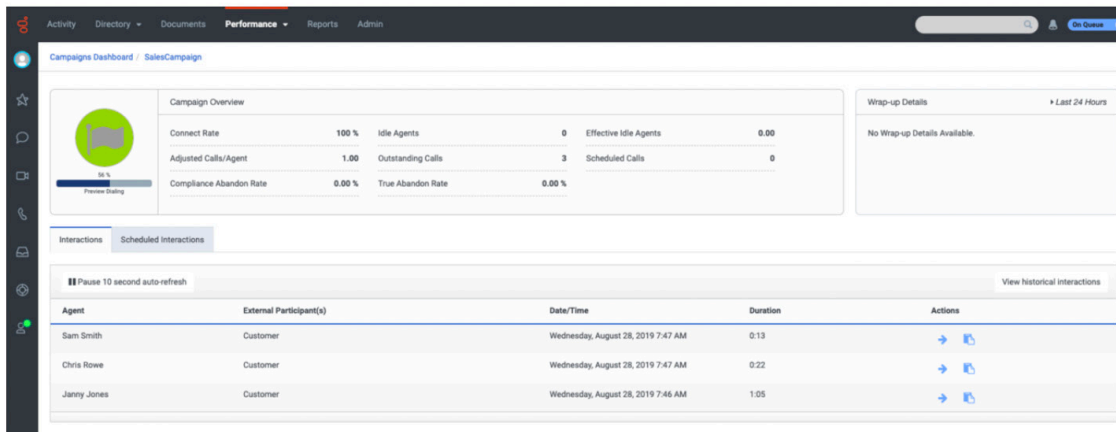
Architecture

Overview

Figure 12. Architecture overview

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Voice options

Source: https://help.mypurecloud.com/articles/telephony-connection-options/
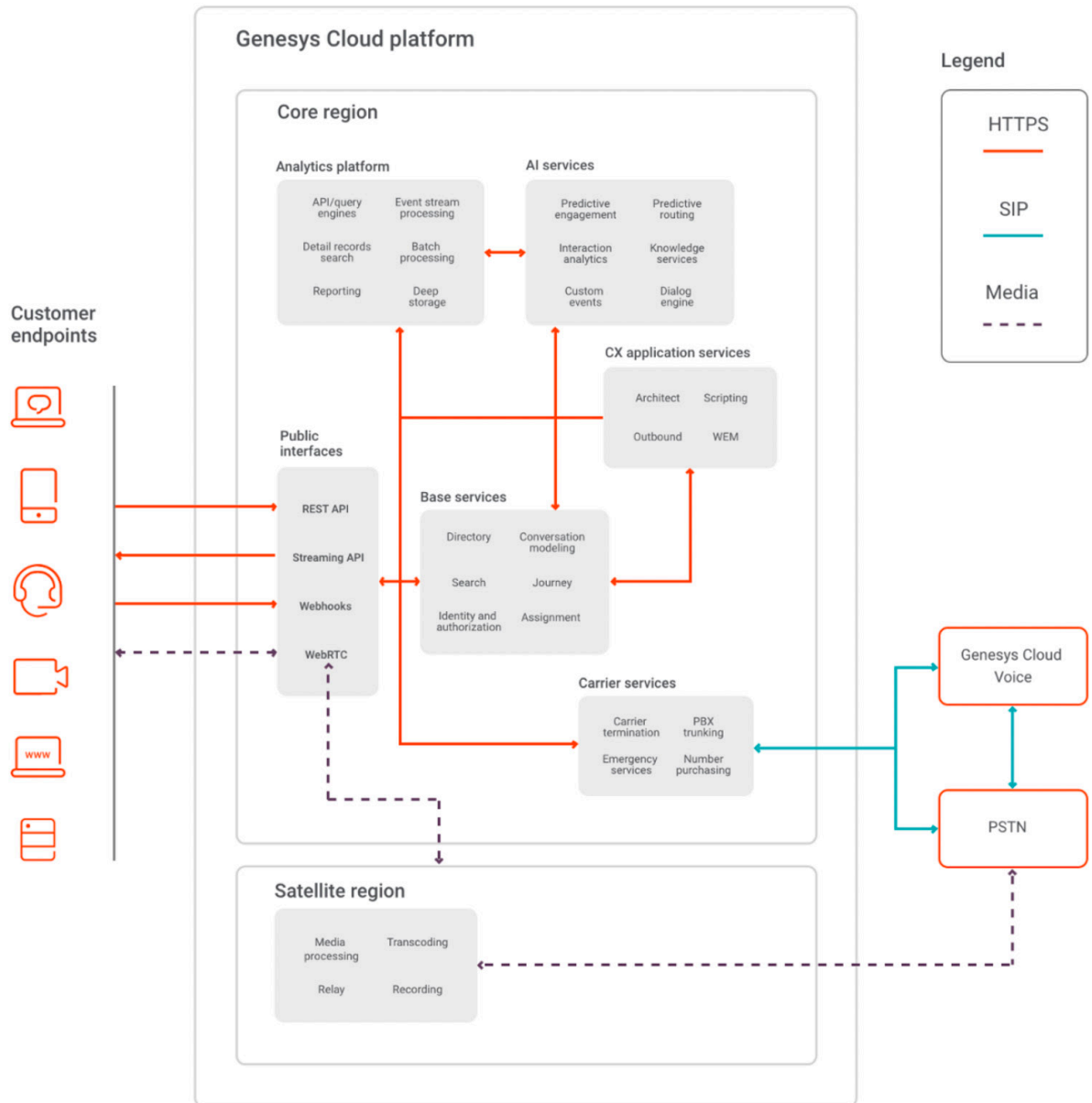
Genesys Cloud telephony connection options provide convenience and flexibility. Simplify your implementation by using Genesys Cloud Voice, a comprehensive contact center solution that includes telephony service provided by Genesys. For additional interoperability between Genesys Cloud and third-party devices, or to retain your existing carrier service, choose a Bring Your Own Carrier (BYOC) option.

For information on related Telephony configuration options, see About Telephony.

Solution	Description	Voice provider	Carrier contract required	Equipment required	Media processing (IVR, recording, conferencing)
Genesys Cloud Voice	100% Cloud-based solution using Genesys Telecom for phone service. About Genesys Cloud Voice	Genesys Telecom (varies by country)	No	None	In cloud
BYOC Cloud	100% Cloud-based solution where customers terminate SIP trunks from their Cloud carrier or premise equipment over the Internet into Genesys Cloud Media Tier resources in AWS. About BYOC Cloud	Customer-managed third-party carrier	Yes	None*	In cloud

* In certain scenarios, customers may need an SBC for their premises equipment to communicate with Genesys Cloud Media Tier.

Desktop integrations

Source: https://help.mypurecloud.com/articles/about-the-genesys-cloud-embedded-clients/

The Genesys Cloud Embeddable Framework integration enables a version of Genesys Cloud's contact center services inside your own systems and tools. The Embeddable Framework integration can be created and consumed as private or public deployments.

- **Private deployments** — Companies can develop their own integration and deploy it in their Genesys Cloud organization for their private use. Developers create a framework.js file. Then administrators add the integration and upload the framework.js file to the company's Genesys Cloud organization.

- **Public deployments** — AppFoundry partners can develop an integration for public use by multiple companies. Developers create a framework.js file and then deploy it to the AppFoundry. Companies that want to use the integration can enable the integration in the AppFoundry.

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Figure 13. Genesys Cloud Embeddable Framework architecture

Phone types

Source: https://help.mypurecloud.com/articles/phones-overview/
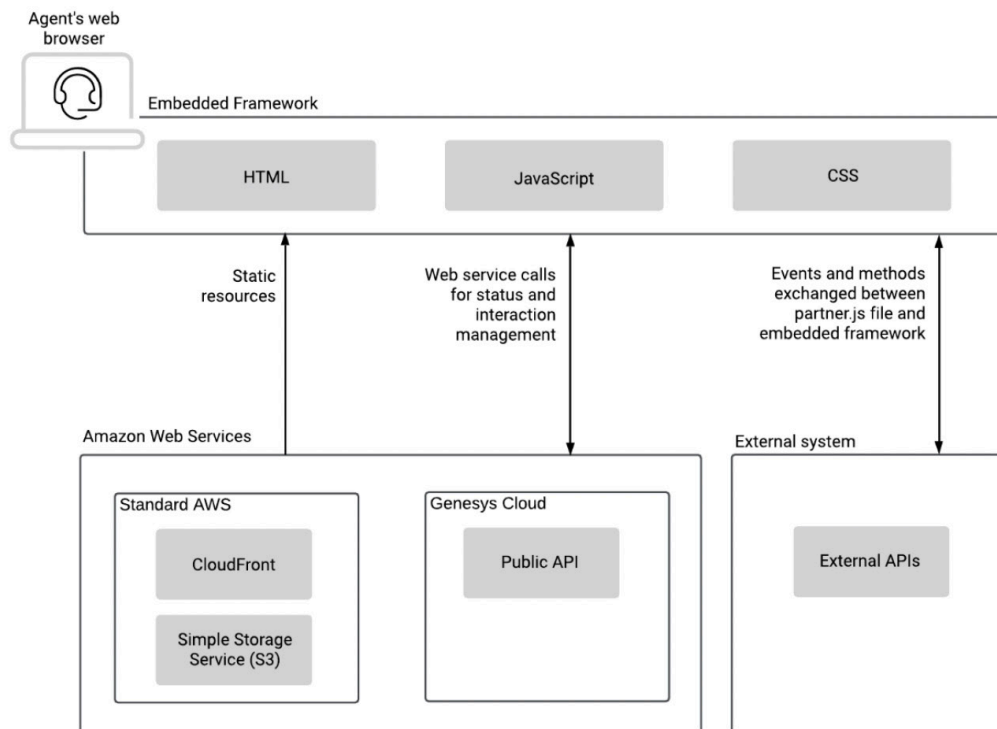
WebRTC softphone

Genesys Cloud supports the WebRTC technology with the Genesys Cloud WebRTC phone. Provisioning a Genesys Cloud WebRTC phone for a user creates a specific phone line for that user. The Genesys Cloud WebRTC phone does not require the installation of a software client on the PC. You use the Genesys Cloud call controls for the WebRTC phone calls.

Managed phones

Managed phones are phone models that you can configure through Genesys Cloud. Through the secure (HTTPS) Genesys Cloud provisioning process, the phone is sent the configuration which includes TLS (secure certificate exchange) and redundancy (primary and secondary SIP registrations). Managed phones have default base settings profiles set up in Genesys Cloud. Mutual authentication is standard with Genesys Cloud Voice and managed phones.

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Unmanaged (Generic SIP)

Any SIP-compliant phone can register with Genesys Cloud as an unmanaged phone. The configuration of phone features are managed outside of Genesys Cloud. Only basic SIP connection information needs to be configured in Genesys Cloud to enable the registration and a contact address. Unmanaged phones do not have default base settings profiles set up in Genesys Cloud. Unmanaged phones use a generic SIP base settings profile. Features such as TLS/SRTP and phone redundancy are possible to configure, but not as simple as with managed phones. FXS analog devices can be used with this phone type.

Remote number

A remote phone is an external phone number or SIP address, such as a cell phone. When a call is placed or answered in the Genesys Cloud browser, a call is made to the remote number to connect the user to the call. The connection call to a remote number follows the site's numbering plans and outbound routes.

Fault tolerance and business continuity

By leveraging the distributed nature of AWS, Genesys Cloud takes full advantage of the ability to have a distributed architecture where all data is replicated across multiple data centers. Using synchronous replication, Genesys Cloud data is automatically updated in multiple Availability Zones (AZs). AZ locations are engineered to be insulated from failures in other AZs. This effectively results in an RTO of 0. All Genesys Cloud services are deployed into multiple AZs. This makes them tolerant in the event of a data center failure and ensures data is not lost if the primary AZ becomes unavailable.

From a Business Continuity (BC) standpoint, Genesys Cloud is based out of the Raleigh office, and there is a specific recovery plan for that corporate site. However, no BC failure up to and including corporate facilities that are shutting down that will keep the existing Genesys Cloud service from operating. Furthermore, support is delivered via global support sites, so no single failure will impact the overall level of support.

Corporate BC plans are tested annually. The Genesys Cloud solution is designed to provide a highly available, resilient solution so that a traditional Disaster Recovery (DR) plan is not necessary. Therefore, no associated DR test results are available.

Solution requirements

Source: https://help.mypurecloud.com/articles/genesys-cloud-requirements/

Machine requirements

- 64-bit operating system
- 4 GB RAM minimum (8 GB RAM recommended)
- Dual-core processor
- 400 MB hard drive space (required to install the desktop app)
- For the desktop app, one of the following operating systems:
    - Mac OS — two versions previous to the current release
    - Windows— 7, 8, and 10
- For the web app: Any desktop operating system that meets the other system requirements and can install a supported web browser, such as Linux and Google Chrome OS.

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- JavaScript must be enabled
- Minimum screen resolution: 1024 x 768

Browser requirements

Full support
- Google Chrome — Requires current release or one version previous.
- Mozilla Firefox — Requires current release, one version previous, current ESR release, or transitional ESR release
  - Genesys supports the transitional ESR release only during the time period in which the new ESR release is tested and certified. For more information, see Mozilla Firefox ESR release cycle.
  - Mozilla Firefox scripts may not load unless AdBlocker or AdBlockPlus are disabled.

Note: Versions of Mozilla Firefox and Google Chrome are only an issue if your IT department restricts automatic updates.

Limited support
- Safari — Requires current release.
  - Video chat not supported
  - Screen sharing not supported
- Microsoft Edge — Requires current release.
  - Genesys Cloud WebRTC web-based phone not supported
  - Voicemail playback requires WebM plugin
  - View faxes not supported

Browser verification
Verify your browser

Video chat requirements
Video chat is supported in the desktop and browser apps but has additional requirements and specifications.

Supported browsers
- Google Chrome
- Mozilla Firefox

Network bandwidth
We recommend the following bandwidth for each quality setting:

- High Definition (HD): 1mbps – 2mbps per connected user in the video chat
- Medium Definition: 500kbps – 1mbps per connected user in the video chat
- Low Definition: 100kbps – 500kbps per connected user in the video chat
- Voice Only: 32kbps – 150kbps per connected user in the chat

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Video chat specifications

- Five maximum participants
- Browser app: a camera that is a recognized video device by your browser

Screen sharing specifications

Screen sharing is available for Google Chrome, Mozilla Firefox, and the <u>desktop app</u>.

- Desktop app only shares the default monitor. The ability to select a specific screen or window to share is not available at this time.
- Google Chrome allows you to share a screen, a specific window, or your entire desktop. To support screen sharing, Google Chrome requires the <u>Genesys Cloud Screen Sharing Helper</u> add-on.
- Mozilla Firefox allows you to choose the window you want to share, but it does not have an option for sharing the entire screen at this time. Screen sharing support for Mozilla Firefox versions earlier than 39 requires the <u>Genesys Cloud Screen Sharing Helper</u> add-on.

Mobile app requirements

Genesys Cloud Collaborate

Supported devices	Operating system requirements
iPhone and iPad	One version previous to current iOS
Android device	Up to four years previous to current Android OS version

Genesys Cloud Supervisor

Supported devices	Operating system requirements
iPad	One version previous to current iOS

For download information, see <u>Mobile apps</u>.

Workforce management screen resolution requirements

The recommended minimum screen resolution for workforce management user interfaces is 1366 x 768. Even though workforce management administrator user interfaces (forecast editor, schedule editor, intraday monitoring, etc.) can function at 1024 x 768, they are optimized for 1366 x 768.

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Languages

The Genesys Cloud user interface is available in these languages:

- Chinese (Simplified)
- Chinese (Traditional)
- Danish
- Dutch
- English
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Spanish
- Swedish
- Thai
- Turkish

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Ecosystem of openness

Strategic alliances

Genesys partners with global brands to deliver added value.

- **Zoom** — Zoom and Genesys are partnering to deliver simplified, integrated communications and foster easier collaboration. Businesses integrating Genesys Cloud with Zoom Meetings and Zoom Phone will be able to connect employees across the enterprise in real-time across voice and video.
- **Microsoft Teams** — The Genesys Cloud integration with Microsoft Teams' unified communications platform allows users to view directory, search contacts, and make telephony calls between the systems — all within Genesys Cloud's native workflows and user experience.

AppFoundry™

AppFoundry is a marketplace of solutions that offers Genesys customers the most useful solution-centric marketplace for all Genesys platforms in a single location. Discover, research, and connect with a broad range of customer service applications, integrations, and services that address your unique needs. Many applications are free.

Application vendors provide support for third-party applications. Support contact information appears on the application's AppFoundry entry. You can also locate this information by navigating to the application entry from Genesys Cloud > Integrations > Integrations. Select the integration and then click the **Support** tab to locate the vendor website.

See appfoundry.genesys.com.

Community

Part of being in the Genesys family means membership in the Genesys Community, which is an open forum where Genesys Cloud customers and partners can ask questions and crowd-source solutions together with the help of Genesys employees. Engagement is continuously encouraged with surveys, contests, and webinars where popular topics in the community are explored.

See community.genesys.com.

Available APIs

Genesys Cloud provides APIs to allow high levels of customization. Complete developer documentation is publicly available online at developer.mypurecloud.com.

- **Platform API** — Use our Platform API to interface directly to Genesys Cloud from the language of your choice. Common use cases for this API are to deal with content management to upload and download files, deal with conversations (phone calls), or to set up and configure automated outbound dialing.
- **Webhooks API** — Using webhooks, it is possible to send message to Genesys Cloud chat rooms from external systems.
- **Web services data dip connector API** — The Web services data dip connector API allows you to build a custom web service to connect your IVR in the cloud to data stores running inside your firewall.

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Customer Care

Source: https://help.mypurecloud.com/articles/contact-genesys-cloud-care/

Severity levels

Severity is defined as the impact an issue has on the customer's ability to conduct business. Restoration targets are based on the severity level assigned to an incident by Genesys Cloud Customer Care.

Priority is defined as the customer-designated level of importance and is used as a weighting factor when defining the severity level of an incident.

Genesys Cloud Customer Care prioritizes issues based on the severity level.

Issue severity	Definition
1 – Critical impact (code red)	The customer is experiencing a severe problem resulting in an inability to perform a critical business function. There is no workaround.
2 – High impact	The customer is able to perform job functions but performance is degraded or severely limited.
3 – Medium impact	The customer's ability to perform job functions is largely unaffected, but noncritical functions or procedures are unusable or hard to use. A workaround is available.
4 – Low impact	Genesys Cloud is available and operational; trivial impact to customer's business operations or customer requires information or assistance on the Genesys Cloud Service capabilities or configuration.

The characteristics set forth in the above table are used to identify the criteria for the severity of a customer's case. The assigned severity level for an issue may be mutually redetermined by both Genesys and the customer during the issue resolution process, but Genesys shall have the final authority as to the actual severity designation.

Target initial response times

Target initial response times are based on the severity level of each incident.

Severity level	Standard initial response time
1 – Critical impact (Code Red)	Severe impact or degradation to the customer's business operations caused by intermittent disruption of Genesys Cloud Service. Response target: 10 min. (phone)
2 – High impact	Genesys Cloud Service is available and operational. The customer is able to perform job functions but performance is degraded or severely limited. Response target: 2 business hours (My Support)

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Severity level	Standard initial response time
3 – Medium impact	Genesys Cloud Service is available and operational. The customer's ability to perform job functions is largely unaffected, but noncritical functions or procedures are unusable or hard to use. Response Target: 2 business hours (My Support)
4 – Low impact	Genesys Cloud Service is available and operational. Trivial impact to customer's business operations or customer requires information or assistance on the Genesys Cloud Service capabilities or configuration. Response Target: 2 business hours (My Support)

Time to restore and Time to resolve platform-level issues

The objective of Genesys Cloud Customer Care is to restore functionality as quickly as possible.

Time to restore is the amount of time a customer is impacted before functionality is restored. Time to restore targets are based on the assigned severity.

Time to resolve is the amount of time it takes to resolve the root cause of an issue.

Time to restore and time to resolve apply only to platform level issues. Issues that impact a single customer are not platform level issues.

Platform-level target restoration times

Genesys Cloud Customer Care analysts strive to restore platform issue functionality within the following target restoration times.

Severity level	Restoration target
1 – Critical	4 hours
2 – High	2 business days
3 – Medium	5 business days
4 – Low	NA

SLAs and credits

We will make the Genesys Cloud Service available 24 hours a day, 7 days a week, and use commercially reasonable best efforts to provide 100% uptime, except for the following "Uptime Exclusions": (i) occasional planned downtime at non-peak hours (for which we will provide advance notice); or (ii) any unavailability caused by circumstances beyond our reasonable control, including failure or delay of your Internet connection, misconfiguration by you or any third party acting on your behalf, issues on your network, or telecommunications services contracted directly by you.

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However, if our service uptime falls below the following thresholds in any one-month billing cycle (not including any Uptime Exclusions), you may request a credit within thirty (30) days after the month in which the uptime fell below threshold. Please contact your Customer Success Manager to request credit. Upon Customer's valid request, we will provide upon customer request the stated credit against the following month's invoice. For annual term contracts, we will provide the applicable credit refund as a credit to the pre-paid balance or a credit refund, at the customer's discretion.

Uptime %	Credit %
Below 99.99%	10%
Below 99.0%	30%

Cooperation

Genesys Cloud Customer Care must be able to reproduce errors in order to resolve them. The customer is expected to cooperate and work closely with Genesys Cloud to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to the customer's approval on a support ticket-by-support ticket basis, users may be asked to provide remote access to their Genesys Cloud application and/or desktop system for troubleshooting purposes.

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Security & privacy

Our approach to security is a combination of these three key components:

- **Proactive security** — Our security experts have tools and processes in place to proactively find security issues before it impacts our customers.
- **Continuous monitoring** — Security is not one and done! We have 24x7 personnel and tools in place to continuously monitor our cloud offerings security posture and to take mitigative actions when needed
- **Holistic risk management** — Besides secure software development, secure cloud operations and various security controls, we have also invested in overall risk management through, third-party vendor risk management, DR/BCP, employee security awareness, cyber insurance and other programs.

For additional information: https://help.mypurecloud.com/articles/about-security-and-compliance/

Data protection

Genesys complies as a processor not only with GDPR but also with other regulations such as the European Banking Authority, BaFin, Eiopa and others.

- **Data in transit** — Your CX agents, admins or managers will be accessing Genesys applications over the internet All interfaces used by customers that communicate with our cloud environment via public internet is encrypted using TLS encryption.
- **Data at rest** — Any sensitive data stored in our platforms in encrypted at rest using industry standards AES-256 encryption.
- **Secure data in multi-tenancy** — Our platforms are built to support only secure multi-tenancy. i.e. one customer will not be able to see another customer data because we have stringent logical separation controls in place. We regularly test these controls.

Secure access control

Genesys Cloud has processes and procedures in place to ensure secure access. Genesys allows prospects, customers, and partners to conduct their own penetration tests.

- **Authentication** — Authorized Genesys personnel who need access to cloud production environment can only authenticate using MFA
- **Access control** — Least privilege and separation of duties are enforced when providing access in addition to RBAC.
- **Auditing** — For security monitoring and troubleshooting, we have logging capabilities where we can log successful login or failed loggings along with user and admin activities.

Genesys Cloud™
Solution Overview

Local key management

Source: https://help.mypurecloud.com/articles/local-key-management/

By default, Genesys Cloud generates and stores the public/private key pair used by the recording encryption process. With local key management, your developers write a service that generates the key pairs and stores them on premises. Your organization is responsible for implementing this service and storing keys safely. Local key management is useful if you must manage your own keys for compliance reasons.

We recommend that you only use local key management if you must do so for compliance reasons and you also understand the implications of managing your own keys.

When you use local key management, you possess the only copy of your private keys. If these keys are lost or destroyed, then the recordings that are encrypted with the lost keys are permanently encrypted and therefore unusable. If you use local key management, then ensure that you protect your private keys from theft or accidental destruction.

Do not use the Genesys Cloud interface to change keys after you implement local key management. If you do, you will return to using a cloud-managed key.

Local Key Management is valid for encrypting all recording types.

To use local key management, create a key management service that Genesys Cloud can contact for the public keys that you generate. After you implement local key management, the service that you developed handles key management for you, and you no longer use the Genesys Cloud user interface for key management.

For example code and more information about how to create your own key management service, see https://github.com/MyGenesys Cloud/local-key-manager.

Standards, certifications, and regulations world-wide

Genesys Cloud includes built-in compliance and adherence to the following:

- SOC 2 — Controls over security, availability, and confidentiality
- GDPR — Support for complying with EU data protection laws
- ISO 27001 — Managing information risks
- ISO 27018 — Code of Practice for Protecting Personal Data in the Cloud
- PCI — Protecting customers' card information
- HIPAA — Protecting health information
- CCPA — Support for complying with California Privacy law through GDPR API

GDPR details

As part of our GDPR compliance program, Genesys created a Privacy office with an appointment of a Global Chief Privacy Officer and EU based Data Protection Officer in June of 2017. We have not only implemented policies and procedure to assure compliance both as a controller and processor but have also gone a step further to provide tools/product features for our customers and partners.

Genesys is one of the very few vendors with a dedicated GDPR API for Genesys Cloud solution. This allows us, our customer and partners to have automate/managed processes in place to address data subject requests, hence reducing time/cost and risks.

Genesys Cloud™
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As a backup process, we have also provided ticketing system to our customers/partners where they can easily open any data privacy related tickets with Genesys via our standard ticketing portal. Our Cloud offerings such as PureCloud also hold industry certifications such as PCI, HIPAA, ISO 27001 & ISO 27018.

All customer data for our European instances is permanently stored within EU AWS region. As part of our global 24x7 proactive monitoring and care processes, we do access data for troubleshooting and operations in line with our strict privacy and security procedures and policies. We have implemented EU standard Model Clauses framework across all global Genesys entities, and we are in compliance with the 16th of July 2020, ruling of Court of Justice for the European Union in the Schrems II case.

We will also be signing the data privacy agreement (available as an Annex under EMEA terms under help.mypurecloud.com/wp-content/uploads/2020/01/Relationship-Agreement-Genesys-Cloud-Only-EMEA-24-January-2020.pdf to cover all our obligations as a processor). Our privacy office will be happy to provide more detailed info or answer any further questions if required."

Genesys Cloud™
Solution Overview

Sap **Services**

Explore our comprehensive solutions for all business processes across all industries to find the solutions you need to run your business better, faster, and simpler enterprise-wide.

Business
Technology Platform

SAP Business Technology Platform is an integrated offering comprised of four technology portfolios: database and data management, application development and integration, analytics, and intelligent technologies. The platform offers users the ability to turn data into business value, compose end-to-end business processes, and build and extend SAP applications quickly.

- Database and Data management solutions: are a core part of SAP Business Technology Platform, enabling data-driven decisions with solutions that manage, govern, and integrate your enterprise data to feed analytics and drive confident business decisions.

Databases
- **SAP HANA:** is a high-performance in-memory database that speeds data-driven, real-time decisions and actions. As the data foundation of SAP's Business Technology Platform, it provides advanced analytics on multimodel data, on premise and in the cloud. SAP HANA combines a general-purpose multimodel database with services for creating innovative, data-driven applications. It enables real-time business and is the all-in-one in-memory platform for the intelligent enterprise. Running on premise or in the cloud, SAP HANA untangles IT complexity, and democratizes in-memory computing.

- **SAP ASE:** SAP Adaptive Server Enterprise is a high-performance SQL database server that uses a relational management model to meet rising demand for performance, reliability, and efficiency in every industry. Drive faster, more reliable online transaction processing (OLTP) for less with SAP Adaptive Server Enterprise (SAP ASE). It Handles massive volumes of data and thousands of concurrent users by increasing the performance of your existing and future investments in data-driven business applications.

- **ORACLE:** is the choice of most successful companies and enterprises due to its efficient database management options and security options. It is object-relational database management system designed for enterprise grid computing, the most flexible and cost effective way to manage information and applications. Oracle database server reliably manages a large amount of data in a multiuser environment so that many users can concurrently access the same data. All this is accomplished while delivering high performance. A database server also prevents unauthorized access and provides efficient solutions for failure recovery.

- **AP MaxDB:** is the database management system developed and supported by SAP SE. SAP MaxDB is available on Microsoft Windows, Linux and Unix, and for the most prominent hardware platforms.

Data Management
- **SAP Data Services:** SAP Data Services software improves the quality of data across the enterprise. As part of the information management layer of SAP's Business Technology Platform, it delivers trusted, relevant, and timely information to drive better business outcomes. Transform your data into a trusted, ever-ready resource for business insight and use it to streamline processes and maximize efficiency.

- **SAP Data Intelligence:** is a comprehensive data management solution. As the data orchestration layer of SAP's Business Technology Platform, it transforms distributed data sprawls into vital data insights, delivering innovation at scale. Use data intelligence to process distributed data, it provides your users with intelligent, relevant, and contextual insights with integration across the IT landscape.

- **SAP Landscape Transformation Replication Server:** Support real-time replication of data from SAP or third- party systems to SAP HANA to run applications and analyze data quickly. You can access the right information at the right place in the right time by moving data in real time between different systems within the same network, wide-area networks, and in the cloud. SAP Landscape Transformation Replication Server integrates with software such as SAP HANA, SAP S/4HANA for central finance foundation, and SAP BW/4HANA.

- **SAP Master Data Governance Application**: consolidates and manages master data across the organization. As the master data management layer of SAP's Business Technology Platform, it provides a unified, trusted view of master data across domains. Enterprise Master Data Governance Software simplifies enterprise data management, increase data accuracy, and reduce your total cost of ownership with a single solution that facilitates consolidation and central governance.

- **SAP Information Lifecycle Management:** Streamline your IT infrastructure and protect the privacy rights of your consumer data with the SAP Information Lifecycle Management (SAP ILM) component. You can automate data archiving and retention, as well as the decommissioning of legacy systems, while balancing the total cost of ownership, risk, and legal compliance.

- **Application development and Integration solutions:** are also a core part of SAP Business Technology Platform, accelerating integration across the value chain, simplifying development of application extensions, and expanding business value with an open ecosystem.

Application Development
- **SAP Cloud Platform Extension Suite:** offers capabilities and services to simplify application development and extensions. As the extension layer for SAP's Business Technology Platform, it can help you realize immediate value with lower risk.

Application Integration
- **SAP Process Orchestration software:** supports custom process applications and integration scenarios. As the process orchestration layer of SAP's Business Technology Platform, it can help you improve process efficiencies and respond to changing demands. SAP Process Orchestration model, implement, integrate, and monitor custom process applications and integration scenarios quickly and flexibly. By creating more streamlined, adaptable processes, you can innovate faster and respond better to changing demands.

- **SAP Cloud Platform Integration Suite:** offers capabilities and services that connect applications, processes, people, and devices. As the integration layer of SAP's Business Technology Platform, it simplifies integration and harmonizes processes. Accelerate integration across your value chain, simplify development of application extensions, and expand business value with an open ecosystem.

- **Analytics solutions**: are a core part of SAP Business Technology Platform, allowing users to provide real-time insights through machine learning, AI, business intelligence, and augmented analytics to analyze past and present situations, while simulating future scenarios.

Business Intelligence
- SAP BusinessObjects Business Intelligence (BI) suite: Enable your organization to report and share business intelligence with an on-premise BI system that transforms data into actionable information and delivers it at scale to the people who need it anytime and anywhere.

- SAP Crystal solutions: Creates and deliver meaningful BI reports in any format with tools that enable you to fast-track report design, add dynamic graphics and videos, generate multilingual reports, and more.

Data Warehousing
- SAP Data Warehouse Cloud: Experience an end-to-end data management and decision-making cloud solution that runs in a multicloud environment and unites all your data sources in one solution.
- SAP BW/4HANA: is a packaged data warehouse based on SAP HANA. As the on-premise data warehouse layer of SAP's Business Technology Platform, it allows you to consolidate data across the enterprise to get a consistent, agreed-upon view of your data.

Enterprise Planning
- **SAP Business Planning and Consolidation (SAP BPC) application:** delivers planning, budgeting, forecasting, and financial consolidation capabilities, so you can easily adjust plans and forecasts, speed up budget and closing cycles, and ensure compliance with financial reporting standards.

SAP Analytics Cloud solution: combines BI, augmented and predictive analytics, and planning capabilities into one cloud environment. As the analytics layer of SAP's Business Technology Platform, it supports advanced analytics enterprise-wide.

- **Disaster Recovery As A Service**: Disaster recovery as a service(DRaaS) is a cloud computing service model that allows an organization to back up its data and IT infrastructure in a third party cloud computing environment and provide all the DR orchestration, all through a SaaS solution, to regain access and functionality to IT infrastructure after a disaster.

- **Managed DRaaS:** In a managed DRaaS model, a third party takes over all responsibility for disaster recovery. Choosing this option requires an organization to stay in close contact with their DRaaS provider to ensure that it stays up to date on all infrastructure, application and services changes. If you lack the expertise or time to manage your own disaster recovery, this may be the best option for you.

- **Assisted DRaaS:** If you prefer to maintain responsibility for some aspects of your disaster recovery plan, or if you have unique or customized applications that might be challenging for a third party to take over, assisted DRaaS might be a better option. In this model, the service provider offers its expertise for optimizing disaster recovery procedures, but the customer is responsible for implementing some or all of the disaster recovery plan.

- **Self-service DRaaS:** The least expensive option is self-service DRaaS, where the customer is responsible for the planning, testing and management of disaster recovery, and the customer hosts its own infrastructure backup on virtual machines in a remote location. Careful planning and testing are required to make sure that processing can fail over to the virtual servers instantly in the event of a disaster. This option is best for those who have experienced disaster recovery experts on staff.

- **Intelligent technologies:** are a core part of SAP Business Technology Platform, changing the way we live and work by optimizing processes, maximizing resources, and igniting innovation with the right combination of intelligent technologies, services, and industry expertise.

Artificial Intelligence
- SAP Intelligent Robotic Process Automation: Integrate robotic process automation, machine learning, and conversational AI to reduce manual activities, respond to customer needs proactively, and make smarter decisions.

- **SAP Conversational AI:** Deliver exceptional customer and employee experiences by managing business tasks effectively with chatbots and an advanced bot-building platform.

- **Internet of Things**
  SAP Internet of Things: offers capabilities to address industrial IoT use cases. As the IoT layer of SAP's Business Technology Platform, it enables users to reimagine business processes and models with embedded IoT services and data.

ERP **and Finance**

With SAP Financial Management solutions, you can minimize the impact of economic disruption while maintaining business continuity. SAP's ERP system and financial software solutions can help companies emerge from crisis with great resiliency. SAP ERP and Financial management connect all departments and functions with an ERP system that supports resilience and operational excellence – in the cloud or on premise.

- **SAP S/4HANA Intelligent ERP system:** is a future-ready enterprise resource planning (ERP) system with built-in intelligent technologies, including AI, machine learning, and advanced analytics. It transforms business processes with intelligent automation and runs on SAP HANA – a market-leading in-memory database that offers real-time processing speeds and a dramatically simplified data model. SAP S/4HANA has expanded ERP capabilities by enabling customers to benefit from the latest Innovations such as Artificial Intelligence and machine learning. Below are some of the highlights across different lines of business and Industries:

- **Finance:** In the line of business Finance, S/4HANA has reduced the use of general ledger (G/L) accounts as bank accounts by simplifying bank relationship-management processes. Using the same sets of bank reconciliation accounts and clearing accounts for house bank connectivity significantly reduces the number of G/L accounts needed for your payment processes. It also comes with the benefit of an easier maintenance of chart of accounts.

- **Sales:** SAP S/4HANA 2020 has numerous great innovations in store for you when it comes to sales processes. One of them is in the area of Sales Order Management and Processing and improves sales force efficiency: Intelligent Product and Quantity Proposals. This feature provides product and quantity recommendations based on historical data, while considering product listings and exclusions for the product proposals.

- **Manufacturing:** As part of the Manufacturing industry we have several enhancements for Predictive Material and Resource Planning. S/4HANA has reduced data maintenance efforts by assigning a default material requirements planning (MRP) area in the material master when posting materials for storage locations.

- **R&D / Engineering:** In the area of project management, we are replacing the Java-based multi-project Gantt chart with a new Gantt chart based on SAPUI5. This new chart improves visualization of project-related information, and project stakeholders can make use of a simplified architecture while lowering TCO at the same time.

- **Industry to Core – Retail / Fashion:** In order to improve operational efficiency, we're providing insight-to-action capabilities through a store merchandising cockpit. A new SAP Fiori overview page enables store associates and store managers to view operational key indicators on store operations and respond appropriately. Having insights early in time allows them to act immediately on any upcoming issues. This doesn't only lead to an overall increased efficiency, but also to an improved satisfaction.

- **Industry to Core**-Consumer Products: As part of the consumer goods industry we have a complete new component Last Mile Distribution for SAP Direct Distribution to manage distribution of goods directly to stores from a distribution centre. Customers are able to plan their distribution routes with SAP Transportation Management and then execute the routes with Last Mile Distribution (LMD). LMD provides delivery of goods, handling of empties and returns, cash collection and creation of invoices. The complete settlement of the driver's activities during the day can be executed in the new SAP Fiori app "Settle Route Data".

- **SAP Activate for SAP S/4HANA:** Last but not least, we have fit-to-standard as part of SAP Activate Methodology for SAP S/4HANA. This covers all aspects of fit-to-standard in the deliverables, tasks and related accelerators which help guide users. Additionally, we have a new accelerator to make it easier for you to follow the "Fit-to-Standard" approach in your implementation project – even remotely.

The SAP S/4HANA ERP system is built for the **SAP HANA in-memory database.** This market-leading columnar database enables a dramatically simplified data model and incredible speed. Run analytics and transactions on a single database without separating OLTP and OLAP.

SAP Fiori – an award-winning user interface – is built into SAP S/4HANA and provides a consistent look and feel across the entire ERP system, on all device types. Based on how people actually work, SAP Fiori delivers an intuitive, role-based UX that improves both employee productivity and satisfaction.

ERP for Small Businesses and Midsize Companies
- **SAP Business One:** This small business management software connects and streamlines your processes-and grows along with you. Increase control over your small business with software designed to grow with you. Streamline key processes, gain greater insight into your business, and make decisions based on real-time information – so you can drive profitable growth.

- **SAP Business By Design:** A single cloud ERP solution for fast-growing, mid-market businesses to scale and compete without the complexity and cost. Connect every function across your company to time-tested best practices and in-depth analytics.

- **Financial Planning and Analysis:** Improve decision-making and performance with agile planning solutions. Model scenarios quickly to help your business to navigate the unexpected in every economic condition with FP&A solutions from SAP. Analyze, plan, and make intelligent decisions with centralized access to all data and embedded analytics and capabilities for planning, business intelligence, and predictive in one solution, SAP Analytics Cloud.

- **Accounting, Financial Close and Tax Management:** Streamline reconciliation and consolidation processes and enable compliant reporting with SAP S/4HANA Finance for group reporting. Automate complex closing processes, simplify auditing activities, and comply with financial reporting and regulatory standards by enabling accounting teams to work together in one intuitive user interface.

- **Treasury Management:** You can get real-time cash visibility, improve liquidity, and lower risk with treasury and risk management solutions from SAP. Get real-time cash visibility, improve liquidity, and lower risk with treasury and risk management solutions from SAP.

- **Accounts Receivable, Billing and Revenue Management:** Simplify and automate your receivables processes, while integrating with your customers, to enable a close collaboration with real-time access. Benefit from transforming or extending your business models toward subscription and usage-based models. Enhance the payment experience with innovative subscription-based billing, revenue, and accounts receivables management.

- **Governance, Risk, Compliance (GRC) and Cybersecurity:** Automate and manage risks, controls, identities, cyber threats, and international trade across the enterprise with embedded analytics and artificial intelligence. Unify enterprise risk and control activities on a common technology platform, leveraging continuous monitoring for agile decision-making.

CRM and
Customer Experience

SAP Customer Experience and SAP Cloud Platform provide a vital combination of power, trust, and speed to deliver a seamlessly connected end-to-end experience. SAP Customer Experience solutions deliver personal, trusted, and connected customer experience. Customer Experience solutions bring together customer data, machine learning technology, and micro services to power real-time customer engagements across sales, service, marketing, and commerce.

- **E-Commerce Solutions:** Build what you need swiftly, simplify buying processes, and turn e-commerce customers into brand advocates. In as little as a few days, you can deploy rich mobile-first experiences quickly with a code-free commerce platform built for retailers, consumer goods companies, and direct-to-consumer businesses of all sizes.

- **Customer Data Solutions:** can help you turn unknown visitors into known, loyal customers and deliver trusted, hyper-personalized experiences. Delivers value by understanding who your customers are and how they want to engage with customer data and CIAM solutions.

- **Sales Solutions**: Delivers connected sales experiences that accelerate the buying process and turn customers into advocates. Our sales solutions can help you engage customers through connected, customer-centric processes that improve experiences and maximize sales.

- **Service Solutions:** Provide great service experiences through your contact center and in the field. Enable contact center agents to provide fast, accurate answers and quick resolutions.

- **Marketing Solutions:** Fulfill the promise of CRM with SAP Marketing Cloud. Drive more revenue and give customers freedom to discover, engage, and buy.

- Sharpen the focus of your marketing team by leveraging the full context of customer needs and demands.

- **CRM (customer relationship management):** By definition, it covers all the ways you manage customer relationships across sales, marketing, customer service, and e-commerce. With CRM software, you can automate and integrate these customer-facing activities. Best-in-class systems also offer tools for customer analytics, personalization, social media, collaboration, and more.

Enable your company to thrive by anticipating and preparing for disruptions with supply chain management software from SAP, an integrated portfolio that includes predictive analytics, automation, and IoT with industry expertise to execute and act. Get customer-centric products to market faster and at less cost with global supply chain management (SCM) software from SAP.

- Supply Chain Planning: Respond quickly and cost-effectively to changes in supply, demand, and market conditions – with integrated supply chain planning software from SAP. Connect all your planning processes in an integrated supply chain planning system to improve lead times and service levels. Simplify demand planning with connected processes and visibility across operational, strategic, tactical, and external data.

Integrated business planning
- Demand forecasting and management
- Inventory optimization
- Sales and operations planning
- Response and supply planning

Supply chain collaboration
- Partner and supplier collaboration
- Dashboards for status monitoring
- Rapid onboarding functionality
- Enhanced compliance

- Supply Chain Logistics: Speed up your logistics management to secure a responsive and agile supply chain. Get real-time insights into your supply chain and use intelligent logistics software and processes to identify bottlenecks and mitigate risks as soon as they arise. Efficiently manage goods across warehousing, fulfillment, and distribution – with SAP supply chain logistics management software. Optimize your warehousing and distribution processes with an automated warehouse management system.

Warehousing and fulfillment
- Inbound logistics management
- Storage and operations
- Outbound logistics management

Transport logistics
- Strategic freight management
- Order management
- Transportation planning
- Transportation execution

Logistics network
- Freight logistics collaboration
- Global track and trace
- Real-time alerts and notifications

- Manufacturing: Fast-track time to market, gain new production efficiencies, and lower costs with SAP manufacturing software and Industrial Internet of Things (IIoT) solutions. Digital manufacturing is the future of productivity.

Digital manufacturing
- Harmonized data analytics
- Unified manufacturing modeling
- Integrated manufacturing operations management

Manufacturing execution system (MES)
- Centralized operations
- Automated data collection
- Defect tracking and resolution

Plan
- Comprehensive planning features
- Integrated scheduling

- Product Lifecycle Management: Design individualized products faster and move toward mass customization – with product lifecycle management (PLM) software from SAP. Enable faster and better decisions on product design to meet highly variable and individualized customer requirements with SAP Product Lifecycle Management (SAP PLM). Get a cost-centered view of the product design and development lifecycle – and determine costs, target price, and profitability.

Project portfolio management
- Comprehensive portfolio management
- Project management
- Resource management and optimization

Product costing
- Product cost calculation and simulation
- Data modeling and extensibility
- Comprehensive pricing features

Commercial project management
- Shared project workspace
- Project cost and revenue planning
- Project issue and change management

- Enterprise Asset Management: Manage the entire lifecycle of your physical assets with enterprise asset management (EAM) software systems from SAP. Maintain and manage the performance of your physical assets with real-time insights, the IoT, machine learning, and advanced and predictive analytics.

Asset strategy and performance
- Asset information management
- Risk and criticality assessment
- Failure modes and effects analysis

Asset tracking
- Collaborative EAM
- Centralized asset data repository
- Automated equipment tracking

Predictive maintenance
- 360-degree view of assets
- Advanced predictive analytics
- Intuitive and scalable intelligence

Sap
Resourcing

We analyze specific requirements profiling methods to rapidly match our clients with the right resources. We handpick candidates with in-depth SAP knowledge and intercultural profession experience to provide the best possible fit. There is continuous performance tracking by Farevic systems. Our account managers from our team continuously monitor the resource performance.

Network and
Spend Management

Manage all categories of spend with the market's leading cloud solutions and world's largest business network.

- Supplier Management: Gain actionable guidance and transparency across your procurement processes with complete and up-to-date supplier insights. With SAP Ariba supplier management solutions, you can drive spend to preferred suppliers and reduce risk every step of the way, from supplier onboarding and qualification to segmentation and performance management.

Supplier risk
- Cloud deployment
- Targeted risk due diligence using public and private data sources
- Risk monitoring and compliance check
- Risk disposition and remediation

Lifecycle management
- Cloud deployment
- Vender data models integrated with SAP ERP
- Supplier qualification and segmentation
- Self-service supplier information management

Strategic Sourcing: Manage your entire sourcing, contracting, and spend analysis processes for all types of spend – direct and indirect materials as well as services – all in one place. Run all sourcing, contracting, and spend processes on a single platform of strategic sourcing solutions from SAP.

Sourcing
- Simplified supplier discovery
- Accelerated sourcing cycles
- Creation of competitive, high-value agreements

Contract management
- Centralized contract storage
- Reliable compliance processes
- Automated contract lifecycle

Spend Analytics
- In-depth procurement visibility
- Accurate supplier enrichment and commodity classification
- Access to benchmarks and intelligence

- Procurement: Increase procurement visibility and control with operational flexibility, repeatable cost savings, and compliant processes. Increase procurement visibility and control with operational flexibility, repeatable cost savings, and compliant processes.

Buying and invoicing
- ERP integration
- Increased visibility and control
- Decreased costs and risks
- Global reach Process mining

Buying enablement
- Fast supplier enablement
- Simplified catalog maintenance
- Control with compliance
- Efficient collaboration

Catalog content
- Strong compliance
- Fast enablement
- Easy catalog management
- Always-on support
- Catalog services and products

Guided buying
- Convenient access
- Compliant purchasing
- Supplier collaboration
- Intelligent guidance
- Streamlined integration

Services Procurement and Contingent Workforce: SAP Fieldglass industry-leading solutions enable organizations to optimize their use of external resources to increase operational agility and accelerate business outcomes. Find, engage, and manage your external workforce and services procurement resources, including temporary staff, Statement of Work-based consultants, freelancers, contractors and more.

Procure Services
- Statement of Work bidding
- Risk mitigation
- Flexible invoicing
- Reporting and analytics
- Supplier evaluation

Manage Labor
- Procure and manage external workers
- On- and offboarding
- Rate schedules
- Timesheet approvals
- Reporting and analytics

Track Workers
- External workforce visibility
- Security and compliance
- Health and safety
- Profile management

- **Selling and Fulfillment:** Make selling and fulfillment activities smarter by working efficiently and cost-effectively with buyers and suppliers. Identify new business opportunities, boost your sales by connecting with qualified buyers, and simplify the purchase of non-sourced goods.

Supplier discovery
- Suppliers for any need
- Diverse supplier network
- Convenient, central access
- Rich supplier information

Connected buyers
- Straight-through-invoice processing
- Effective supplier collaboration
- Global supplier portal
- Management of complex services
- Global e-invoicing compliance

Catalog management
- Strong compliance
- Fast enablement
- Easy catalog management
- Always-on support

Catalog services and products
- Spot buying
- Quick search of options
- Trusted suppliers
- Compliant and controlled processes

HR and
People Engagement

SAP SuccessFactors is a world-leading provider of cloud human experience management (HXM) – the new people-focused term for HCM. SAP HXM suite lets you provide employees with experiences that recognize their individual value and consistently motivate them to achieve peak performance levels.
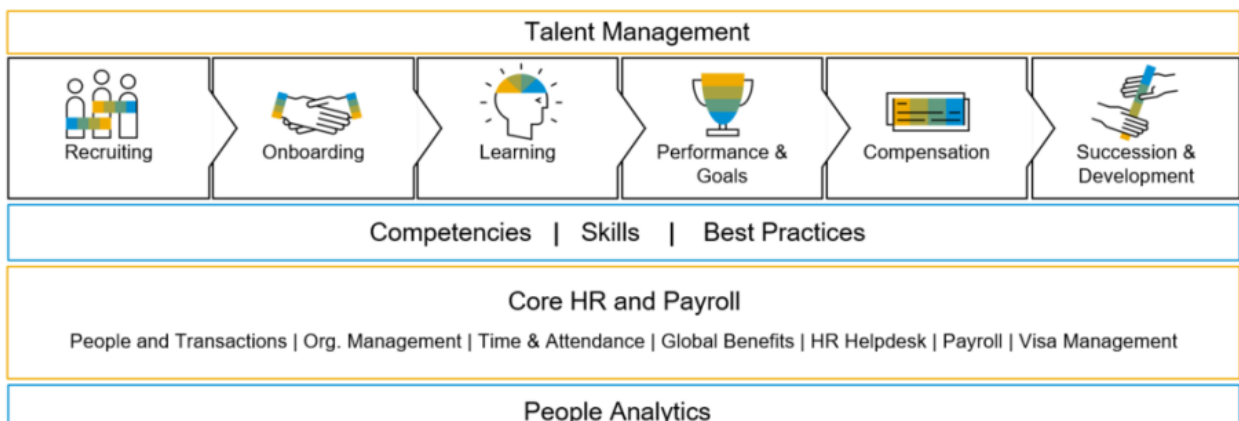
- Employee Central Payroll: SAP SuccessFactors Employee Central Payroll is a revolutionary combination of proven technology, latest innovations, and service delivery in a solution that represents the next generation of global payroll process automation. With SAP SuccessFactors Employee Central Payroll, you automate and accelerate processing, reduce risk, and simplify payroll management.

- Time and Attendance: SAP SuccessFactors Employee Central Time Management is for organizations that need global absence management capabilities with support for time tracking and overtime calculations. If you have a more complex environment, SAP Time Management by Kronos supports workforce scheduling, time tracking for hourly workers, and advanced leave management capabilities, such as military service time.

- Recruiting: Transform recruiting into a continuous, strategic part of your talent strategy with the only end-to-end recruiting solution that helps you attract, engage and select better candidates and then measure the results.

- Onboarding: By guiding hiring managers, empowering new hires and connecting onboarding to other key talent management activities, SuccessFactors makes onboarding a strategic process that improves job satisfaction, time to productivity and first year retention.

- Performance and Goals: Communicate strategy, create meaningful individual goals across the organization and focus employees on what matters, while enabling executives to monitor goal progress in real-time. Then reward, measure and tie employee performance to business results, streamline the performance appraisal process and enable meaningful feedback.

- Compensation: Pay your people based on achievement, establish a pay-for-performance culture – retain top talent and increase productivity across the organization. Calibration drives better compensation decisions and objective ratings.

- Succession and Development: Anticipate and plan for staffing changes and assure the readiness of employee talent at all levels. Align learning activities with competency gaps to arm your workforce for current and future needs. Improve motivation with continuous development and career planning.

Learning: Develop a comprehensive learning strategy with a complete learning management solution (LMS) that enables you to manage, develop and deploy instructor-led, formal and social online training. Our Content-as-a-Service (CaaS) solution eliminates your need to manage the infrastructure, bandwidth and delivery, management, security and updates for all of your e-learning programs.

- **Workforce Planning:** Leverage in-depth workforce information and benchmarks to assess readiness to execute strategies, forecast the impact of business decisions, mitigate risk and take action.

- **Workforce Analytics and Reporting:** Deliver actionable, quantitative insights to your business leaders with a powerful combination of talent and business data that produces information. Creates a catalyst for positive change in the business.

- **SAP Jam:** Improve employee productivity and teamwork by combining collaboration, communication and content-creation tools with a private social network for your organisation. Jam's remarkably simple video and screen capture lets everyone share his or her expertise – even right from a mobile device.

Enterprise Servers, Storage Systems and Data Center Services

Enterprise Servers and Storage Systems: We provide Enterprise Servers and Storage from IBM, DELL,HP,Lenovo and Cisco.We also install and Repair Enterprise Servers and Storage Systems (IBM, Lenovo, HP, Dell, CISCO), IBM (Servers, Operating Systems, Storage, Switches) Lenovo (Laptops, Tablets, PC's, Servers and Storage).

Data Center Services: We offer Cloud Services which include but not limited to Disaster Recovery as a Service (DRaaS , Infrastructure as a Service IaaS, Backup as a Service, Hybrid Cloud Solutions and Business Continuity and Resiliency Services.

Software Services: Provide and look after software solutions which include virtualization Technologies (VMware, Hyper V, Power VM, Redhat), Operating Systems(Redhat, SUSE, AIX, Windows, Oracle VM,), Enterprise Security Solutions, Enterprise Backup Solutions (Veem, Tivoli etc) and Service Level Agreement for Enterprise Solutions.

Company Trading
Documents

Zimbabwe Revenue Authority

Tax Clearance Certificate (ITF263)

Tax Year Ending 31 December 2021

Farevic Systems (Pvt) Ltd Farevic Systems (Pvt) Ltd

Business Partner Number: 0200270772

Your Tax position is Satisfactory. No 10% tax should be withheld

Clearance issued on 04/20/2021 at 10:36:51 valid until 12/31/2021

Authentication code: QDPY.DRDD.ZRAZ.HMFQ

The authentication and validity of this certificate must be validated on
ZIMRA page at: http://efiling.zimra.co.zw

This certificate is current as of: May 19, 2021

CERTIFICATE

SAP East Africa Limited hereby certifies that

OneConnect Technologies EA Limited

Country : Kenya

City : Nairobi

SAP ID : 0001817010

is currently a PartnerEdge Silver partner, participating in following engagement model/s* and authorized for:

PE Sell   Sell Authorization-Open Cloud Solutions

Sell Authorization-Open On Premise Solutions

Sell Authorization-SAP Ariba Solutions

Sell Authorization-SAP Business ByDesign

Sell Authorization-SAP Business One

Sell Authorization-SAP HANA

Sell Authorization-SAP S/4HANA

*For more information on engagement models, partner level and partner dimension please go to https://partneredge.sap.com/content/dam/
public/dni/cert/Partner_Certificate_Info.pdf

This is a system generated certificate and it is subject to the terms and conditions of the signed and currently valid SAP PartnerEdge – Master Partner Agreement entered into by and between SAP East Africa Limited and OneConnect Technologies EA Limited
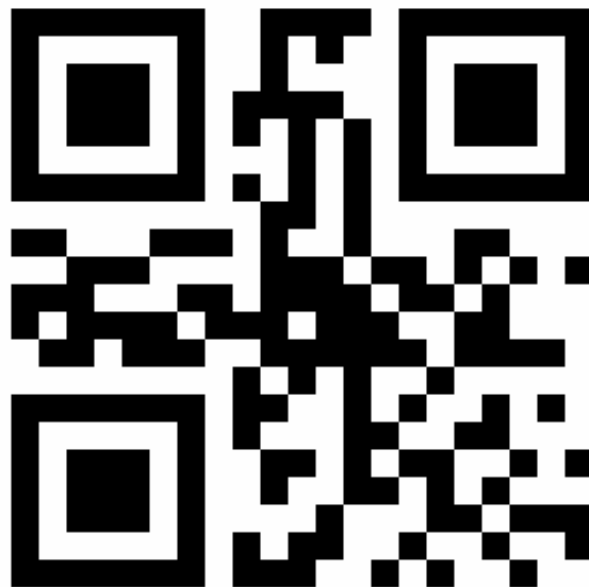
2021 ANNUAL REGISTRATION OF A BIDDER

Software Development and Computer Applications, Computer Security Systems Installation and Consultants Services(SS002)

The Procurement Regulatory Authority of Zimbabwe has approved *Farevic Systems P/L's* application for inclusion on the Registered List of Bidders for the above category , in terms of Section 4 of the Public Procurement and Disposal of Public Assets (General) Regulations, 2018 for a period expiring 31st December 2021

Verification Code: **PRAZ-2021-1545-20044**

Please note that the authenticity and validity of this certificate must be verified on our PRAZ portal at http://portal.praz.org.zw/verification

![Farevic Systems logo with SAP Silver Partner badge and Genesys Cloud™](image)

SAP Silver Partner

FAREVIC
SYSTEMS

Genesys Cloud™