

The table below sets out additional services that are available to Customers. Please speak to the Unit4 Account Representative Function if you want to take advantage of these additional options. Customer can subscribe to additional support options as identified and described below.

No.	Additional Support Option	Available to Standard Support (On Premises)	Available to Standard Support (SaaS)	Available to Enhanced Support (On Premises)	Available to Enhanced Support (SaaS)	Available to Premium Support (On Premises)	Available to Premium Support (SaaS)
i.	Standby Support	✓	✓	✓	✓	✓	✓
ii.	Cloud Readiness Assessment	✓	✗	✓	✗	✓	✗
iii.	Upgrade Assessment	✓	✓	✓	✓	✓	✓
iv.	Training	✓	✓	✓	✓	✓	✓
v.	Consultancy on demand	✓	✓	✓	✓	✓	✓
vi.	Upgrade/Migration on demand	✓	✓	✓	✓	✓	✓
vii.	Service Design Review	✓	✓	✓	✓	✓	✓
viii.	Product and Service User Administration	✗	✗	✓	✓	✓	✓
ix.	Special Remote Access	✗	✗	✗	✗	✓	✗
x.	Local Language Support	✓	✓	✓	✓	✓	✓
xi.	Monthly Service Review	✗	✗	✗	✗	✓	✓
xii.	Functional Application Review	✗	✗	✗	✓	✓	✗
xiii.	System Health Advisory	✗	✗	✓	✗	✗	✗

i. Standby Support

Description:	Unit4 service engineers on standby to support a Customer event (like migration, data loading etc.)
Unit4 Obligations:	<ul style="list-style-type: none"> On request by Customer provide Unit4 service engineers for one 8-hour period (“Event”) During the Event, provide a response to a request for assistance (“Call-Off”) with an appropriate action; Deliver the action within agreed timescales.
Assumptions:	<ul style="list-style-type: none"> Standby Support is performed on a best efforts basis, during Business Hours and in English only. One event is included per support year (i.e. one year from renewal date) An Event is 8 hours and cannot be split into 2 smaller events or rolled over into another support year. Responding to the Call-Off and providing any action or assistance will be charged at Unit4’s prevailing rates for Professional Services. Additional Standby Support can be ordered per 8-hour unit. application changes (i.e. bug fixes, error correction and configuration changes) are excluded from Standby Support.
Customer Obligations:	Customer shall log request for standby support, by logging a Service Request using Unit4 Community 4U at least [X-hours] in advance and agreeing the Event window with Unit4.

ii. Cloud Readiness Assessment

Description:	Provide an assessment, which considers whether the Customer’s current installation of Unit4’s Product is capable and ready to be moved to a new deployment model (i.e. Unit4 SaaS).
Unit4 Obligations:	Produce a report describing whether the Customer is ready to move their current Unit4 Product environment (including existing software configuration and Customisation) into Unit4 SaaS, including a checklist of elements with requirements necessary in order to make the move to Unit4 SaaS.
Assumptions:	<ul style="list-style-type: none"> • Available for on premises or from other cloud deployments to Unit4 SaaS. • Service provided exclusively in English language. • Remote delivery based in GMT/CET timezone. • Any request out-of-the-previous described time zones is chargeable separately. • Excludes actual migration which is subject to a separate and specific statement of work and quotation (see Upgrade on Demand).
Customer Obligations:	<ul style="list-style-type: none"> • Customer is required to fill an online form. • Customer is required to run an assessment toll on the business server. • Customer is required to have a technical IT system point of contact.

iii. Upgrade Assessment

Description:	Provide an assessment, which considers whether the Customer’s current Release of a Unit4 Product is suitable for an upgrade to a newer Release.
Unit4 Obligations:	<ul style="list-style-type: none"> • Process: Remote assessment of customer’s usage of the current Release. • An impact analysis report with the results of the assessment and survey outputs, identifying non-standard procedures, new functionalities, and recommendations and details on how the Upgrade will impact the Customer’s current implementation. • A draft statement of work (including estimate) for the future upgrade project.
Assumptions:	<p>The actual upgrade project (i.e. finalising and then implementing the draft statement of work) are a separate (chargeable) project and shall be subject to a final statement of work and work order or quotation.</p> <p>Assessment is provided in English only.</p> <p>Remote delivery in GMT/CET time zone.</p>
Customer Obligations:	<ul style="list-style-type: none"> • Customer is required to fill in an online form. • Customer is required to run an assessment toll on the business server. • Customer is required to have a technical IT system point of contact.

iv. Training

Description:	<p>Provision of standardized interactive training session for products and functional usage.</p> <p>They are interactive and instructor-led by an Unit4 certified professional trainer.</p>
Unit4 Obligations:	<p>Provide a time-slot for online engagement where Unit4 is training customer representatives remotely.</p> <p>Provide access (through Unit4 Communities) to the available training programs and training materials for customers.</p>
Assumptions:	<ul style="list-style-type: none"> • This excludes any non-standard product training. • Service provided exclusively in English language. • Remote or onsite delivery in GMT/CET time zone. • Maximum virtual classroom of 10 users. • On-site expenses charged separately.
Customer Obligations:	Facilitate access to the Customer representative to the virtual classroom.

v. Consultancy On Demand

Description:	Unit4 Professional Services (consultancy) on demand (remote access).
Unit4 Obligations:	<p>Provide access to packs of units (1 unit being 4 hours) of Unit4 Professional Services, with which the Customer can request for:</p> <ul style="list-style-type: none"> • Configuration; • Customisation (ACT); • Data migration; • General technical services; <p>The Customer will place a Service Request with Unit4. Unit4 will perform an assessment of the estimation of work the Customer is requesting, and propose the amount of units to be ordered.</p>
Assumptions:	<ul style="list-style-type: none"> • Service Requests to be submitted exclusively through Unit4 Community 4U. • Service provided in English language. • Remote delivery in GMT/CET time zone. • Any request to be delivered out-of-the-previous described time zones is chargeable separately. • Ad-hoc Professional Services within a Project (pre go-live) has to be managed within the Project scope and by a Unit4 project manager, not through Unit4 Community 4U.
Customer Obligations:	<ul style="list-style-type: none"> • Customer to grant access to the system may be required.

vi. Upgrade on Demand

Description:	Upgrade of Release on demand or migration on demand (remote activity).
Unit4 Obligations:	<p>Provide access to packs of units (1 unit being 8 hours) of Unit4 Professional Services, with which the Customer can request for:</p> <ul style="list-style-type: none"> • Standardised way of upgrading or migrating the application. • Provide Customised run-script for the upgrade. • An upgraded deliverable.
Assumptions:	<ul style="list-style-type: none"> • Scope will need to be defined with a statement of work. • Follow-up of cloud readiness assessment, upgrade assessment or release support. • Service Requests to be submitted exclusively through Unit4 Community 4U. • Service provided in English language. • Remote delivery in GMT/CET time zone. • Any request to be delivered out-of-the-previous described time zones or at customer location is chargeable separately. • Ad-hoc Professional Services within a Project (pre go-live) has to be managed within the Project scope and by a Unit4 project manager, not through Unit4 Community 4U. • For Unit4 SaaS, upgrades of Releases are included in the Unit4 Product following a general run-script (not customized).
Customer Obligations:	<ul style="list-style-type: none"> • Customer to grant access to the system may be required. • Customer will need to provide all required information in respect to Customisations and any other information required.

vii. Service Design Review

Description:	A review to optimize service usage across multiple environments and/or Unit4 Products
Unit4 Obligations:	<ul style="list-style-type: none"> • Provide remote workshop. • Perform a review of service usage across multiple environments and/or Unit4 Product (e.g. update the environment variables to the latest standards, performance, security, etc.). • Produce a report covering high level service requirements, a high level solution overview and recommendations for improvements.
Assumptions:	<ul style="list-style-type: none"> • Scope will need to be defined with a statement of work. • Service provided exclusively in English language. • Remote or onsite delivery in GMT/CET timezone. • Any request out of the previous described time zones is chargeable separately. • Remote access to the system may be required. • Customer is required to have a technical IT system point of contact. • On-site expenses charged separately.
Customer Obligations:	Facilitate access to the Customer representative to the session.

viii. Product and Service User Administration

Description:	Unit4 will manage user administration (starters-leavers-movers) in Unit4 applications such as Unit4 ERP.
Unit4 Obligations:	<ul style="list-style-type: none"> Once subscribed to the service Unit4 will carry out end user administration tasks (e.g. creation, modification or deletion) within the Unit4 application. Unit4 will process requests with a Unit4 Customer Support specialist. Unit4 will produce a report (monthly) with an overview of registered users with permissions and an overview of active users logged-on during the past 60 days delivered to a designated Customer employee to review.
Assumptions:	Delivery in English language.
Customer Obligations:	Customer will submit Service Requests for user creation, modification or deletion to Unit4.

ix. Special Remote Access

Description:	Handle a request for special requirement(s) in relation to remote access (outside of Unit4 standard policies for basic team viewer/screen sharing)
Unit4 Obligations:	Unit4 will allow specific access to meet the special requirements.
Assumptions:	<ul style="list-style-type: none"> Availability of this service determined (at Unit4's discretion) based on technical availability and feasibility study carried out via consultancy on demand (at cost). Special Remote Access will cover explicitly: <ul style="list-style-type: none"> Site to Site VPN tunnels Site to Point VPN tunnels All VPNs not listed in Unit4 standards.
Customer Obligations:	Provide all necessary technical requirements.

x. Local Language Support

Description:	Support in local languages																																																								
Unit4 Obligations:	Provide level 1 (standard support Case triage and assessment) Case support in a local language.																																																								
Assumptions:	<p>The following languages are available:</p> <table border="1"> <thead> <tr> <th>Languages</th> <th>ERP</th> <th>FP&A</th> <th>U4SM</th> <th>T&E</th> <th>PSA</th> <th>U4F</th> </tr> </thead> <tbody> <tr> <td>German</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> </tr> <tr> <td>Dutch</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> </tr> <tr> <td>French</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> </tr> <tr> <td>Spanish</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> </tr> <tr> <td>Swedish</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> </tr> <tr> <td>Portuguese</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> </tr> <tr> <td>Norwegian</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> <td>X</td> </tr> </tbody> </table> <p>Local language support is offered globally or in combination with local customer support (see paragraph (xi) above) during local Unit4 Business hours.</p> <p>Support escalation can only be in English.</p>	Languages	ERP	FP&A	U4SM	T&E	PSA	U4F	German	X	X	X	X	X	X	Dutch	X	X	X	X	X	X	French	X	X	X	X	X	X	Spanish	X	X	X	X	X	X	Swedish	X	X	X	X	X	X	Portuguese	X	X	X	X	X	X	Norwegian	X	X	X	X	X	X
Languages	ERP	FP&A	U4SM	T&E	PSA	U4F																																																			
German	X	X	X	X	X	X																																																			
Dutch	X	X	X	X	X	X																																																			
French	X	X	X	X	X	X																																																			
Spanish	X	X	X	X	X	X																																																			
Swedish	X	X	X	X	X	X																																																			
Portuguese	X	X	X	X	X	X																																																			
Norwegian	X	X	X	X	X	X																																																			
Customer Obligations:	Customer peers must be able to communicate in the same local language.																																																								

xi. Monthly Service Quality Review

Description:	A monthly review to consider and build on service quality (continuously maintaining and improving service quality).
Unit4 Obligations:	<ul style="list-style-type: none"> Review of Unit4 KPIs; Review of SLA KPIs and production of Service Quality Report (produced prior to review meeting); Identification of additional required training.
Assumptions:	<ul style="list-style-type: none"> Business Hours and in English only, and not available in local language. This activity is remote with four (4) on-premises meetings on an annual basis.
Customer Obligations:	-

xii. Functional Application Review

Description:	Service that on a regular basis identify functional application data inconsistency in Unit4 Products
Unit4 Obligations:	<ul style="list-style-type: none"> Twice every month a Unit4 consultant will carry out a review session to identify inconsistency in the functional and application data. As an example, the following can be reviewed: <ul style="list-style-type: none"> list of open purchase orders older than X (e.g. 6 months); list of open requisitions older than X; direct reports without line managers; users not linked to resource ID; tasks without owners; and errors in tables. Produce a report with data points and system tables which require an update to allow improvement of operations in the system.
Assumptions:	<ul style="list-style-type: none"> Within Business Hours and in English only, and not available in local language This is not a financial audit.
Customer Obligations:	If required provide access to the application

xiii. System Health Advisory

Description:	Unit4 will run a session of system health check, where during this session a consultant will review and report on the customer systems and environment.
Unit4 Obligations:	<ul style="list-style-type: none"> Review the Customer systems and environment and report on: <ul style="list-style-type: none"> Customer system's performance based on a pre-defined list of tests.; Network and server configuration, focusing on performance; and Identification and analysis of transactions with errors and warnings. Unit4 will provide a report of the review and submit recommendations to the customer.
Assumptions:	<ul style="list-style-type: none"> Unit4 has been provided remote access to the environment and systems that requires the system health check. This service is a semi-annual service and within Business Hours and in English only, and not available in local language. This service is restricted to the production environments, and excludes the non-production environments such as preview, testing, quality, development and acceptance or similar. Following the monitoring session, some of the activities may result in a recommendation to involve Unit4 Professional Services specialists for providing the necessary steps to improve or resolve system issues Unit4 is not responsible for the Customer's business systems and corresponding environments, so any changes to those elements are customer responsibilities.
Customer Obligations:	<ul style="list-style-type: none"> Customer is responsible for their own business systems and corresponding environments and any changes to those are a customer responsibility. Customer must facilitate remote access to the relevant Customer systems and relevant environment (in compliance with Unit4's remote access guidance).