



Appendix D

Unit4 Global Cloud Services Service Level Agreement

Version 1.1

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Introduction

About this document

This Appendix D – Unit4 Global Cloud Service Level Agreement sets out the KPIs, by which the applicable Unit4 Global Cloud Service is measured. If Unit4 does not achieve and maintain the KPIs for the Unit4 Global Cloud Service as described in this SLA, then Customer may be eligible for a Service Credit against future fees payable.

Amendments and Earlier Versions

Unit4 may update or amend the SLA from time to time and new versions will be available online together with the earlier versions. Any material changes to the KPIs in the SLA must be managed through the contract change process in the Agreement.

The Unit4 Global Cloud Service is based on common, consistent management practices for all customers. This common operating model allows Unit4 to provide a high level of service.

This document sets out Unit4's commitments to Customer in relation to the Cloud Production Environment and is **NOT** applicable to those non-production environments such as preview, test, development or acceptance.

Unit4 Global Cloud Service and Product Availability

Service	Products (available)
Unit4 SaaS – Standard Service	<ul style="list-style-type: none">• Unit4 Business World• Unit4 Student Management
Unit4 SaaS – Advanced Service	<ul style="list-style-type: none">• Unit4 Business World• Unit4 Student Management
Unit4 SaaS – prevero Service	<ul style="list-style-type: none">• Unit4 prevero
Unit4 Managed Cloud Service	<ul style="list-style-type: none">• Unit4 Business World• Unit4 Financials
Unit4 PSA Suite Service	<ul style="list-style-type: none">• Unit4 PSA Suite

1. SERVICE AVAILABILITY

Unit4's KPI for any given calendar month is that:

Unit4 Global Cloud Service	KPI	Service Credits
Unit4 SaaS – Standard Service	Service Availability \geq 99.8%	No
Unit4 SaaS – Advanced Service	Service Availability \geq 99.8%	Yes
Unit4 SaaS – prevero Service	Service Availability \geq 99.5%	Yes
Unit4 Managed Cloud Service	Service Availability \geq 99.6%	Yes

1.1. Calculation

Service Availability is calculated (in any given month) as follows:

$$\left[\left(\frac{\text{Total Time} - \text{Service Outage}}{\text{Total Time}} \right) * 100 \right]$$

1.2. Measurement

The measurement point for Service Availability is the Unit4 production data centre's internet connection points.

1.3. Reporting

Customer may request a Service Availability report no more frequently than once per month via the Unit4 Customer Portal.

2. SERVICE RESPONSE TIME

Unit4's KPI for any given month is that:

Unit4 Global Cloud Service	KPI	Service Credits
Unit4 SaaS – Standard Service	the <u>average</u> Service Response ≤ 2 seconds.	No
Unit4 SaaS – Advanced Service	the <u>average</u> Service Response ≤ 2 seconds.	Yes
Unit4 SaaS – prevero Service	Not applicable	No
Unit4 Managed Cloud Service	Not applicable	No

2.1. Measurement

The time is measured as the difference between the time the request is received by the external endpoint of the Cloud Production Environment and when the response to the request begins to be returned to the customer's browser. Note that a single web page may make several requests and each request is measured separately.

2.2. Reporting

Customer may request a Service Response report no more frequently than once per month via the Customer Portal.

3. DISASTER RECOVERY

Unit4's KPI for recovery in the event of a Disaster is:

Unit4 Global Cloud Service	KPI	Service Credits
Unit4 SaaS – Standard Service	Recovery Time Objective ≤ 48 hours Recovery Point Objective ≤ 4 hours	No
Unit4 SaaS – Advanced Service	Recovery Time Objective ≤ 12 hours Recovery Point Objective ≤ 1 hour	No
Unit4 SaaS – prevero Service	Recovery Time Objective ≤ 48 hours Recovery Point Objective ≤ 2 hours	No
Unit4 Managed Cloud Service	Recovery Time Objective ≤ 48 hours Recovery Point Objective ≤ 2 hours	No

3.1. Measurement

The RTO is measured from the time that the Cloud Production Environment becomes unavailable as a result of the Disaster until it is available again.

The RPO is measured as the maximum targeted time period in which data may be lost, measured backwards from the point in time when Cloud Production Environment became unavailable as a result of the disaster.

3.2. Reporting

Customer may request a RTO and RPO report after any Disaster.

4. Unit4 PSA Suite Service

The service level agreement commitments Microsoft makes regarding delivery and/or performance of the Unit4 PSA Suite Service, as published at:

- <http://www.microsoft.com/licensing/contracts>;
- <http://www.windowsazure.com/us/support/legal/sla/>;
- Or at an alternate site that Microsoft identifies from time to time.