

Section 1 - Introduction and KPIs

About this document

This Appendix D – Unit4 Service Level Agreement sets out the KPIs, by which the applicable Unit4 SaaS solution is measured. If Unit4 does not achieve and maintain the KPIs 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 outlined in the Agreement.

Unit4 SaaS 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 the Customer in relation to the Cloud Production Environment and is **NOT** applicable to those non-production environments such as preview, test, development or acceptance.

Product Availability

Service	Product (available)
Unit4 SaaS – Shared Service	<ul style="list-style-type: none"> Unit4 Enterprise Resource Planning (ERP) 7 Unit4 Financial Performance & Analysis (FP&A)
Unit4 SaaS – Dedicated Service	<ul style="list-style-type: none"> Unit4 ERP 7 Unit4 FP&A Unit4 Student Management Unit4 Financials
Unit4 SaaS – TM Service	<ul style="list-style-type: none"> Unit4 Talent Management
Unit4 SaaS – Prosoft	<ul style="list-style-type: none"> Unit4 Prosoft

Section 1 – Key Performance Indicators (KPIs)

1. Service Availability

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

Service	KPI	Service Credits
ERP 7	Service Availability \geq 99.8%	Yes
Financials	Service Availability \geq 99.8%	Yes
FP&A	Service Availability \geq 99.8%	Yes
Student Management	Service Availability \geq 99.8%	Yes
Talent Management	Service Availability \geq 99.4%	Yes
Prosoft	Service Availability \geq 99.8%	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 Unit4 Community 4U.

2. Service Response Time

Unit4's KPI for any given month is that:

Service	KPI	Service Credits
ERP 7	the <u>average</u> Service Response \leq 2 seconds.	Yes
Student Management	the <u>average</u> Service Response \leq 2 seconds.	Yes
FP&A	Not applicable	No
Financials	Not applicable	No
Talent Management	Not applicable	No
Prosoft	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 U4 Community 4U.

3. Disaster Recovery

3.1 Microsoft Azure based Services

Unit4's KPI for recovery in the event of a Disaster for Microsoft Azure based Services is:

Service	KPI	Service Credits
ERP 7	RTO \leq 12 hours RPO \leq 1 hour	No
Student Management	RTO \leq 12 hours RPO \leq 1 hour	No
FP&A	RTO \leq 12 hours RPO \leq 1 hour	No
Financials	RTO \leq 12 hours RPO \leq 1 hour	No
Prosoft	RTO \leq 12 hours RPO \leq 24 hours	No

3.2 AWS based Services

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

Service	KPI	Service Credits
Talent Management	RTO: (restore to degraded mode) \leq 72 hours (restore to full SLA) \leq 168 hrs	No

3.3 Nordic (Conapto) based Services

Unit4's KPI for recovery in the event of a Disaster for Nordic (Conapto) based Services is:

Service	KPI	Service Credits
ERP 7	RTO \leq 12 hours RPO \leq 1 hour	No
FP&A	RTO \leq 12 hours RPO \leq 1 hour	No

3.4 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.

3.5 Reporting

Customer may request an RTO and RPO report after any Disaster via Unit4 Community 4U.

Section 2 - Service Credit Calculation (if payable in accordance with the SLA above)

As the Customer's sole and exclusive remedy in the event of a failure by Unit4 to meet the KPIs in this SLA (that are eligible for a Service Credit) and upon receipt of a written demand, Unit4 shall provide a Service Credit in accordance with the following:

Number of months of missed KPI (consecutive)	Other action/entitlement	Service Credit entitlement claimable as a % of the SaaS fee paid for the applicable month that the Service does not meet the KPI
One (first month)	The Unit4 Account Representative Function shall meet with the Customer to discuss possible corrective actions	10% of first month
Two	-	20% of second month
Three	-	30% of third month
Four or more	-	40% of fourth and following months

By way of example, if there is three months of missed KPI, then the Customer will receive 10% Service Credit for the first month, 20% Service Credit for the second month and 30% of the third month.

Monthly accumulation of Service Credits shall apply in relation to each KPI individually and Customer is eligible for only one Service Credit amount for any given month. Accrued Service Credits in any service year shall (if claimed) be deducted from subsequent invoices (if applicable) issued by Unit4. Any disputes relating to Service Credits will follow the dispute resolution procedures in Appendix A – Unit4's General Terms of Business.