

UNIT4

Service Terms

Success4U Professional for S2C



1. Overview

This is a subscription-based Success Service offering that provides Customers with enhanced access to Unit expertise, guidance and support through their lifecycle with Unit4 Source-to-ContractS2C.

Success4U Professional for S2C brings together the following core components to drive value realization.

- Ongoing, integrated partnership with the Customer Experience team
- Tailored success planning with an assigned Customer Success Manager (including half-yearly business review meetings);
- Elevated Support Services through Quick Call;
- Premium education and Service guidance available through University4U;
- Eligibility to purchase Success Points; and
- Access to preferential pricing within the Success Catalogue when using the above-mentioned Success Points

No Success Points are included as standard in the Success4U Professional for S2C subscription.

Customer is required to provide Unit4 with a named individual who will be a Customer representative in relation to any discussions concerning Success4U Professional for S2C activities.

2. Success Planning

Unit4 will deliver the following Success Activities to support the creation, refinement, and execution of a plan which describes the steps and milestones necessary to achieve the Customer's desired business outcomes with Unit4 Services (a "**Success Plan**"). These activities help maintain alignment between the Customer's strategic objectives and their use of Unit4 Services. The activities included within the S4U Professional for S2C subscription are listed below along with their associated details.

Unit4 will:

- **Define and manage the Success Plan:** Support the creation and ongoing refinement/update of the Success Plan, which may include a timeline, key success measures, action items, responsibilities, and required resources. The Success Plan is iterative and may be updated throughout the subscription term. It is a planning tool only and does not constitute a commitment by Unit4 to deliver services beyond those expressly set out in these Service Terms or applicable Service Description.
- **Provide Success Plan updates:** On a half-yearly basis, track progress against goals defined in the Success Plan, while updating based on changing factors, Customer strategies, and product capabilities.
- **Create Health check report:** Twice a year, Unit4 will conduct a deep dive into the adoption and usage of Source-to-Contract, highlighting usage statistics and key areas for improvement. The report will also highlight insights and thoughts in relation to any gaps that might exist between your current utilization of Source-to-Contract and the goals detailed in the Success Plan, as well as best practices.
- **Business review meetings:** Twice a year, a meeting in which Unit4 and the Customer walk through the Health check with a presentation of adoption trends and areas for improvement. The Success Plan will be reviewed with a discussion around key success measures, solution alignment to Customer objectives, and areas for improvement. The Customer should update on priorities, upcoming changes, or any factors that might influence the Success Plan so that next steps are agreed together.
- **Tailored release notification:** On a quarterly basis, highlighting newly released or changed features that are relevant to the Customer's solution set.
- Guide the Customer to **self-serve** wherever possible.

- Advise on the optimal combination of Success Services to support the Customer's objectives.
- Coordinate internally to facilitate delivery of the Success Services the Customer procures.
- Provide a designated point of contact.

3. Education entitlement

Access will be granted to the end-user education content which may include digital learning materials designed to support effective day-to-day use of the Unit4 Services.

Education content will be provided for one hundred (100) named users. You will need to provide the names of your identified named users during onboarding, and you can update your named users once per year.

Additional System Administration education content is available for purchase through the Success Catalog to enable you to expand the scope and depth of enablement across your super users.

Instructor led training is available for purchase separately to enable you to expand the scope and depth of enablement across your team.

4. Customer Support

In addition to our standard support offering found [here](#), Success4U Professional for S2C subscribers will receive the following additional Service:

- All users will have access to the Quick Call functionality in Source-to-Contract. The Quick Call is a call back service, available to your users, internal participants and suppliers.
- The Quick Call service is available twenty-four (24) hours a day, five (5) days a week , from Monday to Friday.
- The average response time by Unit4 is 5 minutes for 95% of all submitted Quick Calls, though this is not a guaranteed commitment. Average response time is defined as the time between the first customer contact to the first action taken by Unit4, specifically, the time between the Customer submitting a Quick Call and when a Unit4 support consultant calls the Customer back.
- The Quick Call service is primarily supported in the English language, but depending on availability of appropriate Unit4 support consultants, the Quick Call service may be able to be supported in French, Spanish and Danish.