



Business Continuity and Disaster Recovery Overview

for Unit4 Global Cloud Operations

Introduction

This Business Continuity and Disaster Recovery Overview document was prepared to provide information on how the operation of Unit4 Global Cloud Services is prepared to minimise service disruption in times of crisis. Since disasters happen so rarely, management often ignores the disaster recovery planning process. It is important to realize that having a contingency plan in the event of a disaster helps Unit4 Global Cloud Services to continue its operations and minimise the impact for its customers.

Unit4 Global Cloud Services operations understands the needs of having a resilient service. This is why it maintains a business continuity process supported by disaster recovery plans. The Global Head of Cloud Operations is accountable for the proper delivery of those commitments, with full support of a Global Service Manager.

Scope

Within the scope of business continuity are the Unit4 Global Cloud Services delivered by Unit4 cloud operations to customers. A detailed list of the Unit4 Global Cloud Services can be found in Unit4 Global Cloud Service Description. This includes also following components of production systems:

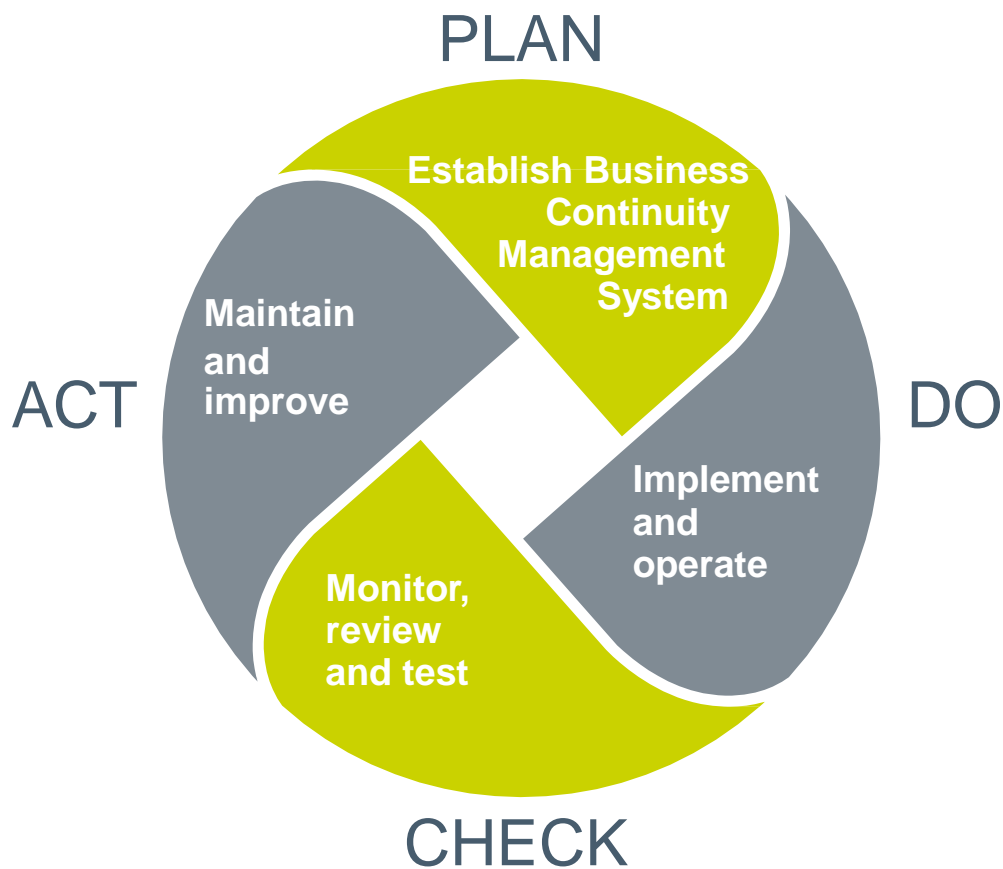
- Infrastructure;
- Software applications;
- Data;
- Communication links;

Outside the scope are:

- Customer locations & infrastructure;
- Customer (internet) connection;
- External or third party systems interconnected with the Unit4 Global Cloud Services.

Business Continuity Process

The main objective of business continuity is to ensure that the Unit4 global cloud operations are prepared to continue to operate in case of serious incidents or disasters. The overall process can be presented on a Plan, Do, Check and Act (PDCA) cycle illustrated below.



- 1. Establish Business Continuity Management System (BCMS)** – preparation of a comprehensive system, which will meet the goal of business continuity. This includes development of policies, plans and measurements. An important part of this is risk assessment.
- 2. Implement and operate BCMS** – making sure that the principles of BCMS and guidelines from policies are implemented and working in operational environment, including a resilient architecture.
- 3. Monitor, review and test BCMS** – an ongoing process of monitoring the process. This also includes a major annual review of the system and annual tests of disaster recovery plans.
- 4. Maintain and improve the BCMS** – there is always room for improvement, especially in an ever-changing environment. All of the lessons learned need to be implemented into the process.

Risk Assessment

To guard against threats to business continuity and plan recovery from unexpected disasters it is essential to identify the threats or risks that can jeopardize business continuity. Unit4 global cloud operations is running a comprehensive risk management framework which will use selected best practices of ISO 31000:2009 – Risk Management. The process of risk assessment from business continuity is an ongoing effort, which needs to incorporate challenges of rapidly changing environments and factors.

Main identified threats are:

1. Loss of IT

Information systems are the main assets, the unavailability of which will impact customers. This is not only limited to the IT which hosts customers' environments, but also internal IT supporting the staff providing services.

2. Loss of premises

Unit4 global cloud operations works in different offices across the globe. It is necessary to understand the risk related to losing the buildings and infrastructure.

3. Loss of staff

Unit4 global cloud operations staff is an important resource, which provides a 24/7 support for the customers and maintains the systems. The risk related to loss of staff, for example due to pandemic events, has to be understood.

Unit4 global cloud operations is committed to prepare contingency and recovery plans for identified threats.

Disaster Recovery

Disaster is defined as catastrophes including (but not limited to): natural disasters such as floods, hurricanes, tornadoes or earthquakes, hazardous material spills, infrastructure failure, and bio-terrorism. Non-catastrophic events such as server outages, IT hardware or software failure and other such disruptions are not considered disasters and are covered by high availability features of the operating environment.

When a disaster strikes, the normal operations of the enterprise are suspended and replaced with operations set out in the disaster recovery plan. Comprehensive disaster recovery of the Unit4 Global Cloud Service is provided for all Unit4 Global Cloud customers.

Assurance

Disaster recovery services are audited and there is an annual test of the plans. As the plans and procedures are living documents, they are improved with the lessons learnt during the testing. An abstract of the results of the test will be published on the Customer Portal, available to authorized personnel for review.

Recovery Objectives

Dependent on the Service Level Agreement, Disaster Recovery will use following objectives:

- Standard service model: RPO 4 hours / RTO 48 hours.
- Advanced service model: RPO 1 hours / RTO 12 hours.
- Managed Service model / Prevero SaaS model: RPO 2 hours / RTO 48 hours

RTO is measured from the time that the Unit4 Cloud Production Service becomes unavailable until it is available again and RPO is measured from the time that the first transaction is lost until the Unit4 Cloud Production Service became unavailable.

In the event of a disaster Unit4 can utilize the secondary data center in the specified geo-political zone immediately in order to meet RPO/RTO commitments.

Information Security

It is important to understand that information security cannot be forgotten during disaster events. The Information security team reviews the processes and plans to make sure that, not only the availability of information is taken into account during restoration procedures, but also the confidentiality and integrity of the data. More details regarding Information Security can be found in Unit4 Global Cloud Information Security Policy.

Communication

Unit4 will notify the customers without undue delay after the decision to invoke disaster recovery plans will be made. Customer contact details provided in Unit4 Customer Portal will be used, so they have to be always up to date.

High availability

Business continuity and disaster recovery is not the only process which supports the availability and performance of applications for customers. Unit4 Global Cloud Operations uses highly available systems, which are set up with redundancy allowing automated failover to the secondary node in case of component outages.

More details regarding Unit4 Global Cloud Operations commitments regarding availability and performance can be found in Unit4 Global Cloud Service Level Agreements.

Supporting customers' Disaster Recovery

Unit4 offers additional services which can support customer's disaster recovery:

1. Forgiveness restore

Customers are provided the option for a "forgiveness" restore, where a recent Cloud Product Environment backup can be restored to the Cloud Production Environment in case of a disastrous user mistake (e.g. running month-end processing in production instead of in preview as intended). Backups are performed such that RPO's are met for the subsequent service model. forgiveness restores are initiated within 4 Business Hours after request and time to complete depends on the data volume.

2. Production database access

Customers can opt to receive access to a read-only copy of production data that is within 15 min of the live data (copy can be up to 15 min behind production). This isn't something that is suited for backup, it is intended as a source to run BI ETL and reporting type workloads. It is not permitted to receive direct access to production database.

3. Production database copy

When customers want to have a recent copy of their production database available in another location (for instance on premises), customers can request a copy of production database, which Unit4 can export to another Unit4 Azure storage location on a weekly basis as an additional service with extra costs. The export will be in a format usable with Microsoft SQL Server. Each export will be retained for 4 weeks. This functionality can be used to meet some bespoke data retention and data analytics requirements, or to add an additional layer of protection against cloud outages.

About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue in excess of 500M Euro and more than 4200 employees world-wide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, public services, not-for-profit, real estate, wholesale, financial services and education benefit from Unit4 solutions.

Unit4 education solutions deliver the latest technology and consumer-grade user experience combined with 30 years' experience working with over 1000 colleges and universities globally.

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