Unit4 Financials

Unit4 Cloud Service Description

VERSION 1.7

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Content

1. Introduction

Unit4 Financials SaaS delivers superior efficiency, consistency and accuracy to help your organization thrive amid the digital revolution. With business models transforming, new regulations emerging and change coming faster than ever, Unit4 Financials helps you handle the most complex challenges with confidence.

Unit4 Financials SaaS provides the original unified-ledger, global accounting system that gives your organization a single, real-time version of the truth. Embrace the best-of-breed financial solution that integrates with your existing systems for total freedom of choice and ongoing business agility.

The purpose of this Unit4 Financials Service Description is to describe and detail the SaaS Service provided to the Customer.

Unit4 provides a complete technically-managed solution for Unit4 Financials SaaS deployed in the public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance of the entire solution (including backups), disaster recovery and Service updates.

Unit4 offers cloud enterprise solutions as Unit4 SaaS - a Software as a Service delivery model deployed on Microsoft Azure. This model leverages Microsoft Azure's scale and experience of running highly secure and compliant cloud Services around the globe. Microsoft Azure's infrastructure is second to none in terms of physical and electronic security, and it adheres to industry standards such as ISO 27001, SOC 1 & 2, PCI DSS and many more.

Unit4 Financials is available as a shared option, where computing resources are shared between Customers without any interference and a dedicated option where computing resources such as the web server and SQL server, are dedicated to a single Customer.

In summary, Unit4 provides the following:

- Access to Unit4 Financials Web Client and API/web services;
- All User access to Unit4 Financials SaaS is over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported;
- Comprehensive integration options available, including the use of Unit4 APIs/web services, batch file-based interfacing and direct read-only access to replicated production database;
- Infrastructure is fully scalable, in a high availability environment with redundancy in critical aspects such as power, hardware, network communications;
- Relevant security level;
- Continuous monitoring is in place, covering servers, Services and applications, feeding alerts and continuous improvement;
- Infrastructure updates, patches and hot fixes;
- Unit4 software and supporting software Releases;
- Production Environment and Non-Production Environments with a separate database for Customer's data;
- Forgiveness restores (where applicable), and disaster recovery in a physically separate secondary site;
- Service Level Agreement, with Service Credits based on Service Availability;

- Unit4 Community (aka Community4U) to engage with Unit4 directly, giving insight in the Service performance indicators and see the status of the Service;
- Various Azure regions leveraged to enable Unit4 to meet Customer's data residency needs, where Customer Data always resides within a specified geopolitical zone (except where explicitly stated otherwise); and
- Formal policies in place for: information security, data processing, disaster recovery, business continuity and acceptable / fair use.

2. Data centers & data residency

Unit4 uses the Microsoft Azure infrastructure and platform Services, to deliver the Unit4 Financials SaaS. These Services are delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet KPIs and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data center locations. For more information, see Azure region details: www.azure.microsoft.com/regions.

Geopolitical zone	Provider	Data location (Countries/City's/Regions)	Time zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	Victoria and New South Wales (DR)	AEDT/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

Customer residence	Geopolitical zone used
APAC	Asia
Australia/New Zealand	Australia
Canada	Canada
EU	EU
Norway/ Denmark	Norway
UK	UK
US	US

In the unlikely event the primary and secondary redundancy of the network in a geopolitical zone fails, connections are rerouted using tertiary redundancy in the following way:

Primary	Secondary	Tertiary
Geopolitical zone EU	Geopolitical zone EU	Geopolitical zone UK
Geopolitical zone UK	Geopolitical zone UK	Geopolitical zone EU
Geopolitical zone USA	Geopolitical zone USA	Geopolitical zone Canada
Geopolitical zone Canada	Geopolitical zone Canada	None
Geopolitical zone Asia	Geopolitical zone Asia	Geopolitical zone Australia
Geopolitical zone Australia	Geopolitical zone Australia	Geopolitical zone Asia
Geopolitical zone Norway	Geopolitical zone Norway	TBD

3. Service model

Unit4 Financials is available in 2 main models:

1. in a shared deployment model; and
2. in a dedicated deployment model.

Unit4 Financials dedicated model provides the same Service offering as the shared model with the distinction that computing resources such as the web server and SQL server are not shared with other Unit4 Customers, and are dedicated to a single Customer.[1]

Please note that not all models are available for all solutions and/or data centres. In summary form the characteristics of each of these models is as per table below:

Category	Component	Shared	Dedicated
SOLUTION	Release	Commence automatically	Commence automatically
SOLUTION	All patching, updates of the standard solution (technical)	Included and automatic	Included and automatic
INFRASTRUCTURE	Environments included	1 Production + 2 Non-Production (Preview and Acceptance)[2]	
INFRASTRUCTURE	Availability guarantee	Yes	Yes
INFRASTRUCTURE	Response time guarantee	None	None
INFRASTRUCTURE	Dedicated deployment	No	Yes
INFRASTRUCTURE	VPN	Yes[3]	Yes
SERVICES	Releases will commence	Automatically	Automatically
SERVICES	On-going technical operations, performance management, maintenance of all	Yes	Yes

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[1] The dedicated deployment option is not available for the Unit4 People Platform Services, as these are Multi-Tenant, shared Services. More details about People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

[2] Three (3) environments set up is a new standard applicable to Customers that got their Agreements signed with effect from May 2020.

[3] Not available for Crescendo product.

	infrastructure components, monitoring alert response and issue resolution		
	Backup & Service Restore	Yes	Yes
	Disaster recovery	Yes	Yes
	Monitoring program of infrastructure and application	Yes	Yes
COMPLIANCE	Compliance certificates and assurance documents	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017[4]	

4. Environments

Three (3) environments are provided[5], including:

- One Production Environment (PE) called alternatively "live" environment, being the environment that the Customer uses to run the day to day (live) operation; and
- Two Non-Production Environments (NPEs):
  - Preview – a Customer's Preview environment always contains the latest updates for the Unit4 Product in use by the Customer;
  - Acceptance – which can be used according to Customer needs as "Test" / "Quality" / "Development" / "Pre-Production".

Additional environments can be provided at an extra charge.

Unit4 assigns to every Customer a unique Customer ID code, which is visible in various elements of the Service (including environments) and it is used for Customer identification.

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[4] Unit4 Financials is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

[5] Three (3) environments set up is a new standard applicable to Customers that got their Agreements signed with effect from May 2020.

The MS Azure Customers ID code is a 3-character acronym. The Customer ID codes are created at Unit4 discretion during the early stage of the implementation and are not subject to change.

Instances details for People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

4.1   Production Environments

Only the Production Environment (PE) is subject to the SLA.

4.2   Non-Production Environments Characteristics

Although a Non-Production Environment (NPE) is not subject to the SLA, NPEs have some characteristics as described below.

Definition of an NPE refresh from or to PE

A refresh of an NPE from PE is a full copy of Customer database between the environments. Refresh of the data stored outside of the database has to be explicitly specified in the Service Request.[6]

Point in time used

The NPE refresh is from a point in time prior to the current Business Day. The specific point in time is selected by Unit4.

Frequency of NPE refresh from or to PE

Where the PE and NPE environment are at the same Release level or at the different Release levels, one refresh per NPE per month is included.

Additional requests will give an extra charge per refresh per NPE.

How to request a refresh?

Refreshes must be submitted to Unit4 by a Named Support Contact using a Service Request on Unit4 Community4U.

Users accessing an NPE

NPEs are configured to handle a maximum of 15 concurrent Users.

Customer responsibilities

Customer needs to manage non-production WIP such as non-production report templates (e.g. in progress changes to purchase order report template) as refresh will replace WIP with copies from production.

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[6] There is no NPE refresh option for Unit4 People Platform Services. More details about People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

What happens to the previous NPE details after a refresh?

Everything in NPE will be erased and replaced with a fresh copy from PE; same reports as in PE, same data as in PE, etc.

Update of an NPE to a new Release

The Preview (NPE) environment is updated as soon as an Release is available following an announcement of Unit4 and according to Release schedule.

Once an NPE has been updated to the latest Release, it is not possible to move back to the previous Release.

Backups

Backups of NPE are made daily in the time zone of the geopolitical zone in use. Backups of NPE are kept for fourteen (14) calendar days.

Restores

A restore request can be made by issuing a Service Request on Unit4 Community4U. Throughput time, amount of included restores and the charge is same to a refresh of an NPE.[7]

Suspension

A NPE which is not actively used will be suspended. Suspended NPEs may be reactivated at any point in time. In order to reactivate a suspended NPE the Customer needs to initiate re-activation, which may take up to 15 minutes.

5. Reporting and monitoring

5.1 Reporting on Service Performance

Unit4 provides operational information regarding Unit4 Financials SaaS on Unit4 Community4U. That information includes:

- Service Availability;
- Scheduled maintenance (times, dates per region);
- Release information and deployment schedules;
- Incidents overview;
- Site recovery status (in the event of the disaster plan initiation).

5.2 Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet Unit4 Service Availability targets on Production Environment.

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[7] Please note there is no Customer specific restore option for Unit4 People Platform Services. More details about People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

6. Releases

Unit4 will apply Releases, in order to make new features, functionality and updates available, also to maintain the existing features of the Service, KPIs and security. Releases will be provided free of charge as part of the Service. However, it should be noted:

- Any Releases may result in additional Configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved Service partner consultants, which are not included in Unit4 Financials SaaS and will be a subject to additional charges.
- Where any Release replaces or updates any Customisation or non-standard functionality utilised by Customer, the Customer will be required to adopt the standard functionality. Unit4 reserves the right to charge a reasonable fee to provide assistance if Customer wishes to maintain the previous Customisation or non-standard functionality.

6.1 Release deployment

Releases are applied approximately four times per year. The frequency of Releases may be increased or decreased at Unit4's discretion. Releases may take up to twelve (12) hours to deploy, resulting in the Service being unavailable for some or all of that time (such unavailability shall not be counted as Service downtime for the calculation of Service Availability). Non-production Environments are updated first, following a Unit4 Release announcement and according to the Release schedule. Unit4 will use reasonable endeavours to ensure that Production Releases will be applied during the Planned Maintenance window. Application of Releases cannot be deferred.[8]

6.2 Update Deployment

Please note there is <u>no</u> concept of an Update to Unit4 Financials. All changes to Unit4 Financials are considered a Release of the Service.

6.3 Hot Fix Deployment

Please note there is <u>no</u> concept of Hot Fix to Unit4 Financials. All changes to Unit4 Financials are considered a Release of the Service.

7. Planned and Unplanned maintenance

7.1 Planned Maintenance

Planned Maintenance windows are dedicated to apply all the respective changes to the Service provided e.g. updates, hot fixes and Releases. During Planned Maintenance

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[8] Release deployment details for People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

Production Service may be periodically unavailable. You can find more details on schedule presented in the table below:

	Standard **Planned Maintenance windows (PMW)** *Releases and Infrastructure*	Additional **Planned Maintenance windows (PMW)** *Releases*
All regions (except Azure US, Azure Canada)	12 per year, 3rd or 4th week of each month From: Sat 4PM To: Sun 4AM UTC	2 per year according to time interval specific for given region *(unless communicated otherwise)*
Regions Azure US and Azure Canada	12 per year, 3rd or 4th week of each month **Shortened PMW:** From: Sun 4AM To: Sun 11AM UTC Or **Full PMW***: From: Sat 11PM To: Sun 11AM UTC **In rare cases, when a downtime of all regions would be required*	

Planned Maintenance windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance windows are communicated on Unit4 Community4U.

If actual downtime for scheduled or planned maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or planned maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance can also be carried out by Unit4 provided that the Customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to emergency / Unplanned Preventative Maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavours to do this outside Business Hours to cause minimal disruption to the Customer. In this case, because Unit4 provides Customer 8 hours' notice, this maintenance does not count as Service Outage. This is so that Unit4 is not encouraged to wait until the next Planned Maintenance window to deal with an urgent issue and avoid a Service Credit.

7.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability off, or the security of Unit4 Financials SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate

resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

8. Customer permissions and responsibilities

8.1 Customer permissions

Customer has the right to:

1) Monitor PE availability and Service Response Time on an active basis using a third-party monitoring Service. Monitoring acts as a consumer of Unit4 Financials SaaS and is subject to any and all present and future Usage Restrictions of Unit4 Financials SaaS. Customer and Unit4 must agree, prior to monitoring, on monitoring details in order to ensure that the monitoring does not interfere with the Unit4 Financials SaaS offering and that Unit4 security tooling does not block the monitoring Service.

2) Conduct an external security vulnerability scan on an annual basis. Details of the planned scan must be provided to Unit4 at least 30 days in advance of each scan using a Service Request.

3) Conduct a security penetration test on an annual basis. Details of the planned test must be provided to Unit4 at least 30 days in advance of each test, using a Service Request.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2 Customer Responsibilities

Service Releases

The following list summarizes typical Release tasks and indicates Services included as part of Unit4 Financials SaaS and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
Project Planning		
• Publishing general availability schedule of Releases on the Unit4 Community4U	✓	
• Managing timelines, outline goals, roles and responsibilities		✓
• Business analysis and discovery		✓
• Creating test plans		✓

Release deployment in Preview environment		
• Update Preview environment with Release	✓	
• User training on changes		✓
• Test: conducting basic Release testing		✓
• Training support to assist with testing		✓
• Functional and User acceptance testing as desired		✓
• Training, implementation and Configuration for new features		✓
• Uplift and testing of all Customisations		✓
• Reviewing test scripts and testing outcome for issues resolution		✓
• Go/No-go criteria's and agreement on Production Release deployment timing		✓
Release deployment in Production		
• Update existing application Configuration, being all activities undertaken to set up application provided by the Service which involve the use of standard menus and functionality. There may be rare cases where it is not technically possible to determine the correct business Configuration; in these rare cases any tasks that must be completed manually are the responsibility of the Customer.	✓	✓
• Update Production Environment with Release	✓	✓

Customisation update responsibilities

Unless agreed otherwise, Customer responsibilities include Customisation code lift and testing for compatibility, functional testing and any application (re)Configuration.

Unless agreed otherwise, any Customisations that are not updated to run on the current Release (n) in time for the production Release deployment will be disabled in the Production Environment prior to Release deployment.

Technical & functional responsibilities

Technical Environment responsibilities:

- Supply, administration and maintenance of Customer-side client devices and local printers;
- Customer-side networking infrastructure, including connectivity to the internet;
- Security of Customer-side network, devices and internet connectivity;
- Ensuring sufficient bandwidth, including internet bandwidth;
- End-to-end ownership of conducting penetration tests, any security checks, as well as Customer owned monitoring.

Functional Environment responsibilities:

- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

8.3 Customer Obligations

Account Set-up

Customer is responsible for designating its Users, and for ensuring that all Users are adequately trained and understand Customer's remote access and use obligations and requirement to comply with Unit4's acceptable use policy (www.unit4.com/terms). Where applicable each individual User must establish an Account. Customer is responsible for managing its Accounts and disabling a User's Account when Unit4 Financials SaaS access is no longer required, including immediately upon termination of such User's affiliation with Customer. Customer is responsible for its Users' acts and omissions and for all activities occurring under its Users' Accounts.

Account Administrator

Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding the Service and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 Financials SaaS, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

Account Security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and Customer may not recycle Account credentials when activating or disabling Accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security in Unit4 Financials SaaS or its Users' Accounts, and will provide all information and take all steps requested by Unit4.

9. Partner / third party products

Partner or third-party products are not delivered as part of the Service. These products should run on third-party infrastructure managed by the vendor, Customer or a third-party at discretion of the Customer, except for such products that have explicitly been certified by Unit4.

Certified products[9]:

• Crescendo by Solmate[10] - setup and support by Unit4 for supported versions of Crescendo.

10. Localisations

The Service includes Localisations developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements. Customer ordered Localisations will be made available to the Customer in the next available maintenance window. The Localisations available depend on the Customer's home country and the version of Unit4 Financials product. An overview of all available Localisations can be found below.

10.1 Localisations by Unit4 Financials R&D

Localisations developed and/or maintained by Unit4 Financials R&D are permitted as standard, and include the following:

Code	Name	Country	Description	Ownership
nlcommon	Common Extensions NL	Netherlands	Common extensions for NL customisations	Unit4 Financials R&D
nladvpay	Advanced Payments	Netherlands	Advanced Payments	Unit4 Financials R&D
nlintbal	Intray Balances	Netherlands	Intray Balances	Unit4 Financials R&D
nlperass	Period Assistant	Netherlands	Period assistant	Unit4 Financials R&D
nlstufbg	StUFBG Integration	Netherlands	StUF BG Integration	Unit4 Financials R&D
nltranal	Transaction Allocation	Netherlands	Transaction allocation	Unit4 Financials R&D
nlcolfee	Collection Fees	Netherlands	Collection Fees	Unit4 Financials R&D
nlscanim	Scan Import	Netherlands	Scan Import	Unit4 Financials R&D
nldocrep	Document Repeater[11]	Netherlands	Document Repeater	Unit4 Financials R&D
nlremhis	Reminder History	Netherlands	Reminder History	Unit4 Financials R&D

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[9] List to be provided and updated on a regular basis.

[10] Currently available only for dedicated model (Crescendo Desktop Client – VPN is required).

[11] Not compatible with Unit4 Identity Services for Unit4 Financials version 14 and 13.

einvoicing	E invoicing	Netherlands	E invoicing	Unit4 Financials R&D
cis	CIS[12]	UK	Construction Industry Scheme	Unit4 Financials R&D
deelster	ELSTER[13]	Germany	Produce Files for German tax authority	Unit4 Financials R&D
debstpay	BSTPay	Germany	Bank statement processing	Unit4 Financials R&D

10.2 Localisations by third party or Unit4 Professional Services

Localisations developed by third-party, partners or Unit4 Professional Services that have been reviewed in accordance to the Localisations review criteria are permitted, and include the following:

Benelux

Code	Name	Description	Ownership
nlassetudf	Assets-UserExtensions	Provides values for User Defined Fields in Assets	Unit4 Benelux Professional Services
nlnotifypimusr	GLS_Notification-01.001.006-14000	Sends notifications to Users when assigning an invoice to another User in Invoice Matching	Unit4 Benelux Professional Services
nlattachinv	Sales Invoices	Attaching Sales invoices from billing to Financials	Unit4 Benelux Professional Services

France

Code	Name	Description	Ownership
frstmloader120	StmLoader (AFB120)	AFB120 bank statement format loading into statement table. NB: A shared FTPS folder will be used to securely upload the statement files from the client network	Unit4 France Professional Services
frexportdata	ExportData	Produces the FEC file for French authorities: NB: a	Unit4 France Professional Services

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[12] Currently available for Unit4 Financials version 14.

[13] Not compatible with Unit4 Identity Services.

		dedicated Uri will be provided to download each file via HTTPS access - FTPS could also be used to retrieve files	
fribanbankctrl	IBAN control CTRLBankAcc	IBAN and bank account format validation:	Unit4 France Professional Services
frdbgateway	FRDbGateway (includes FRUtilities)	Common connectivity components	Unit4 France Professional Services

11. Customisations, integrations, custom reports and fields

Customisations, custom reports and integrations are permitted in Unit4 Financials SaaS and can be written by Unit4, Unit4 partners or the Customer. Maintenance, support, implementation and update considerations for these custom components are not included in the Service fee. Customisations are not supported by Unit4 under Standard Support. The Customer has sole responsibility for the Customisations, custom reports and integrations, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This includes any custom development or Customisation (including Unit4 delivered Customisation as part of a project implementation, bespoke code written by Unit4). If any assistance is required in regard to Customisations and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Customisation, but this will be subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

Any Customisation can connect to the Unit4 Financials Service using Unit4 Financials API, but they require Customer or third-party vendor hosting, implementation, support and maintenance. Note: Unit4 Financials Integration Tool Kit (ITK) is considered standard product, the ITK processes are classed as customisations and therefore maintenance, support, implementation and update considerations for these processes are not included in the Service fee.

11.1 Unit4 Created Customisations

Maintenance of Unit4 authored or created Customisations, including custom entities, fields, relationships, screens, reports, imports, exports, workflows, interaction plans, lookup data, localisation files, C# / Java /etc. code, database views, web styles and scripts, are outside the scope of Unit4 Financials SaaS offerings. Maintenance, support, implementation and update considerations for these components are not included in the Service fees.

11.2 Restrictions in Customisations

In general, there are restrictions regarding allowing Customisations in Unit4 Financials SaaS including but not limited to:

- no third-party applications/DLL installed;
- no direct access to local resources such as file system, network, etc., access must be indirect via approved methods that provide abstraction from specific infrastructure;
- all Customisations must be delivered fully documented;
- any code needs to be transparent and readable delivered to Unit4;
- all Customisations must include installation routines that require no manual interaction and allow for end Users to validate installation has been completed and the Customisation ready for Configuration or use via standard application capabilities.

11.3 Customisation review process

Unit4 reserves the right to review all Customisations submitted by Customers in order to protect the security, stability and performance of the Services. In such event Unit4 may ask for the source code of the Customisation in order to assess the risk to the stability, security and/or performance of the Service. In case Unit4 identifies a reasonable concern Unit4 reserves the right to reject the Customisation.

Examples:

- Non-standard database objects (tables, views, triggers, stored procedures etc.);
- User extensions;
- Any programs/routines running on the application server.

11.4 Unit4 APIs backward compatibility

Unit4 recommends using the most recent version of the Unit4 APIs in order to receive optimum performance and stability. Prior versions of Unit4 APIs are updated to support backward compatibility for all prior versions of Unit4s APIs that have not reached an end-of-life status. End-of-life announcements will be made not less than eighteen (18) months before the end-of-life of each Unit4 API.

11.5 Integrations

Integrations are defined as any type of interaction with Unit4 Financials that are not classified as above defined Customisations. Integrations are permitted according to the supported integration methods described below. Integration methods not explicitly stated below are not permitted.

Integration Type	Permitted?
Integration using Unit4 Financials API/web services	✓
Unit4 Financials Integration Tool Kit (ITK) integrations	✓
Integration using standard export/import files over SFTP	✓

Integration requiring read-only direct database access[14]	Additional Service offering - Direct database access

11.6 Maintenance of Customisations, Custom Reports and integrations

- Maintenance, support, implementation and update considerations for these components is not included in the Unit4 Global Cloud subscription fee except for Unit4 Financials R&D maintained Customisations listed above.
- Customer or Unit4 partner authored Customisations, ITK processes, custom reports and integrations are the full responsibility of the Customer for all aspects of deployment and maintenance. Customer responsibilities include code lift for release version compatibility, functional testing and Configuration and error resolution.
- Unit4 Professional Services authored Customisations, ITK processes, custom reports and integrations are outside the scope of for Unit4 Financials SaaS. Maintenance of Customisations, custom reports and integrations must be formally set up and included on an executed Order form to ensure that Unit4 takes responsibility. If Unit4 maintenance of Customisations, custom reports and integrations has not been included on an executed Order form, responsibility for all aspects of deployment and maintenance will reside with the Customer.

12. Technical operations

12.1 Printing

All printing is carried out on the client side.

12.2 Direct database access

Direct database access[15] can be provided, against additional recurring costs, to a replicated read-only database, as described below:

- A copy of the Customer's transactional database, with a limited set of tables will be made available via one database connection (via TCP/IP TDS endpoint) with read-only access, with one set of database User credentials;
- Customer can request for specific tables/views to be replicated. Any change of the database definition for the custom objects may result in the replication process failure. In such an event Customer will have to request via Service Request to reinitiate the replication process;
- Replication process may require to be reinitiated after software upgrades/software updates

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[14] Direct database read-only access is not included in the standard offering. See "Direct database access".

[15] This additional Service is not available for People Platform Services. More details about People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

- The database connection must be made from the Customer-provided application or system running outside of the Unit4 Cloud Service operating environment;
- The copy will be refreshed no less frequently than every 15 mins. Meaning the data will be no older than 15 mins as compared to the source transactional database;
- Any of the Customer's environments are candidates for this option and each has an additional cost.

Customer responsibilities for the direct database access additional Service offering include:

- Customer side networking;
- Establishing secure database connections and ensuring data privacy;
- Establishing, monitoring and managing any integrations or other consumption of the database connection;
- Licensing, operating and installing in the Customer's IT infrastructure any applications that consume the direct database access connection.

12.3 Connectivity

Access to the Web Client is delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA).

A VPN connection (IPsec) can be provided as an option against recurring additional costs.

Internet bandwidth suggestions

The web browser will use 12 to 20 Kbps per User unless large graphics are used.

Virtual Private Network

Unit4 can provide an optional VPN (IPsec) connection as an option.

Client device terminating the VPN connection has to fulfil following requirements:

- Be on the list of supported hardware
  for RouteBased VPN: https://docs.microsoft.com/en-us/azure/vpn-gateway/vpn-gateway-about-vpn-devices;
- Support Network Address Translation (NAT) to limit the networks on Customer side to one network with maximum 24-bit mask;
- Provide, at minimum, support for VPN settings listed below:

IKE version	IKE v2
IPSec Keying Mode	PSK
IKE Phase 1 – Encryption Algorithm	AES 256
IKE Phase 1 - Authentication	SHA 256
IKE Phase 1 – DH Group	At minimum DH14
IPSec Phase 2 – Encryption	AES 256
IPSec Phase 2- Authentication	SHA 256
IPSec Phase 2 – PFS Group	At minimum DH14

12.4 Authentication

By default, authentication for Unit4 Financials (Web Client) is carried out using application-based username and password authentication. Management of Users and passwords within the Unit4 Financials application is the responsibility of the Customer.

The Unit4 Cloud Services have capabilities for federated authentication to allow Customers' Users to use their organizational credentials (e.g. domain username and password) when logging in to an Unit4 application using a web browser (web access). With federated authentication, the Customer's authentication provider (e.g. ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific username and password that is validated by the Unit4 application.

In order to use federated authentication there is an optional Service called Unit4 Identity Services or Unit4 IDS. Unit4 IDS is a Multi-Tenant identity solution and architecture for the Unit4 ecosystem, that allows Users to have one single identity across multiple applications and provides a single sign-on experience. In order to benefit from Unit4 IDS Customers are required to be at least on version Unit4 Financials 14. More details about Unit4 IDS can be found in Unit4 IDS Service Description at www.unit4.com/terms.

The Customer is responsible for Configuration of their identity provider (IdP) and to provide specific information (required or requested) to Unit4 that allows for Configuration of Unit4 IDS.

12.5 Technical overview

Topic	Description
FTP	
Protocol	SFTP (SSH FTP) protocol is used with AES256-SHA2 cipher
Credentials	Two sets of credentials are provided per environment (e.g. 2 username/passwords for production, 2 username/password for each NPE). Additional credentials can be requested against additional costs.
	Each set of credentials will provide access to a dedicated folder on the application server.
	Customers can create as many subfolders as they want, and there is no restriction about the naming of the subfolders, however Unit4 does not provide granular access management to subfolders.
FTPS	
Protocol	FTPS Protocol
	FTPS can be used from Unit4 Financials as an output device master type. This requires set up of FTPS folder by the client. Unit4 Financials uses the protocol extension RFC 4217.
Email	

Domain	Unit4 provides basic e-mail functionality for sending messages to recipients with default Unit4 domain, which on request can be configured with custom domain. In case the Customer requires more advanced features (e.g. bounce back emails, DKIM support, IMAP support), Unit4 products can use Customer's own email servers, if they are reachable by Unit4 SaaS.
Protocol	SMTP over TLS
Authentication	
Protocols supported	WS-Federation, SAML-P and OpenID Connect support (see Unit4 IDS Service Description) and application specific credentials
Internet communication	
Protocols supported	HTTPS secured with TLS with RSA SHA256withRSA encryption and/or EC SHA256 with ECDSA

13. Data considerations

13.1 Transfers of Customer Data to Unit4 Financials SaaS

Unit4 deploys a standard architecture and therefore, where Customer is an existing Unit4 Customer, it is responsible for ensuring data consistency (i.e. that Customer Data to be inserted follows such standard architecture) and that any inconsistencies in Customer Data are appropriately cleansed before such data is inputted into the Unit4 Financials SaaS.

When Customer requests to copy a database snapshot from outside of Unit4 Cloud environment then it should be free of any Customisation objects. These objects should be sent in a separate Service request and will follow standard Customisation review process.

13.2 Backup and Service Restore

Customers are given the option of a "forgiveness" restore, where a recent Production Service back-up can be restored to the PE in case of a disastrous User mistake (e.g. running month end processing in "live environment" instead of in "preview" as intended). [16]

Backups are performed to allow for forgiveness restores to be completed with a restoration point as shown below and no later than thirty (30) days prior to current time, to a resolution as

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[16] There is no "forgiveness" restore option for Unit4 People Platform Services. More details about People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

shown below. Forgiveness restores are initiated within four (4) Business Hours after request and time to complete depends on data volume.

Request restore point permitted
between 1 hour prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 5 minutes

Customer may request a Service Restore report no more frequently than once per month via the Unit4 Community4U using a Service Request. An arbitrary example is shown below:

Current time	Restore Range	
15-03-2017 00:15	13-02-2017 00:15	14-03-2017 23:15
25-07-2017 14:25	25-06-2017 14:25	25-07-2017 13:25
22-09-2017 08:00	23-08-2017 08:00	22-09-2017 07:00

13.3 Data Security

Data in transit

Customer Data in transit over public networks is protected with TLS 1.2.

Customer Data at rest

The transparent data encryption and/or whole database encryption is used for Unit4 Financials SaaS shared model to protect Customer data at rest. In Unit4 Financials SaaS dedicated model transparent encryption and/or whole database encryption would be an additional offering, available against extra charge. More information can be found in Unit4 Information Security Policy at www.unit4.com/terms.

Whitelisting

IP whitelisting is offered as an option that will come at an additional recurring cost in the Unit4 Financials SaaS, as a means to gain an extended level of control on who has access to their environment. An IP whitelist is a list of IP addresses that are granted access to a certain Service. When an IP whitelist is used, all IP addresses are denied access, except those included in the IP whitelist.[17]

IP whitelisting is available according to the table below.

Whitelisting	Service	Data center	Cloud Type	Available?
Web endpoints	Unit4 Financials SaaS	Azure	All	Yes

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[17] The People Platform Services like Unit4 Identity Services, Unit4 Wanda and Unit4 Extension Kit use dynamic IP addresses, therefore IP whitelisting is not supported for any combination of Unit4 Financials SaaS with any People Platform Services. More details about People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

Customer needs to provide VPN access to their own network for partners or Unit4 consultants working off network (to allow remote working).

13.4 Limits and regulators on usage

Unit4 runs in a Multi-Tenant environment and, as such, Unit4 observes fair use limits so that runaway processes do not monopolize shared resources. When a limit is exceeded, corrective measures will be taken.

For actual usage limits please see Fair Usage Policy at www.unit4.com/terms.

13.5 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Unit4 Financials (Web Client), accessed via a supported web browser exclusive to VPN, or available from both Internet and VPN. ITK interfaces accessed at run-time through ITK Web User Interface (Command Centre);
- Application functionality (e.g. Web Client, Mobile Apps);
- Application reporting tools;
- Application functionality to export to file;
- Programmatic access to Unit4 Financials API/web services;
- Direct database access to copy of production data via TCP/IP TDS endpoint (see Direct database access);
- SFTP access: Exclusive to Internet or available from both Internet and VPN;
- Printing directly from Unit4 Financials can be achieved using an Internet Printing Protocol (IPP) printer over the Internet;
- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement.

13.6 Download copy of Production Database

Unit4 can export your Cloud Production Environment Database to a Unit4 controlled Azure storage location on a weekly basis as an additional Service against extra recurring costs. The export will be in a format usable with the latest version of Microsoft SQL Server. The Customer can manually download this export from this location. Each export will be retained for four (4) weeks.[18]

Customer responsibilities for this additional Service offering include:

- Customer access responsibility – control who has permission to download the export;
- Ensuring data privacy during and after download;
- Establishing, monitoring and managing the download process;
- Restoring or importing the export once downloaded;

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[18] Please note that this additional Service is not available for Unit4 People platform Services. More details about People Platform Services can be found in Unit4 People Platform Services Description at www.unit4.com/terms.

- Licensing, operating and installing in the Customer's IT infrastructure any applications that will be used in the retrieval process and subsequent use of the export.

14. Non-Production Environment with production specifications

As an additional Service against additional costs it is possible to opt for a Non-Production Environments (NPE), that holds the characteristics of an NPE as described in paragraph 4.2 with Production alike specifications. This additional Service is available only for Unit4 Financials dedicated model.

15. Archive Service SaaS

Where a Customer's Agreement terminates or otherwise comes to an end, a Customer can subscribe to the Unit4 Financials Archive SaaS Service. It provides the Customer with the ability to retrieve its historical data. Read-only access for two (2) Users is granted through. Service updates, hot fixes and product Releases will be applied on a regular basis to safeguard a secure Service. No KPIs whether found in the Unit4 SaaS SLA or in the relevant Unit4 Support Terms will apply. In order to be able to use the Archive Service, the Customer must be updated to the latest Release.

YES (available / supported):	NOT (not available / not supported):
• Read-only web browser application access (core Unit4 Financials application only - no Localisations / 3rd party products).	• Reports performing calculations (batch processes); • XL for Finance and additional tools; • Customisations; • Interfaces/Integrations; • SLA; • Support SLA or KPIs; • SSO /ADFS; • People Platform and Cloud Services.

16. SCHEDULE A
Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

Term	Definition
Account Administrator	an appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product.
Customer ID code	A unique Customer identifier.
Customisation Object	the product of any Customisation being any code change (for example AG16 or ACT) or other database object not created using the changing of standard Unit4 Product menus and functionality.
Localisation	a Unit4 Product developed for strategic territories and verticals that secures legal, statutory and market standard requirements in that territory or vertical.
Multi-Tenant	a single instance of Unit4 SaaS including its supporting infrastructure which serves multiple Customers.
Record	a data record stored within a Customer's database (for example a line in a timesheet).
Service Restore	the time it takes Unit4 to perform the restoration of a recent Production Environment back-up (at the request of the Customer).
Transaction	the creation or modification of a Record.

Technical Acronyms

Acronym	Full Name
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g. web services)
FTP	File Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
IdP	Identity Provider

Kbps	Kilobits Per Second
KPIs	Key Performance Indicators
NPE	Non-Production Environment
PCI DSS	Payment Card Industry – Data Security Standard
PE	Production Environment
SFTP	Secure File Transfer Protocol
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
SQL	Structured Query Language
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
VPN	Virtual Private Network
WIP	Work In Progress