

Unit4 Property Management

Cloud Service Description

VERSION 1.0

September 2020



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1. Introduction

Unit4 Property Management is a system used by real estate companies to manage their properties, legal requirements (VAT etc.), bill customers, handle lease out, case management etc. The product has a desktop and a web interface that both uses the same SQL Server data source.

The purpose of this document is to describe the cloud service composition provided to the Customer.

Unit4 provides a complete technically managed solution for Unit4 Property Management 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 Software as a Service: Unit4 SaaS - a software as a service delivery model deployed on Microsoft Azure or on Nordic data center (Conapto AB) data centers. This model leverages of 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 Property Management is available as a shared option, where compute resources are shared between customers without any interference.

In summary, Unit4 provides the following:

- Full deployment of Unit4 Products, including any required administration desktop client, web client and end-user web client and Unit4 Property Management API's.
- All user access to Unit4 Property Management is over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported. There is an Azure ExpressRoute option to provide a private communications channel.
- Comprehensive integration options available, including the use of Unit4 Property Management API's and batch file-based interfacing.
- Infrastructure is fully scalable, in a high availability environment with redundancy in critical aspects such as power, hardware, network communications.
- Firewalls, anti-virus and access controls.
- Continuous monitoring is in place, covering servers, services and applications, feeding alerts and continuous improvement.
- Application of all updates, patches, Hot Fixes to Unit4 and other supporting software.
- Production and Non-Production Environments with a separate database for your data.
- Forgiveness restores (where applicable), plus disaster recovery in a physically separate secondary site.
- Service Level Agreement, with service credits based on service availability.
- Unit4 Community4U to engage with Unit4 directly, giving insight in the service performance indicators and see the status of services.

Various Azure regions leveraged to enable Unit4 to meet your data residency needs; your data always resides within a specified a geo-political zone (except where explicitly stated otherwise).

2. Data centers & data residency

Unit4 SaaS use the Microsoft Azure infrastructure and platform services, and Nordic data center (Conapto AB) to deliver the Unit4 SaaS. These services are delivered from within different geo-political zones, using a primary and a secondary location in every zone to meet service level commitments 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 geo-political zones, along with the data center locations. For more information, see Azure region details: azure.microsoft.com/regions and Nordic data center (Conapto AB) details on www.conapto.se.

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
Norway	Microsoft Azure	Stavanger and Oslo (DR TBD)	CET/CEST
Sweden	Nordic data center (Conapto AB)	Sätra and Sollentuna (DR)	CET/CEST

Unless agreed in a deviation schedule the chosen deployment of the Customer will be as follows:

Customer residence	Geopolitical zone used	Available solutions
Sweden Norway Denmark Finland	Norway – Azure	All
Sweden (where Swedish data residency is required)	Nordic data center (Conapto AB)	All

3. Service model

Unit4 Property Management is available in one main model:

- in a shared deployment model

In summary form the characteristics of the model is as per table below:

Category	Component	Shared
SOLUTION	All patching, updates of the standard solution (technical)	Included and automatic
	Environments included	1 Production + 1 Non-Production (Preview)
INFRASTRUCTURE	Storage (Documents)	250GB
	Availability guarantee	Yes
	Response time guarantee	Yes
	Data centers	Microsoft Azure and Nordic data center (Conapto AB)
	Dedicated deployment	No
	Releases will commence	Automatically
SERVICES	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Backup & Restore services	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes

4. Environments

Two (2) environments are provided, 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
- One Non-Production Environment (NPE)) called alternatively test environment, being the Customer's Preview environment always containing the latest updates for the Unit4 Product in use by the Customer

Additional environments can be provided at an extra charge.

When running Unit4 Property Management in multiple countries additional Production and Non-production environments will be required and can be provided at an extra charge.

People Platform Services

Unit4 People Platform services are Multi-Tenant, shared services. Except where explicitly stated in the service's Service Description, each Unit4 People Platform service has a Preview instance and a Production instance; there is no concept of Customer specific instances of Unit4 People Platform services. As such, no additional instances of Unit4 People Platform services are provided.

4.1 Production Environments

Only the Production Environment (PE) is subject to the Service Level Agreement.

4.2 Non-Production Environments Characteristics

Although a Non-Production Environment (NPE) is not a 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 encompasses:

- The restore of transactional database(s)
- The restore of non-transaction data store
- Copy of most recent 90 days of documents or the most recent 2Gb of documents, whichever results in greater amount of documents (blob store)
- Custom report templates (e.g. Purchase order template, invoice template, etc.)
- Customisations
- Report output from last 90 days. There is no NPE refresh option for Unit4 People Platform Services.

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 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 in the Unit4 Community4U.

Throughput time

An NPE refresh from PE will be available for use at the start of the second business day following the Service Request acceptance (depends on the contracted support level).

Users accessing an NPE

NPEs are configured to handle 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.

What happens to the previous NPE details after a refresh?

Everything in NPE environment 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 Update

The Preview (NPE) environment is updated as soon as an Update is available following an announcement of Unit4. Once an NPE has been updated to the latest Update, it is not possible to move back to the previous Update.

Backups

Backups of NPE are made daily in the time zone of the geo-political 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 in the Unit4 Community4U. Throughput time, amount of included restores and the charge is same to a refresh of an NPE. Please note there is no Customer specific restore option for Unit4 People Platform services.

5. Reporting and monitoring

5.1 Reporting on Service Performance

Unit4 provides operational information regarding Unit4 SaaS on the Unit4 Community4U.

That information includes:

- Service availability
- Monthly Average Response Time
- 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 24x7x52 monitoring and resolution program is in place to detect and resolve incidents to meet the Service availability and response time targets.

The monitoring covers availability and response times.

6. Releases and updates

Periodically, Unit4 introduces new features in Unit4 SaaS including enhanced features and functionality across applications. Features and functionality will be made available as part of a Release. As part of regular maintenance Unit4 will apply Updates, Patches and Hot Fixes, as deemed necessary by Unit4 in order to maintain the existing features of Unit4 SaaS and to maintain service level commitments and security.

Releases and Updates will be provided free of charge as part of the Service. However, it should be noted:

- Any Releases or Updates 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 SaaS and would be chargeable.
- Where any Release or Update replaces or updates any Customization or non-standard functionality utilized by Customer, the Customer will be required to adopt the standard functionality. Unit4 reserves the right to charge a reasonable fee to provide assistance to the Customer to the extent any such Release or Update replaces or updates any Customization or non-standard functionality utilized by Customer and Customer wishes to maintain the previous Customization or non-standard functionality.

6.1 Release deployment

Releases may take place approximately twice 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). A schedule of planned deployment of Releases to the Production environment will be published on the Unit4 Community4U. A Customer's Preview Environment always contains the latest updates for the Unit4 SaaS solution in use by the Customer. Unit4 will use reasonable endeavors to ensure that Releases will be carried out during the Planned Maintenance window. Releases cannot be deferred.

[APPLICABLE FOR UNIT4 PEOPLE PLATFORM SERVICES]

Given the foundational nature of the Unit4 People Platform services, releases of Unit4 People Platform services occur more frequently than end user facing aspects of Unit4 business solutions. Unit4 People Platform service releases are deployed in a transparent manner and result in no downtime. As such, Unit4 People Platform service releases can be deployed outside of Planned Maintenance windows. In rare cases when downtime is necessary, the release will be performed during a Planned Maintenance window. Details regarding changes contained in a Unit4 People Platform service release can be found on the Unit4 Community4U as soon as the release has been deployed. Releases of Unit4 People Platform services cannot be deferred.

6.2 Update Deployment

Updates are applied for all service models as deemed necessary by Unit4 in order to maintain the existing features of Unit4 SaaS as well as maintaining service level commitments and security.

An update calendar per geopolitical zone will be released at least 4 weeks before an update commences on preview. The Production Environment will follow no sooner than 9 weeks after the update announcement. Updates are not capable of being deferred.

Please note there is no concept of an update to Unit4 People Platform services. All changes to a Unit4 People Platform service are considered a release of the service.

6.3 Hot Fix and Patch Deployment

Hot Fixes and patches are applied as deemed necessary by Unit4 in order to maintain the existing features of Unit4 SaaS as well as maintaining service level commitments and security.

Please note there is no concept of an update to Unit4 People Platform services. All changes to a Unit4 People Platform service are considered a release of the service.

7. Planned and unplanned maintenance

7.1 Planned Maintenance

Currently, the Planned Maintenance window is from Saturday 18:00 to Sunday 06:00 CET/CEST on the 4th week of every month. For Nordic data center the Planned Maintenance window is Monday from 20:00 to Tuesday 03:00 CET/CEST every week. Next to that a Planned Maintenance Window might be planned twice (2x) in a 12 months period to deploy a software Release from Saturday 18:00 to Sunday 06:00 CET/CEST. The PE may be periodically unavailable at this time. Planned Maintenance windows are subject to change upon reasonable notice.

The exact dates of Planned Maintenance windows are communicated in the 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 endeavors 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 paying 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 of, or the security of Unit4 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 SaaS and is subject to any and all present and future Usage Restrictions of Unit4 SaaS. Customer and Unit4 must agree, prior to monitoring, on monitoring details in order to ensure that the monitoring does not interfere with Unit4 SaaS offering and that Unit4 SaaS 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

Release and Service Updates

The following list summarizes typical Release and/or Update tasks and indicates services included as part of Unit4 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		
<ul style="list-style-type: none">• Publishing general availability schedule of Releases on the Unit4 Community4U	✓	
<ul style="list-style-type: none">• Managing timelines, outline goals, roles and responsibilities		✓
<ul style="list-style-type: none">• Business analysis and discovery		✓
<ul style="list-style-type: none">• Creating test plans		✓

Task	Included	Customer Responsibility
Release deployment in Preview environment		
<ul style="list-style-type: none"> Update Preview environment with Release 	✓	
<ul style="list-style-type: none"> User training on changes 		✓
<ul style="list-style-type: none"> Test: conducting basic Release testing 		✓
<ul style="list-style-type: none"> Training support to assist with testing 		✓
<ul style="list-style-type: none"> Functional and user acceptance testing as desired 		✓
<ul style="list-style-type: none"> Training, implementation and Configuration for new features 		✓
<ul style="list-style-type: none"> Uplift and testing of all Customisations 		✓
<ul style="list-style-type: none"> Reviewing test scripts and testing outcome for issues resolution 		✓
<ul style="list-style-type: none"> Go/No-go criteria's and agreement on Production Release deployment timing 		✓
Release deployment in Production		
<ul style="list-style-type: none"> 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. 	✓	✓
<ul style="list-style-type: none"> Update Production Environment with Release 	✓	✓

Customization update responsibilities

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

Unless otherwise agreed, any Customisations that are not updated to run on the current Release (n) in time for the production Release or Service Update 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.
- 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 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 Unit4 SaaS and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning Unit4 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 for Unit4 SaaS or its Users' Accounts and will provide all information and take all steps requested by Unit4.

9. Localisations and Add-ons

The service includes localisations developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements and Unit4 Property

Management Add-ons, which can accelerate certain business requirements in certain verticals or territories.

Customer ordered localisations and Add-ons will be made available to the customer in the next available maintenance window.

The localisations available depend on the Customer's home country. An overview of all available localisations and Add-ons included is provided in the last chapter of this document.

10. Customisations, integrations, custom reports and fields

Customisations, custom reports and integrations are permitted and can be written by Unit4 or Unit4 partners and to some extent by the Customers themselves. 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 Customization (including Unit4 delivered Customization 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 Customization, but this will be subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

10.1 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 SaaS model offerings. Maintenance, support, implementation and update considerations for these components are not included in the Unit4 Global Cloud fees.

10.2 Restrictions in Customisations

In general, there are restrictions regarding allowing Customisations in Unit4 Property Management 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 Customization ready for Configuration or use via standard application capabilities

10.3 Customization 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 Customization 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.

10.4 Unit4 APIs backward compatibility

Unit4 recommends using the most recent version of the Unit4 Property Management APIs in order to receive optimum performance and stability. Unit4 Property Management APIs always follow the current version. All breaking changes in the Unit4 Property Management APIs will be noted in the Unit4 Property Management release notes, a document published for each new release on the Unit4 Community.

10.5 Permitted Customisation services

The following Customisation, custom report and custom integration are permitted. These may be created by Unit4 or Unit4 partners and to some extent by the Customer themselves using Unit4 Property Management tools. Please note that prerequisite is that all Customisations must be reviewed by Unit4 according to the Customisation review process (paragraph 10.3):

- CSS stylesheet for the web clients:
 - a. **Unit4, Unit4 partners and customers** are allowed to create CSS stylesheets
- FastReport taking into account the following constraints:
 - b. **Only Unit4 and Unit4 partners** are allowed to create FastReport Customisations
 - c. Customers need to order FastReport Customisations from authorized parties
 - d. Development with FastReport are only available in non-production environments
- FastView taking into account the following constraints:
 - a. **Only Unit4 and Unit4 partners** are allowed to create FastView Customisations.
 - b. Customers need to order FastView Customisations from authorized parties.
 - c. Development with FastView are only available in non-production environments.
- Integration module created for Unit4 Property Management Integration Service taking into account the following constraints:
 - a. **Only Unit4 and Unit4 partners** are allowed to create customized integration modules.
 - b. Customers need to order customized integration modules from authorized parties
 - c. Development of customized integration modules are only available in non-production environments
 - d. Use of standard Unit4 Property Management methods and Unit4 Property Management APIs where applicable.
 - e. Only access to file system paths defined by system settings and that points to a path in the folders defined in Solution access with Read/Write access (paragraph 11.4).
 - f. No access to infrastructure or operating system level capabilities e.g. Start.Process or other process mechanisms
 - g. No dependence on registry.
 - h. No code-based dependence on static server host name, IP address, etc.
 - i. Must operate within a dynamic infrastructure-based environment (e.g. no sticky sessions)
 - j. No 3rd party DLL or EXEs included with Customisation, only Unit4 Property Management and standard .NET Framework permitted
 - k. Communication with external APIs/web services must be over HTTPS

10.6 Query definitions and stored procedures

In Unit4 SaaS Unit4 or Unit4 partners are able to use (SQL) Query definitions and stored procedures in Production Environments, prerequisite is the Query definition and/or stored procedure was reviewed according to the Customisation review process by Unit4 (paragraph 10.3).

10.7 Maintenance of Customisation, Custom Reports and Integrations

- Maintenance, support, implementation and update considerations for these components is not included in the Unit4 Global Cloud subscription fee.
- All Customisations, 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.
- Environments in Unit4 Property Management SaaS are upgraded with new Releases and Updates regularly according to a schedule published on the Unit4 Community. Deferrals or postponements to this upgrade schedule due to Customisation requiring maintenance are not permitted, unless the customer timely has requested maintenance from Unit4 Professional Services which has been delayed by Unit4.
- Unit4 authored Customisations, custom reports and integrations are outside the scope of Unit4 Property Management SaaS standard maintenance. 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.

10.8 Integrations

Integrations are permitted according to the supported integration methods described below. Integration methods not explicitly stated below are not permitted.

Standard Unit4 product integration options

Integration Type	Available?
Integration with Unit4 ERP 7 where accounting transactions, attribute values & relations, value matrixes for property VAT, disbursement orders and invoicing are imported into Unit4 ERP 7, and chart of accounts are integrated back to Unit4 Property Management.	Yes
Integration with Unit4 ERP 7 Field Service Management where customer, lease agreements, object structures and service orders are imported into Unit4 ERP 7 and service order changes are integrated back to Unit4 Property Management.	Yes

Other integration options

Integration Type	Permitted?
Integrations using Unit4 Property Management APIs	✓
Integration using export files over SFTP generated by Unit4 Property Management integration modules or batch jobs ¹	✓
Integration using import files over SFTP imported by Unit4 Property Management integration modules or batch jobs ¹	✓
Integration using export files created by custom report templates against standard Unit4 ERP 7 server processes or Customisation routines ¹	✓
Egreement electronic agreement integration over HTTPS from desktop client, application server and web server.	✓
Nets Payments integration over HTTPS from web server and application server.	✓
Google Maps API integration over HTTPS from application server and desktop client.	✓
Fastighetsägarna dokument integration over HTTPS from application server, desktop client and web server.	✓
FM Access integration using export file over SFTP and web links from the desktop client to FM Access service ¹	✓

Notes:

1. Via folder access that is restricted to nominated administrative users (Data Export, Data Import and Logs folders).

11. Technical operations

11.1 Printing

All printing is carried out on the client side.

11.2 Direct Database access

Direct database access cannot be provided.

11.3 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). Access to the Desktop client is carried out using a 2048 bit encrypted thin client connection over TLS with SHA-2 RSA Encryption Algorithm over the public internet.

Internet bandwidth suggestions*

As the configuration and use of Unit4 Property Management Is highly variable Unit4 can provide only high level bandwidth suggestions; Unit4 Property Management (Web Client) – an assumed concurrency factor of 5 gives an average bandwidth requirement per user of 20 - 50 Kbps with a max latency of 100ms; Unit4 Property Management Desktop – 100 Kbps per user with a max latency of 100ms.

* Rough guidance only based on simulation testing. Response times will be dependent upon a variety of factors such as number of users, type of web processing initiated, customer side internet line capacity and infrastructure set-up such as use of proxies. Note: Unit4 Property Management document management usage is not covered by this estimate; uploading or downloading large documents from the application will consume bandwidth and time as normally experienced with an internet-based document upload or download.

11.4 Solution access

The Unit4 Property Management solution is accessed in the following manner:

- Unit4 Property Management web client accessed via a supported web browser.
- Unit4 Property Management end-user web client accessed via a supported web browser.
- Unit4 Property Management desktop client accessed as a remote application via a remote access solution (e.g. Citrix Workspace APP).
- Programmatic access to Property Management API
- Unit4 Property Management related folders are accessed according to the following table.

Folders	Access Level for Designated Users
Data Export *	R/W
Data Import *	R/W
Logs *	R

R – Read

W – Write

* **NOTE!** All files are cleaned regularly and only kept for a maximum of 30 days.

11.5 Authentication

Unit4 Property Management desktop client authentication is carried out using single sign-on inside the Citrix environment. New accounts are managed by Unit4 Cloud and Unit4 Property Management users are managed by the customer. Currently, federated authentication is not supported for Unit4 Property Management desktop client on Unit4 Cloud.

Unit4 Property Management web client uses built in Identity Provider with username and password authentication or federated authentication using OpenID Connect with support for Unit4 IDS.

11.6 Microsoft office components

Unit4 Cloud provide an access for Unit4 Property Management users (desktop client only) to selected Microsoft Office products in order to:

- open attachments from within Unit4 Property Management desktop client
- open report files within Unit4 Property Management desktop client
- edit document templates in Word format stored in Unit4 Property Management
- open documents/files from Data import/Data export folders
- The products in scope are as follows:
- Microsoft Excel (English) – optionally, licensed per desktop client user based on the pricing list
- Microsoft Word (English) – optionally, licensed per desktop client user based on the pricing list

11.7 Supported extensions on Citrix

Unit4 Cloud supports following files to be opened via Citrix:

- Excel spreadsheets (.xls .xlsx .csv) via Microsoft Excel- only if additional option was purchased (see chapter 11.6 Microsoft Office Components)

- Images (.png .jpg .bmp) via Microsoft Paint
- Text files (.txt .log) via Microsoft Notepad
- PDFs (.pdf) via Adobe Reader
- Word documents (.docx .doc) via Microsoft Word - only if additional option was purchased (see chapter 11.6 Microsoft Office Components)

Any other file types not described here have to be copied over and opened on local workstation.

11.8 Document links

Unit4 Property Management supports adding links to documents stored outside the system by adding file system links as UNC paths or web links as URLs.

Unit4 Cloud supports U4PM document links with the following requirements:

- Web Links - Any
- File System Link – **ONLY** files located on mapped network shared within Unit4 Cloud
NOT files located on customer network shares.

11.9 Technical overview

Topic	Description
FTP	
Protocol	SFTP protocol is used with AES256-SHA2 cipher
Credentials	<p>Seven sets of credentials are provided per environment (e.g. 7 username/passwords for production, 7 username/password for each NPE).</p> <p>By default one credential has access to Data Import, the second credential has access to Data Export folder, the next five credentials have access to the respective custom folders.</p> <p>Next to that Customers will have in their disposition five custom folders under the Data files folder. These folders will have predefined AD groups, and the access will be applied to the top-level only. Customers can request access to the custom folders, and request changes on the environment variables accordingly by raising a corresponding Service Request.</p> <p>Customers can create as many subfolders as they want under the custom folders, and there is no restriction about the naming of the subfolders, however Unit4 does not provide granular access management to subfolders.</p> <p>In order to accommodate a need for restricted access Unit4 provides the above described structure of the custom folders.</p> <p>Customers willing to have more than five custom folders will have to request it separately with additional cost.</p>
Email	
Domain	<p>Unit4 Property Management has capabilities to send outgoing email and emails are sent to recipients from Unit4 Cloud Solution SMTP service.</p> <p>In case the customer requires more advanced features (eg. bounce back emails, DKIM support, IMAP support), Unit4 products can use customer's own email servers, if they are reachable by Unit4 SaaS.</p>
Protocol	SMTP over TLS
Authentication	

Topic	Description
Protocols supported	WS-Federation, SAML-P and OpenID Connect support (see Unit4 IDS Service Description) for web clients only and application specific credentials
Internet communication	
Protocols supported	HTTPS secured with TLS with RSA SHA256withRSA encryption and/or EC SHA256 with ECDSA

12. Data considerations

12.1 Transfers of Customer Data to the Unit4 Property Management

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 Unit4 SaaS.

When Customer requests to copy a database snapshot from outside of Unit4 Cloud to either PE or NPE 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.

12.2 Backup and Restore Services

Customers are given the option of a “forgiveness” restore, where a recent PE 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).

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 shown below. Forgiveness restores should be initiated as a P1 incident and time to complete depends on data volume.

There is no “forgiveness” restore option for Unit4 People Platform Services.

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. Example:

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

12.3 Data Security

Data in transit

Customer Data in transit is protected with latest TLS encryption levels.

Customer Data at rest

Except for the Unit4 cloud delivery in the Nordic data center (Conapto AB), data at rest is protected using transparent, whole database encryption (e.g. transparent data encryption, and/or whole disk data encryption). Please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

Whitelisting

IP Whitelisting is offered as an option that will come at an additional cost in Unit4 SaaS, as a means to gain an extended level of control on who has access to the Customers 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.

IP Whitelisting is available for the following product – data center – cloud type combinations.

Whitelisting	Data center	Available?
Web endpoints	Azure	Yes
Web endpoints	Nordic	No
Citrix	Azure	No
Citrix	Nordic	No

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

The People Platform Services like Unit4 Identity Services, Unit4 Wanda and Unit4 Extension Kit use dynamic IP addresses, there for IP Whitelisting is not supported for any combination of Global products with any People Platform Services.

12.4 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.

The following fair use limits are enforced:

Description	Limit
Maximum number of Transactions per day calculated on the total number of Users FTE of a company. Statistics show that 1 user FTE generates up to 5 transaction per day. *	5
Maximum number of API calls per day calculated on the total number of Users FTE of a company.	5

Description	Limit
Average response time (of a server process) per Transaction measured averaged per month.	2 sec
Maximal level of concurrency based on FTE for which the Unit4 Cloud service levels can be guaranteed	10%

*Example – changing a timesheet with 15 lines would result in 15 Transactions

12.5 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:

- Application functionality (e.g. web clients, desktop client).
- Application reporting tools.
- Application functionality to export to file.
- APIs.
- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement (see Appendix A – Unit4 General Terms of Business for further details). The database retrieved by Customer is free of any Customisation objects and all database application business which logic includes intellectual property.

13. 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.

SCHEDULE A

Localisations by country

Customer ordered localisations will be made available to customers in the next available maintenance window.

Country	Product name
ALL	Norwegian language pack
ALL	Finnish language pack

SCHEDULE B

Unit4 Property Management Solution Add-on's

The solutions listed below are validated and proven solutions to support certain business processes for a country (or multiple countries) in a SaaS shared environment. Customer ordered add-on's will be made available to customers in the next available maintenance window.

Country	Product name
ALL	Debiting Model - Engaov
ALL	Debiting Model - Fastov
ALL	Debiting Model - Indavr
ALL	Debiting Model - Indhs
ALL	Debiting Model - Indmin
ALL	Debiting Model - Korin2
ALL	Debiting Model - Korin3
ALL	Debiting Model - Korin4
ALL	Debiting Model - Korin5
ALL	Debiting Model - Korin6
ALL	Debiting Model - Korin7
ALL	Debiting Model - Korin8
ALL	Debiting Model - Korind
ALL	Debiting Model - Omimax
ALL	Debiting Model - Prodel
ALL	Case Messaging Integration

SCHEDULE C

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).

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.
Customisation Object	the product of any Customisation being any code change 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.

AES	Advanced Encryption Standard
API	Application Program Interface (e.g. Web Services)
ERP	Enterprise Resource Planning
FastReport	Unit4 Property Management Reporting Tool
FastView	Unit4 Property Management Data View Tool
FTP	File Transfer Protocol
HTML	Hyper Text Markup Language
HTTPS	Hypertext Transfer Protocol Secure
Kbps	Kilobits Per Second
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

XML	Extensible Markup Language
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