Unit4 WebInfo

Unit4 Cloud Service Description

VERSION 1.0

November 2020

CONTENT

1. Introduction

Unit4 WebInfo is a fully featured, web based, tool (Low Code Development Platform) LCDP. An extensive library of object based functionality makes it easy for Unit4 personnel, and partners, to create web applications to meet business requirements within relevant verticals.

A WebInfo application contains of the WebInfo Engine and a WebInfo solution configuration. The solution can be standard, meaning it adopts automatically to the Customer setup, or Customer specific, requiring manual changes to be made, using the WebInfo edit mode, post installation. A standard solution can be global or for a specific region. A Customer specific solution is always treated as a Customisation. Templates are often used as basis for Customer specific solution. Available standard solutions are listed in Schedule A.

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

Unit4 provides a complete technically-managed solution for Unit4 WebInfo 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 or on Nordic data centre (Conapto AB) data centres. 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, SOC1 & 2, PCI DSS and many more.

Unit4 WebInfo is available as a shared option (default), where compute 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:

- Full deployment of Unit4 Products, including web client and Unit4 WebInfo API's.
- All user access to Unit4 WebInfo 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 WebInfo API's.
- 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 Environment 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 geopolitical zone (except where explicitly stated otherwise).

2. Data centers & data residency

Unit4 SaaSs 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 geopolitical 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 geopolitical zones, along with the data centre 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
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Iowa (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	Stavanger and Oslo (DR TBD)	CET/CEST
Sweden	Nordic data center (Conapto AB)	Sätra and Sollentuna (DR)	CET/CEST

Unless agreed otherwise the chosen deployment of the Customer will be as follows:

Customer residence	Geopolitical zone used	Available solutions
APAC	Asia	All
Australia/New Zealand	Australia	All
Canada	Canada – Azure	All
EU	EU – Azure	All
Sweden	Nordic data center (Conapto AB)	Unit4 ERP 7 and Unit4 FP&A
Norway/ Denmark	Norway – Azure	All
UK	UK – Azure	All
US	US – Azure	All

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 WebInfo is available in 2 main models:

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

Unit4 WebInfo dedicated model provides the same service offering as the shared model with the distinction that computing resources such as Web server and SQL server, are not shared with other Unit4 Customers, and are dedicated to a single Customer.

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 the table below:

Category	Component	Shared	Dedicated
SOLUTION	Release elasticity: Ability to defer a Release for 6 months (maximum)	Yes	
	All patching, updates of the standard solution (technical)	Included and automatic	
INFRASTRUCTURE	Environments included	1 Production + 2 Non -Production (Preview and Acceptance)[1]	
	Storage (Documents)	250GB	
	Availability guarantee	Yes	
	Response time guarantee	Yes	
	Data centers	Microsoft Azure and Nordic data center (Conapto AB)	Microsoft Azure
	Dedicated deployment	No	Yes
SERVICES	Releases will commence	Automatically, with possibility to defer	
	Updates will commence	Automatically	
	On-going technical operations, performance management, maintenance of all infrastructure	Yes	

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

components, monitoring alert response and issue resolution		
Backup & Restore services	Yes	
Disaster Recovery	Yes	
Monitoring program of infrastructure and application	Yes	

4. Environments

Three (3) environments are provided[2], 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.

4.1 Production Environments

Only the Production Environment (PE) is a 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
- Unit4 WebInfo solution configuration and Customisations

Point in time used

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

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.

5. Reporting and monitoring

5.1 Reporting on Service Performance

Unit4 provides operational information regarding the Unit4 SaaSs on the Unit4 Community4U. That information includes:

- Service availability
- Monthly Average Response Time
- Scheduled maintenance (times, dates per region).
- Release information and deployment schedules.
- Incident(s) 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 Service response time targets.

The monitoring covers availability and response times.

6. Releases and updates

Periodically, Unit4 introduces new features in the Unit4 WebInfo Service 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 and Hot Fixes, as deemed necessary by Unit4 in order to maintain the existing features of the 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 the Unit4 SaaS and would be chargeable.
- Where any Release or Update 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 to the Customer to the extent any such Release or Update replaces or updates any Customisation or non-standard functionality utilised by Customer and Customer wishes to maintain the previous Customisation 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 endeavours to ensure that Releases will be carried out during the Planned Maintenance window.

6.2 Update Deployment

Updates are applied for all service models as deemed necessary by Unit4 SaaS operations in order to maintain the existing features of the 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.

6.3 Hot Fix Deployment

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

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 the Nordic data centre the Planned Maintenance window is Monday from 20:00 to Tuesday 03:00 CET/CEST every week. In addition, a Planned Maintenance Window might be planned twice (2x) in a 12 month period to deploy a software Release from Saturday 18:00 to Sunday 06:00 CET/CEST. The Production Environment 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 Unit4Community4U.

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 penalty.

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 the 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 the Unit4 SaaS and is subject to any and all present and future Usage Restrictions of the Unit4 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 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 the 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		

Task		
• 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 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 the Unit4 SaaS and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the 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 the Unit4 SaaS or its Users' Accounts, and will provide all information and take all steps requested by Unit4.

9. Customisations, integrations, custom reports and fields

A Unit4 WebInfo Customisation is any non-standard Unit4 WebInfo solution configuration including its data queries and solution specific database objects such as tables, views etc.

Customisations, custom reports and integrations are permitted and can be written by Unit4 or Unit4 partners. Maintenance, support, implementation and update considerations for these custom components are not included in the SaaS 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.

9.1 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 SaaS fees.

9.2 Restrictions in Customisations

In general, there are restrictions regarding allowing Customisations in Unit4 WebInfo 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
- Communication with external APIs/web services must be over HTTPS
- Should follow to the Unit4 WebInfo development guidelines

9.3 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.

9.4 Unit4 APIs backward compatibility

Unit4 recommends using the most recent version of the Unit4 WebInfo APIs in order to receive optimum performance and stability. Unit4 WebInfo APIs always follow the current version. All breaking changes in the Unit4 WebInfo APIs will be noted in the Unit4 WebInfo Release Notes.

9.5 Permitted Customisation services

Only Unit4 and Unit4 partners are allowed to do Customisations. The following Customisation are permitted. These may be created by Unit4, Unit4 partners using Unit4 WebInfo development tool (Unit4 WebInfo edit mode). Please note that prerequisite is that all Customisations must be reviewed by Unit4 according to the Customisation review process (paragraph 9.1.3):

- Changing the Unit4 WebInfo solution configuration according to the Unit4 WebInfo development guidelines.

Customisations are not allowed on standard Unit4 WebInfo applications listed in schedule A.

9.6 Query definitions and stored procedures

In Unit4 SaaS you are able to use (SQL) Query definitions and stored procedures in Production Environments, a prerequisite to allowing this is that the Query definition and/or stored procedure must be reviewed according to the Customisation review process by Unit4 (paragraph 10.3).

9.7 Maintenance of Customisation, Custom Reports and Integrations:

- Maintenance, support, implementation and update considerations for these components is not included in the Unit4 SaaS fee.
- Customer or Unit4 partner authored 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.
- Unit4 authored Customisations, custom reports and integrations are also outside the scope of support and maintenance for Unit4 WebInfo SaaS. Maintenance of Customisations, custom reports and integrations authored by Unit4 must be subject agreement and inclusion in an executed Order form to ensure that Unit4 takes responsibility and the fees payable for this additional support. 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 remain with the Customer.

9.8   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 WebInfo application Rest APIs / web services.	Yes

10. Technical operations

10.1 Printing

All printing is carried out on the client side.

10.2 Direct Database access

Direct database access cannot be provided

10.3 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).

Internet bandwidth suggestions*

As the configuration and use of Unit4 WebInfo Is highly variable Unit4 can provide only high level bandwidth suggestions; Unit4 WebInfo (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.

* 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 WebInfo solutions using Unit4 ERP 7 Document Archive, such as Unit4 Document Merger, is not covered by this estimate; uploading or downloading large documents from the Document Archive will consume bandwidth and time as normally experienced with an internet based document upload or download.

10.4 Solution access

The Unit4 WebInfo solution is accessed in the following manner:

- Unit4 WebInfo (web-client), accessed via a supported web browser.
- Programmatic access to Unit4 WebInfo API / web services

10.5 Authentication

Available Unit4 WebInfo authentication options

- Unit4 ERP 7 solutions:
  - Secure link from Unit4 ERP 7 web client
  - Unit4 IDS
- Unit4 IDS
- Unit4 Property Management solutions:
  - Secure link from Unit4 Unit4 Property Management Web client

10.6 Technical overview

Topic	Description
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

11. Data considerations

11.1 Transfers of Customer Data to the Unit4 WebInfo

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 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.

11.2 Backup and Restore Services

Customers are given the option of a "forgiveness" restore, where a recent Production Environment 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 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 <u>no</u> "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

11.3 Data Security

Data in transit

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

Customer Data at rest

Except for Unit4 SaaS Dedicated and 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). When selecting Unit4 SaaS Dedicated an extra

fee will be applied to have whole database 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 the 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	Cloud Type	Available?
Web endpoints	Azure,	All	Yes
Web endpoints	Nordic	All	Yes

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 <u>not</u> supported for any combination of Global products with any People Platform Services.

11.4 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.

Description	Limit
Maximum Unit4 WebInfo page requests per 24-hour period and per named user	50
Maximum Unit4 WebInfo API requests per 24-hour period	100
Maximum Unit4 WebInfo API concurrent	4

requests per second	
Maximum Unit4 WebInfo API request/response payload size (non-file upload)	5 MB
Maximum Unit4 WebInfo API request/response payload size (file download/upload)	5 MB
Maximum number of API calls per day calculated on the total number of Users FTE of a company.	5
Maximal level of concurrency based on FTE for which the Unit4 Cloud service levels can be guaranteed	5%

11.5 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 client, Desktop client, Mobile Apps).
- Application reporting tools.
- Application functionality to export to file.
- APIs/web services.

- 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).

12. 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
Unit4 WebInfo standardized configurations per country

The solutions listed below are validated and proven solutions to support certain business processes for a specific vertical and/or for a specific region.

Country/region	Product name	Main product
Global	Financial Information Center	Unit4 ERP 7
Global	UBW Analyzer	UBW Milestone <= 7
Global	Unit4 Analyzer	Unit4 Financials
Nordic	Property Information Center	Unit4 Property Management
Nordic	Map Analytics	Unit4 Map Applications
Nordic	Document Merger	Unit4 ERP 7

SCHEDULE   D
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	A Unit4 WebInfo customisation is any non-standard Unit4 WebInfo solution configuration including its data queries and solution specific database objects such as tables, views, AG16 etc.
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.

ACT	Advanced Customisation Tools (Unit4 ERP only)
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g. Web Services)
ARC	Agresso Reporting Tool (Unit4 ERP only)
ERP	Enterprise Resource Planning
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