Unit4 ERPx

Service Description

VERSION 1.1

March 2022

CONTENT

1. Introduction

Unit4 ERPx is a Software as a Service ERP solution designed for people centric organizations. It provides a fully integrated data model, processing model and reporting model, enabling our Customers to manage their key business areas.

Unit4 ERPx solution consists of core Service and additional Services such as Unit4 People Platform Services, Feature Services (Localisation Services and Tasks Focused Applications) and more. The purpose of this Service Description is to describe ERPx core Service. Details about additional Services can be found in relevant documents published on our website (www.unit4.com/terms).

Unit4 provides a complete technically-managed solution for Unit4 ERPx deployed in the public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and Service updates.

Unit4 ERPx runs on Microsoft Azure, leveraging 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 and SOC 2 and many more.

In summary, Unit4 provides the following:

- Access to Unit4 ERPx over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported;
- Comprehensive integration options can be provided using the Unit4 Extension Kit;
- Fully scalable solution, in a high availability environment with redundancy;
- Relevant security level;
- Continuous monitoring is in place, feeding alerts and continuous improvement;
- Application of updates;
- Production and Non-Production Environments with a separate database for Customer Data;
- Service Level Agreement, with Service Credits based on Service Availability; and
- Unit4 Community (Community4U) to engage with Unit4 directly, giving insight in the Service performance indicators and see the status of the Services.

2. Data centres & data residency

Unit4 ERPx is built upon Microsoft Azure infrastructure and platform Services. The Unit4 ERPx Service is 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.

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[1])	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR[1])	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	New South Wales and Victoria (DR[1])	AEDT/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST
Sweden[2]	Microsoft Azure	TBC	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	EU
UK	UK
US	US

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[1] In case of a Disaster Recovery scenario in the primary region the ERPx Services will be automatically moved to secondary region with the exception of some of the web application functionalities, such as: collaboration, alerts, task notifications and server job management screen (exceptions list may vary in time). Unit4, together with Microsoft, is working on improving Disaster Recovery Service by removing exceptions in Cardiff (United Kingdom), South Wales (Australia) and Illinois (USA).

[2] Availability planned for Q4 2022.

3. Service model

Unit4 ERPx is a Multi-Tenant solution embedded in a cloud native / Service based platform. Unit4 ERPx Service characteristics are as shown in the table below:

Category	Component	Characteristics
SOLUTION	Releases and Updates	Will be applied automatically and periodically
SOLUTION	Environments included	1 Production + 2 Non-Production (Preview and Acceptance)
SOLUTION	Non-transactional storage (e.g., documents)	250GB[3]
SOLUTION	Transactional storage (e.g., database)	15 GB + 100 MB per each purchased FTE[4]
SOLUTION	Availability guarantee	Yes
SOLUTION	Response time guarantee	Yes
SERVICES	Releases will commence	Automatically
SERVICES	Updates will commence	Automatically
SERVICES	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
SERVICES	Disaster Recovery	Yes
SERVICES	Monitoring program of infrastructure and application	Yes

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[3] Additional Non-transactional storage can be requested by the Customer and is going to be a subject of extra charge.

[4] Additional Transactional Storage can be requested by the Customer and is going to be a subject of extra charge.

Category	Component	Characteristics
COMPLIANCE	Compliance certificates and assurance documents – Microsoft Azure	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017[5]

4. Environments

A Customer's environments are realized as three discrete Unit4 Tenants in Unit4's Multi-Tenant ERPx solution. The Acceptance and Preview Environments are in the same Multi-Tenant instance while the Production Environment is on a separate instance where Unit4's Production SLA applies.

Three (3) 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
- Two Non-Production Environments (NPEs):
  - Preview; and
  - Acceptance.

Customer's Non-Production environments always contains the latest Updates for the Unit4 Product in use by the Customer.

Additional environments can be provided at an extra charge.

Unit4 assigns to every Cloud Customer a unique Cloud Customer ID code, which is visible in various elements of the Service (including environments) and it is used for Customer identification. The MS Azure Customers ID code is a 3-character acronym and for Nordics DC Customers ID code consists of 6 digits. The Cloud Customer ID codes are created at Unit4 discretion during the early stage of the implementation and are not a subject to change.

People Platform Services and Feature Services

Unit4 People Platform Services and Feature Services (Localisation Services and Task Focused Applications) are delivered with Unit4 ERPx or as an option and are Multi-Tenant, shared Services. Except where explicitly stated otherwise in the applicable Service

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[5] Unit4 ERPx 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.

Description, each additional Service has a Non-Production instance and a Production instance.

4.1 Production Environments

Only the Unit4 ERPx Production Environment (PE) is subject to the Service Level Agreement.

4.2 Non-Production Environments characteristics

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

Definition of an NPE refresh from or to PE

A refresh of an NPE from PE encompasses:

- The restore of transactional storage (database);
- The restore of non-transactional storage (documents);
    - Copy of most recent 90 days of documents or the most recent 2GB of documents, whichever results in greater number of documents;
- Custom report templates (e.g., Purchase order template, invoice template, etc.); and
- Report output from last 90 days;
- There is no NPE refresh option for Unit4 People Platform Services.

Restore point for NPE refresh

An NPE refresh from PE will be available earliest at the start of the second Business Day following the Service Request acceptance. The restore point is based on the time of Service Request completion.

Frequency of NPE refresh from or to PE

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.

Users accessing an NPE

NPEs are configured to handle maximum of 15 concurrent Users.

What happens to the previous NPE details after a refresh?

Everything in the NPE will be erased and replaced with a fresh copy from the PE (e.g., the same reports as in the PE and the same data as in the PE).

Update of an NPE to a new Update

All NPEs are updated as soon as an Update is available. 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 and are stored in the geopolitical zone where Customer resides. Backups of NPE are kept for seven (7) calendar days.

5. Reporting and monitoring

5.1 Reporting on Service Performance

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

- Service Availability;
- Monthly Average Response Time;
- Scheduled maintenance (times, dates per region);
- Release information;
- Incidents overview; and
- 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 two leading metrics: Service Availability and Service Response time.

Utilization of latest Microsoft technology like Azure Monitor, Application Insights together with internal Unit4 alerting system provides ability to monitor and response to outages or degradation of the Service in a timely manner.

During day to day operations single pane of glass dashboards, alerting mechanism and staff rotation practices enable Unit4 to stay on top of all Service events that need intervention.

6. Releases and Updates

Unit4 releases changes through a series of quarterly Releases and ongoing Updates.

Releases

Releases will be scheduled approximately 4 times per year (frequency to be increased or decreased at Unit4's discretion) to introduce new features, enhancements and solve lower priority deficiencies. Unit4 will use reasonable endeavours to ensure that Releases will be carried out during the Planned Maintenance window.

A schedule of planned changes to the Production Environment will be published per geopolitical zone on Unit4 Community4U at least 2 weeks before a Release commences on Non-Production Environments. The Production Environment will follow no sooner than 6 weeks after the Release announcement. A Customer's Non-Production Environments always contain the latest Release of Unit4 ERPx.

Updates

Updates will be applied on an ongoing basis in order to cater for bug fixes and off-cycle enhancements to maintain the existing features, as well as maintaining Service level, security commitments and updates/revisions to its integration interfaces and user experience. Update will be shipped to NPEs as soon as it becomes available and in the following stage it will be deployed to Production Environment.

People Platform Services and Feature Services

Please note there is no concept of a Release for Unit4 People Platform Services and Feature Services (Localisation Services and Task Focused Apps). All changes to the Unit4 People Platform Services and Feature Services are considered an Update.

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. solution Updates, Releases and infrastructure changes. During Planned Maintenance Production Service may be periodically unavailable. You can find more details on schedule presented in the table below:

	Planned Maintenance windows (PMW) *Updates, Releases and Infrastructure*
All regions (except Azure US and Azure Canada)	12 per year, **Regular PMW:** From: Sat 5PM To: Sat 11PM UTC* or **Extended PMW**: From: Sat 5PM To: Sun 5AM UTC*
Azure US and Azure Canada regions	12 per year, **Regular PMW:** From: Sun 5AM To: Sun 11AM UTC* or **Extended PMW**: From: Sat 11PM To: Sun 11AM UTC*

*Time of Planned Maintenance window is a subject of a change (+/- 1h), which is related to winter and summer time adjustments.

Planned Maintenance windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance windows are communicated in Unit4 Community4U. By default all Planned Maintenance windows are regular and take up to 6h, unless they are promoted to extended Planned Maintenance windows, these take up to 12h.

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 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

Releases

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 the Service and would be chargeable.

The following list summarizes typical Release tasks and indicates Services included as part of the Unit4 ERPx Service 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 Unit4 Community4U	✓	
• Managing timelines, outline goals, roles and responsibilities		✓
• Business analysis and discovery		✓
• Creating test plans		✓
Release in Non-Production Environments		
• Apply Release to Non-Production environments	✓	
• User training on changes		✓
• Test: conducting basic release testing		✓
• Functional and user acceptance testing as desired		✓
• Training, implementation and Configuration for new features		✓
• Maintaining and testing of all Integrations, Extensions and Customer configured screens, processes, reports, etc.		✓
• Reviewing test scripts and testing outcome for issues resolution		✓
Release deployment in Production Environment		
• Apply Release to Production Environment	✓	

Unless agreed otherwise, Customer responsibilities include configuration, testing and adjusting any Extension Kit Flows, APIs in use and connected systems.

Technical and 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; and
- Ensuring sufficient bandwidth, including internet bandwidth.
- All Customer initiated activities in the area of penetration testing, security checks, Customer owned monitoring are in the sole responsibility of the Customer.

Functional Environment responsibilities:

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

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 ERPx 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 ERPx and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 ERPx Service, 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. People Platform Services and Features Services

The Service includes People Platform Services and Feature Services (Localisation Services and Task Focused Apps) fully integrated with Unit4 ERPx.

People Platform Services, Services that are agnostic to the solution used, can be activated based on the Customer's needs. Localisation Services are developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements. Whereas Task Focused Apps can accelerate certain business requirements. Additional Feature Services can be requested via specific Service Request (Community4U).

10. Configuration, Extensions and Integrations

Unit4 ERPx gives Customers great flexibility in adjusting the standard core application by Configuration to meet the needs of any specific Customer requirements. In addition there is the possibility to integrate with other applications.

10.1 Solution's flexibility

Any non-standard Configuration (e.g., Integration and Extension flows), creation of custom reports, custom entities, fields, relationships, imports, exports, workflows, interaction plans, lookup data, and web styles can be performed by Unit4, Unit4 partners or the Customer. Unless categorized as a product defect by Unit4, these are considered outside the scope of the standard Service. Therefore, the maintenance, support, implementation and update (code lift / Release and Update compatibility) considerations for such components are not included in the Unit4 SaaS fees (unless agreed otherwise in an Order Form), Assistance may be sought from Unit4's Professional Services teams at Unit4's Prevailing rates.

All Configurations must be carried out based on lean principles, to ensure ongoing performance and resilience of the Service.

Unit4 endeavors to provide API backwards compatibility. For further details on API lifecycle and versioning strategy, please refer to API technical documentation.

The following tools are available:

- IntellAgent;
- Xtra Reports - managed on local desktop of the Customer;
- Excelerator - Installed on local desktop of the Customer;
- Worderator - Installed on local desktop of the Customer;
- Report engine to view data; and
  Unit4 Extension Kit.

10.2 Extensions

Although Extensions Flows can be created by using Unit4 Extension Kit, they are not supported by Unit4 under Standard Support terms, unless agreed otherwise. The Customer has sole responsibility for the Extensions Flows, 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 is applicable to any Extensions flows, including Unit4 Extensions delivered as part of a Project implementation. If any assistance is required in regard to Extensions flows, Unit4 may be able to assist with resolving issues or with upgrades of the Extensions, but this will be a subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

10.3 Integrations

Integrations are permitted according to the supported integration methods described below:

Integration Type	Permitted?
Integration using Unit4 ERPx API	✓
Integration using Unit4 Extension Kit	✓

Integrations created by methods mentioned above, including Extension Flows created using Unit4 Extension Kit are not supported by Unit4 under Standard Support terms, unless agreed otherwise. The Customer has sole responsibility for any Integrations, including Extension Flows, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from its use. This is applicable to any Integrations and/or Extension Flows, including Unit4 Integrations delivered as part of a Project implementation. If any assistance is required in regard to Extension Flows, Unit4 may be able to assist with resolving issues or with upgrades of the Integrations, but this will be a subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's prevailing Rates.

11. Technical operations

11.1 Printing

All printing is carried out on the client side.

11.2 Connectivity

Access to the ERPx Web Application 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 ERPx is highly variable Unit4 can provide only high level bandwidth suggestions.

Unit4 ERPx uses an assumed concurrency factor of 5, which gives an average bandwidth requirement per User of 20 - 50 Kbps with a maximum latency of 100ms.

*Please note this is a rough guidance only based on simulation testing submitting timesheets. 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 ERPx document storage usage is not covered by this estimate; uploading or downloading large documents from the document storage will consume bandwidth and time as normally experienced with an internet based document upload or download.

11.3 Solution access

The Unit4 ERPx solution can be accessed via:

- a supported web browser;
- Programmatic access to API/web services; or
- Mobile applications via API/web services (where applicable).

11.4 Predefined Users

There are two scenarios where Unit4 reserves the right to create Users within Customer's database:

- Migration to Unit4 ERPx – in order to enable early access via Unit4 Identity Services, IDS System User is created by Unit4. IDS System User is entitled to access Unit4 ERPx application, set up role-based access according to needs and support Unit4 IDS set up. Unit4 managed IDP is used for IDS initial set up, which can be switched to Customer's managed IDP later on.

- Unit4 ERPx connectivity – in order to ensure communication between Unit4 ERPx application and the other components of the Unit4 ecosystem, Unit4 creates ERPx Service User that is authenticated via IDS. Mentioned User can be parked or removed, this however may disable internal, necessary communication and can lead to unavailability of specific Service functionalities.

Customers are not allowed to introduce any changes to Predefined Users settings without Unit4's written consent.

11.5 Authentication

Authentication for Unit4 ERPx is carried out using a federated authentication. Management of Users and passwords within the Unit4 ERPx application is the responsibility of the Customer.

Federated authentication allows Customers' Users to use their organizational credentials (e.g., domain username and password) when logging in to an Unit4 application. 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.

Federated authentication is supported by Unit4 Identity Services (aka 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. More details about Unit4 IDS can be found in Unit4 People Platform 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.

11.6 Technical overview

Topic	Description
Email	
Domain	Unit4 provides basic e-mail functionality for sending messages to recipients with default Unit4 domain using Sendgrid Services.
Protocol	SMTP over TLS
Authentication	
Protocols supported	All the supported protocols can be found in Unit4 People Platform Service Description at www.unit4.com/terms.
Internet communication	
Protocols supported	HTTPS (browsers supporting TLS >1.2 are required) secured with RSA 2048 bit keys and SHA256withRSA encryption and/or EC SHA256 with ECDSA .

12. Data considerations

12.1 Transfers of Customer Data to the Unit4 ERPx

Unit4 deploys a standard architecture and therefore, where Customer is an existing Unit4 Customer, the Customer 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.

12.2 Data backup

Transactional data is backed up with retention of 7 days. Non-transactional data (e.g., documents) are kept in encrypted storage account and in Production Environment transactional and non-transactional data are replicated to the secondary location. There is no "forgiveness" restore option available. Access to the backups is limited to the Global Cloud Operations engineers in case of Disaster or malfunctioning of hardware/software. Backups are done with frequency to support RPO on level of 1 hour.

12.3 Data Security

Data in transit

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

Customer Data at rest

Transactional data at rest is protected using Transparent Data Encryption (TDE), while non-transactional data and files will be secured by Standard Symmetric Encryption (AES).

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 resources. When a limit is exceeded, corrective measures will be taken.

Please see Unit4 Fair Usage Policy at www.unit4.com/terms for more details.

12.5 Time to live

Transactional data, document storage and logfiles will be stored as long as the Customer is willing to store data and has an active Service Agreement. Export and import files have a time to live of 30 days (and then files in those folders will be deleted).

12.6 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. ERPx Web Application, Mobile Applications);
- Application reporting tools;
- Application functionality to export to files;
- APIs/web services;
- Unit4 Extension Kit; and
- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement (see the Unit4 General Terms of Business for further details).

13. Unit4 Wanda the digital assistant

Unit4 ERPx provides a digital assistant, available as a contact through Microsoft Teams, Slack or Skype to help the User with administrative tasks.

The current version of Unit4 Wanda the digital assistant includes the following skills/functionality for Unit4 ERPx:

- Absence Assistant;
- Balances Assistant;
- Expenses Assistant;
- Payslip Assistant;
- Purchasing Assistant;
- Tasks Assistant;
- Time Assistant; and
- Travel Request Assistant;

A functional set up of the Unit4 ERPx is required to support specific digital assistant skills. If needed, Unit4 Professional Services can provide support with the configuration. More information about Wanda the digital assistant can be found in Unit4 People Platform Service Description at www.unit4.com/terms.

14. Configuration Manager

Configuration Manager is a web solution used by the implementation consultants to transfer Configuration from one Unit4 ERPx environment to another. The implementation consultants that can use this solution are on one hand determined by Unit4, and on the other hand by the Customer. Therefore, Customer always keeps the control over who can do setup changes. All the setup components in Unit4 ERPx that are accompanied by the necessary APIs can be transferred by Configuration Manager. Configuration Manager falls under the same SLA as Unit4 ERPx solution.

15. Documentation and technical services

All ERPx documentation made available (including Release notes) is published in English language only. Technical services being the support of the infrastructure or technical deployment of SaaS, are also provided in English language.

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.
Cloud Customer ID code	A unique Cloud Customer identifier.
ERPx Service User	Data Base User used for communication between Microservices.
ERPx Web Application	The main web application portal for Unit4 ERPx solution.
Extension	Automated workflow built using Extension Kit.
Extension Flow	Automated workflow that connects applications and Services together. Each Extension Flow consists of a trigger and one or more actions.
Extension Kit	Unit4 Extension Kit is a cloud based, Multi-Tenant solution operated by Unit4 that provides a toolkit allowing Users to extend the capabilities of Unit4 products and integrate with other systems.
Feature Service	Features or solutions delivered as independently deployed and updated Services.
IDP	An identity provider (IDP) is a service that stores and manages digital identities.
IDS System User	Data Base User used for an early access enablement.
Instance	Physical Service infrastructure and software running on it, deployed in a specific region.
Integration	Inbound or outbound data exchange built and managed with Integration Kit.

Term	Definition
Localisation Services	Localisations delivered as Feature Services, developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements.
Multi-Tenant	Architectural design of Unit4 ERPx solution, housing multiple Tenants, where Tenants are physically integrated, but logically separated.
People Platform Service	The People Platform is a set of cloud Services with different task focuses that run independent of each other.
Record	A data record stored within a Customer's database (for example a line in a timesheet).
Sendgrid Services	A Third Party Service provider that Unit4 by default uses to send emails from ERPx system. Sendgrid Services can be replaced by the Customer's SMTP configuration, on demand.
Task focused Applications (aka Task Focused Apps)	Applications delivered as Feature Services focused on accomplishing one or a set of concrete tasks.
Tenants	Customer logically separated spaces designed to fulfil Customer business needs via the ERPx capabilities.
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)
ERP	Enterprise Resource Planning
FTE	Full Time Equivalent
HTTPS	Hypertext Transfer Protocol Secure
IDP	Identity Provider
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PE	Production Environment

SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
TDE	Transparent Data Encryption
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
WIP	Work In Progress