# Unit4 Industry Mesh

## Service Description

Version 1.0

March 2023

# CONTENT

# 1. Introduction

Unit4 Industry Mesh (**Industry Mesh**) is an Integration as a Service built on the Unit4 Integration platform: Unit4 Extension Kit (further described below) (**Extension Kit**). It contains turnkey Flows to commonly used third party applications and data sources (that do not form part of the Unit4 Services) within the ecosystem of the Unit4 supported industries (**Third Party Applications**). It provides User automation, data synchronization and process automation with Third Party Applications and data sources. Industry Mesh consists of several Flows that are deployed in Extension Kit and are enabled upon request. It is available for ERPx Customers.

Extension Kit is a cloud based; Multi-Tenant solution operated by Unit4 that provides a toolkit allowing Users to extend the capabilities of Unit4 SaaS. Extension Kit gives Customers the opportunity to build or consume Flows. More information about Extension Kit can be found in the Service Description for Unit4 People Platform Services at www.unit4.com/service-descriptions.

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

Unit4 Industry Mesh comes with 2 packages[1]:

| Package | Content | Pricing |
|---|---|---|
| Industry Mesh Core Package | Flows that are delivered as standard with ERPx | Included in ERPx Charges |
| Industry Mesh Plus package | Industry agnostic and Industry specific Flows | Additional Charges apply |

In summary, Unit4 provides the following:

- Prebuilt Flows to support several use cases within the Unit4 supported industries ecosystem using Extension Kit
- Enablement of Flows depending on the Third-Party Applications used within the ecosystem
- Access for Users to the Extension Kit portal for monitoring, enablement, and disablement of Flows
- Fully scalable solution, in a high availability environment through Extension Kit
- Users are provided with error notifications within Flows via email notifications when data could not be synchronized correctly due to validation errors
- Publication of Updates on released Flows and addition of new Flows
- Unit4 Community (Community4U) to engage with Unit4 directly as the forum for support, feedback, and peer-to-peer discussions

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[1] Detailed package breakdowns are made available on Community4U in the Industry Mesh Product Guide.

The Service Description describes the Service characteristics of the Industry Mesh.

# 2.   Data centers & data residency

Industry Mesh is built upon Extension Kit leveraging the Microsoft Azure infrastructure and platform Services. 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 geo-political zone is at the discretion of Unit4 and can change from time to time. For details of the geo-political zones and the associated data center locations please see section 2 (Data centers & data residency) of the Service Description for Unit4 People Platform Services at www.unit4.com/service-descriptions.

# 3.   Service model

All Industry Mesh packages will be consumed as a Multi-Tenant Service.

| Category | Component | Included/Not included |
|---|---|---|
| SOLUTION | All patching, Updates, and enhancements of the standard solution (technical) | Included, Updates are made available for installation by Customers in the Flow Catalogue |
| | Bug fixes, errors and breaking changes of the standard solution | Included, automatically overwritten, and deployed in the Customer Tenant(s) |
| | Availability guarantee | Included, as per Extension Kit |
| | Response time guarantee | Included, as per Extension Kit |
| | Updates will commence | Included, Updates are made available for installation by Customers in the Flow Catalogue |
| | Error notification for validation and connection errors within the Flows | Included |
| | Disaster recovery | Included, as per Extension Kit |
| | Data content and data accuracy monitoring | Not included |

# 4. Instances and environments

Customers can connect the Unit4 Industry Mesh to their ERPx Non-Production Environment and Production Environment. The environments provided are described in the Service Description for People Platform Services at www.unit4.com/service-descriptions. It is strongly recommended not to use the ERPx Production Environment for testing purposes.

Customer is responsible for obtaining any entitlements to Third Party Application Non-Production Environments (e.g. Salesforce, PowerBI). External third-party data sources used in Flows are automatically connected to both the non-production and production environment (e.g., US Government watch list checking)

# 5. Reporting and monitoring

## 5.1 Reporting on Service Performance

Industry Mesh leverages Extension Kit and so the same reporting detailed in section 5.1 (Reporting on Service Performance) in the Service Description for People Platform Services at www.unit4.com/service-descriptions applies equally to Industry Mesh.

## 5.2 Monitoring and error logging

Industry Mesh Flows become available in the Extension Kit portal, a user interface that shows all Flows running on a Tenant. Each flow is highlighted as running successful or unsuccessful, showing the User where follow-up is required.

Unit4 provides reactive (rather than proactive) maintenance of Flows for Industry Mesh. This means Customers must log any errors they identify with Unit4 by raising a support case in Community4U. Unit4 will only become aware of an error if it receives a notification from a Customer. Once notified, Unit4 will evaluate the Flow to determine if bug fixes or amendments for breaking changes need to be deployed and will do so in accordance with section 6 (Releases and Updates) below.

A Flow may also be unsuccessful or produce a message due to missing data, the data not meeting the Flow's pre-configured expectations or missing proper access. Each Flow contains built-in error logging which are shared with the User via email if they occur. They will highlight where the error occurred. Users can resolve the validation error themselves and the Flow can be re-run and be successful after that.

For Flows that are based on a scheduled event, the data is resent when the next instance of the schedule takes place. For Flows triggered by a message from ERPx via the Message Hub the data needs to be saved in ERPx to trigger a new Flow.

# 6. Releases and Updates

There is no concept of a Release for Unit4 Industry Mesh. All changes to Unit4 Industry Mesh are considered an Update of the Service and are continuously made available to Customers for installation by Customers in the Flow Catalogue.

Unit4 Industry Mesh Updates are deployed in a transparent manner and result in no downtime. They are made available by Unit4 to Customers in the Extension Kit Flow Catalogue to be manually installed by Customers into their Tenant(s). As such, Unit4 Industry Mesh Updates can be deployed outside of Planned Maintenance windows. Flows that have bug fixes or amendments for breaking changes are automatically overwritten and deployed in the Customer Tenant(s) without disruption and with preservation of Flow Parameters.

Updates for Industry Mesh contain:

| Type of update | Type |
|---|---|
| New Flows built and released as part of the continuous release process and Industry Mesh roadmap | Made available |
| Enhanced Flows due to change in Unit4 ERPx back end, API content, change in regulations, technology, security, or bug fixes | Made available |
| Enhanced Flows due to change in Third Party Application front end or API content, change in technology, security, or bug fixes | Made available |
| Enhanced Flows due to breaking changes or critical bug fixes | Flow is overwritten in Customer Tenant(s) after notification of the Customer via email |

In rare cases when downtime is necessary, the Update will be performed during a Planned Maintenance window that is applicable for Extension Kit. Please see the Service Description for People Platform Services at www.unit4.com/service-descriptions for further information.

Details regarding changes contained in an Industry Mesh Update can be found on Community4U as soon as the Update has been deployed. Customers are informed through a regular blog post and with release notes posted on Community4U.

# 7.  Planned and Unplanned maintenance

Industry Mesh is subject to Planned and Unplanned maintenance for Extension Kit as is described in section 7 (Planned and unplanned maintenance) in the Service Description for People Platform Services at www.unit4.com/service-descriptions.

# 8. Customer permissions and responsibilities

## 8.1 Updates

Updates may result in additional ERP 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 separate chargeable activities.

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

| Task | Included | Customer Responsibility |
|---|:---:|:---:|
| **Flow Catalogue updates** | | |
| • Publish content of Updates to the service | ✓ | |
| • Business analysis and discovery | | ✓ |
| • Creating test plans | | ✓ |
| **Updates in Non-Production Environments** | | |
| • Request Updates to Non-Production Environments | | ✓ |
| • Apply Updates to Non-Production Environments | ✓ | |
| • Apply adjustments to ERPx configuration if required for the flows to work successfully | | ✓ |
| • Testing of all enabled Integrations Flows | | ✓ |
| **Updates deployment in Production Environment** | | |
| • Request Updates to Production Environment | | ✓ |
| • Apply Updates to Non-Production Environments | ✓ | |
| • Apply adjustments to ERP configuration if required for the Flows to work successfully | | ✓ |
| • Enablement of new Flows | | ✓ |

## 8.2    Third party software licenses

For Flows to Third Party Applications, Customers are responsible for and must ensure they are appropriately licensed to use the external third-party application. Unit4 do not provide these licenses.

## 8.3    Availability of 3rd party applications

Unit4 is not responsible for the availability of Third-Party Applications and APIs. In case of Flow disruption caused by this, the Customer must report the disruption to the relevant Third-Party Applications requesting their support. Unit4 will use reasonable efforts to fix Flows caused by breaking changes created by providers of Third-Party Applications.

## 8.4    Technical and functional responsibilities

Section 8 (Customer responsibilities) of the Service Description for People Platform Services available at www.unit4.com/service-descriptions applies equally to Industry Mesh.

# 9.    Data Security

Section 9 (Data Security) of the Service Description for People Platform Services available at www.unit4.com/service-descriptions applies equally to Industry Mesh.

# 10. Technical operations

Industry Mesh can be accessed via the Extension Kit portal. Extension Kit authentication applies as described in section 8 (Customer responsibilities) and section Schedule 1 (Unit4 Identity Services) in the Service Description for People Platform Services at www.unit4.com/service-descriptions.

# 11. Data considerations

## 12.1 Transfers of Customer Data to 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 Unit4 ERPx.

# 12. Limits and regulations on usage

Limits applied on either ERPx, Extension Kit and/or Flow level (e.g. API transaction limits) are described in the Flow Documentation available per Flow on Community4U.

Clause 9 (Fair Usage) of the Service Terms - SaaS available at https://www.unit4.com/terms-and-conditions applies to Industry Mesh.

# Schedule 1 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 Service Terms (available at www.unit4.com/terms-and-conditions).

## Glossary

| Term | Definition |
|---|---|
| *Community4U* | Unit4 Customer portal for logging of support cases, retrieving software documentation and discussion with peers |
| *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. |
| *Flow* | Automated workflow that connects applications and Services together. Each Extension Flow consists of a trigger and one or more actions. It contains validations and error logging for the Flow to run successfully. |
| *Flow Catalogue* | Multi-tenant repository with Customer entitled Extension Kit flows ready for installation in the Extension Kit tenant(s) of the Customer |
| *Flow Parameters* | Variables used within Flows to define Customer specific values (e.g. ERPX and 3rd party token and credentials) |
| *Flow Technical Documentation* | Technical specification of individual Flow with Flow diagram, prerequisites and assumptions for ERPx and third-party configuration |
| *Industry Mesh* | Service built on the Unit4 Integration platform: Extension Kit as part of ERPx. Contains turnkey Flows to Third Party Applications. |
| *Instance* | Physical Service infrastructure and software running on it, deployed in a specific region. |
| *Message Hub* | Message Hub enables a collection of independent, loosely coupled services to communicate by exchanging messages from ERPx to Extension Kit |

| Term | Definition |
| --- | --- |
| *Multi-Tenant* | Architectural design of Unit4 ERPx solution, housing multiple Tenants, where Tenants are physically integrated, but logically separated. |
| *People Platform Service* | As described in the Service Description for People Platform Services at www.unit4.com/service-descriptions |
| *Tenants* | Customer logically separated spaces designed to fulfil Customer business needs via the ERP capabilities. |
| *Third Party Applications* | Commonly used third-party applications and data sources (that do not form part of the Unit4 Services) within the ecosystem of the Unit4 supported industries. |

## Technical Acronyms

| Acronym | Full Name |
| --- | --- |
| *ERP* | Enterprise Resource Planning |
| *NPE* | Non-Production Environment |
| *PE* | Production Environment |
| *SLA* | Service Level Agreement |