UNIT4
In business for people

Unit4 People Platform

Service Description

Version 1.0

December 2020

CONTENT

1. Introduction

All Unit4 Solutions and Services are built on a common platform: the People Platform. The People Platform has a micro service based architecture where different task focussed Services run independent of each other. These Services are multitenant, shared services that integrate with different Microsoft Azure PaaS Services.

Currently there are 4 People Platform Services that can be consumed:

1. Identity Services
2. Digital Assistant Wanda
3. Extension Kit
4. Integration Kit

The Service Description describes the Service characteristic of these Services.

2. Data centers & data residency

Unit4 People Platform Services uses 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 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

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

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
Norway	Microsoft Azure	Stavanger and Oslo (DR TBD)	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
APAC	Asia – Azure	All
Australia/New Zealand	Australia - Azure	All
Canada	Canada – Azure	All
EU	EU – Azure	All
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

Primary	Secondary	Tertiary
Geopolitical zone Norway	Geopolitical zone Norway	TBD

3. Service model

All People Platform Services are delivered as Software as a Service (SaaS) and will be consumed as different Services that are full multi tenant. For Unit4 SaaS customers, the People Platform Services inherits the same SLA as is applicable to the customer's existing business solution (e.g. Unit4 ERP, Unit4 Student Management, Unit4 FP&A, Unit4 Financials, etc.).

For non-Unit4 SaaS, the Unit4 SaaS SLA is applicable to People Platform Services.

Category	Component	SaaS
SERVICE	All patching, updates of the standard solution (technical)	Included and automatic
	Releases and Updates will commence	Automatically
	Availability guarantee	Yes
	Response time guarantee	Yes
	IaaS + PaaS	Microsoft Azure
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes

4. Environments

There are two shared instances of People Platform Services in each geopolitical zone, production and preview.

The production instance of U4IDS is configured as the federated authentication gateway for a customer's production environment and the preview instance of U4IDS is configured as the federated authentication gateway for all the customer's non-production environments.

The Digital Assistant Service, Extension Kit and Integration Kit cannot be connected to two environments at the same time, a Customer needs to raise a service request with Unit4 every time a new environment is to be connected to one of these Services whereas a customer's Product environment will be connected to People Platform Production environment and each customers non-production environment will be connected to the single People Platform Non-Production environment on request.

5. Reporting and monitoring

5.1 Reporting on Service Performance

Unit4 provides operational information regarding the Unit4 Global Cloud Services on the Unit4 Customer Portal. 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 two leading metrics: service availability and response time.

Utilization of latest Microsoft technology like Azure Monitor, Application Insights together with internal Unit4 alerting system provide 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.

During weekends on-call engineers are delegated to resolve reported issues with priority. To buildup transparency based on data collected from data centers reports for availability and response time are generated and make available through Community4U Portal to end Customers.

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6. Releases and updates

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. Please note there is no concept of an Update or Hotfix to Unit4 People Platform services. All changes to a Unit4 People Platform service are considered a release of the service and will be applied automatically and continuously.

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 in Community4U as soon as the release has been deployed.

7. Planned and unplanned maintenance

7.1 Planned Maintenance

The Planned Maintenance window is scheduled for 6 hours and will commence during the weekend starting in

EU / UK : Saturday 4 PM to Saturday 10 PM UTC
NA : Sunday 4 AM to Sunday 10 AM UTC

Once per quarter the Planned Maintenance Window dedicated to Release deployment will be extended to 12 hours (instead of 6 hours).

EU / UK : Saturday 4 PM to Sunday 4 AM UTC
NA : Saturday 11 PM to Sunday 11 AM UTC

The Production Service 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 at least 6 months in advance.

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.

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 Global Cloud Service. 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 responsibilities

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

9 Data Security

Data in transit

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

Customer Data at rest

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.

Allowlisting

The People Platform Services use dynamic IP addresses; therefore IP Allowlisting is not supported.

Internet endpoint access

People Platform Services are Software as a Service and therefor require customers making their endpoints available from outside when running on premises versions of Unit4 ERP or Unit4 Financials.

SCHEDULE 1: Unit4 Identity Services

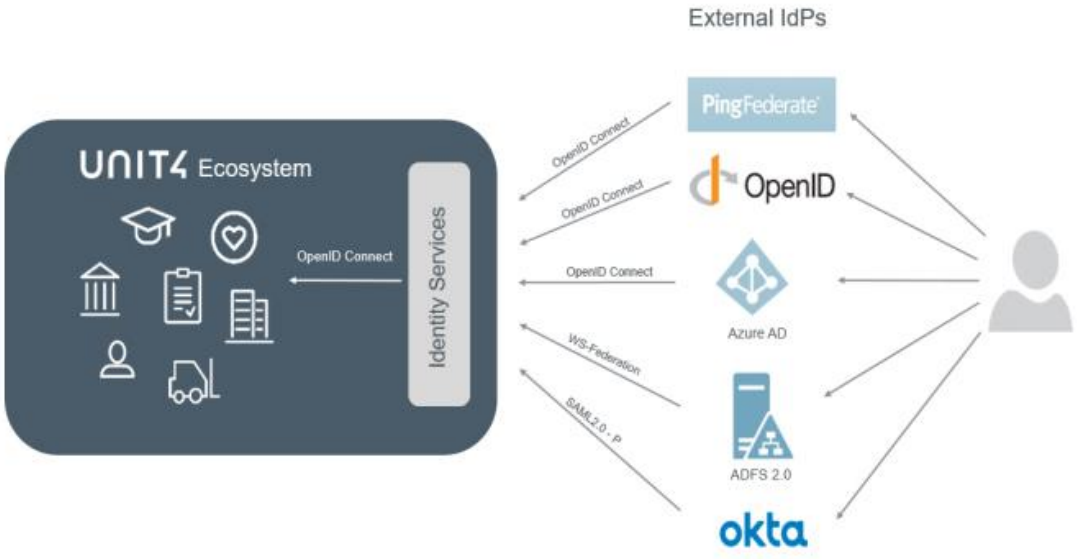
1.1 General description

Unit4 Identity Services ("**U4IDS**") 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. U4IDS integrates with the organisation's identity solution using industry standard protocols and is shared across Unit4 applications acting as a gateway for external authentication.

In its role as a federated authentication gateway U4IDS does not perform authentication itself, it connects a tenant's users with the tenant's trusted Identity Provider (IdP). It is the IdP where authentication is performed. As such, details involved with authentication such as, for example,multi-factor, location and time-based restrictions are implemented by the tenant's IdP. Commonly used IdPs are: ADFS/AD, Azure Active Directory, OKTA and PingOne.

U4IDS does not store information about users nor does it store any users' credentials. U4IDS only stores information regarding the tenant's IdP that is necessary to enable a secure authentication process.

The following shows a high-level overview of U4IDS and its relationship in a federated authentication architecture.



1.2 Protocol support

U4IDS supports the following federated authentication protocols:

- OpenID Connect
- SAML-P
- WS-Federation

U4IDS supports protocols rather than directly supporting specific identity providers (IdPs). Common IdPs make use of one of more of the standard protocols supported by U4IDS.

Each tenant can choose one and only one protocol that is used for communications between U4IDS and their one IdP.

1.3 Customization

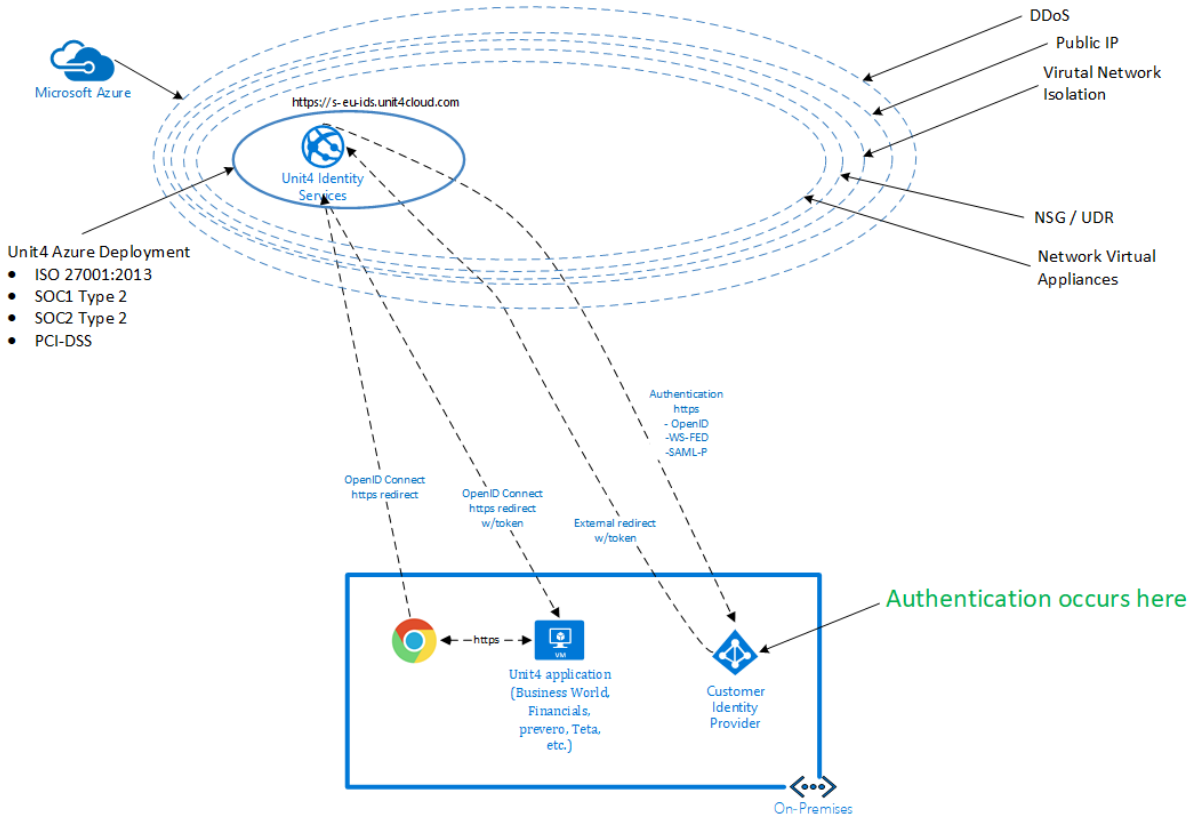
There are no opportunities to customise U4IDS. U4IDS is configurable in the following areas:

- Claim used to map to a standardized Unit4ID used by Unit4 applications to enable single-sign on across Unit4 applications
- Access token lifetime

1.4 Additional customer responsibilities

Customers are responsible for configuration of their IdP and to provide specific information (required or requested) to Unit4 Cloud Operations that allows for configuration of U4IDS. Assistance with configuration of the Customer's IdP, or investigating issues with the customer's IdP configuration, is available via Unit4 Professional Services as a chargeable activity.

1.5 Hybrid Deployment Architecture



SCHEDULE 2: Unit4 Digital Assistant

2.1 General description

Unit4 Wanda 'the Digital Assistant' service ("**Wanda**") is a true enterprise digital assistant, helping users take care of their administrative tasks in an intuitive way using a conversational dialog. Wanda can also notify users of important tasks and activities. Wanda has a skillset based on the Unit4 business solution it is connected to. The specifics skills available in Wanda described in the service description for the Unit4 business solution that Wanda is connected to.

Wanda works with the following chat applications:

- Microsoft Teams
- Skype
- Slack

As these are 3rd party applications, they each have their own terms & conditions for usage and data privacy which are outside of Unit4's control. Unit4 is not responsible or involved in the procurement, configuration, usage or support of these 3rd party solutions.

2.2 Data residency

Wanda is available as a cloud-based service operated by Unit4's Global Cloud operations team. Wanda consists of a combination of **global** and geopolitical zone isolated supporting services. Given the global nature of Wanda, data is likely to be transferred outside of the customer's selected geopolitical zone. I.e. there is no guarantee that data (conversational dialog) with Wanda will be solely stored and processed within the customer's selected geopolitical zone.

2.3 Skills of the Digital Assistant

Depending on the Unit4 solution Wanda is connected to one or more skills (effectively bots) provide assistance with various administrative tasks specific to that business solution. Please see the service description of the respective Unit4 business solution connected to Wanda for details of the skills available.

2.4 Additional customer responsibilities

Customers are responsible for the configuration of the Unit4 business solution (e.g. Unit4 ERP). The steps required for configuration in the business solution that Wanda connects to are available in the online implementation guide: https://wanda-implementation-guide.u4pp.com. Assistance with this configuration is available from Unit4 Professional Services.

2.5 Preconditions

- Wanda requires Unit4 Identity Services (IDS) to be configured.
- Depending on the type of skills that are used, Wanda may require several web services in the application to be publicly available in order to communicate with the business solution to perform tasks requested by the user.

- To make use of Wanda the Unit4 business solution it connects to needs to be on a current supported version. Please check the service description of your Unit4 business solution (e.g. U4ERP) for version dependencies.

2.6 Specific Terms and conditions

When talking to Wanda for the first-time, customers and their end users must agree to the overall Wanda Digital Assistant Terms & Conditions. The Wanda ecosystem makes use of several Microsoft Azure services such as Microsoft Language Understanding Service and Microsoft Bot Connector. The use of these Azure services is governed by the terms and conditions of the agreement under which Unit4 obtained the services: https://azure.microsoft.com/en-us/support/legal/. Your interactions with Wanda are also subject to the social media chat application's applicable terms of use, privacy and data collection policies. How your personal information and other conversational content is transmitted, stored and processed by your social media service such as Microsoft Teams, Skype or Slack is outside Unit4's control.

2.7 Data flow and micro services in use

Unit4 Wanda is integrated with different non-Unit4 services:

- Microsoft Azure Platform Services
  - Microsoft Bot Framework
  - Microsoft Language Understanding Intelligent Service (LUIS)
  - Microsoft QnA Service
  - Microsoft Teams
- Google
  - GeoCode Service
- Slack

A conversation starts with a user sending a chat message from their chosen 3rd party chat application (Skype, Teams, etc.) to Wanda. The message is sent from the chat application the user is using to the Microsoft Bot Framework. Depending on the chat application Microsoft stores some logistical information about the conversation and forwards the message to Wanda.

All messages and Wanda's responses are stored anonymously inside the Wanda ecosystem to improve Wanda's "intelligence" (identify usage patterns, etc). This data cannot be accessed by any user. Even though stored anonymously chat messages sent to Wanda can include personal data. That's why when connecting to Wanda the first time consent of the user is asked. Provided data is solely used for the purpose of delivering Wanda, where users can always ask Unit4 Wanda to erase their personal data.

To determine the intention of the user, only the actual text of the message (no other information) will be sent to Microsoft's Language Understanding Intelligent Service (LUIS). LUIS services store all user utterances anonymously to continuously improve the intent recognition of the service. According to the intent returned by LUIS, Wanda assistant service forwards the users message to the chatbot/skill that can handle that intent.

Users have to log into their Unit4 business account to do anything useful with Wanda. After that every message is internally tagged with the users Unit4Id and TenantId. If a chatbot requires authentication the user will be asked for the company he works for. The user's response will be matched against the list of tenants that are registered in Wanda. The user is

then directed to the regional Unit4 Identity Service its tenant is associated with, to log into its business account (e.g. U4ERP account). Afterwards Wanda connects that Unit4 business account to the users currently used chat application. Users can connect multiple chat application accounts to their Unit4 business account.

Wanda offers different chatbots with different skills. Dependent on the chatbot (skill) used, that chatbot might utilize additional services to better understand what the user is talking about (GeoCode for geo graphical positioning) or to find answers to the user's request (QnA service for the questions and corresponding answers). Googles GeoCode service is used to identify locations/destinations in the user's utterance. Only the part of the user's message that is suspected to be a location (city names etc.) will be send to Google anonymously. The Microsoft QnA service is used to answer the user's questions about Wanda and general help, but also to provide information about the tenants company policies (if this is set up by the company).

SCHEDULE 3: Unit4 Extension Kit

3.1 General description

Unit4 Extension Kit (U4EK) is a cloud based, multitenant solution operated by Unit4 that provides a toolkit allowing users to extend the capabilities of Unit4 products. Unit4 Extension Kit gives Customers the opportunity to build or consume Extension Flows.

3.2 Preconditions

- Unit4 Extension Kit requires Unit4 Identity Services (IDS) to be configured.
- Depending on the use case that Unit4 Extension Kit solves, it may require some web services in the application to be publicly available to communicate with the business solution to perform certain tasks.
- To make use of Unit4 Extension Kit the Unit4 business solution it connects to needs to be on a current supported version. Please check the service description of your Unit4 business solution (e.g. Unit4 ERP) for version dependencies.

3.3 Restrictions

Unit4 Extension Kit only provides value when connected to any of the Unit4 products. The ability of Unit4 Extension Kit to automate processes and resolve use cases is determined by the events that the Unit4 application publishes and the endpoints made available.

A list of the Enterprise documents (Objects) published as an event by the Unit4 products can be found in the documentation portal.

Please read the product documentation of the respective Unit4 business solution connected to Unit4 Extension Kit for details about the endpoints available.

3.4 Customer responsibilities

Customers are responsible for creating, documenting, testing, maintaining, updating and managing the Extension flow that was created in using Unit4 Extension Kit unless otherwise agreed especially after new Releases / Updates are made available.

3.5 Non Unit4 Services used

Unit4 Extension Kit uses the following non-Unit4 services:

- Twilio - SendGrid Email Service

When a user first log in Extension Kit portal is asked for consent of usage of the Service. When and what data is sent to where is defined by the Flow, which is created by the user. So it is responsibility of the user where the data is being sent and the content of the data, which might contain personal identifiable information. Unit4 Extension Kit will store historical information about each Flow run. This historical information is accessible by the users that has access to the portal (this user access to the portal must be granted by another existing user with Owner access rights). In this historical information, some parts are obfuscated so are not visible in the history. These parts are defined by the Actions definitions and cannot be chosen by the user.

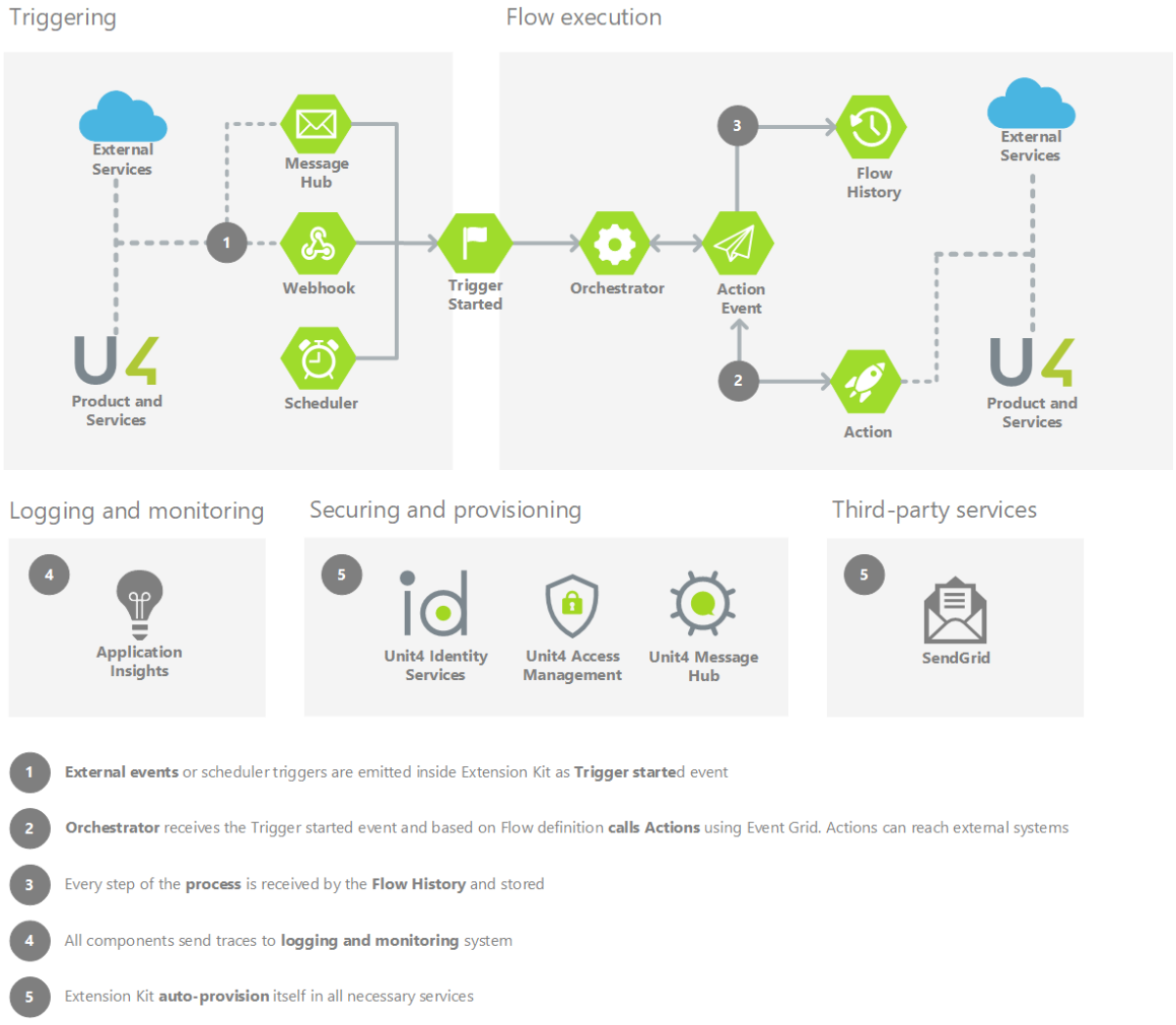
Extension Kit does not store any other user information or usage statistics.

3.6 Dataflow and microservices in use

Unit4 Extension Kit is integrated with different non-Unit4 services:

- Microsoft Azure Platform Services
  - Storage Account
  - Event Grid
  - Azure Functions
  - Azure App Service
  - API Management
  - Microsoft CosmosDB
  - Key Vault
  - Application Insights

- Sendgrid
  - Mail



3.7 Limits and regulators on usage

Unit4 Extension Kit supports the creation of Flows. These Flows can be very simple or very complex based of the kind of information that gets processed and the amount and sort of actions used.

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.

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

SCHEDULE 4: Unit4 Integration Kit

4.1 General description

Unit4 Integration Kit (U4IK) is a cloud based, multitenant solution operated by Unit4 that provides a toolkit allowing users to integrate Unit4 products with 3rd parties. Unit4 Integration Kit gives Customers the opportunity to build or consume Integration Flows.

4.2 Preconditions

- Unit4 Integration Kit requires Unit4 Identity Services (IDS) to be configured.
- Depending on the use case that Unit4 Integration Kit solves, it may require some web services in the application to be publicly available to communicate with the business solution to perform certain tasks.
- To make use of Unit4 Integration Kit the Unit4 business solution it connects to needs to be on a current supported version. Please check the service description of your Unit4 business solution (e.g. Unit4 ERP) for version dependencies.

4.3 Restrictions

Unit4 Integration Kit only provides value when connected to any of the Unit4 products. The ability of Unit4 Integration Kit to create integration flows might be influenced by the events that the Unit4 application publishes and the endpoints made available.

A list of the Enterprise documents (Objects) published as an event by the Unit4 products can be found in the documentation portal.

Please read the product documentation of the respective Unit4 business solution connected to Unit4 Integration Kit for details about the endpoints available.

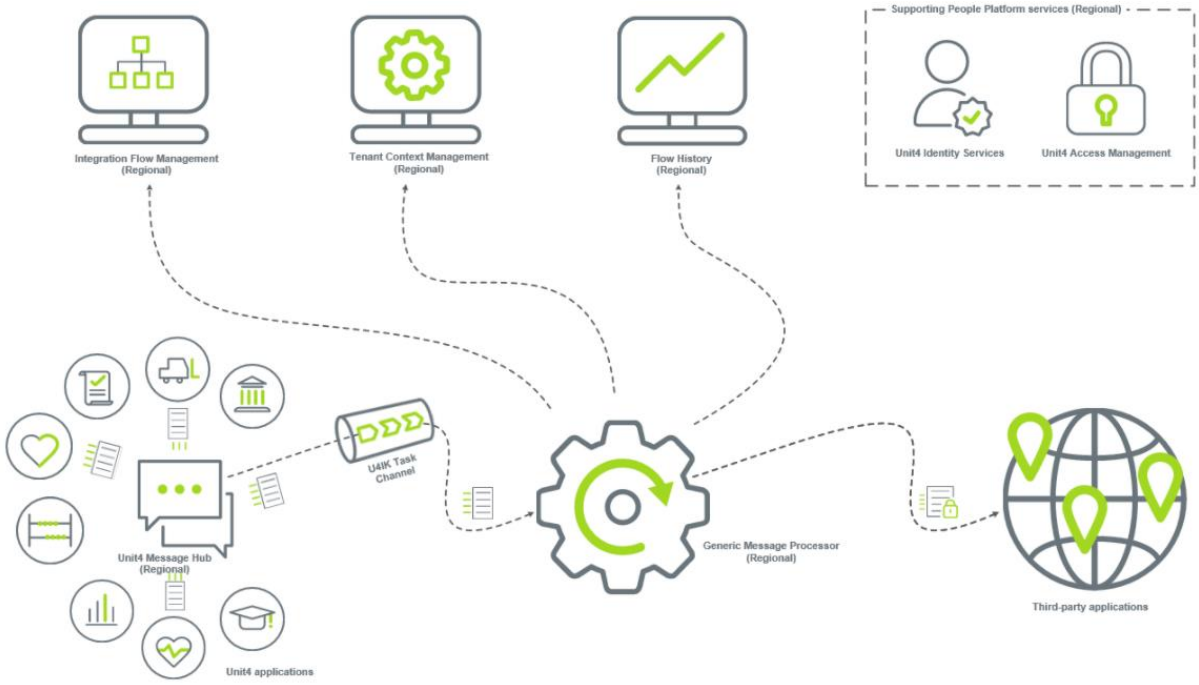
4.4 Customer responsibilities

Customers are responsible for creating, documenting, testing, maintaining, updating and managing the Integration Kit flow that was created in using Unit4 Integration Kit unless otherwise agreed especially after new Releases / Updates are made available.

4.5 Dataflow and microservices in use

Unit4 Integration Kit uses the following Microsoft Azure services:

- Application Gateway
- API Management service
- Load Balancer
- Kubernetes service including:
    - Virtual Machines
    - Disks
    - Network Security Groups
    - Availability Sets
    - Virtual Networks
    - Network Interfaces
- Public IP address
- Cosmos DB accounts
- Storage accounts
- Key vault
- Log Analytics
- OMS Container(Insights) solution
- Service Bus
- Event Hub
- Twilio - Sendgrid



- **Step 1**: Generic Message Processor (GMP) instances in “idle” state can consume new incoming messages. GMP instance determines the Integration Flow to process and gets it from the Integration Flow Management service (IFM)
- **Step 2**: GMP instance determines tenant ID and gets the tenant’s context for that Integration Flow from Tenant Context Management service (TCM) and Tenant Secret Management service (TSM)
- **Step 3**: Message will be processed conform Integration Flow with corresponding tenant context
- **Step 4**: During processing of message by GMP, every step of the Integration Flow is logged via Flow History service (FHR)

4.6 Limits and regulators on usage

Unit4 Integration Kit supports the creation of Integration Flows. These Flows can be very simple or very complex based of the kind of information that gets processed and the modification of data that are performed.

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.

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