

Unit4 Prosoft SaaS v9

Unit4 Cloud Service Description

VERSION 2025Q4

February 2026



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1. Introduction

Unit4 Prosoft SaaS v9 is a suite of HR software solutions consists of administrator and employee self-service modules. Administrator modules allow HR to manage the configuration of HR policies and workflows directly. Employee self-service modules facilitate management of HR transactions such as, payroll management, leave applications, claim applications, attendance verification, appraisal exercises, self-update of personal particulars.

The purpose of this Unit4 Prosoft SaaS Service Description is to describe the Services provided to Customers of the Unit4 Prosoft SaaS solution. Unit4 provides a complete technically managed solution for Unit4 Prosoft SaaS v9 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.

This model leverages Microsoft Azure's scale and experience of running highly secure and compliant cloud Services around the globe. Microsoft Azure's infrastructure is second to none in terms of physical and electronic security, and it adheres to industry standards such as ISO 27001, SOC 1 & 2, and many more.

In summary, Unit4 provides the following:

- Access to Web Client and Mobile application
- User access to Unit4 Prosoft SaaS over secure internet connections (HTTPS)
- Fully scalable infrastructure, in a high availability environment with redundancy in critical aspects such as power, hardware, network communications
- Continuous monitoring, covering servers, Services and applications, feeding alerts and continuous improvement
- Application of infrastructure updates, patches and hot fixes
- Unit4 software and supporting software Releases
- Production Environment and Non-Production Environments with a separate database for Customers' data
- Disaster recovery in a physically separate secondary site
- Service Level Agreement based on Service Availability
- Unit4 Community (Community4U) to engage with Unit4 directly

- Formal policies in place for: information security, data processing, disaster recovery, business continuity and acceptable / fair use.

2. Data centres & data residency

Unit4 Prosoft SaaS is delivered using the Microsoft Azure infrastructure and Platform Services. These Services are delivered from Singapore geopolitical zone, using a primary and a secondary location to meet SLAs and disaster recovery needs.

Geopolitical zone	Provider	Data location (Countries/City's/Regions)	Time zone
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT

3. Service model

Unit4 Prosoft SaaS is delivered in a shared model.¹

Unit4 Prosoft SaaS Service main characteristics are shown in the table below:

Category	Component	Characteristics
SOLUTION	Release elasticity: Ability to defer a Release for 6 months (maximum)	No
	All patching, updates of the standard solution (technical)	Included and automatic

¹ Unit4 SaaS Dedicated model (where resources such as web server, SQL server and business server are dedicated to one Customer) can be delivered for special cases.

Category	Component	Characteristics
INFRASTRUCTURE	Environments included	1 Production + 1 Non-Production Environment ²
	Document storage	10GB ³
	Transactional storage (e.g., database)	15GB + 20MB per each purchased FTE ⁴
	Availability guarantee	Yes
	Data centres	Microsoft Azure
SERVICES	Releases will commence	Automatically
	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Backup & Service Restore	Yes
	Disaster recovery	Yes
	Monitoring program of infrastructure and application	Yes

² Additional Non-Production Environment can be requested at an extra charge.

³ Additional documents storage can be requested at an extra charge.

⁴ Additional transactional storage can be requested at an extra charge.

Category	Component	Characteristics
COMPLIANCE	Compliance certificates and assurance documents	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017

4. Environments

Two (2) environments are provided, including:

- One Production Environment (PE) called alternatively “live” environment, being the environment that the Customer uses to run the day to day (live) operation; and
- One Non-Production Environments (NPEs) :
 - Preview – a Customer's Preview environment always contains the latest updates for the Unit4 Product in use by the Customer

Additional Non-Production Environments can be provided at an extra charge.

Unit4 assigns to every Customer a unique 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. The Customer ID codes are created at Unit4 discretion during the early stage of the implementation and are not subject to change.

Platform Services

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

4.1 Production Environments

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

4.2 Non-Production Environments characteristics

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

Users accessing an NPE

NPEs are configured to handle a 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 will be erased and replaced with a fresh copy from PE.

Update of an NPE to a new Update

The Preview 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.

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 a NPE. Please note there is no Customer specific restore option for Unit4 Platform Services.

4.3 Database refresh

Definition of Database Refresh Between Environments

A refresh between environments (e.g., from NPE to PE) is a full copy of Customer database between the environments. Refresh of the data stored outside of the database has to be explicitly specified in the Service Request.

There is no database refresh option for Unit4 Platform Services.

Point in time used

The database refresh is from a point in time prior to the current Business Day. The specific point in time is selected by Unit4.

Frequency of database refresh

One refresh per environment per month is included. Additional refreshes would be subject to extra charges.

Different environment Release versions

Database refresh is possible when:

- Both environments are on the same Release version
- Target environment is on a higher Release version.

How to request a refresh?

Customers can use self-service to proceed with refresh.

Refresh of the data stored outside of the database has to be requested via the Service Request.

5. Monitoring Program

5.1 Reporting on Service Performance

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

- Scheduled maintenance (times, dates per region). This is available as in-system announcements in the Service and any changes are further communicated in Unit4 Community4U;
- Release information and deployment schedules (For [Release schedules see Community4U](#)); and
- Incidents overview. (For [notifications see Community4U](#)).

5.2 Monitoring program

A continuous 24 x 7 monitoring and resolution program is in place to detect and resolve incidents to meet the Unit4 Service Availability.

6. Releases

Unit4 Prosoft SaaS Customers are deployed on the most recent Release (sometimes referred to as version) of the Prosoft HRMS software solution.

Unit4 provides a regular Release to Prosoft HRMS every quarter which is automatically applied to the Customer's environments during the Planned Maintenance window.

Release

A Release for Unit4 Prosoft SaaS is defined as implementing the latest Release of the Unit4 Prosoft SaaS Product. The latest Release includes Unit4 approved Localisations, local products and (where permitted) Customisations. Hot Fixes and security updates are not carried out by way of a Release and are applied automatically by Unit4. Unit4 will use reasonable endeavours to ensure that Releases will be carried out during the Planned Maintenance window. If additional Releases out of Maintenance Windows are required, then it would be communicated in advance via Community4U.

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

Please note there is no concept of an update to Unit4 Platform Service. All changes to Unit4 Platform Service are considered a Release of the Service.

Release Services

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

Release Task	Included	Customer Responsibility
Installation		
<ul style="list-style-type: none">Establish Release test environment with Customer configuration	√	

Release Task	Included	Customer Responsibility
<ul style="list-style-type: none"> Install new Release software in Test and upgrade DB 	√	
<ul style="list-style-type: none"> Installation: conduct basic install testing 		√
Functional Configuration and Training		
<ul style="list-style-type: none"> Uplift of all components 		√
<ul style="list-style-type: none"> User training on difference between versions 		√
<ul style="list-style-type: none"> Implementation, configuration and training for new features 		√
Testing and Training		
<ul style="list-style-type: none"> Perform user acceptance testing 		√
<ul style="list-style-type: none"> Training support to assist with testing 		√
<ul style="list-style-type: none"> Reviews test scripts and testing outcome for issues resolution 		√
<ul style="list-style-type: none"> Go/No-go criteria and agreement on final cut-over 		√
Deployment		
<ul style="list-style-type: none"> Live Production Update 	√	
<ul style="list-style-type: none"> On-going Release related support and troubleshooting 		√

New Functionality and Modules

The software Release Services, defined as implementing the new version so that it performs, as similarly as possible in the new version with the same functions as previously implemented. As such, implementation of new functionality and new modules is not covered.

7 Planned and Unplanned maintenance

7.1 Planned Maintenance

Planned Maintenance windows are dedicated to applying to all the respective changes to the Service provided e.g., updates, hotfixes and Releases. During Planned Maintenance Production Service may be periodically unavailable. You can find more details on the schedule presented in the table below:

Standard Planned Maintenance windows (PMW) <i>Releases and Infrastructure</i>	
APAC	12 per year, 1 st or 2 nd and 3 rd or 4 th week of each month From: Sat 1PM to Sat 10PM UTC

Planned Maintenance windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance windows are communicated as in-system announcements in the Service. Any changes are further communicated in Unit4 Community4U.

By default, all Planned Maintenance windows are regular and take up to 9hrs, unless they are promoted to extended Planned Maintenance windows, these take up to 12hrs.

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 the 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 of the Customer environment. The frequency of the scans is limited, and scans can be performed after reaching an agreement with Unit4.
- 3) Conduct external vulnerability scanning and penetration test of Customer environments 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. Unit4 reserves the right to change the scope of the tests and scans requested, considering the protection of infrastructure and environments from unexpected consequences of actions resulting from the test or scan.

Any activities to prepare, coordinate, or manage the above by Unit4 are subject to additional charges.

8.2 Customer Responsibilities

Technical Environment Responsibilities:

- Supply, administration and maintenance of Customer-side client devices and local printers
- Customer-side networking infrastructure including its connectivity to the internet
- Security of Customer-side network and devices
- Ensuring sufficient bandwidth, including internet bandwidth.
- All Customer initiated activities around penetration testing, security checks, Customer owned monitoring are in the sole responsibilities 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.

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.

8.4 General functional and technical requirements and specifications

Customer must comply with the functional and technical requirements and specifications, shared by Unit4 and available on <https://www.unit4.com/service-descriptions> and Community4U, which may be updated in accordance with the Unit4 General Terms of Business.

9 Customisations

9.1 Customisations

Unit4 charges the Customers for any upgrades to Customisations that are outside the scope of Unit4's standard cloud Service offering. The maintenance, support, implementation and upgrade considerations for these components may be negotiated separately between the Customer and Unit4.

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 Charges.

10 Technical operations

10.1 Backup and Restore Services

Customers are given the option of a “forgiveness” restore, where a recent Production Service 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 no “forgiveness” restore option for Unit4 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

10.2 Integration

Integration defined as any component which shares data with an external system, are permitted in the Unit4 Prosoft SaaS according to the guidelines described below. Any method of interfacing not explicitly stated below is not permitted in Unit4 Prosoft SaaS.

Integration Type	Permitted in standard Unit4 Prosoft SaaS offering?
Import/Export of data using files uploaded/downloaded via application (excel and text files)	Yes, No extra charge

Integration Type	Permitted in standard Unit4 Prosoft SaaS offering?
Import/Export of data using files uploaded/downloaded via FTP (excel and text files)	Yes, Extra charges apply per FTP/hard disk space
Single Sign On authentication interface with Customer's active directory	Yes, No extra charge
Integration between Unit4's SaaS environment into the Customer Microsoft Exchange for Outlook Calendar	Yes, Extra charges apply per server configuration

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 Prosoft SaaS is highly variable Unit4 can provide only high-level bandwidth suggestions; Unit4 Prosoft SaaS (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.

* Rough guidance only based on simulation testing submitting leave and claims. 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 Prosoft SaaS attachment usage is not covered by this estimate; uploading or downloading large documents into the application will consume bandwidth and time as normally experienced with an internet-based document upload or download.

10.4 Solution Access

The end user experience for Unit4 Prosoft SaaS consists of:

- Unit4 Prosoft SaaS v9 (HTML web-client) for administrative users, accessed via a desktop web browser.
- Unit4 Prosoft SaaS v9 (HTML web-client) for employee self-service, accessed via a desktop web browser and mobile app. Mobile browser and browser access for mobile are not supported.
- Data Folders, accessed via SFTP⁵ to facilitate importing and exporting of data files.

10.5 Authentication

By default, authentication for Unit4 Prosoft SaaS v9 is carried out using application-based username and password authentication. Management of Users and passwords within the Prosoft application is the responsibility of the Customer.

Unit4 SaaS have capabilities for federated authentication to allow Customers' Users to use their organizational credentials (e.g., domain username and password) when logging in to a Unit4 application using a web browser (web access). 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.

In order to use federated authentication, there is an optional Service called Unit4 Identity Services or 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 IDS 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 of Unit4 IDS.

Preparing for the use of IDS requires an effort to gather technical information to connect IDS with the Customer's Identity Provider. The implementation of this Service requires the involvement of the Unit4 Success Services.

⁵ Requires additional charge.

10.6 Technical overview

Topic	Description
FTP⁶	
Protocol	SFTP protocol is used with AES256-SHA2 cipher
Credentials	<p>One set of credentials is provided per environment (e.g., 1 username/passwords for Production Environment, 1 username/password for each NPE).⁷</p> <p>Customers can create as many subfolders as they want under the custom folders, and there is no restriction about the naming of the subfolders⁸.</p>
Email	
Domain	<p>Unit4 includes basic e-mail functionality for sending messages to recipients with a from address in the unit4cloud.com domain as part of the Service. Due to anti-spam features used on the Internet, e-mail sent from addresses with a domain part other than unit4cloud.com is likely to be identified as SPAM by recipients and not delivered.</p> <p>In case the Customer requires more advanced features (e.g., bounce back emails or DKIM support for the Customer's domain), Unit4 Products can use Customer's own e-mail servers, if they are reachable on the Internet. The Customer is responsible for setting up the anti-spam features for their e-mail servers.</p>
Protocol	SMTP over TLS

⁶ Requires additional charge.

⁷ Extra credentials (FTP access) can be requested by the Customer and may result in an extra charge.

⁸ Segregating the data using separate SFTP credentials with a dedicated folder for enhanced access control eliminates the need for encryption. We use TLS with the SFTP to provide privacy of the data.

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 SHA265withRSA encryption and/or EC SHA256 with ECDSA

11 Data considerations

11.1 Data Security

Data in transit

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

Customer Data at rest

Data at rest is protected using transparent, whole database encryption.⁹ Please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

11.2 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 fair usage limits please see Fair Usage Policy at www.unit4.com/terms.

⁹ When selecting Unit4 SaaS Dedicated an extra charge will be applied to have whole database encryption.

11.3 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, Mobile Apps)
- Application reporting tools
- Application functionality to export to file
- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement
- SFTP access.

SCHEDULE A

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 relevant Service 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.
Archive Service	a Unit4 SaaS additional Service that provides the Customer with the ability to retrieve its historical data.
Customer ID code	a unique Customer identifier.
Localisation	a Unit4 Product developed for strategic territories and verticals that secures legal, statutory and market standard requirements in that territory or vertical.

Term	Definition
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.

Technical Acronyms

Acronym	Full Name
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g., web services)
ESS	Employee Self-Service
FTP	File Transfer Protocol
HTML	Hyper Text Markup Language
HTTPS	Hypertext Transfer Protocol Secure
IdP	Identity Provider
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PCI DSS	Payment Card Industry – Data Security Standard
PE	Production Environment
SAML	Security Assertion Markup Language
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)
WIP	Work In Progress
XML	Extensible Markup Language

Notable Changes from V 1.10

These are the updates from the previous version incorporated into the current 25.4 release.

1. General functional and technical requirements and specifications added to Chapter 8