

UNIT4

Service Terms Success4U – Professional Delivered with Partner



1. Overview

This is a subscription-based Success Service offering that provides Customers with enhanced access to Unit4 expertise, guidance, and support throughout their lifecycle with Unit4 Services (“**S4U Professional Delivered with Partner**”).

Success4U Professional Delivered with Partner recognises that Customers work with Unit4 certified partners (“**Partner**”). The delivery obligations within this Service, and therefore the primary relationship, is between the Customer and Unit4. Any inclusion of a Partner is optional and at the discretion of the Customer. There will be no direct contact between Unit4 and the Partner outside the cadence set out for the Customer and shown below. If the Customer wishes to engage a Partner, it is solely the Customer’s responsibility to have a separate agreement with the relevant Partner for any services to be provided by that Partner.

S4U Professional Delivered with Partner brings together the following core components to drive value realization:

- Ongoing, integrated partnership between the Customer and the Customer Experience team;
- Tailored success planning;
- Eligibility to purchase Success Points; and
- Access to preferential pricing within the Success Catalog when using the above-mentioned Success Points.

No Success Points are included as standard in the S4U Professional Delivered with Partner subscription.

Customer is required to provide Unit4 with a named individual who will be a Customer representative in relation to any discussions concerning S4U Professional Delivered with Partner activities.

2. Success Planning

Unit4 will deliver the following Success activities to support the creation, refinement, and execution of the Customer’s Success Plan. These activities help maintain alignment between the Customer’s strategic objectives and their use of Unit4 Services. The activities included within the S4U Professional Delivered with Partner subscription are listed below along with their associated details.

Unit4 will:

- **Conduct a Value Readiness Assessment:** Measures readiness across a holistic set of success-driving factors, helping to make sure the Customer is prepared to maximize their investment with Unit4. Reviewed on an annual basis as a precursor to Success Planning.
- **Define and manage the Success Plan:** Support the creation and ongoing refinement/update of a plan which describes the steps and milestones necessary to achieve the Customer’s desired business outcomes with Unit4 Services, and may include a timeline, key success measures, action items, responsibilities and required resources (“**Success Plan**”). The Success Plan is iterative and may be updated throughout the subscription term. It is a planning tool only, and it does not constitute a commitment by Unit4 to deliver services beyond those expressly set out in these Service Terms or applicable Service Descriptions.
- **Provide Success Planning Updates:** On a quarterly basis, track progress against goals defined in the Success Plan, while updating based on changing factors, Customer strategies, and product capabilities.
- **Conduct Adoption Reviews:** Once per annum, Unit4 will conduct a deep dive into the adoption and usage of the system, highlighting usage stats and key areas for improvement.
- **Business Review Meetings:** Twice per annum, a meeting in which Unit4 and the Customer walk through the Adoption Review with a presentation of adoption trends and areas for improvement. The Success Plan will be reviewed with a discussion around key success measures, solution-alignment to Customer objectives, and areas for improvement. The

Customer should update on priorities, upcoming changes, or any factors that might influence the Success Plan so that next steps are agreed together.

- **Tailored Release Notification:** Quarterly highlight of newly released or changed features that are relevant to the Customer’s industry, location and product set.
- Guide the Customer to **self-serve** wherever possible.
- Advise on the optimal combination of Success Services to support the Customer’s objectives; and
- Coordinate internally to facilitate delivery of the Success Services the Customer procures.
- Provide a designated point of contact.

Partner Collaboration: The suggested roles and responsibilities of the Customer, Partner and Unit4 are outlined in the table below. The table is indicative only and designed to be representative but not exhaustive in illustrating the collaboration between the three parties. Detailed activities and deliverables will be further defined in the Success Plan. The Partner does not assume any obligations as a result of this agreement between Unit4 and the Customer.

Customers will work with Unit4 and the Partner, as applicable, on Success activities included within Success4U Professional Delivered with Partner. The Partner, Customer and Unit4 will collaborate on a regular basis, with meetings focused on Success Plan status and progress towards the agreed Customer objectives. When Unit4 provides recommendations or guidance, it is with the understanding that the Customer and Partner may jointly execute those recommendations.

Activity / Responsibility Area	Customer	Partner	Unit4
Conduct a Value Readiness Assessment	C	I	A/R
Define and Manage the Success Plan	R	I/C	A/R
Provide Success Planning Updates	C	I	A/R
Conduct Adoption Reviews	C	I	A/R
Business Review Meetings	R	I/C	A/R
Tailored Release Notification	I	I	A/R

R = Responsible, A = Accountable, C = Consulted, I = Informed

3. Education Entitlement

Access will be granted to the end-user education content which may include digital learning materials designed to support effective day-to-day use of the Unit4 Services.

Education content will be provided for one hundred (100) named users. You will need to provide the names of your identified named users during your onboarding, and you can update your named users once per year.

Additional System Administration education content is available for purchase through the Success Catalog to enable you to expand the scope and depth of enablement across your super users.

4. Disclaimer

Unit4 has no responsibility or liability to Customer with respect to the Partner’s performance or non-performance of the Partner’s obligations set out in this document. In the event that: (1) Customer requires additional Services from Unit4 beyond the defined scope of Unit4’s activities set out in this document or (2) additional Services are required as a result of Customer’s or the Partner’s failure to fulfil their respective obligations, Unit4 reserves the right to charge Customer for any such additional Services at its Prevailing Rates.