

# UNIT4

## **Service Terms Success4U Advanced for Source-to-Contract**



## Success4U Advanced for Source-to-Contract - Overview

Success4U Advanced for Source-to-Contract brings the following services together to help you achieve your goals from Unit4 Source-to-Contract:

- Tailored success planning with an assigned customer success manager (including business review meetings every 6 months);
- Elevated customer support; and
- Premium education and product guidance available through University4U.

The following sections cover the scope of each of the above services:

### Customer Success Management

Unit4 will allocate a Customer Success Manager (CSM), who's primary aim is to make sure you not only use our product effectively but also get the most value out of it. Your CSM will check in with you to understand your business goals and challenges. They will help you to identify how to leverage your Unit4 software and services to enable the outcomes your business requires and agree with you how and when to execute each activity. This will be captured in your tailored Success Plan.

A "**Success Plan**" outlines the steps and milestones necessary for you to achieve your desired business outcomes with the Unit4 solutions. It is a collaborative, evolving document which aims to track the outcomes you plan to realise with Unit4 solutions.

A Success Plan agreed with your CSM may include:

- *Goals and Objectives*: Clearly defined objectives that we aim to enable using Unit4 products and Success Catalogue services.
- *Timeline*: A timeline or schedule outlining when specific milestones or goals should be accomplished.
- *Key Performance Indicators (KPIs)*: Metrics and indicators that measure the success and effectiveness of the plan.
- *Action Items*: Specific tasks or actions that both Customer and the Unit4 team need to undertake to reach the defined goals.
- *Responsibilities*: Clear delineation of responsibilities between the customer and the Unit4 team, ensuring accountability on both sides.
- *Resources Needed*: Identification of any resources, tools, or support required to execute the Success Plan successfully.

Your CSM will also create a "**Health-check report**", which will give you a detailed overview of your current system adoption, usage trends and areas for improvement. The Health-check report will also present data related to the Goals and Objectives established in the Success Plan. The Health-check report will be presented during business review meetings that will be held every 6 months and the report will subsequently be shared with you. The CSM will share insights and thoughts in relation to any gaps that might exist between your current utilization of the Unit4 solution and the established Goals and Objectives.

If you ever have questions, run into issues, or want to explore how to get even more out of our product, your CSM is your go-to person.

### Education

In addition to the standard training material (tutorials and manuals) included in Success4U Essentials for Source-to-Contract within the Source-to-Contract platform, as a Success4U Advanced subscriber, you will have access to additional education content. The extended courses will be available through University4U.

Success4U Advanced education content will be provided for twenty-five (25) named users and Success4U Essentials education content for all users. This content will be assigned to you on commencement of your subscription and will be updated periodically during this time. You will need to provide the names of your identified education users during your onboarding.

Your CSM will cover how to access this content during your onboarding.

You can update your named users once per year if required, by contacting your CSM.

Instructor lead training is available for purchase separately to enable you to expand the scope and depth of enablement across your team.

## **Customer Support**

In addition to our standard support offering found [here](#), Success4U Advanced for Source-to-Contract subscribers will receive the following additional service levels:

- All users will have access to the Quick Call functionality in the Source-to-Contract tool. The Quick Call is a call back service, available to your users, internal participants and suppliers.
- The Quick Call is available 24/5 (Monday to Friday).
- The average response time by Unit4 is 5 minutes for 95% of all submitted Quick Calls. Average response time is defined as the time between the first customer contact to the first action taken by Unit4, specifically, the time between the customer submitting a Quick Call and when a Unit4 support consultant calls the customer back).
- The Quick Call service is primarily supported in the English language, but depending on availability of appropriate Unit4 support consultants, the Quick Call service may be able to be supported in French, Spanish and Danish.

## **Community4U**

In addition to the standard Community4U access, Success4U Advanced subscribers will also have access to a “Success4U Advanced Subscriber” area within Community4U.

Within this area you will be able to access a growing library of thought leadership information to help you achieve more from your Unit4 solutions.

You’ll be able to engage with our Product Management function across our solutions, giving you the ability to highlight future services and outcomes that you would like from Unit4.

You’ll also be able to benefit from webinars where you can hear from our team as new services and functionality is released so you can be the first to benefit from the new capabilities.