Service Terms
Success4U
Essentials
for
Source-to-Contract

Success4U Essentials for Source-to-Contract - Overview

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

- Support Services;
- In S2C system guides, templates and tutorials;
- Live customer webinars;
- Community4U access; and
- Access to Unit4's Success Catalogue.

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

Customer Support

Success4U Essentials for Source-to-Contract includes access to our standard Support Services detailed here.

Please notice that support to suppliers (relevant for the modules eRFx, eAuction and Supplier Management), and internal participants (invited to events/contracts/projects through email invitation) is not included in our standard support. This support is exclusively available through our Premium Support offering "Quick Call", which is part of the Professional package for Source-to-Contract.

However, Customers with Success4U Essentials for Source-to-Contract will benefit from a free trial of the "Quick Call" service for a period of three months from the date on which Customer first enters live transactions in Unit4 Source-to-Contract. The Customer's account manager will contact the Customer to discuss whether this is a service the Customer would like to continue, and if so, will discuss the applicable Charges for the Customer to upgrade to Success4U Professional. If the Customer does not sign a Sales Order with Unit4 to procure such an upgrade the "Quick Call" service will cease to be available to the Customer after the expiry of the trial.

In S2C system guides, templates and tutorials

Success4U Essentials for Source-to-Contract also includes access to guides, templates and tutorials, which will help your users perform the most common tasks within the system. This will help drive adoption and end user satisfaction.

The in-system library contains:

- video tutorials;
- manuals and guides; and
- best practice and tools.

Offering a wide variety of support across all modules, everything from feature videos to quick guides to Excel tools and best practice texts to be used in Source-to-Contract. There is also material which can be used with your suppliers e.g. for creating awareness in connection with onboarding or an event.

All users will have access to the content directly in the S2C system.

Live Customer Webinars

Customers are invited to our customers webinars, which are held several times a year with different themes. Invitations and registration links are made available through our newsletters and directly through Source-to-Contract.

Community4U

You have access to a rich source of documentation, knowledge and peer-to-peer support via our Community4U portal. In many situations, customers can address their questions or issues directly without the need to raise a case with the Support Desk.

Community4U also includes access to our Release notes for each quarterly release. In addition, Customer will have access to our Source-to-Contract roadmap showing the features included in the current quarter, future releases and features under consideration. In addition, Customer can submit their own ideas and vote for ideas already submitted.

Classification - Business (TLP Green)

Community4U is where the Customer will locate Support4U, where you can raise your support ticket via the section “Customer Support”.

Success Catalogue

Our Success Catalogue is designed to help you pick the services required to achieve the business outcomes articulated in your chosen Success Plan. Each Service within the Success Catalogue has a detailed description available here so you can be sure of the outcome or Service you will receive.

- Our Success Catalogue Services are designed to use our software products in the optimal manner to enable the outcome we describe. Consequently, these Services are pre-defined and cannot be adjusted.
- All Success Catalogue Services assume remote delivery. On-site delivery may be possible, however costs for travel and expenses will be chargeable. Please speak with your account manager if you require more information.