

UNIT4

Service Terms Success4U - Essentials



Success4U Essentials - Overview

Success4U Essentials brings the following services:

- Access to Digital Success Plans;
- Access to Unit4's Success Catalogue;
- Customer Support Access;
- End User Education and Product Guidance; and
- Community4U Access.

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

Digital Success Plans

A "**Success Plan**" outlines the steps and milestones necessary for you to achieve your desired business outcomes with our products and services.

You will have access to our growing library of digital success plans which will help you to identify the outcomes you can achieve with Unit4 products. Using these Success Plans, you can assess your business objectives and understand where Unit4 products can support your existing and future ambitions. You can also easily identify the services available from Unit4 and its partners to support you in your journey and use the value metrics to understand how you are performing against each outcome.

Additional services to support you on your journey with Unit4 can be purchased from the Success Catalogue.

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 Service Description available [here](#) so you can be sure of the outcome or service you will receive.

- Our Success Catalogue outcomes and 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 Outcomes and Services assume remote delivery. On-site delivery may be possible, however costs for travel and expenses will be chargeable. Please speak with your Sales contact if you require more information.

Education

You will receive access to our standard education catalogue which will help your end users understand how to leverage Unit4 products in line with best practice. This will help drive adoption and end user satisfaction and is included at no additional cost.

Success4U Essentials education content will be provided for ten (10) named 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.

You can update your named users once per year if required. Instructions to request this are available on Community4U.

Additional education content is available for purchase through the Success Catalogue to enable you to expand the scope and depth of enablement across your team.

Customer Support

Success4U Essentials includes access to our standard support offering detailed [here](#).

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 houses our Customer Success Hub with best practices and details for fast-track onboarding. Customers can learn how to raise a case and read knowledge articles to aid self-service with your Unit4 products.