

# UNIT4

## Service Terms Success4U

### Partner Plus Edition



## Success4U Partner Edition - Overview

Success4U Partner Edition includes the following services:

- Tailored Success Planning with customer success manager guidance;
- Elevated Customer Support;
- Premium education and product guidance; and
- Community4U Access.

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

### Customer Success Management

Unit4 will allocate a Customer Success Manager (CSM), whose 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 realize 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.

If you ever have questions, run into issues, or want to explore how to get even more out of the Unit4 product, your CSM is your go-to person.

### Collaboration:

The roles and responsibilities of the Customer, Partner, and the Unit4 are outlined in the table below. This framework is designed to promote clarity and collaboration across the engagement lifecycle, ensuring shared accountability for outcomes while respecting each party's area of expertise. 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 associated Statements of Work or Success Plans as appropriate.

The Partner, Customer, and CSM are expected to collaborate on a regular basis, with tri-party meetings focused on project status and progress towards the agreed customer objectives.

Activity / Responsibility Area	Customer	Partner	Unit4
Define strategic goals and success criteria	A	C	C
Provide SaaS platform	I	I	A/R
Configure platform to meet requirements (within standard config)	C	A/R	C
Manage project implementation and milestones	C	A/R	C
Provide Customer Success Management (CSM)	C	I	A/R

Activity / Responsibility Area	Customer	Partner	Unit4
Ongoing customer support (product break / fix)	C	I	A/R
Monitor and report on platform adoption	R	C	A/R
Advise on value realisation potential	C	C	A
Achieve value realization against strategic goals	A/R	C	C
Manage change requests / enhancements (within standard limits)	R	A	C
Provide enablement and training	R	A/R	C

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

## Education

In addition to Unit4's standard education content included in Success4U Essentials, as a Success4U Partner Plus subscriber, you will have access to additional education content, geared towards your system administrators, included in your subscription. This additional content is referred to as "Success4U Professional education content".

Success4U Professional education content will be provided for five (5) named users and Success4U Essentials education content for one hundred (100) 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.

Your CSM will cover how to access this content during your onboarding and your partner will identify the enablement required to support your desired outcomes.

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

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 or, can be provided by your partner.

## Customer Support

In addition to our standard support offering found [here](#), Success4U Partner Plus subscribers will receive the following additional service levels:

Service	Service Description
Direct Access to Support experts	Your support cases are routed directly to our specialists, removing the triage process and accelerating the resolution process.
Resolution Targets for non-defect cases (P1&P2 only)	Based on the priority of the Incident, Unit4 will use reasonable endeavors to deliver a proposed solution or acceptable work around within the following time frames: <ul style="list-style-type: none"> <li>P1 Incident, within 4 hours following Incident creation;</li> <li>P2 Incident, within 8 hours following Incident creation.</li> </ul>
1 <sup>st</sup> Line Support for ISV Partner Products (Third Party Products)	Unit4 will endeavor to provide an informed response to customer questions regarding their ISV partner products. In addition, if desired by Customer Unit4 can act as the single point of contact, liaising with the ISV to provide updates. Defect resolution will continue to be handled by the ISV partner.

## Community4U

In addition to the standard Community4U access, Success4U Professional subscribers will also have access to a “Success4U Professional 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.

Notice/Disclaimer. Success4 Partner Plus Edition has been designed for Customers that work with Unit4 Partners and have separate agreements with customer's chosen partner and/or ISV provider for the partner's responsibilities as set forth above and/or the ISV product provided by the ISV, respectively, if applicable. Unit4 has no responsibility or liability to Customer with respect to Partner's performance or nonperformance of the partner services described herein or for ISV's obligations to Customer. In the event (i) Customer requires additional services from Unit4 beyond the defined scope of Unit4's activities set forth above or (ii) services are required as a result of Customer's or Partner's failure to fulfil their respective obligations, Unit4 reserves the right to charge at its prevailing rates for any additional services.