Success4U

What service level is right for your business?

Success4U – what is it?

Unit4 is a people-centric business, and our aim is a partnership with our customers that places them at the core of our strategy. We've taken a look at how we support and engage, listened to your feedback, and developed these packages with your unique business goals, objectives, and journey in mind.

Success4U means just that, we drive support solutions and services that are tailored to your needs – in a way that works for 4U. Whether that be more of a self-service approach, or having us as an extension of your team to help manage alongside you. We want you to be successful – that means we are getting it right. And we pride ourselves on putting our customers at the heart of the way we work.

What is the right level for your business?

The three different levels are designed to enable you to define your long-term engagement with Unit4. If your organization changes or grows and your support needs to change with it, you can revisit your level whenever you need to. You can choose between Standard, Hybrid, and Professional.

STANDARD

"We need light touch assistance"

HYBRID

"We work alongside your team - a hybrid way of working"

PROFESSIONAL

"We need close, proactive expertise – Unit4 is an extension of our team"

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Success4U service levels

The different service levels are designed to enable you to define the level of long-term engagement with Unit4 that you need. You can also change your level of service as your organization develops over time. Below you find a high-level description of what's included in the three service levels. The packages build upon each other, so Hybrid will include everything in standard, and Professional everything in both Standard and Hybrid. In the following pages we'll take you through the details of each level.

Standard

- Digital web and chat support
- Response SLAs*
- Access to Community4U
- Critical case escalation
- Self-Service support resources
- Customer Success relationship including:
  - Customer Success Hub Access (C4U)
  - Customer Satisfaction Survey engagement

Hybrid

Standard+
- Product engagements
- Support for business change
- Resolution SLAs* for non-defect cases
- Success onboarding
- Release notifications
- Business reviews
- Product roadmap review
- Bi-annual Solution Consultant Engagement
- Service Reporting
- Knowledge Management

Professional

Hybrid+
- Direct access to support
- Adoption tracking
- Release advisory and planning
- Success Plan reviews
- Quarterly Solution Consultant Engagement
- Application Configuration Management (aligned to product releases)

* Capitalized terms have the same meanings as set out in the Support and Success Terms which can be found at **www.unit4.com/terms**

Standard

"We need light-touch assistance"

Service offering	Service description
Digital & Web Chat Support	As well as raising Cases through the Community4U portal, named support contacts may also engage in real time with the Support Desk via Digital Chat. The use of Digital Chat will automatically create a Case thereby avoiding duplication of effort. By using Digital Chat, customers receive priority access to support agents.
Response SLAs*	Unit4 will endeavor to give a meaningful / qualified response to customer's case based on the Incident priority. For applicable terms see the SaaS support terms **here**.
Access to Community4U	Customers 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.
Critical Case Escalation	On occasions customers require a heightened level of engagement on a critical Case. If a customer hasn't received an appropriate update or timely response to a Case, customers may flag the need for a progress update. See the SaaS support terms **here**.
Self-service support resources	Unit4 invests heavily in production of knowledge management content and service automation so that, wherever possible, customers can manage their requests and resolve issues without having to raise a Case.
Digital Customer Success	Customer Success in our Standard Offering provides a digitally delivered welcome to Unit4, with a combination of our customer community, Community4U and email being the primary mechanism to provide training, support, and guidance for customer teams.
Customer Success Service Hub Access	Community4U also houses our Customer Success Hub with best practices and details for fast-track onboarding to get customers started on its journey. Customers can learn how to raise a Case (if the need should arise), how to add an enhancement request, read knowledge articles to aid self-service with its Unit4 product(s).
Customer Satisfaction Survey Engagement	Unit4 will survey customers twice annually to gauge overall satisfaction, and follow-up on those responses with actions taken in our community. This is a relational survey that allows customers to rate how likely a customer would be to refer Unit4 to a peer or colleague.

* Service Level Agreement

Hybrid

"We work alongside your team - a hybrid way of working"

In addition to Standard service offering, Hybrid includes:

Service offering	Service description
Product Engagement	For customers who are interested and have insights gained from significant experience, Unit4 will look to arrange forums with product owners. This will be a dialogue where thoughts on products can be discussed. It is anticipated that these forums may help to shape the future direction of features / functionality for some products.
Support for Business Change	In advance of a customer embarking on a business change that may involve a Unit4 solution, Unit4 will invite the customer to meet with experts to discuss options / risks / opportunities.
Resolution SLAs for Non Defect Cases	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: • for a P1 Incident, within 4 hours following of Incident creation; and • for a P2 Incident, within 8 hours following of Incident creation.
Release Notifications	Receive communication from the customer's dedicated Customer Success Manager (CSM) around upcoming releases related to its Unit4 products.
Success Onboarding	A CSM will be assigned to the customer's team and will arrange a welcome meeting alongside the customer's project manager to discuss the implementation. Customers will be onboarded to Community4U to begin engaging with others in its industry with similar business use cases and goals, add new functionality requests to our product boards, open a support Case, or read about upcoming Unit4 news and customer wins. Prior to going live with a customer implementation, the customer will have a kickoff to discuss key goals in the upcoming project. The CSM will stay alongside the customer throughout their journey with Unit4 ensuring that the customer is achieving their goals and answering any questions or queries alongside the full Unit4 account team that may arise.
Business Reviews	Business reviews are held to discuss key priorities, programs, and milestones, and to share updates and to ensure progress toward end objectives and goals. For Hybrid support this will occur twice annually.
Product Roadmap Review	Bolted onto the business reviews or as a separate session to discuss the roadmap published for the upcoming quarter(s). Roadmaps are available on Community4U and can also be discussed on an ad hoc basis with the account team/product managers from time to time.
Bi-Annual Solution Consultant Engagement	A Customer Success Manager will be assigned and will hold these meetings with experienced solution consultants from our professional services organization. These sessions can be used for Q&A and address specific challenges or for "show and tell" on specific modules or features. Sessions can last up to two hours.
Service Reporting	This service will include an automated report reflecting the requests submitted through the Community4U portal providing data on service usage and status.
Knowledge Management	This service is about sharing knowledge through Community4U, how-to-guides, and tips and tricks learned through engagement with customers. This should enable end users to have a better user experience.

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Professional

"We need close, proactive expertise – Unit4 is an extension of our team"

In addition to Standard, and Hybrid service offering, Professional includes:

Service offering	Service description
Direct Access to Support	For experienced customers, we can grant support access immediately to our specialists, removing the triage process and accelerating the resolution process
Success On-Boarding	As with Hybrid Support.
Adoption Tracking	This service is designed to understand if customers are utilizing the full capability of our product solutions and use cases, and if additional user seats may be required. Unit4 will help customers maximize the value of their solution.
Release Advisory and Planning	Communication from the customer's CSM about upcoming Releases/Updates as well as proactive planning in collaboration with the customer's solution consultants. Ensuring that the customer teams are ready to take the next release and answer any questions ahead of time.
Success Plan Reviews	Success plan reviews can be bolted onto the business reviews (quarterly). The goal is to understand how the customer is tracking against its organization's key objectives in order to reach maximum value and adoption from Unit4 products and services. Success plans are reviewed by our customer success team in collaboration with our account team to ensure Unit4 continues to meet the goals the customer has set out when it onboarded, and that Unit4 continues to adapt as the customer's business adjusts over time.
Quarterly Solution Consultant Engagement	As for Hybrid Support but quarterly.
Application Configuration Management	The main purpose of these services is to support ERP system administration activities and provide the capacity to address minor changes in configuration and/or root cause analysis. Limited to one request per month and a maximum of one day of effort per request.

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