

## Introduction

This Service Description sets out the additional Unit4 Managed Application Services (MAS) that are available to Customers. Please speak to the Unit4 Account Representative Function if you want to take advantage of these additional options. Customer can subscribe to additional support options as identified and described below.

### 1. Managed Application Services – Lite

Description:	The basic version of the MAS offering, it is the entry level of the entire services package. The Customer has access to a fixed amount of service requests in a set 12-month period and can track the progress via a monthly service report. This provides the Customer with a named service delivery manager.
Assumptions & Obligations	To be set out in a Statement of Work to be agreed between the Parties.

### 2. Managed Application Services - Day 2

Description:	Working with the joint in-house and Unit4 implementation team, our service designers develop an outcomes-based application management plan to de-risk the transition from implementation to post-live.
Assumptions & Obligations	To be set out in a Statement of Work to be agreed between the Parties.

### 3. Managed Application Services - CORE

Description:	Industry and technical expertise to provide governance, due diligence and service transition, ITIL-based service management, pre-emptive application maintenance, application administration and essential monitoring, plus optional service requests.
Assumptions & Obligations	To be set out in a Statement of Work to be agreed between the Parties.

### 4. Managed Application Services - CORE+

Description:	Add on items to MAS CORE, allowing for tailoring to your organization, representing good practice for your vertical industry.
Assumptions & Obligations	To be set out in a Statement of Work to be agreed between the Parties.