In addition to standard Unit4 Customer Support, the Premium Package provides the following additional entitlements as identified and described below.

Premium Support KPIs

Summary

A high priority response time for handling Service Requests and Incidents and a target resolution objective for P1 and P2 Incidents.

Service Requests

Preferential or priority treatment above for Incidents and Service Requests and an Initial Response Time Objective for Service Requests of 2 Business Hours.

Resolution Objectives

Unit4 will use reasonable endeavors to provide a Resolution:

- for a P1 Incident, within 4 hours following of Incident creation; and
- for a P2 Incident, within 8 hours following of Incident creation.

Assumptions

Incidents will be responded to according to the Priority Designation Table (Fig.1) in the Unit4 Support Terms.

Preferential or priority treatment is provided on a reasonable efforts basis.

Customer supplies all necessary information requested by Unit4 in a timely fashion

Premium Customer Success Activities

In addition to the standard CSM activities provided in Standard Support, Customer will receive:

CSM Activities
Adoption Tracking (ERP only, on premises dependent on data access)
Functional Application Review (ERP only)
Business Continuity, Compliancy and Security Advisory
Roadmap Reviews
Release Advisory
Case Management and Review
Unit4 Executive Sponsorship on critical topics