

# Unit4 T&E

## Cloud Service Description

VERSION 1.2

November 2024



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# 1. Introduction

Unit4 T&E is a Software as a Service build Time & Expenses solution designed for people centric organizations. It provides a fully integrated data model, processing model and reporting model, enabling our Customers to manage their business processes related to Time Management, Travel and Expense Management, and People Planning.

The Unit4 T&E solution consists of core Service and additional Services such as Unit4 Platform Services. The purpose of this Service Description is to describe the T&E core Service. Details about additional Services can be found in relevant documents published on our website ([www.unit4.com/terms](http://www.unit4.com/terms)).

Unit4 provides a complete technically managed solution for Unit4 T&E deployed in the public cloud. This end-to-end service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and Service updates.

Unit4 offers cloud enterprise solutions as Unit4 SaaS - a Software as a Service delivery model deployed on Microsoft Azure. This model leverages Microsoft Azure's scale and experience of running highly secure and compliant cloud services around the globe. Unit4 T&E operates efficiently within this framework, utilizing a shared model to optimize resource allocation.

In summary, Unit4 provides the following:

- Access to Unit4 T&E over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported.
- Comprehensive integration options can be provided using the T&E Public REST APIs, and/or Microsoft Azure Data Factory.
- Fully scalable solution, in a high availability environment with redundancy.
- Relevant security level.
- Continuous monitoring is in place, feeding alerts and continuous improvement.
- Application of all updates.
- Production and Non-Production Environments with a separate database for Customer Data.
- Service Level Agreement, with Service Credits based on Service Availability.
- Access to Unit4 Community (Community4U). Connect directly with Unit4, gain insights into Service performance indicators, and check Service status.

## 2. Data Centres & Data Residency

Unit4 T&E is built upon Microsoft Azure infrastructure and platform services. The T&E Service can be delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet Service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time.

Unless agreed otherwise in an Order Form, the chosen deployment of the Customer will use the following geopolitical zone and data location:

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST

Other regions and data locations can be offered at an additional cost. For more information, see Azure region details: [azure.microsoft.com/regions](https://azure.microsoft.com/regions)

## 3. Service Model

Category	Component	Shared
SOLUTION	Releases and updates	Will be applied automatically and periodically
	Environments included	1 Production + 1 Non-Production (Preview)
	Non-transactional storage (e.g. documents)	250GB *
	Transactional storage (e.g. database)	250GB *
	Azure Data Factory Executions	100 Executions per month *
	Availability guarantee	Yes

Category	Component	Shared
SERVICES	Releases will commence	Automatically
	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes
	Incident Support	Business Hours for the T&E Service are 08:00-16:00 CET. 24/7 Support is not available. This will apply irrespective of what is provided elsewhere in other Unit4 terms.

\* Additional storage and Azure Data Factory Executions can be requested by the Customer and is going to be a subject of extra charge.

## 4. Environments

Two (2) environments are provided, including:

- **One Production Environment (PE)** (called alternatively “live” environment) being the environment that the Customer uses to run the day to day (live) operation; and
- **One Non-Production Environment (NPE)** called **Preview** – a Customer's Preview environment always contains the latest updates for the Unit4 Product in use by the Customer.

Additional environments can be provided at an extra charge.

## Platform Services

Platform services are delivered with Unit4 T&E where needed.

### 4.1 Production Environments

Only the Unit4 T&E Production Environment (PE) is subject to the Service Level Agreement.

### 4.2 Non-Production Environments Characteristics

Although a Non-Production Environment (NPE) is not subject to the SLA, NPEs have the characteristics as described below.

#### Definition of an NPE refresh from or to PE

A refresh of an NPE from PE encompasses:

- The restore of transactional storage (database)
- The restore of non-transaction storage (documents)
  - Copy of most recent 90 days of documents or the most recent 2Gb of documents, whichever results in greater number of documents.
- There is no NPE refresh option for Unit4 Platform Services.

#### Restore point for NPE refresh

An NPE refresh from PE will be available earliest at the start of the second Business Day following the Service Request acceptance. The restore point is based on the time of Service Request completion.

#### Frequency of NPE refresh from or to PE

One refresh per NPE per month is included. Additional requests will give an extra charge per refresh per NPE.

#### How to request a refresh?

Refreshes must be submitted to Unit4 by a Named Support Contact using a Service Request in the Unit4 Community4U.

#### Users accessing an NPE

NPEs are configured to handle maximum of 15 concurrent users.

#### What happens to the previous NPE details after a refresh?

Everything in NPE environment will be erased and replaced with a fresh copy from the PE (e.g. the same reports as in the PE and the same data as in the PE).

## Update of an NPE to a new Update

All NPEs are updated as soon as an Update is available. Once an NPE has been updated to the latest Update, it is not possible to move back to the previous Update.

## Integrations

Integrations are disabled in NPE but can be made available at an additional charge.

### Unit4 CSA-service (optional)

The CSA-service can provide updates of credit card transactions, exchange rates or updates to rates and regulations. NPE will not receive these updates from the Unit4 CSA-Service.

### Toll calculator (optional)

Toll calculator provides updated tolls and ferry prices. It includes time rules and rush hour charges for tolls in Norway, Sweden and Denmark. NPE will not receive these updates.

### Email Service (EMA)

NPE will be connected to a dedicated test instance of the Unit4 Email Service for forwarding receipts.

### Authentication/SSO

NPE must have the same authentication method as PE.

## 5. Reporting and Monitoring

### 5.1 Reporting on Service

Unit4 provides operational information regarding the Unit4 T&E on Unit4 Community4U. That information includes:

- Service availability.
- Scheduled maintenance (times, dates per region).
- Release information.
- Site recovery status (in the event of the disaster plan initiation).

## 5.2 Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet the Unit4 Service Availability targets on Production Environment.

Utilization of latest Microsoft technology like Azure Monitor, Application Insights together with internal Unit4 alerting system provide ability to monitor and response to outages of the service in a timely manner.

## 6. Releases and Updates

Unit4 release changes through a series of quarterly Releases and ongoing Updates.

### Releases

Releases will be scheduled 4 times per year (frequency to be increased or decreased at Unit4's discretion) to introduce new features, enhancements and solve lower level priority deficiencies. Unit4 will use reasonable endeavours to ensure that Releases will be carried out during the Planned Maintenance Window.

A schedule of planned changes to the Production Environment will be published per geopolitical zone on Unit4 Community4U when a Release commences on Non-Production Environments. A Customer's Non-Production Environments always contains the latest Release of Unit4 T&E, and in the following stage it will be deployed to Production Environment.

### Updates

Updates will be applied on an ongoing basis in order to cater for bug fixes and off-cycle enhancements to maintain the existing features as well as maintaining service level, security commitments and updates/revisions to its integration interfaces and user experience. Update will be shipped to NPEs as soon as it will become available, and in the following stage it will be deployed to Production Environment.



# 7. Planned and Unplanned Maintenance

## 7.1 Planned Maintenance

The Planned Maintenance window is scheduled for 6 hours and will for region Norway/Europe commence Thursdays 18:00-24:00 CET.

The Production Service may be periodically unavailable at this time. Planned Maintenance windows are subject to change upon reasonable notice.

If actual downtime for scheduled or planned maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or Planned Maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance can also be carried out by Uni4 provided that the Customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to emergency / Unplanned Preventive Maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavors to do this outside Business Hours to cause minimal disruption to the Customer. In this case, because Unit4 provides Customer 8 hours' notice, this maintenance does not count as Service Outage. This is so that Uni4 is not encouraged to wait until the next Planned Maintenance window to deal with an urgent issue and avoid a Service Credit.

## 7.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability or the security of the Unit4 T&E Cloud Service. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window.

Unplanned Preventative Maintenance is counted as a Service Outage.

# 8. Customer Permissions and Responsibilities

## 8.1 Customer Permissions

Customer has the right to:

- 1) Track the availability of PE and the responsiveness of the service through an external monitoring tooling. This monitoring will consume Unit4 SaaS under existing and future usage constraints. Both the customer and Unit4 need to consent to the specifics of the monitoring beforehand to confirm it does not disrupt the Unit4 SaaS services or get obstructed by its security measures.
- 2) Conduct external vulnerability scanning and penetration testing of Customer environments on annual basis. Details of the planned activities must be provided to Unit4 at least 30 days in advance of each test, using a Service Request. Unit4 reserves the right to change the scope of the tests and scans requested, considering the protection of infrastructure and environments from unexpected consequences of actions resulting from the test or scan.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

## 8.2 Customer Responsibilities

### Releases

Any Releases may result in additional Configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved service partner consultants, which are not included in the Service and would be chargeable.

The following list summarizes typical Release tasks and indicates services included as part of the T&E Service and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
<b>Project Planning</b>		
<ul style="list-style-type: none"> <li>Publishing general availability schedule of Updates on Unit4 Community4U</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Managing timelines, outline goals, roles and responsibilities</li> </ul>		✓
<ul style="list-style-type: none"> <li>Business analysis and discovery</li> </ul>		✓
<ul style="list-style-type: none"> <li>Creating test plans</li> </ul>		✓
<b>Updates in Preview environment</b>		
<ul style="list-style-type: none"> <li>Apply Release to Non-Production environments</li> </ul>	✓	
<ul style="list-style-type: none"> <li>User training on changes</li> </ul>		✓
<ul style="list-style-type: none"> <li>Test: conducting basic release testing</li> </ul>		✓
<ul style="list-style-type: none"> <li>Functional and user acceptance testing as desired</li> </ul>		✓
<ul style="list-style-type: none"> <li>Training, implementation and Configuration for new features</li> </ul>		✓
<ul style="list-style-type: none"> <li>Maintaining and testing of all Integrations, Extensions and Customizations</li> </ul>		✓
<ul style="list-style-type: none"> <li>Reviewing test scripts and testing outcome for issues resolution</li> </ul>		✓
<b>Release deployment in Production</b>		
<ul style="list-style-type: none"> <li>Apply Release to Production Environment</li> </ul>	✓	

Unless otherwise agreed, Customer responsibilities include configuration, testing and adjusting any, Integration flows, APIs in use and connected systems.

## Technical & Functional Responsibilities

### Technical Environment Responsibilities:

- Supply, administration and maintenance of Customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of Customer-side network, devices, and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth

### Functional Environment Responsibilities:

- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

## Account Set-up

The Customer is responsible for designating its users, and for ensuring that all users are adequately trained and understand Customer's remote access and use obligations and requirements. Where applicable, each user must establish an Account. The Customer is responsible for managing its Accounts and disabling a user's Account when Unit4 SaaS access is no longer required, including immediately upon termination of such user's affiliation with the Customer. The Customer is responsible for its users' acts and omissions and all activities occurring under its users' Accounts.

## Account Administrator

Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding Unit4 T&E and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 T&E Service, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

## Account Security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and Customer may not recycle Account credentials when activating or disabling Accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security for the Unit4 T&E Cloud Service or its Users' Accounts and will provide all information and take all steps requested by Unit4.

## 9. Unit4 Platform Services, Localisation Services and Apps

The Service includes Unit4 Platform Services and Localisation Services fully integrated with Unit4 T&E.

Unit4 Platform Services services that are agnostic to the solution used, are delivered as part of T&E and can be activated based on the Customer's needs.

Localization Services are developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements.

## 10. Configuration, Extensions, and Integrations

Unit4 T&E gives Customers great flexibility in adjusting the standard application by configuration to the needs of any specific Customers requirements. In addition, there is the possibility to integrate with other applications.

### 10.1 Solution's flexibility

Any non-standard configuration, creation of custom reports, custom entities, fields, relationships, imports, exports, workflows, interaction plans, lookup data, and web styles can be performed by Unit4, Unit4 partners or the Customer. Unless categorized as a product defect by Unit4, these are considered outside the scope of the standard Service. Therefore, the maintenance, support, implementation and update (code lift / Release and Update compatibility) considerations for these components are not included in the Unit4 SaaS fees (unless agreed otherwise in an Order Form, Assistance may be sought from Unit4's Professional Services teams at Unit4's Prevailing rates.

All configuration needs to be done on a bases of lean principles ensuring on going performance and resilience of the Service.

Unit4 endeavors to provide API backwards compatibility. For further details on API lifecycle and versioning, please refer to API technical documentation.

## 10.3 Extensions

Not applicable for the T&E Service

## 10.4 Integrations

Integrations are permitted according to the supported integration methods described below.

Integration Type	Permitted?
Integration using Unit4 T&E API	✓
Integration using Microsoft Azure Data Factory	✓
Export to file using Unit4 T&E Export Configurator	✓

Maintenance of compatibility, and the fix of any related problems is the responsibility of the Customer and is not covered by the Standard Service. If any assistance is required in regard to Integration flows and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Integrations, but this will be subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's prevailing Rates.

# 11. Technical Operations

## 11.1 Printing

All printing is carried out on the client side.

## 11.2 Connectivity

Access to the web client is delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA)

## Internet bandwidth suggestions\*

As the configuration and use of Unit4 T&E is highly variable Unit4 can provide only high-level bandwidth suggestions; Unit4 T&E uses an assumed concurrency factor of 5 gives an average bandwidth requirement per user of 20 - 50 Kbps with a max latency of 100ms.

\*Please note this is a rough guidance only based on simulation testing. Response times will be dependent upon a variety of factors such as number of users, type of web processing initiated, Customer side internet line capacity and infrastructure set-up such as use of proxies.

Note: Unit4 T&E Document Storage usage is not covered by this estimate; uploading or downloading large documents from the Document Storage will consume bandwidth and time as normally experienced with an internet-based document upload or download.

## 11.3 Solution access

The Unit4 T&E solution is accessed in the following manner, via:

- A supported web browser.
- Programmatic access to API / web services

## 11.4 Authentication

By default, authentication for Unit4 T&E is carried out using federated authentication. Management of users and passwords within the Unit4 T&E application is the responsibility of the Customer.

Federated authentication will allow Customers' users to use their organizational credentials (e.g. domain username and password) when logging in to an Unit4 application. With federated authentication, the Customer's authentication provider (e.g. ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific username and password that is validated by the Unit4 application.

The following federated authentication protocols are supported:

- OpenID Connect
- SAML-P

The Customer is responsible for configuration of their identity provider (IdP) and to provide specific information (required or requested) to Unit4 that allows for configuration.

## 11.5 Technical overview

Topic	Description
<b>Email</b>	
Domain	Unit4 provides basic e-mail functionality for sending messages to recipients with default Unit4 domain using Sendgrid services.
Protocol	SMTP over TLS
<b>Authentication</b>	
Protocols supported	SAML-P and OpenID Connect support and application specific credentials
<b>Internet communication</b>	
Protocols supported	HTTPS secured with TLS with RSA SHA256withRSA encryption and/or EC SHA256 with ECDSA

## 12. Data Considerations

### 12.1 Transfers of Customer Data to the Unit4 T&E

Not applicable for the Unit4 T&E Service.

### 12.2 Data Security

#### Data in transit

Customer Data in transit is protected with TLS encryption levels.

#### Customer Data at rest

Transactional Data at rest is protected using Transparent Data Encryption (TDE), while non-transactional data and files will be secured by Standard Symmetric Encryption (AES).



## 12.3 Limits and regulators on usage

Unit4 runs in a Multi-Tenant environment and, as such, Unit4 observes fair use limits so that runaway processes do not monopolize resources. When a limit is exceeded, corrective measures will be taken.

Please see Unit4 Fair Usage Policy at [www.unit4.com/terms](http://www.unit4.com/terms) for more details.

## 12.4 Time to Live

Transactional data and document storage will be stored as long as the Customer is willing to store data and has an active service contract. Log files and Export- and import files have a time to live of 30 days.

## 12.5 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Application functionality (e.g. Web client, Mobile Apps).
- Application reporting tools.
- Application functionality to export to files.
- APIs/web services.
- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement (see Appendix A – Unit4 General Terms of Business for further details).

# Glossary and Technical Acronyms

Unless defined in Appendix B Definitions (found on [www.unit4.com/terms](http://www.unit4.com/terms)). the tables below give a meaning to the capitalised words and phrases.

## Glossary

Term	Definition
Account Administrator	an appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product. Sometimes called <i>Functional Contact</i> in older versions of T&E Sales contracts
Instance	Physical Service infrastructure and software running on it, deployed in a specific region
Integration	Inbound or outbound data exchange built and managed with supported integration tools.
Multi-Tenant	A single instance of Unit4 SaaS including its supporting infrastructure which serves multiple Customers.
Unit4 Platform Service	The Unit4 Platform is a set of cloud Services with different task focuses that run independent of each other (for example the Unit4 Receipt Recognition Service – URRS)
Record	A data record stored within a Customer's database (for example a line in a timesheet).
Transaction	The creation or modification of a Record.

## Technical Acronyms

Acronym	Full Name
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g. Web Services)
HTML	Hyper Text Markup Language
HTTPS	Hypertext Transfer Protocol Secure
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PE	Production Environment
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
SQL	Structured Query Language
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
VPN	Virtual Private Network
WIP	Work In Progress
XML	Extensible Markup Language