Extended Legacy Tiered Support (eLTS)

At Unit4, we are committed to helping our customers enjoy the maximum value from our solutions.

In order to provide a seamless Customer Support experience, we recommend that you should always use the latest Product Release.

In this way, we can guarantee better stability and security, improved efficiencies and regulatory compliance. What's more, you gain the advantages of the latest innovations, helping your organization maintain its edge over peers or competitors.Why upgrade?

If your organization is still using outdated releases, then you may encounter various disadvantages and restrictions.

- **Technical Support**
  - It may not be possible to fix technical and interoperability issues that arise.
- **Major product and technology releases**
  - You may end up needing an ad hoc upgrade to mitigate a software deficiency.
- **Fixes, security alerts, and critical patch updates**
  - The software might become vulnerable to security and privacy issues.
- **Tax, legal, and regulatory updates**
  - There may be a risk to qualified findings and/or non-compliance with current regulatory standards.

For these reasons, we strongly advise customers to always upgrade to the latest Product Release. But we also recognize that may not always be possible, **so how can you ensure support while being on a non-maintained release?**

Extended Legacy Tiered Support (eLTS)

This Unit4 Support offering is applicable for all customers on legacy non-maintained Releases of Unit4 Products.

An Extended Legacy Tiered Support agreement ensures the benefit of your existing Support terms for an increase in maintenance costs. An eLTS contract has a maximum runtime of 12 months and does not automatically renew.

If an upgrade is completed during an eLTS agreement, Unit4 will reimburse the costs incurred for the post-upgrade period.

If a customer on an non-maintained release doesn't commit to an eLTS agreement they will be automatically moved to End of Life Support. This allows customers to solely access self-help resources (such as the Customer Portal and customer communities) and NO-SLA Support for the same maintenance costs.

NO-SLA support tickets cannot be escalated.

Next steps

If you would like to know more, please contact your Unit4 Account Manager.

For more information, go to:
unit4.com

UNIT4
In business for people