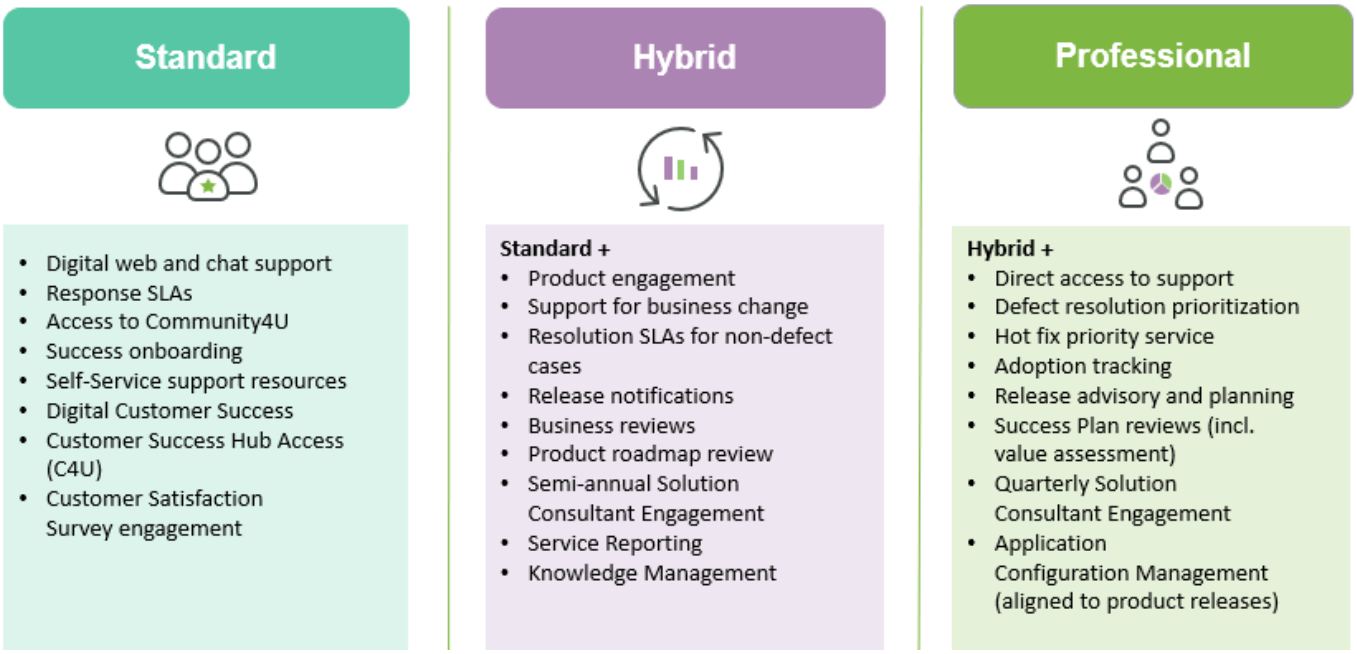
1. Overview of Support Options for SaaS / Cloud Customers



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

2. Standard Support

Service Offering	*Service Description*	*Service Considerations, Exclusions and / or Assumptions*
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.	Not all circumstances (such as a performance issue) are suitable for Digital Chat.
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.	N/A
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.	N/A
Critical Case Escalation	On occasions Customer requires a heightened level of engagement on a critical Case. If Customer has not received an appropriate update or timely response to a Case, Customer may flag the need for a progress update. See the SaaS support terms here.	Cases escalated prior to the Initial Response Time Objective will not be eligible for escalation.
Self-Service Support Resources	Unit4 invests heavily in the production of knowledge management content and service automation so that, wherever possible, Customer can manage their requests and resolve issues without having to raise a Case.	N/A
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.	This program will not have a dedicated resource, but rather access to a digital community to self-serve on an 'as needed' basis.
Customer Success Service Hub Access	Community4U also houses our Customer Success Hub with best practices and details for fast-track onboarding to get Customer started on its journey. Customer 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).	N/A
Customer Satisfaction Survey Engagement	Unit4 will survey Customer 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 Customer to rate how likely a customer would be to refer Unit4 to a peer or colleague.	N/A

3. Hybrid Tiered Support

In addition to Standard Support, Hybrid Support includes:

Service Offering	*Service Description*	*Service Considerations, Exclusions and / or Assumptions*
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.	Participation in forums does not guarantee any specific idea will be adopted.
Support for Business Change	In advance of Customer embarking on a business change that may involve a Unit4 solution, Unit4 will invite Customer to meet with experts to discuss options / risks / opportunities.	Unit4 will only offer a forum for discussion. Any follow-up work, documentation or proposals may be chargeable.
Resolution SLAs for Non-Defect Cases	Based on the priority of the incident, Unit4 will use reasonable endeavours 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.	As defects (bugs or errors) often take significant time to review, code, test and document to ensure no conflicts or detriment to other customers, these matters are not subject to resolution SLAs. Customer will need to provide all necessary information to Unit4 in a timely manner.
Release Notifications	Receive communication from Customer's dedicated customer success manager (CSM) around upcoming releases related to its Unit4 products.	These will be sent out to all customers around the same timing in Q1 and Q3 each year.
Success Onboarding	A CSM will be assigned to Customer's team and will arrange a welcome meeting alongside Customer's project manager to discuss the implementation. Customer 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 Customer's implementation, Customer will have a kickoff to discuss key goals in the upcoming project. The CSM will stay alongside Customer throughout their journey with Unit4 ensuring that customer is achieving their goals and answering any questions or queries alongside the full Unit4 account team that may arise.	The CSM will meet with Customer once monthly for an operational touch base, in addition to the scheduled business reviews.
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.	For efficiency reasons, product roadmap reviews (see below) may be combined with business reviews, and other success planning discussions to review goals, objectives and achievement.
Product Roadmap Reviews	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.	N/A
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.	This engagement will be delivered twice annually. 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.	N/A
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.	N/A

4. Professional Tiered Support

In addition to Standard Support, and Hybrid Support, Professional Support includes:

Service Offering	*Service Description*	*Service Considerations, Exclusions and / or Assumptions*
Direct Access to Support	This service includes bookable time with a product expert to discuss new or existing issues.	This is intended for 'expert customers' with significant product experience. Bookable sessions are limited to 30 minutes and must be booked with at least two days' notice.
Defect Resolution Prioritization	On occasions there will be capacity in the defect resolution teams to enable some higher priority problems to be addressed 'out of sequence'. For Professional Tier customers, Unit4 will endeavor to use the capacity (when available) to deliver fixes in the upcoming Release.	This is a 'by exception' process and may not be applicable to all products. Fixes will only be delivered against the latest Version and Release of our products.
Hot Fix Priority Service	Like Release-based fixes prioritization mentioned above, there may be opportunities to release Hot Fixes where capacity allows. When reviewing hot fix demand vs capacity, Professional Tier customers' Cases will be given priority where possible.	This is a 'by exception' process and may not be applicable to all products.
Success On-Boarding	As with Hybrid Support.	The CSM will meet with Customer twice monthly for an operational touch base in addition to scheduled business reviews.
Adoption Tracking	This service is designed to understand if Customer is utilizing the full capability of our product solutions and use cases, and if additional User seats may be required. Unit4 will help Customer maximize the value of their solution.	N/A
Release Advisory & Planning	Communication from Customer's CSM about upcoming Releases/Updates as well as proactive planning in collaboration with Customer's solution consultants. Ensuring that customer teams are ready to take the next Release and answer any questions ahead of time.	N/A
Success Plan Review	Success plan reviews can be bolted onto the business reviews (quarterly). The goal is to understand how 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 Customer has set out when it onboarded and that Unit4 continues to adapt as Customer's business adjusts over time.	N/A
Quarterly Solution Consultant Engagement	As for Hybrid Support but quarterly.	This engagement will be delivered in four sessions each up to 2 hours.
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.	This is limited to one request per month and a maximum one day of effort per request.