

In addition to standard Unit4 Customer Support an Enhanced Support Customer receives the following additional entitlements as identified and described below.

No.	Support Entitlement	Enhanced Support (On premises)	Enhanced Support (SaaS)
i.	Enhanced Case support	✓	✓
ii.	24/7 x 365 Case support	✓	✓
iii.	Escalation Support and Complaint Management	✓	✓
iv.	Best Practice and Advisory Support	✓	✓
v.	Annual Quality Review	✗	✓
vi.	Application Value Check	✓	✓

i. Enhanced Case support

Description:	A better response time for handling Service Requests only and a target resolution objective for P1 and P2 Incidents.
Unit4 Obligations:	<ul style="list-style-type: none"> • To target a response to Service Requests within 1 Business Day • Unit4 will use reasonable endeavours to provide a Resolution: <ul style="list-style-type: none"> ○ for a P1 Incident, within 4 hours following initial response to the Incident; and ○ for a P2 Incident, within 8 hours following initial response to the Incident.
Assumptions:	Incidents will be responded to according the Priority Designation Table (Fig.1) in the Unit4 Support Terms.
Customer Obligations:	Supplying all necessary information requested by Unit4 in a timely fashion.

ii. 24/7 Case support

Description:	24 hours by 7 days a week support response for Priority 1 Incidents (as classified in the Priority Designation Table (Fig. 1.) in the Unit4 Support Terms).
Unit4 Obligations:	To target an Initial Response Time Objective of 1 hour.
Assumptions:	-
Customer Obligations:	Supplying all necessary information required by Unit4.

iii. Escalation Support and Complaint Management

Description:	Resolution of Customer escalation and complaints driven by Unit4 Account Representative Function
Unit4 Obligations:	<p>When a Customer escalates a Case and requests a formal resolution, the Support Escalation Process for Incidents and Service Requests will own and drive the escalation.</p> <p>When a Customer makes a complaint in respect of the services provided by Unit4, the Unit4 Account Representative Function will be complaint owner and drive the resolution. The Unit4 Account Representative Function will:</p> <ul style="list-style-type: none"> • verify the complaint; and • allocate it to the right entity to resolve the complaint; and • will manage the resolution process both within Unit4 and with the Customer as a single point of contact.
Assumptions:	-
Customer Obligations:	Supplies a clear description of the complaint or escalation and make all supportive materials available to the Support Escalation Process or the Unit4 Account Representative Function.

iv. Best Practice and Advisory Support

Description:	Additional support through providing context, explaining and discussing what generally available materials are available to Customer to help build its knowledge and increase product/service adoption
Unit4 Obligations:	<ul style="list-style-type: none"> Explaining/discussing what is generally available such as training material, white papers, and knowledge database materials on: infrastructure and service integration; application functionality; security practices; and additional training. Advice is limited to the providing context for the available content included as part of the Unit4 Product.
Assumptions:	<ul style="list-style-type: none"> This excludes the development or creation of any new content in relation to the Unit4 Product, which would be considered as consultancy or professional services, which can be provided by Unit4 on demand. This also excludes: <ul style="list-style-type: none"> Business continuity (ITSCM); Service capacity management; and Audit support.
Customer Obligations:	-

v. Annual Quality Review

Description:	An annual review to consider and build on service quality (continuously maintaining and improving service quality).
Unit4 Obligations:	<ul style="list-style-type: none"> Review of Unit4 contractual KPIs; Review of SLA KPIs and production of Service Quality Report (produced prior to review meeting); Discuss service experience (subjective). Identification of additional required training.
Assumptions:	<ul style="list-style-type: none"> This is a remote review session; Business Hours and in English only, and not available in local language.
Customer Obligations:	Requires the customer to participate within the review session.

vi. Application Value Check

Description:	An annual assessment to reflect the designed and forecasted outcomes (for example those defined in the customer business case) that the Unit4 Product would provide to the Customer
Unit4 Obligations:	<ul style="list-style-type: none"> As part of a business review or Quality Review (as applicable) defined the business area covered by the Unit4 Product, where both Parties see potential for optimisation (such as process efficiency gains, resource optimisation or reducing overheads in interaction). Discuss the identified business area and review the current status versus the potential outcome obtained by utilizing the Unit4 Product (between Customer and Unit4 Account Representative Function) at the review. If the result of the Application Value Check (review) identifies use cases (up to a maximum of three (3) per annum) from which additional value could be derived, the Customer and the Account Representative Function will manage the development of the use cases via success milestones until the potential value outcome is achieved, Unit4 could, if purchased by Customer, provide optional activities such as additional consultancy or training that would help to realise that value. Use the outcome of the assessment to continuously develop the value that the Unit4 Product provide to the Customer.
Assumptions:	<ul style="list-style-type: none"> Commences during the annual quality review for Unit4 SaaS (see para (vi) above). Business Hours and in English only, and not available in local language. There is no obligation on Unit4 to deliver a business outcome or solution as defined in the use case, but Unit4 will use its reasonable endeavours to assist Customers.
Customer Obligations:	Requires the customer to participate within the review session and provide necessary materials.