

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

No.	Support Entitlement	Premium Support (On premises)	Premium Support (SaaS)
i.	24/7 Case support	✓	✓
ii.	Premium Case support	✓	✓
iii.	Escalation Support and Complaint Management	✓	✓
iv.	Best Practice and Advisory Support	✓	✓
v.	Annual Quality Review	✓	✗
vi.	Application Value Check	✓	✓
vii.	Standby Support	✓	✓
viii.	Assigned Support Team	✓	✓
ix.	Functional Application Review	✗	✓
x.	System Health Advisory	✓	✗
xi.	Release Support	✗	✓
xii.	Extended Advisory Support	✗	✓
xiii.	Quarterly Service Review	✗	✓

i. 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.

ii. Premium Case support

Description:	A high priority response time for handling Service Requests and Incidents and a target resolution objective for P1 and P2 Incidents.
Unit4 Obligations:	<ul style="list-style-type: none"> • Preferential or priority treatment above Standard and Enhanced Support customers for Incidents and Service Requests. • To target an initial response to Service Requests within 2 Business Hours. • 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. Preferential or priority treatment is provided on a best effort basis.
Customer Obligations:	Supplying all necessary information requested by Unit4 in a timely fashion.

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.

vii. Standby Support (Single Event)

Description:	Unit4 service engineers on standby to support during a Customer event (like migration, data loading etc.)
Unit4 Obligations:	<ul style="list-style-type: none"> On request by Customer make available Unit4 service engineers for one 8-hour period ("Event") During the Event, provide a response to a request for assistance ("Call-Off") with an appropriate action; Deliver the action within agreed timescales.
Assumptions:	<ul style="list-style-type: none"> Standby support is performed on a best efforts basis, during Business Hours and in English only. One event is included per support year (i.e. one year from renewal date) An Event is 8 hours and cannot be split into 2 smaller events or rolled over into another support year. Responding to the Call-Off and providing any action or assistance will be charged at Unit4's prevailing rates. Additional standby support can be ordered per 8-hour unit (see the Optional Add-on Services below) and is in English only. application changes (i.e. bug fixes, error correction and configuration changes) are excluded from standby support.
Customer Obligations:	Customer shall log request for standby support, by logging a Service Request using Unit4 Community 4U. Unit4 will require at least one (1) Business Day in advance, following acknowledgement of the Service Request (target response time for Service Requests), to provision the service engineer for the Event.

viii. Assigned Support Team

Description:	An Assigned Support Team is allocated to the Customer.
Unit4 Obligations:	<ul style="list-style-type: none"> an Assigned Support Team will be the primary point of contact for the Customer on all Cases. the Assigned Support Team has a basic understanding of the particular Customer's organisation and systems. The Unit4 Account Representative Function is ultimately responsible for the quality and the performance of the assigned support team to the Customer
Assumptions:	<ul style="list-style-type: none"> The assigned support team has a basic understanding of the Customer environment. Understanding is based on the available materials and documentation of the customer installation. Knowledge of Customisation (clause 10 of the Standard Support Terms) is excluded from the scope. Business Hours and in English only, and not available in local language.
Customer Obligations:	As per request of the Assigned Support Team, Customer shall make all the materials and documentation available.

ix. Functional Application Review

Description:	Service that on a regular basis identify functional application data inconsistency in Unit4 Products
Unit4 Obligations:	<ul style="list-style-type: none"> • Twice every month a Unit4 consultant will carry out a review session to identify inconsistency in the functional and application data. • As an example, the following can be reviewed: <ul style="list-style-type: none"> ○ list of open purchase orders older than X (e.g. 6 months); ○ list of open requisitions older than X; ○ direct reports without line managers; ○ users not linked to resource ID; ○ tasks without owners; and ○ errors in tables. • Produce a report with data points and system tables which require an update to allow improvement of operations in the system.
Assumptions:	<ul style="list-style-type: none"> • Within Business Hours and in English only, and not available in local language • This is not a financial audit.
Customer Obligations:	If required provide access to the application

x. System Health Advisory

Description:	Unit4 will run a session of system health check, where during this session a consultant will review and report on the customer systems and environment.
Unit4 Obligations:	<ul style="list-style-type: none"> • Review the Customer systems and environment and report on: <ul style="list-style-type: none"> ○ Customer system's performance based on a pre-defined list of tests.; ○ Network and server configuration, focusing on performance; and ○ Identification and analysis of transactions with errors and warnings. • Unit4 will provide a report of the review and submit recommendations to the customer.
Assumptions:	<ul style="list-style-type: none"> • Unit4 has been provided remote access to the environment and systems that requires the system health check. • This service is a semi-annual service and within Business Hours and in English only, and not available in local language. • This service is restricted to the production environments, and excludes the non-production environments such as preview, testing, quality, development and acceptance or similar. • Following the monitoring session, some of the activities may result in a recommendation to involve Unit4 Professional Services specialists for providing the necessary steps to improve or resolve system issues • Unit4 is not responsible for the Customer's business systems and corresponding environments, so any changes to those elements are customer responsibilities.
Customer Obligations:	<ul style="list-style-type: none"> • Customer is responsible for their own business systems and corresponding environments and any changes to those are a customer responsibility. • Customer must facilitate remote access to the relevant Customer systems and relevant environment (in compliance with Unit4's remote access guidance).

xi. Release Support

Description:	Guidance on Unit4 release schedules.
Unit4 Obligations:	<ul style="list-style-type: none"> • give guidance to the Customer in relation to Release schedules. This is limited to explaining and discussing, Unit4 will recommend best practices, release notes and schedules to the Customer. This includes providing recommendations on the Customer's upgrade planning. • Act as an intermediary between the Customer and Unit4's operation teams. • remotely check for issues with the Customer following Release upgrade.
Assumptions:	<ul style="list-style-type: none"> • Excludes management of the Release upgrade, this is covered within upgrade-on-demand. • Excludes any project management activities.
Customer Obligations:	Customer must submit a Service Request to defer a Release in Unit4 SaaS.

xii. Extended Advisory Support

Description:	This is best practice and advisory support in paragraph (v) above, but including certain additional items (excluded under paragraph (v)).
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: business continuity (ITSCM), service capacity management and audit support. Discuss and liaise about compliance to the different Unit4 certifications (SoC1, SoC2, ISO2700x, etc.). <p>Where such programs are agreed with the Customer, discussing setup and planning of customer initiated audit programs.</p>
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. Any cost relating to the management of Customer initiated audits is billable. Advice is limited to the providing context for the available content included as part of the Unit4 Product. Limited to explaining/discussing, that is generally available such as training material, white papers, knowledge database materials and Unit4 audit reports. Business Hours and in English only, and not available in local language.
Customer Obligations:	-

xiii. Quarterly Service Quality Review

Description:	A quarterly 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); Identification of additional required training.
Assumptions:	<ul style="list-style-type: none"> Business Hours and in English only, and not available in local language. This activity is remote with one (1) on-premises on an annual basis.
Customer Obligations:	-