



# Unit4 IDS Service Description

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**Table of Contents**

1. GENERAL DESCRIPTION ..... 2

2. DATA RESIDENCY..... 2

3. ENVIRONMENTS ..... 2

4. SERVICE LEVEL AGREEMENT ..... 3

5. PROTOCOL SUPPORT..... 3

6. CUSTOMIZATION ..... 3

7. CUSTOMER RESPONSIBILITIES ..... 3

APPENDIX A – U4IDS Geopolitical Zones ..... 4

APPENDIX B – U4IDS Hybrid Deployment Architecture ..... 5

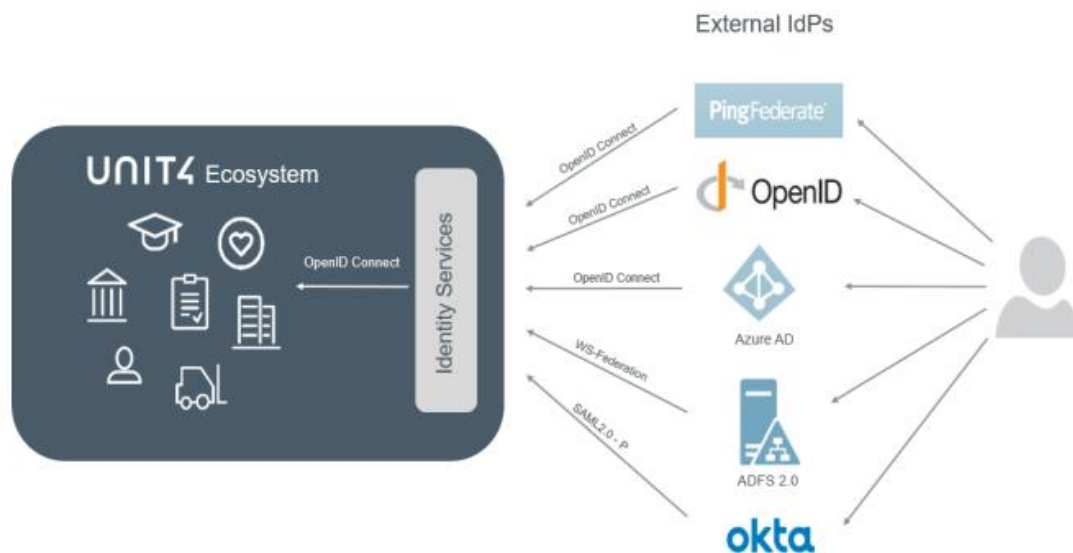
## 1. GENERAL DESCRIPTION

Unit4 Identity Services (“**U4IDS**”) is a multi-tenant identity solution and architecture for the Unit4 ecosystem that allows users to have one single identity across multiple applications, and provides a single sign-on experience. U4IDS integrates with the organisation’s identity solution using industry standard protocols and is shared across Unit4 applications acting as a gateway for external authentication.

In its role as a federated authentication gateway U4IDS does not perform authentication itself, it connects a tenant’s users with the tenant’s trusted Identity Provider (IdP). It is the IdP where authentication is performed. As such, details involved with authentication such as, for example, multi-factor, location and time-based restrictions are implemented by the tenant’s IdP. Commonly used IdPs are: ADFS/AD, Azure Active Directory, OKTA and PingOne.

U4IDS does not store information about users nor does it store any users’ credentials. U4IDS only stores information regarding the tenant’s IdP that is necessary to enable a secure authentication process.

The following shows a high-level overview of U4IDS and its relationship in a federated authentication architecture.



## 2. DATA RESIDENCY

U4IDS is available as a cloud based service operated by Unit4’s Global Cloud operations team. There are instances of U4IDS in each of the geopolitical zones supported by Unit4 SaaS (see Appendix E on [www.unit4.com/terms](http://www.unit4.com/terms) for supported geopolitical zone support). Data is not transferred outside of the tenant’s selected geopolitical zone, even in the event of a disaster.

## 3. ENVIRONMENTS

There are two shared instances of U4IDS in each geopolitical zone, production and preview. The production instance of U4IDS is configured as the federated authentication gateway for a customer’s production environment and the preview instance of U4IDS is configured as the federated authentication gateway for all the customer’s non-production environments.

#### **4. SERVICE LEVEL AGREEMENT**

For Unit4 SaaS and Unit4 Managed Cloud customers, U4IDS inherits the same SLA as is applicable to the customer's existing business solution (e.g. Unit4 Business World, Unit4 Student Management, Unit4 Prevero, Unit4 Financials, etc.).

For non-Unit4 SaaS and non-Unit4 Managed Cloud customers, the Unit4 SaaS Standard SLA is applicable to U4IDS.

#### **5. PROTOCOL SUPPORT**

U4IDS supports the following federated authentication protocols:

- OpenID Connect
- SAML-P
- WS-Federation

U4IDS supports protocols rather than directly supporting specific identity providers (IdPs). Common IdPs make use of one or more of the standard protocols supported by U4IDS.

Each tenant can choose one and only one protocol that is used for communications between U4IDS and their one IdP.

#### **6. CUSTOMIZATION**

There are no opportunities to customise U4IDS. U4IDS is configurable in the following areas:

- Claim used to map to a standardized Unit4ID used by Unit4 applications to enable single-sign on across Unit4 applications
- Access token lifetime

#### **7. CUSTOMER RESPONSIBILITIES**

Customers are responsible for configuration of their IdP and to provide specific information (required or requested) to Unit4 Cloud Operations that allows for configuration of U4IDS. Assistance with configuration of the Customer's IdP, or investigating issues with the customer's IdP configuration, is available via Unit4 Professional Services as a chargeable activity.

**SCHEDULE 1 – U4IDS Geopolitical Zones**

Geopolitical Zone
EU
Canada
USA
UK
Singapore
Australia

## SCHEDULE 2 – U4IDS Hybrid Deployment Architecture

