

Unit4 Cloud Software
GCloud14 Pricing
LOT2: Cloud Software



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Time Limited Discount Offer

Customers who meet the following criteria only, are offered an overall discount to the annual Unit4 ERP SaaS (only) fee of 61% per annum (based on a 3 year initial term).

- The Buyer is a new customer to Agilyx Limited
- The Buyer is a UK Unitary Authority with over 5,000 whole/full time equivalents
- Procuring a minimum of 400 ERP Accounting package Users
- Procuring a minimum of 1,600 ERP Procurement package Users
- Procuring a minimum of 700 Workflow, Enquiry and Approver Users
- Procuring UKI Localisation Advanced
- Procuring a minimum Medium deployment for Unit4 Financial Planning and Analysis

This discount expires on Friday 5th September 2025 at midday

Unit4 Enterprise Resource Planning

Product Offerings Overview

Unit4 Enterprise Resource Planning (U4ERP) is an integrated suite of ERP solutions that will help you elevate your business, delivering visibility and control over finances, projects, procurement, human resources, payroll and reporting.

Our current product offering is available as:

- SaaS (an all-encompassing annual fee covering software license, support, software maintenance and Cloud deployment)
- 15-year term license (one-time fee with a 22% annual support and maintenance fee)
- All pricing defined is based on a 3-year minimum term

For our core ERP SaaS offering, we currently provide the following cloud service models:

- Unit4 Shared Cloud
- Unit4 Dedicated Cloud
- Unit4 ERPx

Full details of our cloud services model can be found within the Unit4 ERP SaaS Service Definitions.

Our U4ERP offering consists of predefined packages tailored to the Public Sector and Higher Education industries and the table below provides details of the functionality available at the time of submission. The ERP platform (in the main) can be purchased in three ways as shown below and the package breakdown and pricing are reflected in this document for each.

1. Full ERP Suite consisting of Finance/Projects and HR/Payroll (Combination of Named User and FTE metric)
2. Finance/Projects only (Named User metric)
3. HR/Payroll only (FTE metric)

Pricing Overview

Pricing of our products is driven by a number of different parameters. A price is applied to a product using a predefined pricing metric:

per FTE employee	The number of FTE is calculated by multiplying the number of workers in each category (full-time, part-time, temporary, volunteers...) by the applicable percentage rate specified for each category, and then adding the resulting numbers for each category of worker together for a total sum.
per Named User	A registered User on the system.

For our U4ERP SaaS offering our pricing is based on 3 cumulative bandings (1-499, 500-999, +1000) of Named Users (NU) and Full Time Equivalents (FTE).

The number of FTE employees is the total of permanent and temporary employees (full time and part time), including contractors and voluntary workers.

Full ERP SaaS Suite: Package Breakdown and Pricing

Product Package	Price Metric	Price per Year (£)
ERP Core	N/A	Included

People Platform Services	Price Metric	Price per Year (£)
10 Desktop Users	N/A	Included
Wanda	N/A	Included
Identity Services	N/A	Included
Extension Kits (15,000 Actions)	N/A	Included

ERP Packages

The ERP suite is priced based on 3 cumulative bandings (1-499, 500-999, +1000) of Named Users (NU) and Full Time Equivalents (FTE).

Product Packages	Price Metric	Price per Year (£)		
		1-499	500-999	+1000
Accounting Package	Per Named User	680	455	230
HR Package	Per FTE Employee	45	25	15
Procurement Package	Per Named User	80	70	35
Inventory Management	Per Named User	35	25	15
Project Core	Per Named User	45	25	15
Timesheets	Per Named User	70	45	25
Projects Invoicing	Per Named User	45	25	15
Revenue Recognition	Per Named User	35	25	15
People Planner	Per Named User	45	25	15
Reference Projects ¹	Per Named User	45	25	15

¹ For ERP only.
May 2024

Global Projects	Per Named User	35	20	15
Expenses Package	Per Named User	45	25	15
Payroll Package	Per FTE Employee	30	25	15
Workflow, Enquiry Approver Users Only	Per Named User	90	90	90

Product Packages	Price Metric	Price per Year (£)
Field Service – Service Delivery Package²	Per 500 Users	5,300
Field Service – Assets Package²	Per 500 Users	5,300
UKI Localisations – Finance & Procurement	Per Named User	Included
UKI Localisations – HR & Payroll	Per FTE Employee	Included
UKI Localisations – Advanced	Per Package	6,750
UKI Localisations – Platinum	Per Package	20,250
UKI Localisations – Unit4 Award Management plug in¹	Per Module	1,600 (fixed price)
UKI Localisations – Flexible Project Invoicing¹	Per Module	23,900 (fixed price)
UKI Localisations – E-Procurement UK¹	Per Module	11,900 (fixed price)
UKI Localisations – (Address Look Up, Batch Input Formatter, Dataload)¹	Per Module	400
UKI Localisations – Delegated Banking¹	Per Named User	30
Additional Extension Kits	Blocks	<=15 – 900 >15 and <=35 – 1,900 >35 and <=60 – 3,000 >60 and <=85 – 3,700 >85 and <=485 – 14,800 (fixed price per block 000s)

Unit4 Cloud Add-on Options

Pricing for these individual items are detailed below:

Add-On Components	Price Metric	Price per Year (£)
NPE for Shared Delivery	Per Customer Environment	18,700
NPE for Dedicated Delivery³	Per Customer Environment	22,700
Document storage	Per Item	600

² ERP Existing Customers only.

³ For ERP only.

Read-only Database Replica⁴	Per Database	18,200
Downloadable Production Database Backup⁴	Per Database	13,600
VPN Connection⁴	Per Item	2,300
Database Refresh between Environments	Per Occurrence	3,400
FTP access⁴	Per Item	150
IP Allowlisting⁴	Per Package	2,300
Desktop User⁴	Per Named User	700
Microsoft Word Access⁴	Per Desktop User	200
Message Reader Access⁴	Per Desktop User	60
NPE with PROD alike specifications⁴	Per Customer Environment	80,000
GCON4 MFL Connector⁴	Per Item	3,400
Transactional Storage⁵	Per Item	1,400

Dedicated Cloud Service Levels	Price per Year (£)
<= 500 FTEs	40,344
> 500 FTEs and <= 2000 FTEs	47,160
> 2000 FTEs and <= 4000 FTEs	60,252
> 4000 FTEs	88,560

Minimum SaaS Fee Per Year

Cloud Service Models	Minimum SaaS Fee Per Year (£)
ERP Shared	44,952
ERPx Shared	44,952

⁴ For ERP only.

⁵ For ERPx only.

Full ERP 15-year Term License Option Suite: Package Breakdown and Pricing

This license does not include provision of our Cloud services, this allows customers to choose an alternative hosting provider. The following table provides pricing for our ERP packages on the basis of FTE employees and named users and does not include the annual maintenance and support charge, which for our standard plan is 22% of the one-time license cost.

ERP Package

Product Package	Price Metric	One-time Price per Year (£)
ERP Core Package	Per 500 FTE Employee	153,200
Procurement	Per 500 FTE Employee	9,200
Projects Base	Per 500 FTE Employee	11,100
Projects Plus	Per 500 FTE Employee	25,800
Field Service – Assets	Per 500 FTE Employee	3,100
Field Service – Service Delivery	Per 500 FTE Employee	4,600
Payroll	Per 500 FTE Employee	11,500
Travel Expenses	Per 500 FTE Employee	1,600
UKI Localisations – Finance & Procurement	Per Named User	Included
UKI Localisations – HR & Payroll (only applicable if Payroll package is purchased)	Per FTE Employee	Included

Accounting Only

Product Package	Price Metric	One-time Price per Year (£)
ERP Core Accounting Package	Per 250 Named Users	133,200
Procurement	Per 250 Named Users	9,400
Projects Base	Per 250 Named Users	11,300
Project Plus	Per 250 Named Users	26,400
Field Service – Assets	Per 250 Named Users	3,200
Field Services – Service Delivery	Per 250 Named Users	4,700
Travel Expenses	Per 250 Named Users	1,600
UKI Localisations – Finance & Procurement	N/A	Included

HR / Payroll Only

Product Package	Price Metric	One-time Price per Year (£)
ERP Core HR Package	Per 500 FTE Employee	90,500
Payroll	Per 500 FTE Employee	10,500
Travel Expenses	Per 500 FTE Employee	1,400
UKI Localisations – HR & Payroll (only applicable if Payroll package is purchased)	N/A	Included

Unit4 Talent Management

The Unit4 Talent management platform offers a comprehensive environment with a set of core features that cover all areas of strategic HR:

Peer-to-peer feedback 360 feedback Goal setting methodologies Performance reviews, check-ins, conversations Employee engagement	Talent insights Training & administration capabilities Online learning Employee engagement Succession planning
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Our current product offering is available as:

- SaaS

For our SaaS offering we currently provide the following cloud service models:

- TM Service Description
- Our U4TM standard offering consists of a predefined package and the table below provides details of the functionality available at the time of submission:

Pricing Overview

Our U4TM offering is priced on per FTE employee basis using a tier model.

The number of FTE employees is the total of permanent and temporary employees (full time and part time), including contractors and voluntary workers.

SaaS

Price includes our Standard support and maintenance fee.

Product Package	Price Metric	Price per Year (£)
Talent Package	Per FTE Employee	48
Learning Package	Per FTE Employee	22

Minimum SaaS Fee Per Year

Product	Minimum SaaS Fee per Year (£)
Talent Management	8,990

Unit4 Financial Planning & Analysis (FP&A)

Product Offerings Overview

The Unit4 Financial Planning & Analysis (U4FP&A) platform offers a comprehensive financial planning environment with a set of well-founded business applications for all areas of strategic and operative business management.

Our FP&A product offering is available as:

- SaaS
- 15-year term license (one-time fee with a 22% annual support and maintenance fee)

For our SaaS offering, we currently provide the following cloud service models:

- Unit4 SaaS Shared Cloud
- Full details of our cloud services model can be found within the Unit4 SaaS Service Definitions.

The table below provides details of the functionality available at the time of submission:

User/Module Name	Functionality
Modelling User	All functions and rights (including model administrator rights). The Modelling user is the most powerful user and set-up the data model and calculation logics; also, the modelling user is responsible for administration the content of the data model/model. 2 Modelling User Minimum purchase requirement
Planning User	The Planning user is the business user who is working with the model but does not model basic logics. The Planning user can consume all planning forms as well as all analysis and evaluation functions in dashboards and reports. Typical read & write rights including Dashboarding. 20 Planning User minimum purchase requirement

Analytics User	The Analytics user is allowed to execute all analysis and reporting functions – no modelling and no writing. Typical read rights including Dashboarding. 10 Analytics User minimum purchase requirement
Integrated Financial Planning Model	Integrated planning, budgeting and forecasting solution with P/L, BS and CF and other planning object integrated. The one single-point-of-truth for every financial department for steering relevant information.
Risk and Opportunity Management Model	Provides companies of all sizes with a solution that helps to identify, evaluate and control all relevant risks and opportunities in order to make them an integral part of controlling.
People Planning & Analytics Model	Combines Financial Budgeting, Workforce Planning and People Analytics based on HR master data from ERP systems.
Consolidation Model (incl. 50 units)	Pre-defined model for the finance department for statutory consolidation, multi-period, group reporting, dashboarding, deviation analysis and commenting.
IFRS16 Model (incl. 1000 leasing contracts)	IFRS 16 model helps enterprises to comply with IFRS 16 requirements becoming effective for all closings from Jan 2019 onwards – from data collection to disclosures.

Pricing Overview

The Unit4 FP&A offering is priced based on a mix of Unit4 FP&A Service Sizes and Models. Unit4 FP&A Users are included (with no limitation) in the Unit4 FP&A Service Size.

A Server is included as part of each net new sale and is allocated based on the Unit4 FP&A Service size.

FP&A SaaS Package Breakdown and Pricing

Service Size	Max Service Size Memory (GB)	Price Metric	Price per Year (£)
Size XS	12	Per Item	31,466
Size S	28	Per Item	53,942
Size M	58	Per Item	94,398
Size L	120	Per Item	143,845
Size XL	248	Per Item	242,738
Size XXL	504	Per Item	401,866

Module Name	Price Metric	Price per Year (£)
Integrated Financial Planning Model	Per Module	7,552
Risk and Opportunity Management Model	Per Module	7,552
People Planning & Analytics Model	Per Module	7,552
Consolidation Model (incl. 50 units)	Per Module	7,552
IFRS16 Model (incl. 1000 leasing contracts)	Per Module	7,552

Note: The first selected model is free.

Unit4 Cloud Add-on Options

Pricing for these individual items are detailed below:

Add-On Components	Price Metric	Price per Year (£)
NPE for Shared Delivery	Per Customer Environment	5,600
Downloadable Production Database Backup	Per Database	13,600
VPN Connection	Per Item	2,300
Database Refresh between Environments	Per Occurrence	3,400
IP Allowlisting	Per Package	2,300
Desktop User	Per Named User	700
NPE with PROD alike specifications	Per Package	80,000
Data Staging Area Environment	Per Item	7,100

FP&A 15-year Term License Package Breakdown and Pricing

This license does not include provision of our Cloud services, this allows customers to choose an alternative hosting provider. The following table provides pricing for our U4FP&A packages on the basis of named users and does not include the annual maintenance and support charge, which for our standard plan is 22% of the one-time license cost.

User Name	Price Metric	One- time Price per Year (£)
Modelling User	Per Named User	3,600
Planning User	Per Named User	1,400
Analytics User	Per Named User	700

Module Name	Price Metric	One- time Price per Year (£)
Integrated Financial Planning Model	Per Module	9,400
Risk and Opportunity Management Model	Per Module	9,400
People Planning & Analytics Model	Per Module	9,400
Consolidation Model (incl. 50 units)	Per Module	9,400
IFRS16 Model (incl. 1000 leasing contracts)	Per Module	9,400

Unit4 Financials by Coda

Product Offerings Overview

The Unit4 Financials by Code (U4FbC) works seamlessly with your chosen industry and role-specific applications, giving your teams the day-to-day financial management and real-time insights, they need to help drive your organisations success.

Our current product offering is available as:

- SaaS
- 15-year term license

For our SaaS offering we currently provide the following cloud service models:

- Unit4 SaaS Shared Cloud
- Unit4 SaaS Dedicated Cloud

Full details of our cloud services model can be found within the Unit4 SaaS Service Definitions.

The core product offering consists of 2 different functional package types:

- Essential Core Package (full user)
- Essential Core Package (read only/authorised and minimum of 1 user is required)

Each of the packages enables a different level of user access as follows:

Package	Functionality
Essential Core Package (full user)	Read and write access to all available functions.
Essential Core Package (read only/authorised)	A user is entitled to read only and authorise workflow access, which enables them to have read only access to all functions and also write access to workflow requests.

Note: User access is provided at User level, not at the product level. Therefore, if a User requires different access levels across the product, then a separate license must be purchased for each product i.e., finance and procurement.

Pricing Overview

For our U4F SaaS offering our pricing is driven by a number of different metrics:

Per Named User	A registered User on the system.
Per Slot	Batch Interface (BIF) - There is a 1:1 relationship between a BIF slot and a User, although a 1:n relationship between a BIF slot and allocation. i.e. a single BIF slot can be allocated to 'n' number of interfaces that the customer would like to integrate with U4F. The BIF slot will scale as many times as you want, it is more a question of how the customer wants to identify the User posting the transaction into U4F. This will always be the same User if the transaction comes in via the same BIF slot, regardless of the 'allocated' interface. The guidance we provide is 1 BIF slot per BIF (i.e. product/application integrating to U4F) ensures a clean audit trail between the User and the source system and potentially avoids simultaneous demand on the BIF slot. Interactive Interface (IIF) - there is a 1:n relationship between the IIF slot and the U4F User. So, 1:n relationship between slots and allocations still allows for full audit trail of U4F user and the source system.
Per Language	The additional number of languages required on top of English and the local language.

SaaS Package Breakdown and Pricing

The following table provides pricing for our U4F packages.

Package Name	Price Metric	Price per Year (£)
Essential Core Package (Full User)	Per Named User	2,373
Essential Core Package (Read Only/ Authorised)	Per Named User	324
Procurement Standard User⁶	Per Named User	539
Interactive Interface License	Per Slot	2,266
Batch Interface License	Per Slot	566
Language Packs⁷	Per Language	4,531
Extension Kits (15,000 Actions)	Per 1000 Actions	Included
Additional Extension Kits	Blocks	<=15 – 900 >15 and <=35 – 1,900

⁶ Read and write access to all available functions.

⁷ English and 1 local language is already included in both the Essential Core Package (full user) and Essential Core Package (read only/authorised).

		>35 and <=60 – 3,000 >60 and <=85 – 3,700 >85 and <=485 – 14,800 (fixed price per block 000s)
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FP&A Lite Add-on

Add-On Components	Price Metric	Price per Year (£)
FP&A Lite for U4F by Coda	Per Item	8,766

Unit4 Cloud Add-on Options

Pricing for these individual items are detailed below:

Add-On Components	Price Metric	Price per Year (£)
NPE for Shared Delivery	Per Customer Environment	18,700
NPE for Dedicated Delivery	Per Customer Environment	18,700
Read-only Database Replica	Per Database	18,200
Downloadable Production Database Backup	Per Database	13,600
VPN Connection	Per Item	2,300
Database Refresh between Environments	Per Occurrence	3,400
FTP Access	Per Item	150
IP Allowlisting	Per Package	2,300
Database Encryption	Per Item	42,000
NPE with PROD Alike Specifications	Per Package	80,000

Minimum SaaS Fee Per Year

Cloud Service Model	Minimum SaaS Fee Per Year (£)
U4Financials Shared	26,970

15-year Term License Package Breakdown and Pricing

This license does not include provision of our Cloud services, this allows customer to choose an alternative hosting provider. The following table provides pricing for our U4F packages on the basis of per named user and does not include the annual maintenance and support charge, which for our standard plan is 22% of the one-time license cost.

Package Name	Price Metric	One-time Price per Year (£)
Essential Finance Pack	Per Named User	3,800
Enhanced Finance Pack	Per Named User	3,300

Unit4 Source to Contract (S2C)

Product Offerings Overview

The Unit4 Source to Contract platform offers a comprehensive system to support the procurement process with a set of well-founded business applications for all areas of the strategic and operative upstream procurement processes covering modules such as:

- Spend Analytics
- Project Management
- eRFx
- eAuctions
- Contract Management
- Supplier Management

Our S2C product offering is available as SaaS and is offered through our Unit4 SaaS shared cloud. Full details of our cloud services can be found within the Unit4 SaaS Service Definitions.

The table below provides details of the functionality available at the time of submission:

Spend Analytics	Unit4 Spend Analytics provides clear visibility of company-wide spend data and the means to interrogate it forensically. Accurate, actionable, real-time insights help identify opportunities for savings, efficiencies, and risk mitigation; elevating procurement to deliver meaningful strategic business impact.
Project Management	Unit4 Project Management provides an overview of company initiatives across all departments – tracking project status, savings, and keeping all participants informed. Strategic sourcing projects within defined workflows stores information such as notes, documents, tasks, and communication, whilst ensuring full compliance and traceability resulting in a streamlined process.
eRFx	Unit4 eRFx provides a streamlined and enhanced approach into the prequalification, analysis, and shortlisting of suppliers through a centralised and controlled eSourcing process. Time is saved with the ability to easily increase the number of suppliers invited to participate, increasing the pool of submitted responses and bids, therefore leading to increased savings whilst automating the analysis of large quantities of supplier data.
eAuction	Unit4 eAuctions helps procurement professionals negotiate with suppliers using an efficient and structured process, removing the need for time-consuming individual negotiations, and reducing final price through increased supplier competition. Process transparency within a live dynamic environment allows suppliers to deliver competitive bids within minutes, helping to establish true market-price whilst featuring additional parameters to incorporate total cost of ownership.

Contract Management	Unit4 Contract Management provides visibility into key contract information, metadata, and contract documents through a shared, centralised repository. Digitalisation of contract creation, document authoring, red-lining, approval, and eSignature workflows significantly streamlines and reduces cycle time from contract creation to execution. Efficient compliance is driven and monitored through centralised control, configurable reporting, notifications, audit and version control logs, and reducing exposure to process inefficiencies
Supplier Management	Unit4 Supplier Management provides visibility into customisable supplier and contact information, communication, past activities, sustainability, and more. Valuable time is saved through a controlled, automated supplier onboarding and approval process whilst enabling scoring parameters of supplier information. Real-time notifications help mitigate against the risk of non-compliance within the supply chain by ensuring that supplier information is current and up to date.

Pricing Overview

This is the price of the products for each of the modules. It is essential that at least one module is chosen.

Spend Analytics - Product Packages	Price Metric	Price per Year (£)
Core Module	Per Package	16,850
Super User	Per Named User	175
Read Only User	Per Named User	50
Spend Data ⁸	Per £100m Spend	1,750
Carbon Accounting ⁹	Per Item	10,750
Data sources for Spend Analytics	Per Data Source	900 (one-off cost)
Implementation	Per Item	7,250 (one-off cost)

⁸ Per £100m Spend that is annually run through the Spend Analytics platform.

⁹ Enrichment of spend data with quarterly enrichment of Carbon Footprint. Can only be bought in combination with the Core module.

Project Management - Product Packages	Price Metric	Price per Year (£)
Core Module ¹⁰	Per Package	8,990
User	Per Named User	90
Read Only User	Per Named User	50
Implementation	Per Item	3,650 (one-off cost)

eRFX - Product Packages	Price Metric	Price per Year (£)
Core Module ¹¹	Per Package	25,000
User	Per Named User	450
Read Only User	Per Named User	50
Implementation	Per Item	3,150 (one-off cost)

eAuction - Product Packages	Price Metric	Price per Year (£)
Core Module ¹²	Per Package	26,000
Core Module (includes up to 10 eAuctions) ¹³	Per Package	5,000
User	Per Named User	675
Read Only User	Per Named User	50
Implementation	Per Item	1,450 (one-off cost)

Contract Management - Product Packages	Price Metric	Price per Year (£)
Core Module – Repository	Per Package	7,000
Authoring and Redlining ¹⁴	Per Package	7,000
Contracts ¹⁵	Per Contract	200

¹⁰ Includes an unlimited number of projects.

¹¹ Includes an unlimited number of tenders/events/RFIs/RFQs.

¹² Includes an unlimited number eAuctions and access to all eAuction types (English Reverse, Dutch, Japanese and Forward).

¹³ Includes up to 10 eAuctions every year. Additional 10 auctions can be purchased in bulk for an additional £5,000 pa.

¹⁴ Can only be bought in combination with the Core module.

¹⁵ Includes up to 100 contracts. Additional contracts can be purchased in bulk for an additional £200 pa.

eSignature¹⁶	Per Envelope	1,440
eSignature Integration¹⁷	Per Integration	900
User	Per Named User	175
Read Only User	Per Named User	50
Implementation Repository	Per Item	3,650 (one-off cost)
Implementation Authoring	Per Item	2,050 (one-off cost)

Supplier Management - Product Packages	Price Metric	Price per Year (£)
Core Module	Per Package	9,750
Suppliers¹⁸	Per Package	200
D&B Integration	Per Package	3,500
User	Per Named User	175
Read Only User	Per Named User	50
Implementation Repository	Per Item	3,250 (one-off cost)
D&B integration setup	Per Integration	900 (one-off cost)

Additional Options	Price Metric	Price per Year (£)
Standard API Integrations	Per Integration	1,750
Standard API Integration setup	Per Integration	900 (one-off cost)
Single Sign-on	Per Item	1,750 (one-off cost)

Minimum SaaS Fee Per Year

Product	Minimum SaaS Fee Per Year (£)
Source to Contract	8,990

¹⁶ Includes 500 DocuSign envelopes per year. Additional envelopes can be purchased in bulk for an additional £1,440 pa.

¹⁷ Integration to DocuSign.

¹⁸ Includes up to 100 suppliers. Additional suppliers can be purchased in bulk for an additional £200 pa.

Unit4 Professional Services, Support and Managed Application Services

Implementation Services Unit4 software solutions are designed for rapid deployment, getting up-and- running quickly, with a minimum of impact on your staff and business. We apply proven, established services methodologies, based on internationally accepted standard techniques, to ensure your project is well planned, predictable and straightforward, and that end users can acquire all the knowledge and expertise necessary to assume full control and mastery of their solution.

Service Offerings Overview

Unit4 provides a range of implementation and project management services to install, commission and configure Unit4 product offerings and our Partner solutions.

Pricing Overview

Unit4 Professional Services rates for 2024 are listed in the table below for Time & Materials based deliveries. Services can also be scoped and delivered as Fixed Price based on specific customer requirements.

Role	Rate
Project Manager	£230/Hour
Architect	£200/Hour
Consultant	£150/Hour
Associate Consultant	£200/Hour

Expenses	Rate
Inside M25	£250/Day
Outside M25	£200/Day

Out of Hours working and rates must be requested in advance of discussing and agreeing with customers/prospects.

The following surcharges shall apply for anti-social hours:

	Monday - Friday	Saturday	Sunday/Bank Holiday
On call	0.5	0.5	0.5
07.00 to 20.00	No surcharge	1.5	2.0
20.00 to 24.00	1.5	1.5	2.0
00.00 to 07.00	1.5	1.5	2.0

Note: In addition, travel time will be charged at 100% for travel required on Sunday and Bank holidays.

Unit4 Support Services

Unit4 offers a wide range of Services under its Success4U framework. All customers can choose either the Essential or Professional Success4U offering. Any additional services will be packaged based on customer requirements for Unit4 implementation delivery.

Service Area	Service	Professional	Essentials
Success Planning	Customer Success Manager Engagement	✓	
	Tailored Success Plan	✓	
	Digital, Templated Success Plan		✓
Education	End User Enablement	✓	✓
	Admin User Enablement	✓	
Community4U	Discussion Forums	✓	✓
	Thought Leadership Collaboration Webinars	✓	
	Product Management Insights	✓	
	Digital Support Access	✓	✓
Customer Support	Experienced Support Agent	✓	
	Resolution SLA's	✓	
	Access to Success Catalog	✓	✓
Success Catalogue	Preferred Pricing (Success Points)	✓	
	Transactional Pricing		✓

Unit4 Service	Costs £
Success4U Essentials	Every SaaS customer at Unit4 gains access to our Success4U Essentials plan, a package that puts you in the driving seat. Success4U Essentials is an all-digital, self-guided approach to customer success and includes: • Industry Success Plan Templates • Standard Customer Support • End User Enablement • Standard Community4U Access <i>Success4U Essentials is charged at 22% of the One-Time license fee for on premise customers.</i>
Success4U Professional	You can elevate your customer experience in our Success4U Professional plan, giving you quicker value realization and outcome-driven solutions aligned to your strategy. You'll receive: • Tailored success planning with an assigned customer success manager • Elevated customer support with enhanced resolution SLA's • Premium education and in-product guidance • Enhanced Community4U access to thought leadership content and product management webinars £55,000 per annum