



Unit4 Business Software Limited

Unit4 Service Definition

G-Cloud 15 Lot2B Software-as-a-Service

SaaS): RM1557.15

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Unit4 ERP CR

Unit4 Cloud Service Description

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1. Introduction

Unit4 ERP CR is an ERP solution designed for people centric organizations. It provides a fully integrated data model, processing model and reporting model, enabling our Customers to manage all their key business areas in a single suite:

- Corporate Financial Management
- Procurement Management
- Project Management
- Field Service Management
- Human Resources & Payroll
- Planning, budgeting & forecasting
- Research Management

Unit4 ERP CR is highly adaptable when business needs change, combined with providing a low cost of ownership.

The purpose of this Unit4 ERP CR Service Description is to describe the cloud service provided to the Customer.

This document should be read in conjunction with the *Unit4 Cloud Technical Guidelines and Limits* document, available at www.unit4.com/service-descriptions under *Technical Documents*. This companion resource outlines detailed technical parameters, supported protocols, integration limits and service thresholds that apply to Unit4 ERP CR.

Unit4 provides a complete technically managed solution for Unit4 ERP CR deployed in the public cloud. This end-to-end service includes infrastructure, hardware, system software, monitoring, management and maintenance of the entire solution (including backups), disaster recovery and service updates.

Unit4 offers cloud enterprise solutions as Unit4 SaaS, a Software as a Service delivery model deployed on Microsoft Azure or Nordic data centre (Conapto AB). This model leverages Microsoft Azure's scale and experience of running highly secure and compliant cloud services around the globe and Conapto for region-specific requirements. Unit4 ERP CR operates efficiently within this framework, utilizing a shared model to optimize resource allocation.

In summary, Unit4 provides the following:

- Access to Unit4 ERP CR Desktop Client, Web Client, mobile applications, mobile web sites, APIs and web services.

- All user access to Unit4 ERP CR is over secure internet connections (HTTPS); a variety of browsers and mobile platforms are supported.
- Comprehensive integration options available, including the use of Unit4 APIs and web services, batch file-based interfacing and optionally direct read-only access to a replicated production database.
- Infrastructure is fully scalable, in a high availability environment with redundancy in critical aspects such as power, hardware and network communications.
- Relevant security level.
- Continuous monitoring is in place, covering servers, services and applications which is feeding alerts and continuous improvement.
- Application of infrastructure updates, patches and hotfixes.
- Unit4 software and supporting software updates and hotfixes.
- Production Environment and Non-Production Environments with a separate database for each Customer's data.
- Disaster recovery in a physically separate secondary site.
- Service Level Agreement, with Service Credits based on service availability.
- Unit4 Community (Community4U) to engage with Unit4 directly, gain insight into service performance indicators and see the status of services.
- Various Azure regions leveraged to enable Unit4 to meet Customers' data residency needs; Customers' data always resides within a specified geopolitical zone (except where explicitly stated otherwise).
- Formal policies in place for information security, data processing, disaster recovery, business continuity and acceptable/fair use.

2. Data centres & data residency

Unit4 uses the Microsoft Azure infrastructure and Platform Services and Nordic data centre (Conapto AB) to deliver the Unit4 ERP SaaS. These services are delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see Azure region details: azure.microsoft.com/regions and Nordic data centre (Conapto AB) details on www.conapto.se.

Geopolitical zone	Provider	Data location (Countries/City's/Regions)	Time zone
Azure EU	Microsoft Azure	Dublin, Ireland and Amsterdam, The Netherlands (DR)	CET/CEST
Azure USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
Azure Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
Azure United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Azure Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Azure Australia	Microsoft Azure	Victoria and New South Wales (DR)	AEDT/AEST
Azure Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST
Azure Sweden ¹	Nordic data centre (Conapto AB) Microsoft Azure ¹	Sätra and Sollentuna (DR) Gävle and Staffanstorps (DR)	CET/CEST CET/CEST

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

Customer residence	Geopolitical zone used
APAC	Asia
Australia/New Zealand	Australia

¹ It is on Unit4 discretion which location is used.

Customer residence	Geopolitical zone used
Canada	Canada – Azure
EU	EU – Azure
Sweden ²	Nordic data centre (Conapto AB) or Sweden – Azure
Norway/ Denmark	Norway – Azure
UK	UK – Azure
US	US – Azure
Primary	Secondary
Geopolitical zone EU	Geopolitical zone EU
Geopolitical zone UK	Geopolitical zone UK
Geopolitical zone USA	Geopolitical zone USA
Geopolitical zone Canada	Geopolitical zone Canada
Geopolitical zone Asia	Geopolitical zone Asia
Geopolitical zone Australia	Geopolitical zone Australia
Geopolitical zone Norway	Geopolitical zone EU
Geopolitical zone Sweden	Geopolitical zone EU

² Platform Services will be delivered from Azure Norway data centre.

3. Service Model

Category	Component	Comments
SOLUTION	All patching, updates of the standard solution (technical)	Included and automatic
	Environments included	1 Production + 2 Non-Production (Preview and Acceptance)
INFRASTRUCTURE	Data Files storage	250GB ³
	Document Archive storage	250GB ⁴
	Transactional data storage	150GB ⁵
	Availability guarantee	Yes
	Data centres	Microsoft Azure and/or Nordic data centre (Conapto AB) Microsoft Azure
	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Backup & Service Restore	Yes

³ Additional Data Files Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.

⁴ Additional Document Archive Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.

⁵ Additional Transactional Data Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.

Category	Component	Comments
	Disaster recovery	Yes
	Monitoring program of infrastructure and application	Yes
COMPLIANCE	Compliance certificates and assurance documents – Microsoft Azure and Nordic data centre (Conapto AB)	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017 ⁶

4. Environments

Three (3) environments are provided, including:

- One Production Environment (PE) - this is the environment that the Customer uses to run the day-to-day (live) operations,
- Two Non-Production Environments (NPEs):
 - ✓ Preview – a Customer's Preview environment always contains the latest updates for the Unit4 Product in use by the Customer
 - ✓ Acceptance – which can be used according to Customer needs as "Test"/ "Quality" / "Development" / "Pre-Production".

Additional Non-Production Environments can be provided at an extra charge.

Unit4 assigns to every Cloud Customer a unique Cloud Customer ID code, which is visible in various elements of the service (including environments) and is used for Customer identification. The MS Azure Customers' ID code is a 3-character acronym and for Nordics DC Customers the ID code consists of 6 digits. The Cloud Customer ID codes are created at Unit4's discretion during the early stage of the implementation and are not subject to change.

⁶ Unit4 ERP CR is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

Platform Services

Unit4 Platform Services are multi-tenant, shared services. Except where explicitly stated in the service's Service Description document, each Unit4 Platform Service has a Preview instance and a Production instance; there is no concept of Customer-specific instances of Unit4 Platform Services. As such, no additional instances of Unit4 Platform Services are provided. For more information, please refer to [Unit4 Platform Services Service Description](#).

4.1 Production Environments

Only the Production Environment (PE) is subject to the Service Level Agreement. Production Environment backups are kept for 30 days to meet Recovery Point Objective (RPO).

4.2 Non-Production Environments characteristics

While a Non-Production Environment (NPE) is not covered by the SLA or Disaster Recovery, it has the following characteristics:

Users accessing an NPE

NPEs are configured to handle a maximum of 15 concurrent users.

Customer responsibilities

The Customer needs to manage non-production WIP such as non-production report templates (e.g., in progress changes to purchase order report template) as refresh will replace WIP with copies from production.

What happens to the previous NPE details after a refresh?

Everything in NPE will be erased and replaced with a fresh copy from PE.

Update of an NPE to a new update

The Preview environment is updated as soon as an Update is available following a Unit4 announcement. Once an environment has been updated to the latest Update, it is not possible to move back to the previous one.

Backups

Backups of NPE are made daily in the time zone of the geopolitical zone in use. Backups of NPE are kept for fourteen (14) calendar days.

Restores

A restore request can be submitted through a Service Request in Unit4 Community4U. The delivery time, the number of included restores and the charges are the same as those for an NPE refresh.

Customers are entitled to 12 refreshes per year, per environment. These are considered jointly, regardless of the source or target environment. For example, a customer with three environments (e.g., PROD, PREV, ACCT) is entitled to a total of 36 refreshes per year. A customer with four environments would have 48 refreshes per year.

Suspension

An NPE that is not actively used will be suspended. A suspended NPE may be reactivated at any point in time. To reactivate a suspended NPE, Customer needs to initiate re-activation, by accessing the environment through the web interface or activating it in Citrix workspace, which may take up to 15 minutes.

4.3 Database refresh

Definition of database refresh between environments

A refresh between environments (e.g., from PE to NPE) is a full copy of Customer database and Custom reports between the environments. Refresh of the data stored outside of the database must be explicitly specified in the Service Request.

Point in time used for refresh

The database refresh is from a point in time prior to the current Business Day. The specific point in time is selected by Unit4.

Frequency of database refresh

One refresh per environment per month is included.⁷ Additional database refreshes are available at an additional charge. The package provides 5 extra refreshes.

Different environment update versions

Database refresh is possible when:

- both environments are on the same update version or
- target environment is on a higher update version.

⁷ Example: If a Customer has three environments (prod, prev, acpt), they are allowed a total of three refreshes or restores per month, regardless of the target and destination database.

How to request a refresh?

Customers use self-service to request a refresh. Refresh of the data stored outside of the database must be requested via a Service Request.

5. Reporting and monitoring

5.1 Reporting on Service Performance

Unit4 provides operational information regarding the Unit4 SaaS on the Unit4 Community4U. That information includes:

- Service Availability
- Scheduled maintenance (times, dates per region)
- Software update information and deployment schedules
- Site recovery status (in the event of the disaster plan initiation)

5.2 Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet the Unit4 Service Availability targets on Production Environment.

6. Updates

Periodically, Unit4 introduces new features in the Unit4 ERP CR service including enhanced features and functionality across applications. Fixes, features and functionality will be made available as part of an update. If needed Unit4 will apply Hotfixes. This will be done by Unit4 as deemed necessary to maintain the existing features of the Unit4 SaaS and to maintain service level commitments and security.

Updates will be provided free of charge as part of the service. However, it should be noted:

1. Any update may result in additional configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved service partner consultants. These additional configurations and/or adjustments are not included in the Unit4 SaaS and will be subject to additional charges.
2. Where any update replaces or modifies any Customisation or non-standard functionality utilized by Customer, the Customer will be required to adopt the standard functionality. Unit4 reserves the right to charge a reasonable fee to provide assistance

if Customer wishes to maintain the previous Customisation or non-standard functionality.

6.1 Update deployment

Updates are applied as deemed necessary by Unit4 SaaS operations to maintain the existing features of the Unit4 SaaS as well as maintaining service level commitments and security.

Service Updates may take place approximately twice per year. The frequency of Updates may be increased or decreased at Unit4's discretion. Updates may take up to twelve (12) hours to deploy, resulting in the Service being unavailable for some or all that time (such unavailability shall not be counted as Service downtime for the calculation of Service Availability).

A schedule of planned deployment of Updates to the Production Environment will be published on the Unit4 Community4U. A Customer's Preview environment always contains the latest Updates for the Unit4 SaaS solution in use by the Customer. The Production Environment will follow no sooner than 9 weeks after Preview deployment. Unit4 will use reasonable endeavours to ensure that Updates will be carried out during the Planned Maintenance Window.

6.2 Hotfix deployment

Hotfixes are applied as deemed necessary by Unit4 SaaS operations to maintain the existing features of the Unit4 SaaS as well as maintaining service level commitments and security.

7. Planned and Unplanned Maintenance

7.1 Planned Maintenance

Planned Maintenance Windows are designated for implementing various changes to the Service, such as updates and hotfixes. During these periods, Unit4 Cloud Services will be unavailable. You can find more details on the schedule presented in the table below:

	Standard Planned Maintenance Windows (PMW) <i>Hotfixes, Localizations/Add-ons updates and Infrastructure</i>	Additional Planned Maintenance Windows (PMW) <i>Updates</i>
All regions (Except Azure US, Azure Canada and Nordics Data Centre)	Twelve per year, 3rd, or 4th week of each month From: Sat 4 PM To: Sun 4 AM UTC*	Two per year according to time interval specific to a given region <i>(Unless communicated otherwise)</i>
Regions: Azure US and Azure Canada	Twelve per year, 3rd, or 4th week of each month Shortened PMW: Sun 4 AM – 11 AM UTC* Or Full PMW (if global downtime is needed): Sat 11 PM – Sun 11 AM UTC* <i>*In rare cases when a downtime of all regions would be required</i>	
Nordics Data Centre	Weekly: Mon 6 PM - Tue 1 AM UTC*	

**The timing of a Planned Maintenance Window (PMW) is subject to minor seasonal adjustments (+/- 1 hour) due to winter/summertime changes.*

PMWs may also change with reasonable notice. All planned dates are communicated in Unit4 Community4U.

If the actual downtime during a scheduled or Planned Maintenance exceeds the designated time window, the excess time counts toward Service Outage calculations. If the downtime is shorter, the remaining time does not count as credit to offset other outages within the same month.

Planned Maintenance may also occur outside of predefined PMWs in exceptional or unforeseen circumstances. In such cases, Unit4 may proceed provided that the Customer receives at least 8 hours' notice. These events, although unplanned, do not count as Service Outages, as the required notice was given. Unit4 will make reasonable efforts to perform such maintenance outside Business Hours to minimize disruption.

7.2 Unplanned preventative maintenance

Unit4 may carry out unplanned preventative maintenance if there is an urgent requirement to secure the stability or the security of the Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance Window. Unplanned preventative maintenance is counted as a Service outage.

8. Customer permissions and responsibilities

8.1 Customer permissions

The Customer has the right to:

- 1) Track the availability of PE and the responsiveness of the service through an external monitoring tool. This monitoring will consume Unit4 SaaS under existing and future usage constraints. Both the Customer and Unit4 need to consent to the specifics of the monitoring beforehand to confirm it does not disrupt the Unit4 SaaS services or get obstructed by security measures.
- 2) Conduct external vulnerability scanning and penetration testing of Customer environments on annual basis. Details of the planned activities must be provided to Unit4 at least 30 days in advance of each test, using a Service Request. Unit4 reserves the right to change the scope of the tests and scans requested, considering the protection of infrastructure and environments from unexpected consequences of actions resulting from the test or scan.

- 3) Conduct performance testing in the Production Environment, ensuring that the simulated load accurately represents normal production usage at the normal time of day (so night jobs should be tested during the night). Performance testing to assess system behaviour under **overload** conditions is the responsibility of Unit4 and is forbidden for the Customer to perform.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2 Customer Responsibilities

Service Updates

The following list summarizes typical update tasks and indicates services included as part of the Unit4 SaaS and tasks that are the responsibility of the Customer (or done by Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
Project Planning		
Publishing general availability schedule of Software Updates on the Unit4 Community4U	✓	
Managing timelines, outline goals, roles and responsibilities		✓
Business analysis and discovery		✓
Creating test plans		✓
Update deployment in a Preview environment		
Update Preview environment	✓	
User training on changes		✓
Test: conducting basic testing		✓
Training support to assist with testing		✓

Task	Included	Customer Responsibility
Functional and user acceptance testing as desired		✓
Training, implementation and configuration for new features		✓
Uplift and testing of all Customisations		✓
Reviewing test scripts and testing outcomes for issues resolution		✓
Update deployment in Production		
Update existing application configuration, being all activities undertaken to set up applications provided by the service which involve the use of standard menus and functionality. There may be rare cases where it is not technically possible to determine the correct business configuration; in these rare cases, any tasks that must be completed manually are the responsibility of the Customer.	✓	✓
Update Production Environment	✓	✓

Customisation update responsibilities

Unless otherwise agreed, Customer responsibilities include Customisation code lift and testing for compatibility, functional testing and any application (re)configuration.

Unless otherwise agreed, any Customisations that are not updated to run on the current update in time for the Production update deployment may be disabled in the Production Environment prior to update deployment.

Technical & functional responsibilities

The Customer's technical environment responsibilities include:

- Supply, administration and maintenance of Customer-side client devices and local printers.

- Customer-side networking infrastructure, including connectivity to the internet.
- Security of Customer-side network, devices and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth.
- All Customer-initiated activities around penetration testing, security checks and Customer-owned monitoring are the sole responsibility of the Customer.

The Customer's functional environment responsibilities include:

- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

8.3 Customer Obligations

Activities Impacting System Operations

Customers are required to notify Unit4 in advance of any testing or activities that may impact system behaviour. If such activity poses a risk to infrastructure stability or service continuity, Unit4 reserves the right to immediately suspend the affected systems—without prior notice to the Customer—to limit risk and identify the root cause of the suspicious activity. Where such action is required, remediation efforts and associated costs will be charged to the Customer.

Account set-up

The Customer is responsible for designating its users and for ensuring that all users are adequately trained and understand Customer's remotWe access and use obligations and requirements. Where applicable, each user must establish an Account. The Customer is responsible for managing its Accounts and disabling a user's Account when Unit4 SaaS access is no longer required, including immediately upon termination of such user's affiliation with the Customer. The Customer is responsible for its users' acts and omissions and all activities occurring under its users' Accounts.

Account Administrator

The Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding the Unit4 SaaS and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 SaaS and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

Account security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and the Customer may not recycle Account credentials when activating or disabling Accounts. The Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access, misuse, or breach of security for the Unit4 SaaS or its Users' Accounts and will provide all information and take all steps requested by Unit4.

9. Localisations and Add-ons

The Service includes Localisations developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements and Unit4 ERP CR Add-ons, which can accelerate certain business requirements in certain verticals or territories.

Customer-ordered Localisations and add-ons will be made available to the Customer in the next available maintenance window.

The Localisations availability depend on the Customer's home country. An overview of all available Localisations and Add-ons included is provided in Schedule A and B.

10. Customisations, integrations, custom reports and fields

Subject to section 10.2 below, Customisations, custom reports and integrations are permitted and can be written by Unit4, Unit4 partners or the Customer. Maintenance, support, implementation and update considerations for these custom components are not included in the Unit4 charges. Customisations are not supported by Unit4 under Standard Support. The Customer has sole responsibility for the Customisations, custom reports and integrations, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This includes any custom development or Customisation (including Unit4 delivered Customisation as part of a project implementation, bespoke code written by Unit4). If any assistance is required regarding Customisations and/or bespoke work, Unit4 may be able to assist with resolving issues or

with upgrades of the Customisation, but this will be subject to review and extra charges. The Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

10.1 Unit4 created Customisations

Maintenance of Unit4 authored or created Customisations, including custom entities, fields, relationships, screens, reports, imports, exports, workflows, interaction plans, lookup data, localisation files, C# / Java /etc. code, web styles and scripts, are outside the scope of Unit4 SaaS model offerings. Maintenance, support, implementation and update considerations for these components are not included in the Unit4 SaaS charges.

10.2 Restrictions in Customisations

There are restrictions regarding allowed Customisations in Unit4 ERP CR SaaS including but not limited to:

- No third-party applications/DLL installed.
- Unit4 provides the capability to bring custom SQL database objects from on-premises environments into the Unit4 Cloud for continued operation of Customer-specific customizations. However, custom SQL database objects must comply with strict security, performance, and operational guidelines to be accepted.
- Custom SQL database objects can be a security risk and may inadvertently lead to data leaks. Therefore, Customers must accept the risk of running their custom SQL database objects in the Unit4 Cloud. Custom SQL database objects that do not meet security and performance requirements will not be permitted. Please review the *Unit4 Cloud Customization Policy & Procedure for SQL Database Objects* (available to partners, Customers and prospects via the Cloud Documentation in Community4U or at www.unit4.com/service-descriptions).
- All Customers must self-certify custom SQL database objects (i.e., assessing the custom SQL database objects that they use and confirming to Unit4 that they are complying with the requirements set out in this section 10 and the *Unit4 Cloud Customization Policy & Procedure for SQL Database Objects*). Unit4 reserves the right to impose an additional charge on the Customer for the ongoing risks and management costs to Unit4 associated with retaining custom SQL database objects in the Unit4 Cloud.
- No direct access to local resources such as file system, network, etc., access must be indirect via approved methods that provide abstraction from specific infrastructure.
- All Customisations must be delivered fully documented.
- Any code needs to be transparent, readable and delivered to Unit4; and

- All Customisations must include installation routines that require no manual interaction and allow for end users to validate installation has been completed and that the Customisations are ready for configuration or use via standard application capabilities.

10.3 ACT Customisations – review, rejection, removal

Unit4 requires a full review of all ACT Customisations submitted on Customers' behalf to ensure the security, stability and performance of its services. The Service Request must follow the guidelines and include the source code of the Customisation to evaluate any potential risks to the service's stability, security and/or performance.

For the adoption of new Customisations or updates to existing ones, Customers must submit a Service Request to Unit4. Customisation will only be installed after positive review.

10.4 Data Modification via Customisations

Customisations allow Customers to execute direct database modifications (e.g., directly changing, removing or updating data in their database). Direct changes to the database are not normally permitted and Customisations can bypass standard built-in data controls in the application layer which protect both the confidentiality and integrity of Customer's information, as well as impact system performance. By introducing Customisations, Customer accepts all the risks that are related to data consistency and integrity.

10.5 Data modification via SQL queries

Customers may request an execution of custom one-time SQL scripts in their databases. Such scripts may be subject to additional review by Unit4 and may be rejected due to a lack of compliance with Unit4 policies. Customers accept all the risks that are related to data consistency and integrity by requesting a custom SQL script execution. With this, Unit4 assumes no responsibility for the manual alteration of the database records. Scripts to create objects in the Customer's database, such as views and tables, are treated as Customisations and should follow the standard Customisation review process.

10.6 Unit4 APIs backward compatibility

Unit4 recommends using the most recent version of any Unit4 API to receive optimum performance and stability. Prior versions of Unit4's APIs are updated to support backward compatibility for all prior versions of Unit4s APIs that have not reached end-of-life status. End-of-life announcements will be made not less than eighteen (18) months before the end-of-life of each Unit4 API.

10.7 Permitted tools

The following Customisation and custom report tools are permitted. These may be created by Unit4, Unit4 partners or by the Customer themselves using Unit4 ERP CR tools. Please note that the prerequisite is that all Customisations must be reviewed by Unit4 according to the Customisation review process (paragraph 10.3):

- ACT DLLs and other solutions created with the ACT tools considering the following constraints:
 - a. Use of standard ACT methods and Unit4 ERP CR APIs/web services where applicable.
 - b. No direct access to the file system except via standard Unit4 ERP CR environment variables for import and export locations.
 - c. No access to infrastructure or operating system level capabilities e.g. StartProcess or other process mechanisms.
 - d. No dependence on registry.
 - e. No code-based dependence on static server host name, IP address etc.
 - f. Must operate within a dynamic infrastructure-based environment (e.g. no sticky sessions).
 - g. No 3rd party DLL or EXEs included with Customisation, only Unit4 ERP CR and standard .NET Framework permitted.
 - h. IntellAgent events running executable files are prohibited.
- DataLoad
- IntellAgent (with read-only SQL)
- Xtra Reports
- ARC reports (Deprecated and should be replaced by Xtra reports)
- Excelerator - Installed on the Customer's local desktop
- Worderator - Installed on the Customer's local desktop
- Report Engine to view data
- Report writer (ARW, with read-only SQL) to view data
- Browse table to view data
- Additional Database View (created via Unit4 ERP CR Desktop Standard View definition screen) on the Data Model (for reporting purposes)
- Workflow (with additional Database view created via Unit4 ERP CR Desktop standard view definition screen)
- SQL reader
- Console administration

10.8 Robotic Process Automation (RPA)

Robotic Process Automation (RPA) is permitted in Unit4 Cloud under the following conditions:

1. No software can be installed on the Web, Business or Citrix server. The RPA must function entirely as a user, although it may optionally use APIs.
2. The RPA must operate like a human (i.e. similar pace and login frequency). Rapid, robotic keystrokes or excessive system interactions may cause timeouts or other issues, which could disrupt both the RPA's operation and the system itself.

10.9 Usage of report queues

The Unit4 Additional Report Queue service provides clients with extra report queues beyond the standard allocation included with their U4 Products. By default, clients are provided with up to four (4) report queues, which include:

- Two (2) DEFAULT queues per environment (one for x86 and one for x64 architecture).
- Up to two (2) additional queues on x64 architecture per environment based on specific needs.

Customers may also qualify for one (1) additional queue in x64 architecture at no extra charge for every 1,000 full-time equivalents or 300 named users, with the ability to request up to four (4) extra queues.⁸

For any additional queues beyond these conditions, Unit4 offers an option to increase the number for an additional fee, with a maximum of 7 queues on the x64 architecture (and 1 DEFAULT queue on the x32 architecture).

10.10 Maintenance of Customisations, Custom reports and Integrations

Maintenance, support, implementation and update considerations for these components are not included in the Unit4 SaaS subscription fee.

Custom reports, integrations and Customisations authored by a Customer or a Unit4 partner, are the full responsibility of the Customer for all aspects of deployment and maintenance. Customer responsibilities include code lift for software update version compatibility, functional testing and configuration and error resolution.

⁸ The Customer is entitled to request a maximum of four (4) additional queues in accordance with the 1,000 FTEs rule. Therefore, even if the Customer has 5,000 FTEs, the maximum number of additional queues that may be requested under this provision remains limited to four (4).

Custom reports, integrations and Customisations authored by Unit4, are outside the scope of Unit4 ERP CR SaaS. Maintenance of Customisations, custom reports and integrations must be formally set up and included on an executed Order form to ensure that Unit4 takes responsibility. If Unit4 maintenance of Customisations, custom reports and integrations has not been included on an executed order form, responsibility for all aspects of deployment and maintenance will reside with the Customer.

10.11 Custom report Authoring

Custom reports created by Unit4, Unit4 partners or by the Customer themselves are permitted. Authoring / creation of reports has the following considerations:

Custom reports authored by the Customer	Authored via Internet Browser?
(Information) Browser reports	Yes ⁹
Standalone Excelerator reports	No ¹⁰
Standalone Xtra reports (ARC is deprecated and should be migrated to Xtra reports asap)	No ⁹

10.11.1 Integrations

Integrations are permitted according to the supported integration methods described below. Integration methods not explicitly stated below are not permitted.

Standard Unit4 product integration options:

Integration Type	Available?
Unit4 FP&A integrates with Unit4 ERP CR through its ETL process, extracting financial data, intercompany data, cash data	Yes

⁹ Browser reports are authored and deployed using the standard Web (Information Browser reports) and or Desktop Client (classic Browser Templates Reports).

¹⁰ Excelerator, ARC and Xtra reports are created via Unit4 reporting tools (e.g., Unit4 ERP CR Report Engine) that must be installed and run on a Customer's own local PC. MacOS users need to use a virtualization solution to access a Windows desktop to Unit4 reporting tools.

Integration Type	Available?
and metadata. Please also review the Unit4 FP&A Cloud Service Description.	

Other integration options:

Integration Type	Permitted?
Integration using Unit4 ERP CR APIs and web services	✓
Integration using standard export files over SFTP generated by / import files imported by Unit4 ERP CR standard server processes ¹¹	✓
Integration using export files created by custom report templates against standard Unit4 ERP CR server processes or Customisation routines ¹⁰	✓
Integration requiring read-only direct database access ¹²	Additional Service offering – Read-only Database Replica

11. Technical operations

11.1 Printing

All printing is carried out on the client side.

11.2 Read-only Database Replica

Direct database access can be provided to a replicated read-only database, as described in the Database Replica Service for ERP CR service description. This additional service is not available for the Nordic data

¹¹ Via folder access that is restricted to nominated administrative Users (Data Export, Data Import, Report Results and Server Logging folders).

¹² Read-only Database Replica is not included in the standard offering. See "ERP CR Read-Only Database Replica Service" for more details.

11.3 . Connectivity

Unit4 uses static public IP addresses (both outgoing and incoming) for its services, providing reliable connectivity. However, please note that while Unit4 strives for consistency, these IP addresses are subject to change in the future and cannot be guaranteed as permanent.

Internet bandwidth suggestions*

Since the configuration and use of Unit4 ERP CR are highly variable, Unit4 can provide only high-level bandwidth suggestions; Unit4 ERP CR (Web Client) – an assumed concurrency factor of 5 results in an average bandwidth requirement of 20–50 Kbps per user, with a maximum latency of 100 ms.

For Unit4 ERP CR Desktop, the estimated bandwidth requirement is 100 Kbps per user, also with a maximum latency of 100 ms.¹³

Virtual Private Network

A VPN is available solely for database replication purposes. Unit4 provides VPN (IPsec) connection exclusively for Unit4 services provisioned through the Microsoft Azure platform. The client device terminating the VPN connection must meet the following requirements:

- Support for policy-based VPN tunnels
- Support Network Address Translation (NAT) to limit the networks on Customer side to one network with maximum 24-bit mask; BGP is not supported
- Provide, at minimum, support for VPN settings listed below:

IKE version	IKE v2
IPSec Keying Mode	PSK
IKE Phase 1 – Encryption Algorithm	AES 256
IKE Phase 1 - Authentication	SHA 256
IKE Phase 1 – DH Group	At minimum DH14
IPSec Phase 2 – Encryption	AES 256
IPSec Phase 2- Authentication	SHA 256
IPSec Phase 2 – PFS Group	At minimum DH14

¹³ Rough guidance only based on simulation testing submitting timesheets. Response times will be dependent upon a variety of factors such as the number of users, type of web processing initiated, Customer side internet line capacity and infrastructure setup such as the use of proxies. **Note:** Unit4 ERP CR Document Archive usage is not covered by this estimate; uploading or downloading large documents from the Document Archive will consume bandwidth and time as normally experienced with an internet-based document upload or download.

Access scenarios

For Unit4 ERP CR interfaces, the following access methods are available:

Interface type	Access method
Web endpoints	Internet
Citrix	Internet
SFTP	Internet
Read-only database replication ¹⁴	VPN

Citrix Workspace App

Unit4 does not take any responsibility for Citrix Workspace App since its operation may be impacted by multiple factors outside of Unit4's area of influence (e.g. Customer's Internet Service Provider (ISP), Active Directory GPO, etc.).

11.4 Access solution

The Unit4 ERP CR solution is accessed in the following manner:

- Unit4 ERP CR (Web Client), accessed via a supported web browser
- Unit4 ERP CR Desktop, accessed as a remote application via a remote access solution (e.g. Citrix Workspace App)
- Programmatic access to Unit4 ERP CR APIs and web services
- Unit4 ERP CR mobile applications via APIs and web services
- Unit4 ERP CR related folders are accessed according to the following table.

Folders	Access Level for Designated Users
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¹⁴ Except for Push Replica.

Customized Reports	R/W
Data Export	R/W
Data Import	R/W
Custom Folders	R/W
Report Results	R
Server Logging	R

11.5 Custom folders

Customers will have at their disposal five Custom Folders under the Data files folder. These folders will have predefined Active Directory groups, and the access will be applied to the top-level only. Customers can request changes on the business server environment variables accordingly by raising a corresponding Service Request. Customers can create as many subfolders as they want under the Custom Folders and there is no restriction about the naming of the subfolders, however Unit4 does not provide granular access management to subfolders.

11.6 Authentication

By default, authentication for Unit4 ERP CR Desktop and Unit4 ERP CR (Web Client) is carried out using application-based username and password authentication. Management of Users and passwords within the Unit4 ERP CR application is the responsibility of the Customer.

The Unit4 Cloud Services have capabilities for federated authentication to allow Customers' users to use their organizational credentials (e.g. domain username and password) when logging in to an Unit4 application using a web browser (web access). With federated authentication, the Customer's authentication provider (e.g. ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific username and password that is validated by the Unit4 application.

To use federated authentication there is an optional Service called Unit4 Identity Services or Unit4 IDS. Unit4 IDS is a multi-tenant identity solution and architecture for the Unit4 ecosystem, which allows users to have one single identity across multiple applications and

provides a single sign-on experience. More details about Unit4 IDS can be found in *Unit4 Platform Services Service Description* at www.unit4.com/service-descriptions.

The Customer is responsible for the configuration of their Identity Provider (IdP) and for providing specific information (required or requested) to Unit4 that allows for configuration of Unit4 IDS.

Unit4 ERP CR Authentication	Basic (Unit4 ERP CR specific username and passwords)	Federated Authentication (via Unit4 IDS to Customer's IdP)
ERP Web	Yes	Yes
ERP Timesheet (native mobile app)	Yes	Yes
ERP Expenses (native mobile app)	Yes	Yes
ERP Tasks (native mobile app)	Yes	Yes
ERP Web services (SOAP)	Yes	Yes
ERP Public API (REST)	Yes	Yes
Unit4 Report Engine (Excelerator)	Yes	Yes (Only for WebAPI)
ERP Mobile (Field Force Mobile & Absence)	Yes	No
ERP CR Desktop (via Citrix Workspace APP) ¹⁵	Yes ¹⁴	Yes ¹⁴

Preparing for the use of IDS requires an effort to gather technical information to connect IDS with the Customer's Identity Provider. The implementation of this service requires the involvement of Unit4 Professional Services.

11.7 ERP CR Desktop Client

¹⁵ Unit4 ERP CR Desktop authentication involves two steps; first step is to authenticate using Unit4 Cloud specific credentials against a Unit4 Cloud operated AD and second step using either Basic or Federated Authentication.

Desktop Client, understood as Unit4 Services, is an ERP CR desktop application delivered via remote access solution (e.g. Citrix Workspace App). The amount of Desktop Client subscriptions included in Unit4 SaaS is 10 (additional subscriptions are available at an additional cost).

11.7.1 Documents previewing

Unit4 Cloud provides access for Unit4 ERP CR Desktop Client Users only to preview documents and spreadsheets from Data import/Data export folders.

11.7.2 Supported extensions on Citrix

Unit4 Cloud supports the following files to be opened via Citrix:

- spreadsheets (.xls .xlsx .csv)
- images (.png .jpg .bmp)
- text files (.txt .log)
- report files (.fpg)
- documents (.docx .doc)

Any other file types not described here must be copied over and opened locally. Unit4 supplied viewers may not always render the file content in an optimal way and a local copy may be needed to preview on the end-user workstation.

Advanced features like running macros and user-defined languages are not permitted and should be executed using Microsoft Excel installed on the end-user's workstation. Citrix and applications within the Citrix Workspace are available in English only; however, the ERP desktop itself can be configured to use any of the supported ERP languages.

11.7.3 Citrix Self-Service

Citrix self-service gives Customers ability to create, activate and deactivate accounts, manage account permissions and resetting passwords. It enables Customers to manage their Citrix Users without a need to request Unit4 assistance. Access to Citrix self-service is limited to Users with User Manager role.

Multi-Factor Authentication (MFA) is mandatory for the User Manager role in both Azure and Nordics environments. In Azure, the User Manager can also enable MFA for regular users. This is disabled by default but can be activated for all users through a bulk setting.

For security reasons, accounts that are inactive for 60 days are automatically disabled, but can be reactivated in the Self-Service portal. After 360 days of inactivity accounts are permanently deleted and must be recreated if needed.

11.7.4 Files saved on Citrix

The intended location where files should always be saved is either within the Data Files folders or locally on the end-users' workstations. Any files saved on Citrix in locations outside of the Data Files will be automatically removed after the user's logout, so it is highly recommended to save files only in locations designated for it.

12. Data considerations

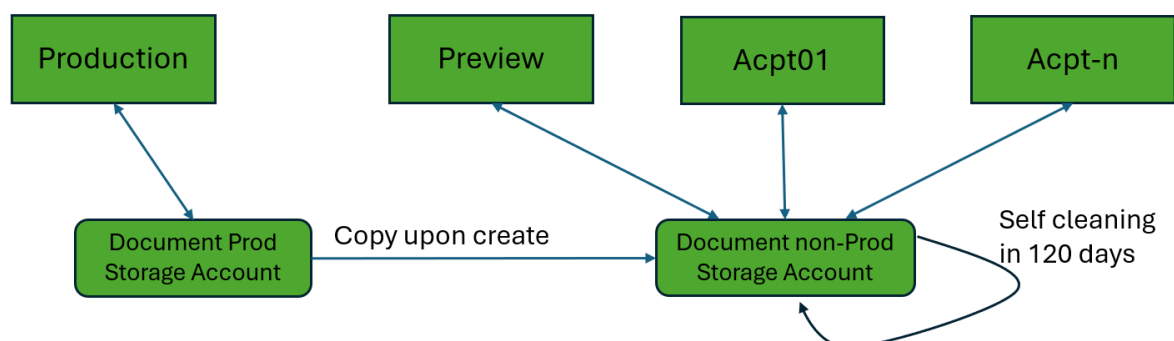
12.1 Document Archive model

Unit4 Cloud on Azure has integrated Azure Storage to manage and store its documents efficiently. In Nordic Data Centre document storage is in the database.

ERP CR stores documents in an Azure Storage account. Based on usage observation, the refresh setup will change¹⁶ from a full copy when the database is refreshed to a continuous copy stream in combination with 120 days retention in non-production.

The new setup allows testing from multiple non-production environments towards an up-to-date copy of the production data, in combination with individual testing on specific preview or acceptance environments. In all cases the 120-day retention is active, so a document created for testing in preview or acceptance has a 120-day retention period.

The production storage account has Geo-replication redundancy (see chapter on Data Residency). The non-production storage account has Local redundancy.



¹⁶ Change is planned during Q3 2025 and will be announced on Community4U

12.2 Standard clean-up routines

As part of application maintenance Unit4 enables archiving of old report orders. This includes historical records in the database and related resources on the disk in Data files folder under the Server logging directory, where any files older than 90 days are automatically archived.

The Report orders stored in the Server Logging directory:

1. Can be accessed via Windows Explorer in Citrix (respective subfolders of Server Logging directory)
2. Can be accessed directly from within the application (limited to last 6 weeks of logging only).

Archived reports orders (older than 90 days) can be retrieved via Service Request.

12.3 Transfers of Customer Data to the Unit4 ERP CR

Unit4 deploys a standard architecture and therefore, where Customer is an existing Unit4 Customer, it is responsible for ensuring data consistency (i.e., that Customer Data to be inserted follows such standard architecture) and that any inconsistencies in Customer Data are appropriately cleansed before such data is inputted into the Unit4 SaaS.

When a Customer requests to copy a database snapshot from outside of Unit4 Cloud environment then it should be free of any Customisation objects. These objects should be sent in a separate Service Request and will follow the standard Customisation review process.

12.4 Backup and Restore Services

Customers are given the option of a “forgiveness” restore, where a recent Production Service full back-up can be restored to the PE in case of a disastrous user mistake (e.g., running month end processing in “live” environment instead of Preview as intended).

Backups are performed to allow for forgiveness restores to be completed with a restoration point as shown below and no later than thirty (30) days prior to current time, to a resolution as shown below. Forgiveness restores should be initiated as a P1 incident and time to complete depends on data volume.

There is no "forgiveness" restore option available for other infrastructure components, such as data files or bin folders. The restore process is limited to the database itself.

Request restore point permitted

between 1 hour prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 5 minutes (see example below)

Current time	Restore Range	
15-03-2017 00:15	13-02-2017 00:15	14-03-2017 23:15
25-07-2017 14:25	25-06-2017 14:25	25-07-2017 13:25
22-09-2017 08:00	23-08-2017 08:00	22-09-2017 07:00

12.5 Data Security

Data in transit

Customer Data in transit over public networks is protected with TLS 1.2.

Customer Data at rest

Data at rest is protected using robust, transparent encryption methods appropriate to each hosting environment. In the Nordic data center (Conapto AB), this is achieved through whole disk encryption. In Azure environments, data is protected using a combination of whole disk encryption and Transparent Data Encryption (TDE) at the database level. For more information, please refer to the Unit4 Information Security Policy at www.unit4.com/terms.

IP Allowlisting

IP Allowlisting is offered as an option that will come at an additional cost in the Unit4 SaaS, to gain an extended level of control on what IP address has access to the Customers environment. An IP Allowlist is a list of IP addresses that are granted access to a certain Service. When an IP Allowlist is used, all IP addresses are denied access, except those included in the IP Allowlist. Unit4 does not support adding to Allowlist IP addresses which are changing frequently (e.g. dynamically assigned by your Internet Service Provider).

IP Allowlisting is available for the following product – data centre – service type combinations:

IP Allowlisting	Data centre	Service Type
Web endpoints	Azure, Nordic	All
Citrix	Azure, Nordic	All
SFTP	Azure, Nordic	All

Customers with enabled Allowlisting are responsible for providing VPN access to their own network for partners or Unit4 consultants working off-network (to keep the traffic originated from allowed IP addresses).

The Platform Services use dynamic IP addresses; therefore, IP Allowlisting is not supported for any combination of ERP CR products with any Platform Services. As an exception IDS does support IP Allowlisting in combination with ERP CR, whereby the Customer IDP must be publicly accessible. For further details, please refer to Schedule D.

12.6 Limits and regulations on usage

Unit4 operates within a multi-tenant environment and adheres to fair use policies to prevent any single process from monopolizing shared resources. Should these limits be exceeded, appropriate corrective actions will be implemented. For detailed guidelines related to service limits and regulations, please refer to the *Unit4 Cloud Technical guidelines and limits* document available at www.unit4.com/service-descriptions under *Technical Documents*.

12.7 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Application functionality (e.g. Web Client, Desktop Client, Mobile Apps)
- Application reporting tools
- Application functionality to export to file
- API/web services
- Direct database access to copy of production data via TCP/IP TDS endpoint (see Direct database access)
- upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement
- SFTP access.

13. Additional Tools with direct database access

In certain specific cases where Customers' data can be accessed and modified by external tools or add-ons, Customers will have to sign and deliver an additional agreement to Unit4 where they accept the risks of running the tool in their environments.

QBF is not supported in Unit4 cloud. BIF is only allowed for existing Customers to generate regular import data files to be processed by standard processes. BIF is not configured with full direct DB access.

14. Unit4 ERP Archive SaaS

The Customer who has its SaaS Agreement ended can subscribe to the Unit4 ERP Archive SaaS Service as a new contract. It provides the ability to retrieve Customer's historical data in the Unit4 cloud environment, see additional service description for details.

<https://community4u.unit4.com/cloud/documentation>

SCHEDULE A: Localisations by country

Australia

Engine	SKU	Product name
AU-DE- FINPROC-SAAS	AU-ABA	Australian Domestic Payments (ABA format)
AU-HRPAY-SAAS	AU- AGRPRXAU	Australian tax & healthcare
	AU-PR30PAYG	Produce the year end form for the employee (PRA3001)
	AU-PR30PAYGT	Employment termination payment (PRA3003)
	AU-PR30PAYGW	Payment summary electronic report (EMPDUPE) (PRA3002)

Austria

Engine	SKU	Product name
AT-FINPROC	DE-AUSTRIANPAYMENTS	Austrian payments (EDIFACT and SEPA)

Belgium

Engine	SKU	Product name
BE-FINPROC-SAAS	BE-BNL-BE	Localisation Belgium - Finance & Procurement
	BE-BNL-FIC	Belgian Fiches
	BNL-BNR	Benelux Report templates
	BNC	Business Common

Denmark

Engine	SKU	Description
DK-FINPROC-SAAS	DK-45CB	MT940 & Statement Utilities
	DK-45NIN	National Insurance Number Validation

Finland

Engine	SKU	Description
FI-FINPROC-SAAS	SE-600008	SEPA payments for Finland
	SE-600099	Solution for Finnish reference codes in invoices
	SE-600117	Remittance advice

France

Engine	SKU	Description
FR-FINPROC-SAAS	FR-FRP	Localisation France - Finance & Procurement

Germany

Engine	SKU	Description
DE-FINPROC-SAAS	DE-ACCOUNT	Account Form with Contra Account
	DE-POSTCODES	Adjustment of German Post Codes
	DE-ASSET	Asset Grid
	DE-BALANCE	Balance Sheets
	DE-EBIL	Electronic balance sheet interface [E-Bilanz]
	DE-UPDATE	DE Update
	DE-USTVA	German electronic tax return
	DE-BBR-Z4	External Economic Transactions (Z4)
	DE-SEPA	German Payments (SEPA)
	DE-LEGALREPORTS	Localized Legal Report
	DE-EXCHANGERATES	Import Exchange Rates
	BNC	Business Common

Ireland

Engine	SKU	Description
IR-FINPROC-SAAS	IR-BKRIE	Bank Statement Load (Irish formats)

Luxembourg

Engine	SKU	Description
LU-FINPROC-SAAS	LU-BNL-LU	Localisation Luxembourg - Finance & Procurement
	BNL-BNR	Benelux Report templates
	BNC	Business Common

Netherlands

Engine	SKU	Description
NL-FINPROC-SAAS	NL-BNL-NL	Localisation Dutch - Finance & Procurement
	BNL-BNR	Benelux Report templates
	NL-BBR-XML	Business Reporting (XML Auditfile)
	BNC	Business Common

Canada

Engine	SKU	Description
CA-FINPROC-SAAS	NA-NAF01	AP Remittance advice with email split
	NA-NAF02	AR Direct Debit Notices with Email Split
	NA-NAF03	Aged AR/AP - Consolidated report
	NA-NAF04	Currency exchange rate update
	NA-NAF05	Cheque Sort for AP/AR
	NA-NAF06	Manual cheques to cheque register
	NA-NAF07	GL07 Blank Category Validation
	NA-NAF13	Positive Pay Extract
	NA-NAF14	Quick checks
	CA-NAF15	CPA006 Compliant cheques
	NA-NAF17	Postal code screen mixed case
	CA-NAF18	Financials report of payments for Canada Revenue Agency (T4A GL)
	NA-NAF21	BAI2 Bank Statement Import

	NA-NAF22	EFTs - Electronic Funds Transfers: direct deposit and direct debit
CA-HRPAY - SAAS	NA-NAP05	NA Payslips
	NA-NAP06	New hires report
	NA-NAP08	Employer Number Validation
	NA-NAP09	Format Social Security Numbers/Social Insurance Numbers
	NA-NAP10	Record of Employment
	CA-NAP13	Workers Compensation Module (Worksafe BC interface)
	CA-NAP20	Canada Payroll tax engine
	CA-NAP21	Relevé 1 Report
	CA-NAP22	T4 Report
	CA-NAP23	T4A Report

USA

Engine	SKU	Description
US-FINPROC-SAAS	NA-NAF01	AP Remittance advice with email split
	NA-NAF02	AR Direct Debit Notices with Email Split
	NA-NAF03	Aged AR/AP - Consolidated report
	NA-NAF04	Currency exchange rate update
	NA-NAF05	Cheque Sort for AP/AR
	NA-NAF06	Manual cheques to cheque register
	NA-NAF07	GL07 Blank Category Validation
	NA-NAF13	Positive Pay Extract
	NA-NAF14	Quick checks
	NA-NAF17	Postal code screen mixed case
	US-NAF19	1099 Reports
	NA-NAF21	BAI2 Bank Statement Import
	NA-NAF22	EFTs (Electronic Funds Transfers: direct deposit and direct debit
US-HRPAY - SAAS	NA-NAP05	NA Payslips
	NA-NAP06	New hires report

	NA-NAP08	Employer Number Validation
	NA-NAP09	Format Social Security Numbers/Social Insurance Numbers
	US-NAP15	1094C 1095C (ACA) Report
	US-NAP16	941 Report
	US-NAP17	W2 Report
	US-NAP18	State Quarterly UI Wage Reports
	NA-NAP10	Record of Employment
	US-NAP12	Washington PERS Report
	US-NAP19	1099R Payroll Report

Norway

Engine	SKU	Description
NO-FINPROC-SAAS	NO-FN06	Import of exchange rates
	NO-FN16	CU08 OCR Innlesing
	NO-FN17	Local government specific reports
	NO-FN18	Cash accounting
	NO-FN19	Central government reporting
	NO-FN21	Year End
	NO-FN23	Norwegian Direct Debit
	NO-FN24	Norwegian Telepay
	NO-FN26	Digital Tax Report
	NO-FN27	SEPA (ISO20022)
	NO-XN04	Invoice templates/layouts
	NO-XN07	NO Statutory reports
	NO-XN08	LoadSysData
	NO-XN14	Integration ALTINN portal
	NO-BBR-SAFT	Standard Audit File for Tax Norway (SAF-T)
	BNC	Business Common
NO-HRPAY - SAAS	NO-HN24	Pension OTP
	NO-HN25	Year End

	NO-HN28	Payroll Statistics KS
	NO-HN29	Payroll Statistics MBL
	NO-HN32	Absence Statistics
	NO-HN40	Reimbursement
	NO-HN41	Pension reporting for Local Government and Health Sector (KLP)
	NO-HN42	Pension calculation and reporting for Association for seafarers (PTS)
	NO-HN45	Payroll Alerts
	NO-HN46	NO Payslips
	NO-HN49	Report of payment from the employee to various associations/unions
	NO-HN50	Calculate settlement holiday pay to employees (PR29)
	NO-HN51	Report of payment from the employee to local governments Association of education (UTD).
	NO-HN53	Calculation of sick pay rate
	NO-HN54	Report of travel expenses to the employees.
	NO-HN59	Pension calculation and reporting for Central Government (SPK).
	NO-HN60	A-melding - Central Payroll reporting
	NO-HN63	Flexible Doc Archive
	NO-HN64	Norwegian Tax and social security contributions
	NO-HN65	PR24 Pay seniority calculation
	NO-HN66	Digital medical note
	NO-HN68	E-Tax card
	NO-XN13	Altinn Gateway

Spain

Engine	SKU	Description
ES-FINPROC-SAAS	ES-SP-FIN	ES-localisation Financials (Fiscal Reports)
	ES-SP-SEP	ES-localisation Financials (SEPA)
	ES-BBR-SII	Business Reporting - Suministro Inmediato de Informacion (SII)

	BNC	Business Common
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Sweden

Engine	SKU	Description
SE-FINPROC-SAAS	SE-L46ARC	Standard Swedish report templates
	SE-L46ARW-8	AP Payment report format bbfsb
	SE-L46ARW-9	AP Payment report format base
	SE-L46ARW-10	Payment report format pase
	SE-L46ARW-11	Payment report containing "bbse-arw" payments
	SE-L46ARW-12	Payment report format UTLI
	SE-L46ARW-13	Payment report correcting bank statement
	SE-L46ARW-14	Payment report format pbse
	SE-L46ARW -15	Payment report containing "Match-error" payments
	SE-L46ARW -16	Report compressed payment acknowledgement
	SE-L46ARW -17	Report compressed payment proposal
	SE-600013	Import of exchange rates
	SE-600045	Payment solution for Swedbank
	SE-600046	Payment solution for Swedbank
	SE-600049	Detailed trigger report
	SE-600071	Adjusted verification report
	SE-600072	Report – general ledger transactions (per dim)
	SE-600074	Report – Account rules
	SE-600075	Report – Value Matrix Content
	SE-600096	Sveorder
	SE-600097	Fixed assets – distribution of depreciation
	SE-600118	Additional controls of fields in AR/AP/SO
	SE-600135	Invoice Export Transformation
	SE-600136	Invoice Import Transformation
	SE-L46AG001	Import of Postal codes
	SE-L46AG002	Solution handling "counterpart"

	SE-L46AG003	Transactions file for Central Government
	SE-L46AG006	Agresso Installer
	SE-L46AP001	Handling of confidential invoices
	SE-L46AP003	SEPA/ISO20022xml
	SE-L46AR001	AR and Direct Debit payments
	SE-L46AT	Asset Management Reports
	SE-L46CB001	Bank statements processing
	SE-L46GL0301	Report - Balance and Income state for Government authorities (landscape)
	SE-L46GL0302	Report - Income statement for Government authorities (portrait)
	SE-L46GL0303	Report - Balance Sheet for Government authorities (portrait)
	SE-L46GL0901	Report - Trial balance sheet aggregation on two-digit level (Government authorities)
	SE-L46GL0902	Report - Trial balance sheet aggregation on three-digit level (Government authorities)
	SE-L46GL0903	report- Trial balance with IB (Government authorities)
	SE-L46TFI00401	Solution handling tax requirements for Facility Management
	SE-L46VP101	Solution controlling tax requirements in VP10
	SE-L46SU0701	Warning list credit notes
SE-HRPAY -SAAS	SE-L46HS0101	Extra control in Resource Master File
	SE-L46HS0103	Ending an employment
	SE-L46KI0101	Solution for salary payments through direct payment with Bankgirot in Sweden
	SE-L46PR0101	Solution that calculates extra deductions in certain situations
	SE-L46PR0102	Salary payment to banks
	SE-L46PR0106	Year-end script - is updated each year
	SE-L46PR0201	Extra information on P&D register
	SE-L46PR0202	Salary specification
	SE-L46PRS0401	XML File
	SE-L46PRS2101	Statistics report for Private Sector
	SE-L46PS0901	Extra controls for absence
	SE-L46PS1401	Solution enabling correct absence deductions over weekends

	SE-L46TS2002	Recalculation of absence
	SE-AGRPR3SE	Employer report package containing various solutions for employer reporting: - SE-PRS04: Employer report to Central Tax Authority - SE-PRS05: Information request from Central Tax Authority (output) - SE-PRS6: Information request from Central Tax Authority (input)
	SE-AGRPR4SE	Statistical reporting package containing various statistical reports: - SE-PRS21: Salary statistics (SCB, KLP) - SE-PRS24: Salary statistics SCB, KSP - SE-PRS25: Report salaries statistics (SLP) to SCB/SN - SE-PRS27: Conjecture Statistics, local and regional authority - SE-PRS31: Statistics Sickleave - SE-PRS32: Statistics Absence due to sickness - SE-PRS35: member report to confederation of Swedish Enterprise - SE-PRS45: November statistics, local and regional authorities - SE-PRS46: Short term employment Public sector - SE-PRS47: Short term statistics salaries, public sector - SE-PRS54: Statistics Related to salaries - SE-PRS55: Labour costs (LCS)
	SE-AGRPSSE	Personnel Management package containing various solutions for personnel management reporting: - SE-PRS07: Sick leave report - SE-PRS17: Journal overtime - SE-PRS20: Report showing Law on employment - SE-PRS26: Certificate of employment - SE-PRS36: Incentive wage allocation list - SE-PRS37: Contract payroll - SE-PRS51: Rehabilitation statistics - SE-PRS52: Absence statistics
	SE-Agrprse	Holiday package containing various solutions for holiday calculation and reporting: - SE-PRS09: holoday calculation - SE-PRS14: Holiday salary local authority - SE-PRS16: Semesterskuld Kollektiv (Holiday debt) - SE-PRS18: Semesterskuldlista (Holiday debt) - SE-PRS19: Holiday report Local authority - SE-PRS29: Semesterberäkning (Holiday calculation)

		- SE-PRS44: Holiday salary, private schools
	SE-AGRPR2SE	Pension Package that contains various solutions for Swedish pension reporting: - SE-PRS23: Salary statistics FORA - SE-PRS28: Pension report local authority - SE-PRS33: Reporting FORA - SE-PRS39: Pension report to Collectum - SE-PRS49: Pension Report
	SE-PRS100	PAYE return on individual level
	SE-SEMSK	Holiday debt report local authorities
	SE-TAXSE	Tax report Sweden

United Kingdom

Engine	SKU	Description
UK-FINPROC-SAAS	UK-ARM	AP/AR Automatic Allocation
	UK-BRI	Bank Statement Load
	UK-DDS	UK Direct Debits
	UK-CIS	Construction Industry Scheme (CIS)
	UK-HMRC	HMRC Message Centre
	UK-LDR	Legal debt recovery
	UK-LRE	Receipt printing
	UK-PSP	Periodic Supplier payments
	UK-VRN	VRN validation
	UK-BBR-VAT	Electronic VAT return filing to HMRC (UK Making Tax Digital)
	BNC	Business Common
	UK-NFI	National Fraud initiative
UK-HRPAY-SAAS	UK-PAY	HR-Payroll localisation (including PAYE Message Processor)
	UK-HEAS	HESA - part of UK Payroll
	UK-HMRC	HMRC Message Centre
	UK-AUNER	Pension Auto-Enrolment
	UK-TP	Teachers' Pension reporting MCR

SCHEDULE B: Unit4 ERP CR Solution

Add-ons available for SaaS delivery model

The solutions listed below are validated and proven solutions to support certain business processes for a country (or multiple countries) in a SaaS environment. Customer-ordered Add-ons will be made available to Customers in the next available maintenance window.

SKU	Country	Product name
DK-45XLK	ALL	Extended links
FPI	ALL	Flexible Project Invoicing
FR-FM23	ALL	Interface exchange rates Minefi and Reuters
NO-EN53	ALL	Incoming Electronic Invoices EHF
NO-EN54	ALL	Outgoing Electronic Invoices EHF
UK-BIF ¹⁷	ALL	Batch Input Formatter (Excel plug-in)
UK-DLOAD	ALL	Data Load
UK-ETL	ALL	ETL ¹⁸
UK-GIS	ALL	UK copy attribute
NL-BBR-XML	BNL	XML Audit file Netherlands
BNL-EBS	BNL – DE	Electronic Bank Statements
DE-IDEA	DE	IDEA-Exporter (GDPdU)
DE-RECURRING	DE	Recurring entries
DK-45FN13	DK	Cremul
DK-EN53	DK	E-Invoicing via EHF standard
NA-NAF09	NA	Save as Delimited
NA-NAF16	NA	CheckScribe interface
NA-NAP01	NA	Mass Resource Reopening screen

¹⁷ BIF will be installed with the capability to generate import data files. BIF will not have direct database update capabilities

¹⁸ Available only to existing Customers who are already using it. Additional Customisations are required to add Customer specific integration capabilities.

SKU	Country	Product name
NA-NAP02	NA	Multiple Pay Period Type Processing
NA-NAP04	NA	Report Order Resource List
NO-EN20	NO	eProcurement Integration
NO-EN57	NO	Outgoing Invoices B2C
NO-EN58	NO	DMK - Digital Multi Kanal
NO-EN85CG	NO	EHF Adapter Cap Gemini
NO-EN85E	NO	EHF Adapter Evry
NO-EN85ER	NO	VEFA REST Adapter EVRY (ISO20022 payments via Peppol)
NO-EN85U	NO	EHF Adapter UNIT4
NO-EN86	NO	Filemover Service
NO-FN13	NO	eGiro Incoming Payments (CREMUL)
NO-HN57	NO	HR Reporting
NO-PN03	NO	Batch import of hours
NO-PN04	NO	Investment Module
NO-XN10	NO	Import of fixed payment transactions
SE-600004	NO/SE	Periodic incoming electronic invoices
SE-600009	SE	Handling e-invoices for private recipients - updating Accounts Receivable
SE-600023	SE	Field Force Integration
SE-600026	SE	HR employment
SE-600027	SE	Integration HRM
SE-600027	SE	Integration HRM
SE-600028	SE	E-Procurement Add-on Sweden ¹⁹
SE-600044	SE	Extended validation of timecodes on timesheet entry
SE-600056	SE	Register lunchtime in timesheet

¹⁹ Only available via Nordic DC, excluding the Inobiz/EDIFACT connectors (to be replaced by PEPPOL). Additional Customisations are required to add Customer specific integration capabilities.

SKU	Country	Product name
SE-600060	SE	Reports for accountancy (SIE export/import)
SE-600069	SE	Integration solution for schedule and time
SE-600085	SE	Automatic handling of confidential e-invoices
SE-600089	SE	Special offers accounts receivable
SE-600092	SE	Doubtful debts
SE-600093	SE	Payment Files explorer
SE-600095	SE	MAP integration
SE-600119	SE	SFTI Punch Out with Single Sign on
SE-600125	SE	Integration Readsoft OnLine
SE-600132	SE	Transfer of assets between clients
SE-600133	SE	Internal electronic invoices
SE-600385	SE	Svekatalog ²⁰
SE-600500	SE	E-Signing via BrandSign
SE-L46AP004	SE	Accounting information on e-invoices
SE-L46AR002	SE	Debt-recovery
SE-L46CS0501	SE	Report - Customer/supplier balance specification compressed (CU05 and SU05)
SE-L46EI0101	SE	Stylesheet for EI02
SE-L46HS0401	SE	Completes the process of transferring time to Payroll from Project
SE-L46PR0103	SE	Report specifying which positions a resource has had
SE-L46PR0104	SE	Analysis of salary
SE-L46PR0105	SE	Analysis of salary
SE-L46PS0101	SE	Clearing/deleting certain reports
SE-L46SU0703	SE	Report handling payments from multiple clients
SE-L46SU0703	SE	Report – handling payments from multiple clients

²⁰ Only available via Nordic DC and in combination with SE-600028.

SKU	Country	Product name
SE-L46SU1201	SE	Extended length of a filename
SE-L46TT0201	SE	Travel Expense specification
SE-L46TT0201	SE	Travel Expense specification
SE-PA16	SE	Pension report and file
UK-ADL	UK	Address Look up ²¹
UK-EPROCCR	UK	E-procurement CR -Punchout and eInvoicing ²²
UK-AAM	UKI	UNIT4 Award Management plug-in
UK-BSCV	UKI	Bank Account and Sort Code validation
UK-DB	UKI	Delegated Banking
UK-ERI	UKI	eRecruiter Interface ²³
UK-IFI-SR	UKI	Integrated Financials Interface-Student Records ²⁴

²¹ Available only to existing Customers who are already using it.

²² Please note that for e-Invoicing, additional services will need to be requested and activated as needed.

²³ Available only to existing Customers who are already using it.

²⁴ Available only to existing Customers who are already using it.

SCHEDULE C: Unit4 ERP CR Tailored Solution

Unit4 ERP CR Tailored solution provides the same service offering as the standard ERP CR standard solution with the distinction that computing resources such as web server, SQL server and business server, are not shared with other Unit4 Customers and are dedicated to a single Customer. The tailored solution comes at an additional charge.

The tailored solution, formerly known as Dedicated, is a pre-requisite to order the Software Update Deferral Service.

Specialized queue configurations beyond the standard can be discussed upon additional pricing.

The tailored solution is not available for the Unit4 Platform Services, these are always shared (Unit4 Platform Services are multi-tenant). In addition to the Add-ons listed in SCHEDULE B, Unit4 can provide additional Add-ons available exclusively through the Unit4 ERP CR SaaS Tailored solution.

SCHEDULE D: Other optional Services

All optional service description documents are available in [Community4U](#).

	Service name	Description	Version
1.	Additional Custom Folders	The Additional Custom Folders Service enables Customers to purchase a package of additional 5 (five) extra folders beyond the initial five (CF1, CF2, CF3, CF4, CF5) available in the Citrix Workplace App.	1.0
2.	Additional M2M clients	This document outlines a new SKU that allows customers to acquire up to 80 additional IDS M2M clients, catering to medium and large enterprises requiring integration of Unit4 solutions.	1.1
3.	Additional Non-Production Environment	Unit4 provides three core environments—one Production and two Non-Production (Acceptance and Preview)—and offers an Additional Non-Production Environment service for an extra fee to support Customers' development, testing, or quality validation needs.	1.0
4.	Additional NPE Database Refresh	Unit4 provides three core environments—one Production and two Non-Production (Acceptance and Preview)—and offers an Additional Non-Production Environment service for an extra fee to support Customers' development, testing, or quality validation needs. The package provides 5 extra refreshes.	1.0
5.	Additional Replica Access	The Unit4 Additional Replica Access service allows Customers to request extra credentials for their read-only database replicas at an additional cost.	1.0
6.	Additional Report Queue	The Unit4 Additional Report Queue service offers Customers additional report queues, exceeding the standard number provided at the initial setup of U4 ERP Products.	1.0
7.	Additional SFTP Account	Additional SFTP Account service provides extra SFTP accounts beyond the standard provision. Customers receive two sets of credentials per environment by default, with additional accounts available upon request for an extra fee.	1.1

	Service name	Description	Version
8.	Additional Tables Database Replica	Unit4's service enables clients to add extra tables to their read-only database replicas beyond the default allocation of 40, at an additional cost. This service offers the necessary flexibility to meet increasing data management needs.	1.0
9.	API Call Enhancement Service	The API Call Enhancement Service is designed to empower businesses by expanding their API request capacity, ensuring seamless scalability and optimized performance.	1.0
10.	Citrix IP Allowlisting Service	The Unit4 IP Allowlisting Citrix service is an optional feature to enhance security and control over access to our Customers' environments via Citrix platform. This document provides an overview of the service, detailing its benefits, limitations and relevant information.	1.0
11.	Cloud Additional Storage	The Unit4 Cloud Additional Storage Service offers scalable storage for Data Files and Document Archives, starting with 250 GB. Clients can purchase additional 100 GB packages as needed, available on a yearly subscription to meet growing storage needs.	1.0
12.	Controlled EU Access	This service add-on ensures that Unit4 ERP CR SaaS instances are hosted within the EEA or equivalent countries, safeguarding Customer data by regulating privileged access from outside these regions.	1.0
13.	Desktop Microsoft 365 Access – Microsoft Word	The Unit4 Desktop Microsoft 365 Access – Microsoft Word service offers Customers the opportunity to purchase an annual subscription for each user, providing access to a Microsoft Word license exclusively through the Citrix Workspace app.	1.0
14.	Downloadable Production Database Backup	Unit4 provides a weekly export of your Production Environment database to a secure Azure Storage location, usable with the latest Microsoft SQL Server version, available for manual download and retained for four weeks.	1.0
15.	Enhanced SLA for Non-Production Environment	This service is sold per environment and is available exclusively to Customers who have already purchased the Non-Production Environment with Production Environment Specification service. It	1.0

	Service name	Description	Version
		ensures the same SLA standards as production environments, including availability percentages and support responsiveness.	
16.	ERP CR Read-Only Database Replica Service	This document outlines the Read-Only Database Replica service provided by Unit4, detailing its capabilities and limitations to ensure clear understanding for potential users.	1.0
17.	Non-Production Environment with Production Specification	The Non-Production Environments with Production Specification service is an annual subscription offering that provides Customers with individual non-production environment configured to match production-level infrastructure specifications.	1.0
18.	SFTP IP Allowlisting Service	The SFTP IP Allowlisting service enhances security by allowing Customers to specify up to 10 IP addresses for exclusive access to their U4 Cloud SFTP account, automatically blocking all others (excluding dynamic addresses).	1.1
19.	Software Update Deployment Deferral	The service provides an option for Customers to delay the installation of the latest software update. It outlines specific conditions that must be met to request this service.	1.0
20.	SSMS Access to Database	The SSMS Database Access service grants Customers entry to SQL Server Management Studio (SSMS), a powerful tool for managing SQL Server databases. This service offers users full read-only access to their non-production databases.	1.0
21.	Unit4 Enterprise Package Service	The Unit4 Enterprise Package Service is designed to assist Customers who require close collaboration on the technical side of their application. This white-glove service provides dedicated technical expertise, proactive guidance and hands-on support to ensure seamless system operation and alignment with business objectives.	1.0
22.	Unit4 Performance Package Service	The Unit4 Performance Package Service is tailored for Customers with high-volume data and critical timelines. It provides detailed solution monitoring, proactive database optimizations and identifies processing bottlenecks specific to a Customer.	1.0

	Service name	Description	Version
23.	VPN Connection	The Unit4 Virtual Private Network (VPN) Connection Service is offered as a site-to-site (S2S) tunnel to enhance online privacy, security and access to information.	1.0
24.	Web IP Allowlisting Service	The Unit4 IP Allowlisting Web service is an optional feature to enhance security and control over access to our Customers' environments via web interface. This document provides an overview of the service, detailing its benefits, limitations and relevant information.	1.0
25.	Weekend Cloud Operations Support Service	Our Weekend Cloud Operations Support Service offers businesses 16 hours of dedicated cloud engineer assistance annually, ensuring smooth weekend operations for critical activities like go-live events and system upgrades.	1.0
26.	Legacy Environment Retention Service	The Legacy Environment Retention Service enables customers to retain access to their previous Preview environment following the successful migration to Cloud 2.0/ERPx. This service is designed to support transitional testing, validation, and business continuity during post-migration stabilization.	1.0

SCHEDULE E: Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning as defined in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

Term	Definition
Account Administrator	An appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 product.
Archive Service	A Unit4 SaaS additional Service that provides the Customer with the ability to retrieve its historical data.
Cloud Customer ID code	A unique Cloud Customer identifier.
Customisation Object	The product of any Customisation being any code change (for example AG16 or ACT), or other database object not created using the changing of standard Unit4 Product menus and functionality.
Document Archive	Repository of file attachments in ERP.
Localisation	A Unit4 Product developed for strategic territories and verticals that secures legal, statutory and market standard requirements in that territory or vertical.
Multi-Tenant	A single instance of Unit4 SaaS including its supporting infrastructure which serves multiple Customers.
Platform Service	The Platform Service is a set of core services that underpins the application providing services such as identity, integration, data management and AI foundation.

Term	Definition
Record	A data record stored within a Customer's database (for example a line in a timesheet).
Service Restore	The time it takes Unit4 to perform the restoration of a recent Production Environment back-up (at the request of the Customer).
Transaction	The creation or modification of a record.

Technical Acronyms

Acronym	Full Name
ACT	Advanced Customisation Tools (Unit4 ERP only)
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g., web services)
ARC	Agresso Reporting Tool (Unit4 ERP only)
ERP	Enterprise Resource Planning
FTP	File Transfer Protocol
HTML	Hyper Text Markup Language
HTTPS	Hypertext Transfer Protocol Secure
IdP	Identity Provider
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PCI DSS	Payment Card Industry – Data Security Standard
PE	Production Environment
SFTP	Secure File Transfer Protocol
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
SQL	Structured Query Language
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
VPN	Virtual Private Network
WIP	Work In Progress
XML	Extensible Markup Language

Notable Changes from V. 2025Q1

These are the updates from the previous version incorporated into the current 25.2 release.

- 1) Updates to **Schedule D: Other Optional Services**
- 2) Updates to **Customer Responsibilities**: Activities Impacting System Stability
- 3) One task removed from Customer Responsibilities table.
- 4) Updates to Planned Maintenance Window (PMW) scheduled

Unit4 ERPx

Cloud Service Description

VERSION 25.2

July 2025



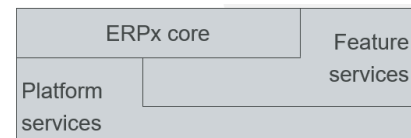
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1. Introduction

Unit4 ERPx is a Software as a Service ERP solution designed for people centric organizations. It provides a fully integrated data model, processing model and reporting model, enabling our Customers to manage their key business areas.

Unit4 ERPx solution consists of ERPx core Service and two additional Services: Unit4 Platform Services and Unit4 Feature Services (Localisation Services and Tasks Focused Services) The purpose of this Service Description is to describe ERPx core Service. Details about additional Services can be found in relevant documents published on our website (www.unit4.com/terms).



Unit4 provides a complete technically managed solution for Unit4 ERPx deployed in public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and service updates.

Unit4 ERPx runs on Microsoft Azure, leveraging Microsoft Azure's scale and experience of running highly secure and compliant cloud Services around the globe

In summary, Unit4 provides the following:

- Access to Unit4 ERPx over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported.
- Comprehensive integration options can be provided using the Unit4 Extension Kit.
- Fully scalable solution, in a high availability environment with redundancy.
- Required security level.
- Continuous monitoring is in place, feeding alerts and continuous improvement.
- Application updates.
- Production and Non-Production Environments with a separate database for each Customer Data Store in core.
- Service Level Agreement, with Service Credits based on Service Availability.
- Unit4 Community (Community4U) to engage with Unit4 directly, giving insight in the Service performance indicators and see the status of the Services.

2. Data centres & data residency

Unit4 ERPx is built upon Microsoft Azure infrastructure and platform Services. The Unit4 ERPx Service is delivered from multiple geopolitical zones, using a primary and a secondary location in every zone to meet Service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see Azure region details: azure.microsoft.com/regions.

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	New South Wales and Victoria (DR)	AEDT/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

Customer residence	Geopolitical zone used
APAC	Asia
Australia/New Zealand	Australia

Customer residence	Geopolitical zone used
Canada	Canada
EU	EU
Sweden/Norway/ Denmark	Norway
UK	UK
US	US

3. Service model

Unit4 ERPx is a Multi-Tenant solution embedded in a cloud native / Service based platform. Unit4 ERPx Service characteristics are as shown in the table below:

Category	Component	Characteristics
SOLUTION	Releases and Updates	Will be applied automatically and periodically
	Environments included	1 Production + 2 Non-Production (Preview and Acceptance)
	Non-transactional storage (e.g., documents)	250GB ¹
	Transactional storage (e.g., database)	15 GB + 100 MB per each purchased FTE ²
	Availability guarantee	Yes
SE RV	Releases will commence	Automatically

¹ Additional Non-transactional storage can be requested by the Customer at additional charge.

² Additional Transactional Storage can be requested by the Customer at additional charge.

Category	Component	Characteristics
	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes
COMPLIANCE	Compliance certificates and assurance documents – Microsoft Azure	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017 ³

4. Environments

A Customer's environments are realized as three discrete Unit4 Tenants in Unit4's Multi-Tenant ERPx solution. The Acceptance and Preview Environments are in the same Multi-Tenant instance while the Production Environment is on a separate instance where Unit4's Production SLA applies.

Three (3) environments are provided, including:

- One Production Environment (PE) - this is the environment that the Customer uses to run the day-to-day (live) operations,
- Two Non-Production Environments (NPEs):

³ Unit4 ERPx is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

- ✓ Preview – a Customer's Preview environment always contains the latest Updates for the Unit4 Product in use by the Customer
- ✓ Acceptance – which can be used according to Customer needs as “Test” / “Quality” / “Development” / “Pre-Production”.

Additional environments can be provided at an extra charge.

Unit4 assigns to every Cloud Customer a unique Cloud Customer ID code, which is visible in various elements of the Service (including environments), and it is used for Customer identification. The Customer ID code is a 3-character. The Cloud Customer ID codes are created at Unit4 discretion during the early stage of the implementation and are not a subject to change.

Platform Services and Feature Services

Unit4 Platform Services and Feature Services (Localisation Services and Task Focused Applications) are delivered with Unit4 ERPx or as an option and are Multi-Tenant, shared Services. Except where explicitly stated otherwise in the applicable Service Description, each additional Service has a Non-Production instance and a Production instance.

4.1 Production Environments

Only the Unit4 ERPx Production Environment (PE) is governed by the Service Level Agreement.

4.2 Non-Production Environments characteristics

While a Non-Production Environment (NPE) is not covered by the SLA or Disaster Recovery, it has the following characteristics:

Users accessing an NPE

NPEs are configured to handle a maximum of 15 concurrent users and limited business server and messaging processing.

Customer Responsibilities

The Customer needs to manage non-production WIP such as non-production report templates (e.g., in progress changes to purchase order report template) as refresh will optionally replace WIP with copies from production (customer has a choice when ordering the refresh).

Update of an NPE to a new Update

The Preview Environment is updated as soon as an Update is available following a Unit4 announcement. Once an environment has been updated to the latest Update, it is not possible to move back to the previous one.

Backups

Backups of NPE are made daily in the time zone of the geopolitical zone in use. Backups of NPE are kept for seven (7) calendar days.

Definition of an NPE refresh from or to PE

A refresh of an NPE from PE encompasses:

- The restore of transactional storage (database).
- The restore of non-transactional storage (documents).
 - ✓ A copy of either the most recent 90 days of documents or the most recent 2GB of documents, whichever includes the greater number of documents.
- Custom report templates (e.g., Purchase order template, invoice template, etc.).
- Report output from last 90 days.

Restore point for NPE refresh

An NPE refresh from PE will be available earliest at the start of the second Business Day following the Service Request acceptance. The restore point is based on the time-of-Service Request completion and discretion of Unit4.

Frequency of NPE refresh from or to PE

One refresh per NPE per month is included. Additional requests will give an extra charge per refresh per NPE.

How to request a refresh?

Refreshes must be submitted to Unit4 by a Named Support Contact using a Service Request in the Unit4 Community4U.

Users accessing an NPE

NPEs are configured to handle maximum of 15 concurrent Users.

What happens to the previous NPE details after a refresh?

Everything in the NPE will be erased and replaced with a fresh copy from the PE (e.g., the same reports as in the PE and the same data as in the PE).

Update of an NPE to a new Update

All NPEs are updated as soon as an Update is available. Once an NPE has been updated to the latest Update, it is not possible to move back to the previous Update.

Backups

Backups of NPE are made daily and are stored in the geopolitical zone where Customer resides. Backups of NPE are kept for seven (7) calendar days to support disaster recovery.

5. Reporting and monitoring

5.1 Reporting on Service Performance

Unit4 provides operational information regarding the Unit4 ERPx on Unit4 Community4U. That information includes:

- Service Availability
- Scheduled maintenance (times, dates per region)
- Release information
- Site recovery status (in the event of the disaster plan initiation).

5.2 Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet two leading metrics: Service Availability and Service Response time.

Utilization of latest Microsoft technology like Azure Monitor, Application Insights together with internal Unit4 alerting system provides ability to monitor and response to outages or degradation of the Service in a timely manner.

During day-to-day operations single pane of glass dashboards, alerting mechanism and staff rotation practices enable Unit4 to stay on top of all Service events that need intervention.

6. Releases and Updates

Unit4 Releases changes through a series of quarterly Releases and ongoing Updates.

Releases

Releases will be scheduled approximately 4 times per year (frequency to be increased or decreased at Unit4's discretion) to introduce new features, enhancements and solve lower priority deficiencies. Unit4 will use reasonable endeavours to ensure that Releases will be carried out during the Planned Maintenance window.

A schedule of planned changes to the Production Environment will be published per geopolitical zone on Unit4 Community4U at least 2 weeks before a Release commences on Non-Production Environments. The Production Environment will follow no sooner than 6 weeks after the Release announcement. A Customer's Non-Production Environments always contain the latest Release of Unit4 ERPx.

Updates

Updates will be applied on an ongoing basis in order to cater for bug fixes and off-cycle enhancements to maintain existing features, as well as maintaining Service level, security commitments and Updates/revisions to its integration interfaces and user experience. Update will be applied to NPEs as soon as it becomes available and in the following stage it will be deployed to Production Environment.

Platform Services and Feature Services

Please note there is no concept of a Release for Unit4 Platform Services and Feature Services (Localisation Services and Task Focused Apps). All changes to the Platform Services and Feature Services are considered an Update.

7. Planned and Unplanned Maintenance

7.1 Planned Maintenance

Planned Maintenance windows are dedicated to applying all the respective changes to the Service provided e.g. solution Updates, Releases and infrastructure changes. During Planned Maintenance Production Service may be periodically unavailable. You can find more details on schedule presented in the table below:

	Planned Maintenance Windows (PMW) <i>Updates, Releases and Infrastructure</i>
All regions (except Azure US and Azure Canada)	12 per year, Regular PMW: From: Sat 5PM To: Sat 11PM UTC* or Extended PMW: From: Sat 5PM To: Sun 5AM UTC*
Azure US and Azure Canada regions	12 per year, Regular PMW: From: Sun 5AM To: Sun 11AM UTC* or Extended PMW: From: Sat 11PM To: Sun 11AM UTC*

*The time of Planned Maintenance Window is a subject of a change (+/- 1h), which is related to winter and summer time adjustments.

Planned Maintenance Windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance windows are communicated in Unit4 Community4U. By default, all Planned Maintenance Windows are regular and take up to 6h, unless they are promoted to extended Planned Maintenance Windows, these take up to 12h.

If actual downtime for scheduled or Planned Maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or Planned Maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance may also be performed by Unit4, provided that the Customer receives at least eight (8) hours' prior notice. Such maintenance will only take place under unforeseen or exceptional circumstances—similar in nature to emergency or unplanned preventative maintenance—where it is necessary to address a vital or critical issue.

Unit4 will use reasonable endeavours to carry out this maintenance outside of Business Hours in order to minimise disruption to the Customer. In these instances, because Unit4 provides the required eight (8) hours' notice, the activity will not be classified as a Service Outage. This provision ensures that Unit4 is not discouraged from promptly addressing urgent issues outside of the regular Planned Maintenance Window, thereby avoiding unnecessary delays that could arise from concerns about Service Credits.

7.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability or the security of the Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

8. Customer permissions and responsibilities

8.1 Customer permissions

The Customer has the right to:

- 1) Track the availability of PE and the responsiveness of the service through an external monitoring tooling. This monitoring will consume Unit4 SaaS under existing and future usage constraints. Both the customer and Unit4 need to consent to the specifics of the monitoring beforehand to confirm it does not disrupt the Unit4 SaaS services or get obstructed by its security measures.
- 2) Conduct external vulnerability scanning and penetration testing of Customer environments on annual basis. Details of the planned activities can be provided to Unit4 at least 30 days in advance of each test, using a Service Request. Unit4 reserves the right to change the scope of the tests and scans requested, considering the protection of infrastructure and environments from unexpected consequences of actions resulting from the test or scan.
- 3) Conduct performance testing in the production environment, ensuring that the simulated load accurately represents normal production usage. Performance testing to assess system behaviour under overload conditions is the responsibility of Unit4 and is forbidden for the customer to perform.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2 Customer Responsibilities

Releases

Any Releases may result in additional Configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) Approved Service Partner consultants, which are not included in the Service and would be chargeable.

The following list summarizes typical Release tasks and indicates Services included as part of the Unit4 ERPx Service and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
Project Planning		
Publishing general availability schedule of Releases on Unit4 Community4U	✓	
Managing timelines, outline goals, roles and responsibilities		✓
Business analysis and discovery		✓
Creating test plans		✓
Release in Non-Production Environments		
Apply Release to Non-Production environments	✓	
User training on changes		✓
Test: conducting basic release testing		✓
Functional and user acceptance testing as desired		✓
Training, implementation and Configuration for new features		✓

Task	Included	Customer Responsibility
Maintaining and testing of all Integrations, Extensions and Customer configured screens, processes, reports, etc.		✓
Reviewing test scripts and testing outcome for issues resolution		✓
Release deployment in Production Environment		
Apply Release to Production Environment	✓	

Unless agreed otherwise, Customer responsibilities include configuration, testing and adjusting any Extension Kit Flows, APIs in use and connected systems.

Technical and functional responsibilities

Technical Environment responsibilities:

- Supply, administration and maintenance of Customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of Customer-side network, devices and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth.
- All Customer initiated activities in the area of penetration testing, security checks, Customer owned monitoring are in the sole responsibility of the Customer.

Functional Environment responsibilities:

Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

8.3 Customer Obligations

Account set-up

Customer is responsible for designating its Users, and for ensuring that all Users are adequately trained and understand Customer's remote access and use obligations and

requirement to comply with Unit4's Acceptable Use Policy (www.unit4.com/terms). Where applicable each individual User must establish an Account. Customer is responsible for managing its Accounts and disabling a User's Account when Unit4 ERPx access is no longer required, including immediately upon termination of such User's affiliation with Customer. Customer is responsible for its users' acts and omissions and for all activities occurring under its Users' Accounts.

Account Administrator

Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding Unit4 ERPx and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 ERPx Service, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

Account security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and Customer may not recycle Account credentials when activating or disabling Accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security for the Unit4 SaaS or its Users' Accounts and will provide all information and take all steps requested by Unit4.

9. Platform Services and Feature Services

The Service includes Platform Services and Feature Services (Localisation Services and Task Focused Apps) fully integrated with Unit4 ERPx.

Platform Services, Services that are agnostic to the solution used, can be activated based on the Customer's needs. Localisation Services are developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements. Task Focused Apps can accelerate certain business requirements.

10. Configuration, Extensions and Integrations

Unit4 ERPx gives Customers great flexibility in adjusting the standard core application by Configuration to meet the needs of any specific Customer requirements. In addition, there is the possibility to integrate with other applications.

10.1 Solution's flexibility

Any non-standard Configuration (e.g., Integration and Extension flows), creation of custom reports, custom entities, fields, relationships, imports, exports, workflows, interaction plans, lookup data, and web styles can be performed by Unit4, Unit4 partners or the Customer. Unless categorized as a product defect by Unit4, these are considered outside the scope of the standard Service. Therefore, the Maintenance, support, implementation and Update (code lift / Release and Update compatibility) considerations for such components are not included in the Unit4 SaaS fees (unless agreed otherwise in an Order Form), Assistance may be sought from Unit4's Professional Services teams at Unit4's Prevailing rates.

All Configurations must be carried out based on lean principles, to ensure ongoing performance and resilience of the Service.

Unit4 endeavours to provide API backwards compatibility. For further details on API lifecycle and versioning strategy, please refer to API technical documentation.

The following tools are available:

- IntellAgent
- Xtra Reports - managed on local desktop of the Customer
- Excelerator - Installed on local desktop of the Customer
- Worderator - Installed on local desktop of the Customer
- Report engine to view data
- Unit4 Extension Kit.

10.2 Extensions

Although Extensions Flows can be created using Unit4 Extension Kit, they are not supported by Unit4 under Standard Support terms, unless agreed otherwise. The Customer has sole responsibility for the Extensions Flows, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This is applicable to any Extensions flows, including Unit4 Extensions

delivered as part of a Project implementation. If any assistance is required regarding Extensions flows, Unit4 may be able to assist with resolving issues or with upgrades of the Extensions, but this will be a subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

10.3 Integrations

Integrations are permitted according to the supported integration methods described below:

Integration Type	Permitted?
Integration using Unit4 ERPx API	✓
Integration using Unit4 Extension Kit	✓

Integrations created by methods mentioned above, including Extension Flows created using Unit4 Extension Kit are not supported by Unit4 under Standard Support terms, unless agreed otherwise. The Customer has sole responsibility for any Integrations, including Extension Flows, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from its use. This is applicable to any Integrations and/or Extension Flows, including Unit4 Integrations delivered as part of a Project implementation. If any assistance is required in regard to Extension Flows, Unit4 may be able to assist with resolving issues or with upgrades of the Integrations, but this will be a subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's prevailing Rates.

Integrations with cloud services must follow software patterns such as 'retry pattern' to absorb temporary connectivity and other issues. See [Cloud Technical guidelines and limits](#) on Community4You for further detail.

10.4 Business server process

ERPx handles workloads that run asynchronously in a business server environment. Examples of such asynchronous processes include generating invoices from project timesheets, importing bank statements, calculating a batch of payslips, and similar tasks.

A report or workload is picked up for processing on the next available Slot. The asynchronous nature of the workload allows for not starting jobs immediately. All historical, running, and queued workloads can be viewed on the Ordered Reports screen.

Each Tenant is subject to limits on the number of jobs that can run per hour and the number of jobs that can run in parallel. For details, refer to the Limits page in the online help.

11 Technical operations

11.1 Printing

All printing is carried out on the client side.

11.2 Connectivity

Access to the ERPx Web Application is delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA)

Internet bandwidth suggestions*

As the Configuration and use of Unit4 ERPx is highly variable Unit4 can provide only high-level bandwidth suggestions.

Unit4 ERPx uses an assumed concurrency factor of 5, which gives an average bandwidth requirement per User of 20 - 50 Kbps with a maximum latency of 100ms.

*Please note this is a rough guidance only based on simulation testing submitting timesheets. Response times will be dependent upon a variety of factors such as number of Users, type of web processing initiated, Customer side internet line capacity and infrastructure set-up such as use of proxies.

Note: Unit4 ERPx document storage usage is not covered by this estimate; uploading or downloading large documents from the document storage will consume bandwidth and time as normally experienced with an internet-based document upload or download.

11.3 Solution access

The Unit4 ERPx solution can be accessed via:

- A supported web browser
- Programmatic access to API/web services; or
- Mobile applications via API/web services (where applicable).

11.4 Predefined Users

There are two scenarios where Unit4 reserves the right to create Users within Customer's database:

- Migration to Unit4 ERPx – to enable early access via Unit4 Identity Services, IDS System User is created by Unit4. IDS System User is entitled to access Unit4 ERPx application, set up role-based access according to needs and support Unit4 IDS set up. Unit4 managed

IDP is used for IDS initial set up, which can be switched to Customer's managed IDP later on.

- Unit4 ERPx connectivity – to ensure communication between Unit4 ERPx application and the other components of the Unit4 ecosystem, Unit4 creates ERPx Service User that is authenticated via IDS. Mentioned User can be parked or removed, this however may disable internal, necessary communication and can lead to unavailability of specific Service functionalities.

Customers are not allowed to introduce any changes to Predefined Users settings without Unit4's written consent.

11.5 Authentication

Authentication for Unit4 ERPx is carried out using a federated authentication. Management of Users and passwords within the Unit4 ERPx application is the responsibility of the Customer.

Federated authentication allows Customers' Users to use their organizational credentials (e.g., domain username and password) when logging in to an Unit4 application. With federated authentication, the Customer's authentication provider (e.g., ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific username and password that is validated by the Unit4 application.

Federated authentication is supported by Unit4 Identity Services (aka Unit4 IDS). Unit4 IDS 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. More details about Unit4 IDS can be found in Unit4 Platform Service Description at www.unit4.com/terms.

The Customer is responsible for configuration of their identity provider (IdP) and to provide specific information (required or requested) to Unit4 that allows for configuration.

11.6 Technical overview

Topic	Description
Email	
Domain	Unit4 provides basic e-mail functionality for sending messages to recipients with default Unit4 domain using Sendgrid Services.
Protocol	SMTP over TLS

Topic	Description
Authentication	
Protocols supported	All the supported protocols can be found in Unit4 Platform Service Description at www.unit4.com/terms .
Internet communication	
Protocols supported	HTTPS (browsers supporting TLS >1.2 are required) secured with RSA 2048 bit keys and SHA256withRSA encryption and/or EC SHA256 with ECDSA.

12 Data considerations

12.1 Transfers of Customer Data to the Unit4 ERPx

Unit4 deploys a standard architecture and therefore, where Customer is an existing Unit4 Customer, the Customer is responsible for ensuring data consistency (i.e. that Customer Data to be inserted follows such standard architecture) and that any inconsistencies in Customer Data are appropriately cleansed before such data is loaded into the Unit4 SaaS.

12.2 Data backup

Transactional data is backed up with retention of 7 days. Non-transactional data (e.g., documents) are kept in encrypted storage account and in Production Environment transactional and non-transactional data are replicated to the secondary location. There is no "forgiveness" restore option available. Access to the backups is limited to the Global Cloud Operations engineers in case of Disaster or malfunctioning of hardware/software. Backups are done with frequency to support RPO on level of 1 hour.

12.3 Data Security

Data in transit

Customer data in transit over public networks is protected with TLS 1.2.

Customer data at rest

Transactional data at rest is protected using Transparent Data Encryption (TDE), while non-transactional data and files will be secured by Standard Symmetric Encryption (AES).

12.4 Limits and regulators on usage

Unit4 runs in a Multi-Tenant environment and, as such, Unit4 observes use limits so that runaway processes do not monopolize resources. When a limit is exceeded, corrective measures may be taken, see [Cloud Technical guidelines and limits](#) on Community4You for further detail.

12.5 Time to live

Transactional data, document storage will be stored as long as the Customer is willing to store data and has an active Service Agreement. Export and import files have a time to live of 30 days (and then files in those folders will be deleted). Business process logfiles have customer-controlled time to live settings.

12.6 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Application functionality (e.g. ERPx Web Application, Mobile Applications)
- Application reporting tools
- Application functionality to export to files
- APIs/web services
- Unit4 Extension Kit
- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement (see the Unit4 General Terms of Business for further details).

13 Documentation and technical services

All ERPx documentation made available (including Release notes) is published in English language primarily. Technical services being the support of the infrastructure or technical deployment of SaaS, are also provided in English language.

SCHEDULE A: Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

Term	Definition
Account Administrator	An appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product.
Cloud Customer ID code	A unique Cloud Customer identifier.
ERPx Service User	Data Base User used for communication between Microservices.
ERPx Web Application	The main web application portal for Unit4 ERPx solution.
Extension	Automated workflow built using Extension Kit.
Extension Flow	Automated workflow that connects applications and Services together. Each Extension Flow consists of a trigger and one or more actions.
Extension Kit	Unit4 Extension Kit is a cloud based, Multi-Tenant solution operated by Unit4 that provides a toolkit allowing Users to extend the capabilities of Unit4 products and integrate with other systems.
Feature Service	Features or solutions delivered as independently deployed and updated Services.

Term	Definition
IDP	An identity provider (IDP) is a service that stores and manages digital identities.
IDS System User	Data Base User used for an early access enablement.
Instance	Physical Service infrastructure and software running on it, deployed in a specific region.
Integration	Inbound or outbound data exchange built and managed with Integration Kit.
Localisation Services	Localisations delivered as Feature Services, developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements.
Multi-Tenant	Architectural design of Unit4 ERPx solution, housing multiple Tenants, where Tenants are physically integrated, but logically separated.
Maintenance	In relation to a Product, the provision of proactive maintenance including bug-fixing, security patches and other corrective updates.
Platform Service	The Platform Service is a set of core services that underpins the application providing services such as identity, integration, data management and AI foundation.
Record	A data record stored within a Customer's database (for example a line in a timesheet).
Sendgrid Services	A Third-Party Service provider that Unit4 by default uses to send emails from ERPx system. Sendgrid Services can be replaced by the Customer's SMTP configuration, on demand.
Slot	Availability of a time slot to process a batch job.
Task focused Applications (aka Task Focused Apps)	Applications delivered as Feature Services focused on accomplishing one or a set of concrete tasks.

Term	Definition
Tenants	Customer logically separated spaces designed to fulfil Customer business needs via the ERPx capabilities.
Transaction	The creation or modification of a Record.
Update	A scheduled revision of Service issued at greater frequency than a Release, which contain corrections to errors in the Service and or contains small functional enhancements to the Service.

Technical Acronyms

Acronym	Full Name
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g., Web Services)
ERP	Enterprise Resource Planning
FTE	Full Time Equivalent
HTTPS	Hypertext Transfer Protocol Secure
IDP	Identity Provider
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PE	Production Environment
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
TDE	Transparent Data Encryption
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
WIP	Work In Progress

SCHEDULE B: Other optional Services

All optional service description documents are available in [Community4U](#).

	Service name	Description	Version
1.	Additional Non-Production Environment	Unit4 provides three core environments—one Production and two Non-Production (Acceptance and Preview)—and offers an Additional Non-Production Environment service for an extra fee to support Customers' development, testing, or quality validation needs.	1.0
2.	Additional NPE Database Refresh	Unit4 provides three core environments—one Production and two Non-Production (Acceptance and Preview)—and offers an Additional Non-Production Environment service for an extra fee to support Customers' development, testing, or quality validation needs. The package provides 5 extra refreshes.	1.0
3.	API Call Enhancement Service	The API Call Enhancement Service is designed to empower businesses by expanding their API request capacity, ensuring seamless scalability and optimized performance.	1.0
4.	Controlled EU Access	This service add-on ensures that Unit4 ERPx SaaS instances are hosted within the EEA or equivalent countries, safeguarding Customer data by regulating privileged access from outside these regions. This applies only to ERPx core services.	1.0
5.	Unit4 Enterprise Package Service	The Unit4 Enterprise Package Service is designed to assist Customers who require close collaboration on the technical side of their application. This white-glove service provides dedicated technical expertise, proactive guidance and hands-on support to ensure seamless system operation and alignment with business objectives.	1.0
6.	Unit4 Performance Package Service	The Unit4 Performance Package Service is tailored for Customers with high-volume data and critical timelines. It provides detailed solution monitoring, proactive database optimizations and identifies processing bottlenecks specific to a Customer.	1.0

Notable Changes from V 2025 Q1

1. Added diagram how the three constituents of the Unit4 eco systems interact (ERPx Core, Feature Services and Platform Service)
2. Added Schedule B: optional services, notably EU Controlled Access service, available for ERPx Core only.

Unit4 Feature Services

Cloud Service Description

VERSION 2025Q1.1

June



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1. Introduction

Unit4 Feature Services are providing functional capabilities to Unit4 solutions. Feature Services have a micro service-based architecture where different Task Focused Applications run independent of each other. These Services are Multi-Tenant, shared Services.

Unit4 provides a complete technically managed solution for Unit4 Feature Services deployed in the public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and Service updates.

Unit4 Feature Services runs on Microsoft Azure, leveraging Microsoft Azure's scale and experience of running highly secure and compliant cloud Services around the globe. Microsoft Azure certifications provide the building blocks for Unit4's compliance efforts. Unit4 delivers its own ISO 27001, ISO 27017, SOC 1 and SOC 2.

In summary, Unit4 provides the following:

- Fully scalable Feature, in a high availability environment with redundancy
- Security by design
- Continuous monitoring is in place, feeding alerts and continuous improvement
- Application updates
- Production and Non-Production (Preview) Environments with a separate database for Customer Data (if applicable)

2. Data centres & Data residency

Unit4 Feature Services are built upon Microsoft Azure infrastructure and Platform Services. The Unit4 Feature Services are delivered in different geopolitical zones, using a primary and a secondary location in every zone to meet Service level and disaster recovery commitments. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see Azure region details: [azure.microsoft.com/regions](https://azure.microsoft.com/en-gb/global-infrastructure/regions/).

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	New South Wales and Victoria (DR)	AEDT/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

Customer head quarter residence	Geopolitical zone used
APAC	Asia
Australia/New Zealand	Australia
Canada	Canada
EU	EU
Norway/Sweden/Denmark	Norway
UK	UK
US	US

3. Service model

Unit4 Feature Services are a Multi-Tenant solution embedded in a cloud native / Service based platform. Unit4 Feature Services characteristics are as shown in the table below:

Category	Component	Characteristics
SOLUTION	Updates	Will be applied automatically and periodically
	Environments included	1 Production + 1 Non-Production (Preview)
	Availability guarantee	As per SLA
SERVICES	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes
COMPLIANCE	Compliance certificates and assurance documents – Microsoft Azure	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017 ¹

¹ Unit4 Platform Services is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

4. Environments

Customer's application environments connect to two discrete Unit4 Tenants in Unit4's Feature Services. The application Acceptance and Preview Environments connect to the Feature Preview environment while the application Production Environment connect to the Unit Feature Production environment where Unit4's Production SLA applies.

Customers' Preview environment always contains the latest Updates for the Unit4 Product in use by the Customer.

Unit4 assigns to every Cloud Customer a unique Cloud Customer ID code, which is visible in various elements of the Service (including environments) and is used for Customer identification.

4.1 Production Environments

Only the Unit4 Feature Services Production Environment (PE) is subject to the Service Level Agreement. Customer accessible/visible Feature services follow the general SLA. Feature services unpinning other services that are customer accessible/visible are part of the customer facing services.

4.2 Preview Environment characteristics

1. A Preview (NPE) is not subject to an SLA.
2. For Feature services there is no refresh from PE to NPE.
3. Preview has reduced capacity and cannot be used to resemble PE throughput.
4. Preview is updated as soon as an Update is available.

5. Releases and Updates

There is no concept of a Release to Unit4 Feature Services. All changes to a Unit4 Feature Service are considered an Update of the Service and will be applied automatically and continuously.

Unit4 Feature Service Updates are deployed in a transparent manner and result in no downtime. As such, Unit4 Feature Service Updates can be deployed outside of Planned Maintenance windows. In rare cases when downtime is necessary, the Update will be performed during a Planned Maintenance window.

6. Planned and Unplanned Maintenance

6.1 Planned Maintenance

Planned Maintenance windows are dedicated to applying all the respective changes to the Service provided e.g. solution Updates and infrastructure changes. During Planned Maintenance Production Service may be periodically unavailable. You can find more details on the schedule presented in the table below:

	Planned Maintenance Windows (PMW) <i>Updates and Infrastructure</i>
All regions (except Azure US and Azure Canada)	12 per year, Regular PMW: From: Sat 5PM To: Sat 11PM UTC* or Extended PMW: From: Sat 5PM To: Sun 5AM UTC*
Azure US and Azure Canada regions	12 per year, Regular PMW: From: Sun 5AM To: Sun 11AM UTC* or Extended PMW: From: Sat 11PM To: Sun 11AM UTC*

*Time of Planned Maintenance Window is a subject of a change (+/- 1h), which is related to winter and summer time adjustments.

Planned Maintenance Windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance Windows are communicated in the cloud section of Unit4 Community4U. By default all Planned Maintenance Windows are regular and take up to 6h, unless they are promoted to extended Planned Maintenance Windows, these take up to 12h.

If actual downtime for scheduled or Planned Maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or Planned Maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance may also be performed by Unit4, provided that the Customer receives at least eight (8) hours' prior notice. Such maintenance will only take place under unforeseen or exceptional circumstances—similar in nature to emergency or unplanned preventative maintenance—where it is necessary to address a vital or critical issue.

Unit4 will use reasonable endeavours to carry out this maintenance outside of Business Hours in order to minimise disruption to the Customer. In these instances, because Unit4 provides the required eight (8) hours' notice, the activity will not be classified as a Service Outage. This provision ensures that Unit4 is not discouraged from promptly addressing urgent issues outside of the regular Planned Maintenance Window, thereby avoiding unnecessary delays that could arise from concerns about Service Credits.

6.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability or the security of Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

7. Customer permissions and responsibilities

7.1 Customer permissions

Customer has the right to:

- 1) Monitor PE availability and Service Response Time on an active basis using a third-party monitoring Service. Monitoring acts as a consumer of the Unit4 Feature Services. The Customer must ensure that the monitoring does not interfere with the Unit4 SaaS offering and that Unit4 SaaS security tooling does not block the monitoring Service.
- 2) Conduct an external security vulnerability scan. Details of the planned scan can be provided to Unit4 at least 30 days in advance of each scan using a Service Request. Failure to so do may result in blocking the customer to use the service while testing.

- 3) Conduct a security penetration test. Details of the planned test can be provided to Unit4 at least 30 days in advance of each test, using a Service Request. Failure to do so may result in blocking the customer to use the service while testing.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

7.2 Customer responsibilities

Customer has responsibility to configure the customer assets according to the needs of specific Unit4 services such as Resource Request feature service.

8. Data Security

Data in transit

Customer Data in transit is over public networks is protected with TLS 1.2 and higher.

Customer Data at rest

Data at rest is protected using transparent, whole database encryption (e.g. transparent data encryption, and/or whole disk data encryption). Please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

Allowlisting

The Feature Services use dynamic IP addresses and are not usable for IP allowlisting (a.k.a. IP filtering). Multi-layer authentication mechanisms based on SSO and M2M accounts are the data security mechanisms of choice.

9. Data backup

Data is backed up with a retention of 7 days to support disaster recovery scenarios. There is no "forgiveness" restore option available. Access to the backups is limited to the Global Cloud Operations engineers in case of Disaster or malfunctioning of hardware/software. Backups are done with the frequency to support RPO on a level of 1 hour.

10. Customer data criticality

There is no critical customer data in Feature services unless specified different in the feature specific appendix.

Appendix A: HMRC

Introduction

Unit4 HMRC Integration (U4HMRC) is a multi-tenant application responsible for acting as a proxy/bridge between Unit4 ERP and His Majesty's Revenue and Customs (HM Revenue and Customs or HMRC) web service. HMRC is a non-ministerial department of the UK Government responsible for the collection of taxes, the payment of some forms of state support and the administration of other regulatory regimes including the national minimum wage.

Unit4 HMRC Integration solution is responsible for:

- Submitting UK Payroll related reports like Full Payment Submission or Employer Payment Summary (which are created in Unit4 ERP) to HMRC web service, checking the submission status and updating the status of the report in Unit4 ERP.
- Retrieving UK Payroll related information from HMRC web service and storing it in Unit4 ERP for further processing and updating payroll data within the ERP.

Azure table storage

The Azure Table storage is used to store all send/retrieve operation data needed together with operation parameters and operation history. It doesn't store any sensitive customer information.

There is only one storage account for all the customers meaning that it's completely multitenant – tenantId belongs to the partitionKey for every table.

Max size for all the tables should not exceed 10GB.

Azure tables overview

- **Operation** – table storing each individual send or retrieve operation requested from U4ERP, also holding status of the operation.
- **OperationParameter** – table storing parameters of each individual operation like for example is it a test or production send/retrieve or should it be send/retrieved from production or test web site.

- **DocumentParameter** – table storing parameters of each individual document belonging to send/retrieve operation like for example correlationId, legal employer etc.
- **DocumentHistory** – table storing history of all documents send together with operationId to which the document belongs to and delivery status
- **Parameter** – table storing tenant related parameters (also related to document type and legal employer) – for example it keeps track of high-water mark

Disaster recovery strategy

DR approach is based around a zone/region failure where core data is replicated to secondary region (Geo-redundant storage) and application compute is redeployed from pipelines.

- No data restoration is required.
- Active send/retrieve operations already running on MPS would be lost
- RPO ~15 Minutes (Allowable window for replication time)
- RTO To be calculated (should be within 10 Minutes until deployment pipeline to secondary region is finished).

Appendix B: Employee Self Service

Introduction

The Employee Self-Service (ESS) offering provides a single, intuitive entry point for employees and managers to access the most commonly used HR and operational services. It is a centralized front door to essential day-to-day tasks, designed to reduce friction and improve user experience across routine employee interactions.

Key Capabilities:

- Absence Requests
- Payslip Access
- Access to Timesheet
- Tasks - absence requests and timesheets approval
- Updating information about address and bank account

Data management

ESS contains separate vertical features service:

- ESS Absences
- ESS Landing Page
- ESS Payslip
- ESS Task Management
- ESS Users

Each of them contain their own data management and storage based on the region where it is deployed. The residency of the data is dependent upon the region in which the Customer's environment is located.

Here are some main considerations:

1. Data refresh - in order to retrieve all the user's data, a mechanism to refresh the data in the ESS Feature Services storage has been implemented.
2. There are two server processes responsible for removing/anonymizing user data:
 - ✓ First, doing it on demand.
 - ✓ Second, doing it based on rules (e.g. removing after 5 years since an employee left the company).

Appendix C: Resource Requests

Introduction

General availability of the service is to be announced.

This service is enhancing Resource planning capabilities to offer great resource management functionality that can easily be integrated with best-of-breed Project planner solutions.

Resource planning entails connecting work with the right people at the right time. It is a collaboration between project managers and resource managers to create a plan that ensures the delivery of successful projects while making sure tasks are completed on schedule and maintaining high utilisation in your workforce.

Project resourcing involves managing a range of variables, including employee availability, capacity, upcoming commitments, and planned absences. Resource planning simplifies this process by consolidating all relevant information into a single platform, eliminating the need for scattered tools such as spreadsheets, calendar applications, emails, or other organisational systems.

Data management

Resource Planning Service is a true vertical, domain based independent micro-service with its own purpose-built data storage. The residency of the data is dependent on the region in which the Customer's environment is located.

The main considerations for disaster recovery strategy: in case of a disaster, the data will be recovered from secondary region where a backup will be stored. Service database will be replicated following the same policy as ERPx.

Introduction

This Service is improving user's experience in time reporting. It is a web application that can be used on any device. The time entries are presented in list for easy navigation on both desktop and mobile. The app is available in ESS (Employee Self-Service) and also as menu option within ERPx.

Please note that Timesheets Web App does not fully comply with the WCAG standards. For now, the recommended choice for users requiring assistive technology is the **Timesheet Standard (TTS025)** window in ERPx.

Data management

The app is "just another frontend" for the Timesheets module in ERPx Core. The project and work schedule details are fetched from ERPx using Object APIs and then the app feeds the timesheet data back into ERPx via the Timesheets Public API.

To use this app, the user needs to have access to the following reporting objects:

- Additional cost/income elements
- Assignments (if you want to enable Your planned time)
- Connection per activity
- Connection per project
- Connection per work order
- Customers
- Outstanding timesheets
- Periods
- Personal work schedule
- Projects
- Resources
- System parameters
- Time codes
- Timesheets
- Users
- Workflow tasks

Also access to the following Public API must be granted: **Timesheets**

Additionally, the Timesheet module needs to be correctly configured in ERPx, and Users work schedule for the current period needs to have been generated.

Appendix E: Tax reporting

Introduction

Avalara Tax Reporting is a service integrated into ERPx that facilitates the management of transactional tax reporting. It provides a prebuilt connection to the Avalara VAT Reporting application, a specialized solution designed to support international VAT and transactional tax obligations.

As tax compliance regulations evolve, particularly with the shift from paper-based to electronic VAT reporting in many countries, automated solutions are becoming increasingly necessary. This integration enables ERPx users to generate tax reporting documents directly in Avalara's platform, where compliant VAT returns can be filed across all supported countries. This removes the need to build country-specific reports manually within ERPx.

To use this service, an active Avalara account is required. Users must configure the start date for reporting tax transactions via Avalara in the Company Information window and enter their Avalara credentials in the designated section under the General Ledger menu (Taxes). Once configured, tax transactions will be automatically interfaced into Avalara, where they can be submitted to the relevant tax authorities.

Data management

Tax integration holds no data of its own, it is only a connector between ERPx and Avalara VAT reporting. It could happen that for some reason tax transactions are not correctly transferred to Avalara VAT reporting. In that case you need to re-generate the missing transactions in VAT reporting documents follow-up (TCR042). This is a window in the Taxes area of ERPx.

Appendix F: Accounting Prediction Service

Introduction

General availability of the service is to be announced.

Accounting prediction service (APS) suggests invoice coding based on historical data. This will speed up the invoice registration process and reduce considerable the manual work and the amount of people involve in the workflow process

The U4 Accounting Prediction Service is focused on automating the prediction of new invoices through AI prediction and machine learning for supplier invoices, which are sent as part of the initial training based on historical transactions.

Partner used

The service is powered by our partner Kaunt.

- Kaunt model is trained within 24 hours after initial data set received
- 6 months of invoice data will provide a great start for the service
- Max 30 000 Invoices in one Export job

Appendix G: Invoice Data Capture (IDC)

Introduction

The Invoice Data Capture (IDC) Service utilises a third-party tech through Microsoft to leverage powerful Optical Character Recognition (OCR) capabilities to analyse and extract key fields and line items from invoices, enabling rapid invoice registration.

IDC uses **Artificial Intelligence (AI)** to accurately **extract key invoice data** and streamline the Account Payable process by **automatically registering invoices** to save time and reduce manual errors.

Schedule A: Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

Term	Definition
Account Administrator	An appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product.
Cloud Customer ID code	A unique Cloud Customer identifier.
ERPx Service User	Data Base User used for communication between Microservices.
ERPx Web Application	The main web application portal for Unit4 Platform Services solution.
Extension	Automated workflow built using Extension Kit.
Extension Flow	Automated workflow that connects applications and Services together. Each Extension Flow consists of a trigger and one or more actions.
Extension Kit	Unit4 Extension Kit is a cloud based, Multi-Tenant solution operated by Unit4 that provides a toolkit allowing Users to extend the capabilities of Unit4 products and integrate with other systems.
Feature Service	Features or solutions delivered as independently deployed and updated Services.

Term	Definition
IDP	An identity provider (IDP) is a service that stores and manages digital identities.
IDS System User	Data Base User used for an early access enablement.
Instance	Physical Service infrastructure and software running on it, deployed in a specific region.
Integration	Inbound or outbound data exchange built and managed with Integration Kit.
Localisation Services	Localisations delivered as Feature Services, developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements.
Multi-Tenant	Architectural design of Unit4 Platform Services solution, housing multiple Tenants, where Tenants are physically integrated, but logically separated.
Platform Service	The Platform Service is a set of core Services that underpins the application providing services such as identity, integration, data management and AI foundation.
Record	A data record stored within a Customer's database (for example a line in a timesheet).
Sendgrid Services	A Third Party Service provider that Unit4 by default uses to send emails from ERPx system. Sendgrid Services can be replaced by the Customer's SMTP configuration, on demand.
Task focused Applications (aka Task Focused Apps)	Applications delivered as Feature Services focused on accomplishing one or a set of concrete tasks.
Tenants	Customer logically separated spaces designed to fulfil Customer business needs via the ERPx capabilities.
Transaction	The creation or modification of a Record.

Technical Acronyms

Acronym	Full Name
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g., Web Services)
ERP	Enterprise Resource Planning
FTE	Full Time Equivalent
HTTPS	Hypertext Transfer Protocol Secure
IDP	Identity Provider
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PE	Production Environment
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
TDE	Transparent Data Encryption
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
WIP	Work In Progress

Notable Changes from 2025Q1

1. Refresh of data for Resource Request will be released later (removed from here).
2. Added Intelligent Data Capture as new Feature Service

Unit4 Platform Services

Cloud Service Description

VERSION 2025 Q2.1

October 2025



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1. Introduction

Unit4 Platform Services are the foundational layer of Unit4 solutions. The Platform has a micro-Service based architecture where different Task Focused Applications run independently of each other. These Services are Multi-Tenant, shared Services that integrate with different Microsoft Azure PaaS Services.

Unit4 provides a complete technically managed solution for Unit4 Platform Services deployed in the public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and Service updates.

Unit4 Platform Services runs on Microsoft Azure, leveraging Microsoft Azure's scale and experience of running highly secure and compliant cloud Services around the globe. Microsoft Azure certifications provide the building blocks for Unit4's compliance efforts. Unit4 delivers its own ISO 27001, ISO 27017, SOC 1, SOC 2.

In summary, Unit4 provides the following:

- Fully scalable Platform, in a high availability environment with redundancy
- Security by design
- Continuous monitoring is in place, feeding alerts and continuous improvement
- Application updates
- Production and Non-Production Environments with a separate database for Customer Data (if applicable)

2. Data centres & data residency

Unit4 Platform Services is built upon Microsoft Azure infrastructure and platform Services. The Unit4 Platform Services are delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet Service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see Azure region details: azure.microsoft.com/regions.

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR ¹)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	New South Wales and Victoria (DR)	AEDT/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

Customer head quarter residence	Geopolitical zone used
APAC	Asia
Australia/New Zealand	Australia
Canada	Canada
EU	EU
Norway/Sweden/Denmark	Norway
UK	UK
US	US

3. Service model

Unit4 Platform Services is a Multi-Tenant solution embedded in a cloud native / Service based platform. Unit4 Platform Services characteristics are as shown in the table below:

Category	Component	Characteristics
SOLUTION	Releases and Updates	Will be applied automatically and periodically
	Environments included	1 Production + 1 Non-Production (Preview)
	Availability guarantee	As per SLA
SERVICES	Releases will commence	Automatically
	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes
COMPLIANCE	Compliance certificates and assurance documents – Microsoft Azure	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017 ²

² Unit4 xPlatform Services is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

4. Environments

Customer's application environments connect to two discrete Unit4 Tenants in Unit4's Platform Services. The application Acceptance and Preview Environments connect to the Platform Preview environment while the application Production Environment connect to the Unit Platform Production environment where Unit4's Production SLA applies.

Customers' Preview Environments always contain the latest updates for the Unit4 Product in use by the Customer.

Unit4 assigns to every Cloud Customer a unique Cloud Customer ID code, which is visible in various elements of the Service (including environments) and it is used for Customer identification. The MS Azure Customers ID code is a 3-character acronym and for Nordics DC Customers ID code consists of 6 digits. The Cloud Customer ID codes are created at Unit4 discretion during the early stage of the implementation and are not a subject to change. I

4.1 Production Environments

Only the Unit4 Platform Services Production Environment (PE) is subject to the Service Level Agreement. Customer accessible/visible platform services follow the general SLA. Platform services unpinning other services that are customer accessible/visible are part of the customer facing services.

4.2 Non-Production Environments characteristics

- A Non-Production Environment (NPE) is not subject to an SLA.
- For xPlatform Services there is no refresh from PE to NPE.
- NPE has reduced capacity and cannot be used to resemble PE throughput.
- All NPEs are updated as soon as an Update is available. Once an NPE has been updated to the latest Update, it is not possible to move back to the previous Update.

5. Releases and Updates

There is no concept of a Release to Unit4 xPlatform Services. All changes to a Unit4 Platform Service are considered an Update of the Service and will be applied automatically and continuously.

Unit4 Platform Service Updates are deployed in a transparent manner and result in no downtime. As such, Unit4 Platform Service Updates can be deployed outside of Planned Maintenance windows. In rare cases when downtime is necessary, the Update will be performed during a Planned Maintenance Window.

6. Planned and Unplanned Maintenance

7.1 Planned Maintenance

Planned Maintenance Windows are dedicated to applying all the respective changes to the Service provided e.g. solution Updates and infrastructure changes. During Planned Maintenance Production, Service may be periodically unavailable. You can find more details on the schedule presented in the table below:

	Planned Maintenance Windows (PMW) <i>Updates and Infrastructure</i>
All regions (except Azure US and Azure Canada)	12 per year, Regular PMW: From: Sat 5PM To: Sat 11PM UTC* or Extended PMW: From: Sat 5PM To: Sun 5AM UTC*
Azure US and Azure Canada regions	12 per year, Regular PMW: From: Sun 5AM To: Sun 11AM UTC* or Extended PMW: From: Sat 11PM To: Sun 11AM UTC*

*Time of Planned Maintenance Window is a subject of a change (+/- 1h), which is related to winter and summer time adjustments.

Planned Maintenance Windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance Windows are communicated in the Maintenance page of the Cloud Services section in Unit4 Community4U. By default, all Planned Maintenance Windows are regular and take up to 6h, unless they are promoted to extended Planned Maintenance Windows, these take up to 12h.

If actual downtime for scheduled or Planned Maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or Planned Maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance can also be carried out by Unit4 provided that the Customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to emergency / Unplanned Preventative Maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavours to do this outside Business Hours to cause minimal disruption to the Customer. In this case, because Unit4 provides Customer 8 hours' notice, this maintenance does not count as Service Outage. This is so that Unit4 is not encouraged to wait until the next Planned Maintenance Window to deal with an urgent issue and avoid a Service Credit.

7.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability or the security of the Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

7. Customer permissions and responsibilities

8.1 Customer permissions

Customer has the right to:

1. Monitor PE availability and Service Response Time on an active basis using a third-party monitoring Service. Monitoring acts as a consumer of the Unit4 Platform Services. The Customer must ensure that the monitoring does not interfere with the Unit4 SaaS offering and that Unit4 SaaS security tooling does not block the monitoring Service.

2. Conduct an external security vulnerability scan. Details of the planned scan can be provided to Unit4 at least 30 days in advance of each scan using a Service Request. Failure to do so may result in blocking the customer to use the service while testing.
3. Conduct a security penetration test. Details of the planned test can be provided to Unit4 at least 30 days in advance of each test, using a Service Request. Failure to do so may result in blocking the customer to use the service while testing.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2 Customer responsibilities

Customer has responsibility to configure the customer assets according to the needs of specific Unit4 services such as Extension Kit, AVA and IDS

8. Data Security

Data in transit

Customer Data in transit is over public networks is protected with TLS 1.2 and higher.

Customer Data at rest

Data at rest is protected using transparent, whole database encryption (e.g. transparent data encryption, and/or whole disk data encryption). Please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

Allowlisting

The Platform Services use dynamic IP addresses and are not usable for IP allowlisting (a.k.a. IP filtering). Multi-layer authentication mechanisms based on SSO and M2M accounts are the data security mechanisms of choice. For limited use cases, fixed IP addresses can be purchased (at the moment, fixed IP for bank file integrations).

9. Data backup

Data is backed up with a retention of 7 days to support disaster recovery scenarios. There is no "forgiveness" restore option available. Access to the backups is limited to the Global Cloud Operations engineers in case of Disaster or malfunctioning of hardware/software. Backups are done with the frequency to support RPO on a level of 1 hour.

10. Customer data criticality

There is no critical customer data in Platform services.

Appendix A: Identity Services

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 organization’s identity solution using industry standard protocols and is shared across Unit4 applications acting as a gateway for external authentication.

Environments

The Unit4 Identity Service is designed to ensure continuous availability, with no downtime during upgrades or updates. As a result, planned maintenance windows or refresh periods do not apply.

The disaster recovery strategy is designed to minimize service disruptions by leveraging Microsoft’s cloud infrastructure for failover and high availability. Customers can expect seamless transitions in the event of infrastructure failures, ensuring continued access to authentication services without manual intervention. On U4IDS, the applied strategy is Geo-Redundant Storage (GRS), which is the standard across all platform services. It replicates data to a secondary region, providing built-in disaster recovery capabilities. In the event of a regional failure, the service automatically fails over to the secondary region, ensuring continuous service availability. This geo-redundancy minimizes the risk of downtime, with traffic being dynamically rerouted to maintain service continuity without manual intervention.

Data considerations

U4IDS does not store user information or credentials. Instead, it only retains the necessary details about the Tenant’s Identity Provider (IdP) to facilitate a secure authentication process.

The Unit4ID serves as the identity field within the system. Customers should carefully consider the visibility of this field when selecting the corresponding attribute from their Identity Provider. For instance, using an email address as the Unit4ID is not recommended due to its identifiable nature.

All data is processed and stored in Azure Log Analytics Data Store (Log Analytics Workspace) and the IDS Database.

Before processing any Personally Identifiable Information (PII), the service requests user consent during the first login. Sharing personal information is optional; however, consent to

share the user identifier is mandatory. Without this consent, the application cannot function and will not be accessible.

It is the customer's responsibility to ensure that their Identity Provider shares only the required information with IDS. U4IDS does not control or verify the data sent by the customer's Identity Provider, and it is up to the customer's IT team to ensure that only the necessary information is shared.

Customer responsibilities

Customers are responsible for configuring their Identity Provider (IdP) and providing the necessary information—whether required or requested—to Unit4 Cloud Operations to enable the configuration of U4IDS. Support for configuring the customer's IdP or troubleshooting related issues with U4IDS integration is available through Unit4 Professional Services as a chargeable service. The customer IdP must be publicly accessible for Unit4 IDS to reach.

Non Unit4 Services used

Unit4 Identity Service uses the following non-Unit4 Services/Products:

- Microsoft Azure Platform
- Duende Identity Server v7

Limits and regulators on usage

Unit4 Identity Services allows each Unit4 customer to create up to 10 Machine-to-Machine (M2M) clients by default. If additional IDS clients are required, the customer must identify this need and address it during the sales cycle to ensure the requirement is met. Additional clients may be subject to further assessment and potential costs.

Appendix B: Extension Kit Services

General description

Unit4 Extension Kit (U4EK) is a cloud based; Multi-Tenant solution operated by Unit4 that provides a toolkit allowing Users to extend the capabilities of Unit4 products. Unit4 Extension Kit gives Customers the opportunity to build or consume Extension Flows.

Extension Kit cannot be connected to two Environments at the same time, a Customer needs to raise a Service Request with Unit4 every time a new environment is to be connected to one of these Services whereas a Customer's Production Environment will be connected to Platform Production Instance and each Customers Non-production Environment will be connected to the single Platform Preview Instance on request.

Preconditions

- Unit4 Extension Kit requires Unit4 Identity Services (IDS) to be configured.
- Depending on the use case that Unit4 Extension Kit solves, it may require some web Services in the application to be publicly available to communicate with the business solution to perform certain tasks.

Restrictions

Unit4 Extension Kit only provides value when connected to any of the Unit4 products. The ability of Unit4 Extension Kit to automate processes and resolve use cases is determined by the events that the Unit4 application publishes, and the endpoints made available.

Please read the product documentation of the respective Unit4 business solution connected to Unit4 Extension Kit for details about the endpoints and events available .

Customer responsibilities

Customers are responsible for creating, documenting, testing, maintaining, updating and managing the Extension flow that was created in using Unit4 Extension Kit unless otherwise agreed especially after new Releases / Updates are made available.

Non Unit4 Services used

Unit4 Extension Kit uses the following non-Unit4 Services:

- Twilio - SendGrid Email Service
- Microsoft Azure Platform Services
 - ✓ Storage Account

- ✓ Event Grid
- ✓ Azure Functions
- ✓ Azure App Service
- ✓ API Management
- ✓ Microsoft CosmosDB
- ✓ Key Vault
- ✓ Application Insights

Specific terms and conditions and Data flow

When a User first log in Extension Kit portal is asked for consent of usage of the Service. When and what data is sent to where is defined by the Flow, which is created by the User. So it is responsibility of the User where the data is being sent and the content of the data, which might contain personal identifiable information.

By default, Unit4 Extension Kit will store historical information about each Flow run. This historical information is accessible by the Users that have access to the portal (this User access to the portal must be granted by another existing User with Owner access rights). In this historical information, some parts are obfuscated so are not visible in the history. These parts are defined by the Actions definitions and cannot be chosen by the User.

The User can switch off this functionality by defining a flow as “Sensitive”, this way no information will be stored and only the result of the flow execution will be shown.

Extension Kit does not store any other User information or usage statistics.

Limits and regulators on usage

Unit4 Extension Kit Supports the creation of [Flows](#), which can range from simple to highly complex based on the volume of information processed, transformations and calculations and the number of [Actions](#).

Operating within a Multi-Tenant environment, Unit4 enforces usage limits to prevent any process from excessively consuming resources. Customers are allocated with a monthly quota of Actions (“Usage Limit”). For the avoidance of doubt, Actions not used, do not roll over to the next month.

The Customer is entitled to purchase additional Actions from Unit4 as required. A guide on how the Customer can determine and monitor their usage of Action consumption, can be found on the [Extension Kit Portal](#) > [Metrics](#).

Appendix C: Unit4 Advanced Virtual Assistant (AVA)

General description

Unit4 Advanced Virtual Assistant service (Ava) is a true enterprise digital assistant powered by AI, helping users take care of their administrative tasks in an intuitive way using a conversational dialog and managing discussions to effectively collaborate with their colleagues when solving an issue. Ava can also notify users of important tasks and activities. Ava has a skillset based on the Unit4 business solution it is connected to. The specific skills available on each business solution are describe in the [Ava guideline](#).

Ava only works with Microsoft Teams chat application. As it is a 3rd party application, Microsoft Teams it has its own terms & conditions for usage and data privacy which are outside of Unit4's control. Unit4 is not responsible or involved in the procurement, configuration, usage or support of Microsoft Teams.

Preconditions

- Ava requires Unit4 Identity Services (IDS) to be configured.
- Depending on the type of skills that are used, Ava may require several web services in the application to be publicly available to communicate with the business solution to perform tasks requested by the user.
- To make use of Ava the Unit4 business solution it connects to needs to be on a currently supported version. Please check the service description of your Unit4 business solution (e.g. U4ERP) for version dependencies.

Customer responsibilities

Customers are responsible for the configuration of the Unit4 business solution (e.g. Unit4 ERP). The steps required for configuration in the business solution that Ava connects to are available in the online implementation guide: <https://ava-implementation-guide.u4pp.com>. Assistance with this configuration is available from Unit4 Professional Services.

Customers are also responsible for the installation of the Ava Service App in Microsoft Teams. Additionally, some of the Ava functionalities require granting the app certain permissions. Check the implementation guideline for further knowledge <https://ava-implementation-guide.u4pp.com>.

Non Unit4 Services used

Unit4 Ava is integrated with different non-Unit4 services:

- Microsoft Graph API
- Microsoft Azure Platform Services
 - ✓ Azure AI Bot Service (formerly known as Microsoft Bot Framework) Azure AI Services
 - ✓ Azure AI Services
 - Azure AI Language: Conversational Language Understanding (CLU)
 - Azure OpenAI
 - ✓ Microsoft Teams

Specific terms and conditions and Data flow

When talking to Ava for the first-time, customers and their end users must agree to the overall Ava Privacy Statement [Unit4 Privacy Policy AVA Service September 2025](#). The Ava ecosystem makes use of several Microsoft Azure services. The use of these Azure services is governed by the terms and conditions of the agreement under which Unit4 obtained the services: <https://azure.microsoft.com/en-us/support/legal/>.

User's interactions with Ava are also subject to the MS Teams chat application's applicable terms of use, privacy and data collection policies. How your personal information and other conversational content is transmitted, stored and processed by Microsoft Teams is outside Unit4's control: [Microsoft Privacy Statement – Microsoft privacy](#)

When connecting to Ava the first-time the user is asked for consent to store their messages and Ava's responses. If accepted messages are stored anonymously inside the Ava ecosystem to improve Ava's "intelligence" (identify usage patterns, etc.). This data cannot be accessed by any user and only can be accessed by Unit4 personnel in accordance with applicable laws and in case customer needs support in relation with Unit4 Ava service. Even though stored anonymously chat messages sent to Ava can include personal data. Provided data is solely used for the purpose of delivering Ava, where users can always ask Unit4 Ava to erase their personal data.

Appendix D: API Services

Integrations in API

When integrating via API, authentication is handled using machine-to-machine (M2M) clients, which are configured with a unique client ID and secret key. These credentials provide direct system-level access and are strictly tenant-specific. In a multitenant environment like Unit4 platform, it's essential to understand that M2M keys are not interchangeable between customers. Sharing the key and secret of one tenant for another—even by accident—can result in serious data access issues. To protect our customers and ensure security, we only provide M2M credentials directly to the customer's designated administrator. These keys must not be shared with service partners, vendors, or internal consultants. Customers are responsible for managing them with care to avoid misuse or cross-tenant access.

Integrations are permitted according to the supported integration methods described below:

Any non-standard Configuration (e.g., Integration and Extension flows), creation of custom reports, custom entities, fields, relationships, imports, exports, workflows, interaction plans, lookup data, and web styles can be performed by Unit4, Unit4 partners or the Customer. Unless categorized as a product defect by Unit4, these are considered outside the scope of the standard Service. All Configurations must be carried out based on lean principles, to ensure ongoing performance and resilience of the Service.

Unit4 endeavours to provide API backwards compatibility. For further details on API lifecycle and versioning strategy, please refer to API technical documentation.

Integration Type	Permitted?
Integration using Unit4 Platform Services API	✓
Integration using Unit4 Extension Kit	✓

Integrations created by methods mentioned above, including Extension Flows created using Unit4 Extension Kit are not supported by Unit4 under Standard Support terms, unless agreed otherwise. The Customer has sole responsibility for any Integrations, including Extension Flows, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from its use. This is applicable to any Integrations and/or

Extension Flows, including Unit4 Integrations delivered as part of a Project implementation. If any assistance is required in regard to Extension Flows, Unit4 may be able to assist with resolving issues or with upgrades of the Integrations, but this will be a subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's prevailing Rates.

Limits and regulators on usage

While the use of APIs within Unit4 platform is subject to certain usage limits and regulatory controls, it's important to note that these are defined at the product level, not centrally enforced by the platform itself. Each product integrated with the platform may apply its own rules regarding rate limits, data access, and operational boundaries. Therefore, to understand the specific API usage policies and constraints, customers and partners must refer to the online help of the respective product. These documents provide detailed guidance on how the API can be used, including any applicable limits or conditions that ensure fair and secure usage.

Glossary and Technical Acronyms

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Glossary

Term	Definition
<i>Account Administrator</i>	An appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product.
<i>Cloud Customer ID code</i>	A unique Cloud Customer identifier.
<i>ERPx Service User</i>	Data Base User used for communication between Microservices.
<i>ERPx Web Application</i>	The main web application portal for Unit4 Platform Services solution.
<i>Extension</i>	Automated workflow built using Extension Kit.
<i>Extension Flow</i>	Automated workflow that connects applications and Services together. Each Extension Flow consists of a trigger and one or more actions.
<i>Extension Kit</i>	Unit4 Extension Kit is a cloud based, Multi-Tenant solution operated by Unit4 that provides a toolkit allowing Users to extend the capabilities of Unit4 products and integrate with other systems.
<i>Feature Service</i>	Features or solutions delivered as independently deployed and updated Services.

Term	Definition
<i>IDP</i>	An identity provider (IDP) is a service that stores and manages digital identities.
<i>IDS System User</i>	Data Base User used for an early access enablement.
<i>Instance</i>	Physical Service infrastructure and software running on it, deployed in a specific region.
<i>Integration</i>	Inbound or outbound data exchange built and managed with Integration Kit.
<i>Localisation Services</i>	Localisations delivered as Feature Services, developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements.
<i>Multi-Tenant</i>	Architectural design of Unit4 Platform Services solution, housing multiple Tenants, where Tenants are physically integrated, but logically separated.
<i>Platform Service</i>	The Platform is a set of core services that underpins the application providing services such as workflow, reporting, secure data access and API framework..
<i>Record</i>	A data record stored within a Customer's database (for example a line in a timesheet).
<i>Sendgrid Services</i>	A Third Party Service provider that Unit4 by default uses to send emails from ERPx system. Sendgrid Services can be replaced by the Customer's SMTP configuration, on demand.
<i>Task focused Applications (aka Task Focused Apps)</i>	Applications delivered as Feature Services focused on accomplishing one or a set of concrete tasks.
<i>Tenants</i>	Customer logically separated spaces designed to fulfil Customer business needs via the ERPx capabilities.
<i>Transaction</i>	The creation or modification of a Record.

Technical Acronyms

Acronym	Full Name
<i>ADFS</i>	Active Directory Federation Services
<i>AES</i>	Advanced Encryption Standard
<i>API</i>	Application Program Interface (e.g., Web Services)
<i>ERP</i>	Enterprise Resource Planning
<i>FTE</i>	Full Time Equivalent
<i>HTTPS</i>	Hypertext Transfer Protocol Secure
<i>IDP</i>	Identity Provider
<i>Kbps</i>	Kilobits Per Second
<i>NPE</i>	Non-Production Environment
<i>PE</i>	Production Environment
<i>SHA-2 RSA</i>	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
<i>SLA</i>	Service Level Agreement
<i>SOC</i>	Service Organization Controls
<i>TDE</i>	Transparent Data Encryption
<i>TLS</i>	Transport Layer Security Encryption
<i>URL</i>	Uniform Resource Locator (a web address)
<i>WIP</i>	Work In Progress

*Notable Changes from V 25Q2

1. Version alignment with the current release 2025 Q2.1
2. Updated Solution name from xPlatform Services to Platform Services.

Cloud Service Description

VERSION 25.2

September 2025



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1. Introduction

Unit4 Financial Planning and Analysis (Unit4 FP&A) delivers financial performance management technology with native integration to Unit4's People Experience. Built on a highly flexible platform, Unit4 FP&A models are adaptable to various FP&A, Corporate Performance Management (CPM) and analytics use cases. The solutions give business Users the platform and tools they need to configure their planning and reporting to meet individual requirements, without having to have a technical background.

Unit4 FP&A provides comprehensive capabilities for supporting top-down, bottom-up and mixed planning processes across an organisation. Unit4 FP&A also offers predefined best practice models (e.g., Integrated Financial Planning, People Planning and Analytics, Consolidation) as well as industry models that can be reused and adjusted to the Customer's requirements. The purpose of this document is to describe the cloud Service composition provided to the Customer.

Unit4 provides a complete technically managed solution for Unit4 FP&A deployed in the public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance of the entire solution (including backups), disaster recovery and Service updates.

Unit4 offers cloud enterprise solutions as Unit4 SaaS - a Software as a Service delivery model deployed on Microsoft Azure. This model leverages of Microsoft Azure's scale and experience of running highly secure and compliant cloud Services around the globe. Microsoft Azure's infrastructure is second to none in terms of physical and electronic security, and it adheres to industry standards such as ISO 27001, SOC 1 & 2, PCI DSS and many more.

Unit4 FP&A is available as a shared option, where computing resources are shared between Customers without any interference.

In summary, Unit4 provides the following:

- Access to Unit4 FP&A designer tool (Designer) Web Client (OneClient) and API/web services.
- All User access to Unit4 FP&A is over secure internet connections (HTTPS). A variety of browsers are supported.
- Comprehensive integration options available, including the use of Unit4 APIs/web services.
- Infrastructure is fully scalable, in a high availability environment with redundancy in critical aspects such as power, hardware, network communications.

- Relevant security level.
- Continuous monitoring is in place, covering servers, Services and applications, feeding alerts and continuous improvement.
- Application of infrastructure updates, patches and hot fixes.
- Unit4 software and supporting software Releases and Hot Fixes.
- Production Environment and Non-Production Environment with a separate database for Customers' data.
- Forgiveness restores (where applicable), and disaster recovery in a physically separate secondary site.
- Service Level Agreement, with Service Credits based on Service availability.
- Unit4 Community (Community4U) to engage with Unit4 directly, giving insight in the Service performance indicators and see the status of Services.
- Various Azure regions leveraged to enable Unit4 to meet Customers' data residency needs; Customers' data always resides within a specified a geopolitical zone (except where explicitly stated otherwise).
- Formal policies in place for: information security, data processing, disaster recovery, business continuity and acceptable use.

2. Data centres & data residency

Unit4 FP&A is built upon Microsoft Azure infrastructure and platform Services. The Unit4 FP&A Service is delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet Service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see Azure region details: azure.microsoft.com/regions.

Geopolitical zone	Provider	Data location (Countries/City's/Regions)	Time zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	Victoria and New South Wales (DR)	AEDT/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST
Sweden	Microsoft Azure ¹	Gävle and Staffanstorps (DR)	CET/CEST

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

Customer residence	Geopolitical zone used
APAC	Asia
Australia/New Zealand	Australia
Canada	Canada
EU	EU
Sweden	Sweden
Norway/ Denmark	Norway

¹ At Unit4 discretion Platform Services will be delivered from Azure Norway or Azure Sweden Data center

UK	UK
US	US

In the unlikely event the primary and secondary redundancy of the network in a geopolitical zone fails, connections are rerouted using tertiary redundancy in the following way.

Primary	Secondary	Tertiary
Geopolitical zone EU	Geopolitical zone EU	Geopolitical zone UK
Geopolitical zone UK	Geopolitical zone UK	Geopolitical zone EU
Geopolitical zone USA	Geopolitical zone USA	Geopolitical zone Canada
Geopolitical zone Canada	Geopolitical zone Canada	None
Geopolitical zone Asia	Geopolitical zone Asia	Geopolitical zone Australia
Geopolitical zone Australia	Geopolitical zone Australia	Geopolitical zone Asia
Geopolitical zone Norway	Geopolitical zone Norway	Geopolitical zone Sweden
Geopolitical zone Sweden	Geopolitical zone Sweden	Geopolitical zone Norway

3. Service model

Unit4 FP&A is available in a shared deployment model. In summary, the characteristics of mentioned model are as set out in the table below:

Category	Component	Shared
SOLUTION	Releases	Commence automatically
	All patching, updates of the standard solution (technical)	Included and automatic
INFRASTRUCTURE	Environments included	1 Production + 2 Non-Production (Preview and Acceptance) ²
	Availability guarantee	Yes
	Data centres	Microsoft Azure
SERVICES	Releases will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Backup & Service Restore	Yes
	Disaster recovery	Yes
	Monitoring program of infrastructure and application	Yes

² Three (3) environments set up is a new standard applicable to Customers that got their Agreements signed with effect from May 2020. Please be informed that by default Customer is provided with 1 Production and 1 Non-Production Environment. Second Non-Production Environment is included in the offering but has to be requested by the Customer separately via Service Request.

Category	Component	Shared
COMPLIANCE	Compliance certificates and assurance documents – Microsoft Azure	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017 ³

4. Environments

Three (3) environments are provided⁵, including:

- One Production Environment (PE) called alternatively “live” environment, being the environment that the Customer uses to run the day to day (live) operation; and
- Two Non-Production Environments (NPEs)
 - a) Preview – a Customer's Preview environment always contains the latest Releases for the Unit4 Product in use by the Customer; and
 - b) Acceptance – which can be used according to Customer needs as “Test” / “Quality” / “Development” / “Pre-Production”.

Additional environments can be provided at an extra charge.

Unit4 assigns to every Customer a unique Customer ID code, which is visible in various elements of the Service (including environments) and it is used for Customer identification. The MS Azure Customers ID code is a 3-character acronym. The Customer ID codes are created at Unit4 discretion during the early stage of the implementation and are not a subject to change.

Details about Platform Services instances can be found in Unit4 Platform Services Description at <https://www.unit4.com/service-descriptions>.

³ Unit4 FP&A is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at <https://www.unit4.com/terms-and-conditions>.

⁵ Three (3) environments set up is a new standard applicable to Customers that got their Agreements signed with effect from May 2020. Please be informed that by default Customer is provided with 1 Production and 1 Non-Production Environment. Second Non-Production Environment is included in the offering but has to be requested by the Customer separately via Service Request.

4.1. Production Environments

Only the Production Environment (PE) is subject to the Service Level Agreement.

4.2. Non-Production Environments Characteristics

Although a Non-Production Environment (NPE) is not subject to the SLA, NPEs have some characteristics as described below.

Customer responsibilities

Customer needs to manage non-production WIP such as non-production report templates (e.g., in progress changes to financial planning report template) as refresh will replace WIP with copies from production.

What happens to the previous NPE details after a refresh?

Everything in NPE will be erased and replaced with a fresh copy from PE.

Update of an NPE to a new Release

The Preview (NPE) environment is updated as soon as a Release is available following an announcement of Unit4.

Once an NPE has been updated to the latest Release, it is not possible to move back to the previous Release.

Backups

Backups of NPE are made daily in the time zone of the geopolitical zone in use. Backups of NPE are kept for fourteen (14) calendar days.

Restores

A restore request can be made by issuing a Service Request on Unit4 Community4U. Throughput time, amount of included restores and the charge is same to a refresh of a NPE.⁶

⁶ Please note there is no Customer specific restore option for Unit4 Platform Services. More details about Platform Services can be found in Unit4 Platform Services Description at <https://www.unit4.com/service-descriptions>.

Suspension⁷

NPE which is not actively used will be suspended. Suspended NPE may be reactivated at any point in time. In order to reactivate suspended NPE Customer needs to initiate re-activation, which may take up to 15 minutes.

4.3. Database refresh

Definition of Database Refresh Between Environments

A refresh between environments (e.g., from NPE to PE) is a full copy of Customer database between the environments.

There is no database refresh option for Unit4 Platform Services.

Point in time used

The database refresh is from a point in time prior to the current Business Day. The specific point in time is selected by Unit4.

Frequency of database refresh

One refresh per environment per month is included. Additional refreshes would be extra charged.

Different environment Release versions

Database refresh is possible when:

- Both environments are on the same Release version.
- Target environment is on a higher Release version.

How to request a refresh?

Customers need to submit a Service Request in order to request the refresh.

Throughput time

Database Refresh Between Environments will be available for use at the start of the second Business Day following the Service Request acceptance (depends on the contracted support level).

⁷ For Suspended NPE re-activation OneClient has to be used.

5. Reporting and monitoring

5.1. Reporting on Service Performance

Unit4 provides operational information regarding Unit4 FP&A on Unit4 Community4U. That information includes:

- Service availability
- Scheduled maintenance (times, dates per region)
- Release information
- Incidents overview
- Site recovery status (in the event of the disaster plan initiation)

5.2. Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet the Unit4 Service Availability targets on Production Environment.

6. Releases

Periodically, Unit4 introduces new features in the Unit4 FP&A including enhanced features and functionality across applications. Features and functionality will be made available as part of a Release. As part of regular maintenance Unit4 will apply Hot Fixes, as deemed necessary by Unit4 in order to maintain the existing features of the Unit4 SaaS and to maintain Service level commitments and security.⁸

Releases will be provided free of charge as part of the Service. However, it should be noted:

- Any Releases may result in additional configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved Service partner consultants; are not included in the Unit4 FP&A Service and will be a subject to additional charge.
- The standard deployment sequence follows the order: Preview (NPE) → Acceptance → Production (PE), with a minimum delay of 4 to 6 weeks between the NPE and PE rollout. Once the Preview environment is updated, rollback is not possible.

⁸ Release deployment details for Platform Services can be found in Unit4 Platform Services Description at <https://www.unit4.com/service-descriptions>.

- Where any Release replaces or updates any Configuration or non-standard functionality utilised by Customer, the Customer will be required to adopt the standard functionality. Unit4 reserves the right to charge a reasonable fee to provide assistance if Customer wishes to maintain the previous Configuration or non-standard functionality.

6.1. Release deployment

Releases may take place approximately each quarter. The frequency of Releases may be increased or decreased at Unit4's discretion. Releases may take up to twelve (12) hours to deploy, resulting in the Service being unavailable for some or all that time (such unavailability shall not be counted as Service downtime for the calculation of Service Availability). A schedule of planned deployment of Releases to the Production Environment will be published on the Unit4 Community4U. A Customer's Preview environment always contains the latest Release of Unit4 FP&A in use by the Customer. Unit4 will use reasonable endeavours to ensure that Releases will be carried out during the Planned Maintenance window.

6.2. Hot Fix Deployment

Hot Fixes are applied as deemed necessary by Unit4 in order to maintain the existing features of the Unit4 FP&A as well as maintaining Service level commitments and security.

7. Planned and unplanned maintenance

7.1. Planned Maintenance

Planned Maintenance windows are dedicated to apply to all the respective changes to the Service provided e.g. updates, hot-fixes and Releases. During Planned Maintenance Production Service may be periodically unavailable. You can find more details on schedule presented in the table below:

Standard Planned Maintenance windows (PMW)	Additional Planned Maintenance windows (PMW)
<i>Releases, Hot-Fixes and Infrastructure updates</i>	<i>Releases</i>

All regions (except Azure US, Azure Canada)	12 per year, 3 rd or 4th week of each month From: Sat 4PM To: Sun 4AM UTC	2 per year according to time interval specific for given region (<i>unless communicated otherwise</i>)
Regions Azure US and Azure Canada	12 per year, 3 rd or 4th week of each month Shortened PMW: From: Sun 4AM To: Sun 11AM UTC Or Full PMW*: From: Sat 11PM To: Sun 11AM UTC <i>*In rare cases, when a downtime of all regions would be required</i>	

Time of Planned Maintenance window is a subject of a change (+/- 1hr), which is related to winter and summer time adjustments.

Planned Maintenance windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance windows are communicated in Unit4 Community4U.

If actual downtime for scheduled or planned maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or planned maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance can also be carried out by Unit4 provided that the Customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to emergency / Unplanned Preventative Maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavours to do this outside Business Hours to cause minimal disruption to the Customer. In this case, because Unit4 provides Customer 8 hours' notice, this maintenance does not count as Service Outage. This is so that Unit4 is not encouraged to wait until the next Planned Maintenance window to deal with an urgent issue and avoid a Service Credit.

7.2. Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability, or the security of the Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

8. Customer permissions and responsibilities

8.1. Customer permissions

Customer has the right to:

- 1) Monitor PE availability and Service Response Time on an active basis using a third-party monitoring Service. Monitoring acts as a consumer of Unit4 FP&A and is subject to any and all present and future Usage Restrictions of Unit4 FP&A. Customer and Unit4 must agree, prior to monitoring, on monitoring details in order to ensure that the monitoring does not interfere with the Unit4 FP&A offering and that Unit4 security tooling does not block the monitoring Service.
- 2) Conduct an external security vulnerability scan on an annual basis. Details of the planned scan must be provided to Unit4 at least 30 days in advance of each scan using a Service Request.
- 3) Conduct a security penetration test on an annual basis. Details of the planned test must be provided to Unit4 at least 30 days in advance of each test, using a Service Request.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2. Customer Responsibilities

Release and Service updates

The following list summarizes typical Release tasks and indicates Services included as part of Unit4 FP&A and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
Project Planning		
Publishing general availability schedule of Releases on the Unit4 Community4U	✓	
Managing timelines, outline goals, roles and responsibilities		✓
Business analysis and discovery		✓
Creating test plans		✓
Release deployment in Preview environment		
Update Preview environment with Release	✓	
User training on changes		✓
Test: conducting basic Release testing		✓
Training support to assist with testing		✓
Functional and User acceptance testing as desired		✓
Training, implementation and Configuration for new features		✓
Reviewing test scripts and testing outcome for issues resolution		✓
Go/No-go criteria and agreement on Production Release deployment timing		✓
Release deployment in Production		

Update existing application Configuration, being all activities undertaken to set up application provided by the Service which involve the use of standard menus and functionality. There may be rare cases where it is not technically possible to determine the correct business Configuration; in these rare cases any tasks that must be completed manually are the responsibility of the Customer.	✓	✓
Update Production environment with Release	✓	✓

Technical & functional responsibilities

Technical Environment responsibilities:

- Supply, administration and maintenance of customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of Customer-side network, devices and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth.
- All Customer initiated activities around penetration testing, security checks, Customer owned monitoring are in the sole responsibility of the Customer.

Functional Environment responsibilities:

- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

8.3. Customer Obligations

Account Set-up

Customer is responsible for designating its Users, and for ensuring that all Users are adequately trained and understand Customer's remote access and use obligations and requirement to comply with Unit4's Acceptable Use Policy (<https://www.unit4.com/terms-and-conditions>). Where applicable each individual User must establish an Account. Customer is responsible for managing its Accounts and disabling a User's Account when Unit4 FP&A access is no longer required, including immediately upon termination of such User's affiliation

with Customer. Customer is responsible for its Users' acts and omissions and for all activities occurring under its Users' Accounts.

Account Administrator

Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding the Service and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 FP&A, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

Account Security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and Customer may not recycle Account credentials when activating or disabling Accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security in Unit4 FP&A SaaS or its Users' Accounts, and will provide all information and take all steps requested by Unit4.

9. Customisations and integrations

9.1. Customisations

Unit4 FP&A does not support any Customisations, only configuration is applicable.

9.2. Integrations

Integrations, defined as any solution capability that shares data with an external, are permitted according to the guidelines described below. Interface methods not explicitly stated below are not permitted. In general, no direct database access is permitted at all.

Integration Type	Permitted?
Integration with Unit4 ERPx, where meta data for P&L planning and reporting are extracted by Unit4 FP&A, including deep link.	Yes

Integration with Unit4 ERP CR, where meta data for P&L planning and reporting are extracted by Unit4 FP&A, including deep link.	Yes
Integration with Unit4 ERP 7, where meta data for P&L planning and reporting are extracted by Unit4 FP&A, including deep link. Remark: For integration of Unit4 FP&A with Unit4 ERP version lower than 7.5, database replica for Unit4 ERP is mandatory (which may result in additional cost for Customer).	Yes

10. Technical operations

10.1. Printing

All printing is carried out on the client side.

10.2. Connectivity

Unit4 FP&A is accessed via the OneClient and Designer over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA).

The Unit4 FP&A Designer and the Microsoft Office Add-Ins needs to be installed locally on Customer's site.⁹

Internet bandwidth suggestions¹⁰

- Unit4 FP&A OneClient – 512 Kbps per User

⁹ There is an additional option for the Customer to purchase the Designer via a Citrix solution (as an application via a remote access solution e.g., Citrix Workspace APP):

- Access is carried out using a 2048 bit encrypted thin client connection over TLS with SHA-2 RSA Encryption Algorithm over the public internet;
- Memory per Designer is limited to 1024MB.

¹⁰ Rough guidance only based on simulation testing. Response times will be dependent upon a variety of factors such as number of Users, type of web processing initiated, Customer-side internet line capacity and infrastructure set-up such as use of proxies.

- Unit4 FP&A Designer – 512 Kbps per User¹¹
- Latency Recommended: at most 50 ms

10.3. Technical overview

Topic	Description
FTP	
Protocol	SFTP (SSH FTP) protocol is used
Credentials	Two sets of credentials are provided per environment (e.g., 2 username/passwords for production, 2 username/password for each NPE)
Email	
Domain	Unit4 FP&A needs an SMTP Server to send eMails. By default, Unit4 mailsystem can be used, but the sender email address is limited to donotreply@unit4cloud.com Optionally the Customers SMTP Server can be used.
Protocol	SMTP over TLS
Authentication	
Protocols supported	IDS is a federated authentication gateway, authentication is performed at the Customer's own IdP Unit4 IDS supports WS-Federation, SAML-P and OpenID Connect support (see Unit4 IDS Service Description). ¹³
Internet communication	
Protocols supported	HTTPS secured with TLS with RSA SHA256withRSA encryption and/or EC SHA256 with ECDSA

¹¹ Suggested Internet bandwidth for the Designer via the Unit4 Citrix solution - 100 Kbps per User with a max latency of 100ms.

¹³ Authentication of the Unit4 FP&A Designer via Citrix solution involves two steps; first step is to authenticate using Unit4 Cloud specific credentials against a Unit4 Cloud operated AD and second step using either Basic or Federated Authentication.

11. Data considerations

11.1. Transfers of Customer Data to Unit4 FP&A

Unit4 deploys standard architecture and therefore, where Customer is an existing Unit4 Customer, it is responsible for ensuring data consistency (i.e., that Customer Data to be inserted follows such standard architecture) and that any inconsistencies in Customer Data are appropriately cleansed before such data is inputted into the Unit4 SaaS.

When Customer requests to copy a database snapshot from outside of Unit4 Cloud environment then it should be free of any Customisation objects. These objects should be sent in a separate Service Request and will follow standard Customisation review process.

11.2. Backup and Service Restore

Customers are given the option of a “forgiveness” restore, where a recent Production Service backup can be restored to the PE in case of a disastrous User mistake (e.g., running month end processing in “live” environment instead of in “preview” as intended).¹⁴

Backups are performed to allow for forgiveness restores to be completed with a restoration point as shown below and no later than thirty (30) days prior to current time, to a resolution as shown below. Forgiveness restores should be initiated as a P1 incident and time to complete depends on data volume.

Request restore point permitted

between 1 hour prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 5 minutes

Customer may request a Service Restore report no more frequently than once per month via the Unit4 Community4U using a Service Request. Example:

Current time	Restore Range	
15-03-2017 00:15	13-02-2017 00:15	14-03-2017 23:15
25-07-2017 14:25	25-06-2017 14:25	25-07-2017 13:25
22-09-2017 08:00	23-08-2017 08:00	22-09-2017 07:00

¹⁴ There is no “forgiveness” restore option for Unit4 Platform Services. More details about Platform Services can be found in Unit4 Platform Services Service Description at <https://www.unit4.com/service-descriptions>.

11.3. Data Security

Data in transit

Customer data in transit over public networks is protected with TLS 1.2.

Customer Data at rest

Data at rest is protected using transparent, whole database encryption. Please see the Unit4 Information Security Policy, which is available at <https://www.unit4.com/terms-and-conditions>.

IP Allowlisting

IP Allowlisting is offered as an option that will come at an additional cost in the Unit4 SaaS, as a means to gain an extended level of control on who has access to their environment. An IP Allowlist is a list of IP addresses that are granted access to a certain Service. When an IP Allowlist is used, all IP addresses are denied access, except those included in the IP Allowlisting.¹⁵

IP Allowlisting is available for the following product – data center – cloud type combinations.

IP Allowlisting	Data centre	Available?
Web endpoints	Azure	Yes
Citrix	Azure	Yes

The Platform Services like Unit4 Identity Services, Unit4 AVA and Unit4 Extension Kit use dynamic IP addresses; therefore IP Allowlisting is not supported for any combination of Global products with any Platform Services. (With the exception of Unit4 Identity Services which can have IP Allow listing)

11.4. Limits and regulators on usage

Unit4 runs in a Multi-Tenant environment and, as such, Unit4 observes fair use limits so that runaway processes do not monopolize shared resources. When a limit is exceeded, corrective

¹⁵ The Platform Services like Unit4 Identity Services, Unit4 Wanda and Unit4 Extension Kit use dynamic IP addresses, therefore IP whitelisting is not supported for any combination of Unit4 Financials SaaS with any Platform Services. More details about Platform Services can be found in Unit4 Platform Services Service Description at <https://www.unit4.com/service-descriptions>.

measures will be taken. For actual fair usage limits please see Fair Usage Policy at <https://www.unit4.com/terms-and-conditions>.

Memory space limit

Apart from the fair usage limits, Unit4 applies memory space limits for Production Environments per Unit4 FP&A SaaS Service size according to the table below.

Unit4 FP&A SaaS Service size	XS	S	M	L	XL	XXL
Maximum memory space limit for PE per Unit4 FP&A SaaS Service size	12 GB	28 GB	58 GB	120 GB	248 GB	504 GB

11.5. Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Unit4 FP&A OneClient, accessed via a supported web browser.
- Unit4 FP&A Designer¹⁶

11.6. Downloadable Production Database Backup

Unit4 can export your Production Environment database to a Unit4 controlled Azure storage location on a weekly basis as an additional Service with extra recurring costs. The Customer can manually download this export from this location. Each export will be retained for four (4) weeks.¹⁷

Customer responsibilities for this additional Service offering include:

- Customer access responsibility – control who has permission to download the export
- Ensuring data privacy during and after download

¹⁶ The Designer can be setup locally (setup files can be downloaded by the Customer from Community4U), or delivered via the Unit4 Citrix solution at an additional charge.

¹⁷ Please note that this additional Service is not available for Unit4 Platform Services.

- Establishing, monitoring and managing the download process
- Restoring or importing the export once downloaded
- Licensing, operating and installing in the Customer's IT infrastructure any applications that will be used in the retrieval process and subsequent use of the export.

12. Non-Production Environment with production specifications

As an additional Service against additional costs it is possible to opt for a Non-Production Environments (NPE), that holds the characteristics of an NPE as described in paragraph 4.2 with Production alike specifications as paragraph 11.4 described.

13. Data staging area

Staging database is a separate Service provided based on the Microsoft Azure SQL database engine. That database can be used for storing any kind of staging data, no backup Services are included. The database will be open to access for uploading to and downloading from Unit4 FP&A.

13.1. Security

Connection is secured via TLS and firewall rules that limit connectivity by IP address. Firewall rules are maintained by Unit4, and each change must be requested via Service Request in support portal.

13.2. Size (performance)

It is offered as a **separate** single database with 50 database transaction units ([DTUs](#)) and 250GB storage included. This single database can be accessed from each environment (see paragraph 4).

13.3. User Management

Unit4 offers the database and the necessary access and credentials to work with this database. One administration account will be created, and credentials will be shared with a

Customer. The Customer can create more Users, if required. SQL database User management is a Customer responsibility.

14. SCHEDULE A

Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on <https://www.unit4.com/terms-and-conditions>).

14.1. Glossary

Term	Definition
Account Administrator	an appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product.
Customer ID code	A unique Customer identifier.
Customisation Object	the product of any Customisation being any code change (for example AG16 or ACT) or other database object not created using the changing of standard Unit4 Product menus and functionality.
Multi-Tenant	a single instance of Unit4 SaaS including its supporting infrastructure which serves multiple Customers.
Record	a data record stored within a Customer's database (for example a line in a timesheet).
Service Restore	the time it takes Unit4 to perform the restoration of a recent Production Environment back-up (at the request of the Customer).
Transaction	the creation or modification of a Record.

14.2. Technical Acronyms

Acronym	Full Name
ACT	Advanced Customisation Tools (Unit4 ERP only)
AES	Advanced Encryption Standard
API	Application Program Interface (e.g., web services)

Acronym	Full Name
DTU	Database Transaction Units
ERP	Enterprise Resource Planning
FTP	File Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
IdP	Identity Provider
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PCI DSS	Payment Card Industry – Data Security Standard
PE	Production Environment
SFTP	Secure File Transfer Protocol
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
SQL	Structured Query Language
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
WIP	Work In Progress

15. Notable Changes from V. 1.7

These are the updates from the previous version incorporated into the current 25.2 release.

1. VPN section was removed.
2. People Platform Services naming convention was updated to Platform Services.
3. Included a description of the standard deployment sequence in topic 6 - Releases.

Unit4 Talent Management

Unit4 Cloud Service Description

VERSION 25.2

September 2025



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1. Introduction

Unit4 Talent Management (Unit4 TM) is a Software as a Service (SaaS) people-focused solution for performance management, employee engagement and e-learning. Our cloud platform enables our Customers to build a culture of feedback and growth, increase engagement and reduce churn. There are two fundamental modules of Unit4 TM, which are: "Learn", and "Engage & Perform".

Unit4 Talent Management connects information from your employees to enable managers to define, measure and understand engagement levels throughout the organization. Equipped with this information, managers can facilitate one-on-one conversations, define and track objectives and provide employees with learning and growth opportunities.

Unit4 TM is highly adaptable when business needs change and provides a low cost of ownership.

The purpose of this Unit4 TM Service Description is to describe and detail the make up of the Unit4 SaaS made available to the Customer.

Unit4 provides a complete technically-managed solution for Unit4 TM deployed in the public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance of the entire solution (including backups), disaster recovery and Service updates.

Unit4 offers cloud enterprise solutions as Unit4 SaaS - a Software as a Service delivery model deployed on Microsoft Azure. This model leverages Microsoft Azure's scale and experience of running highly secure and compliant cloud Services around the globe. Microsoft Azure's infrastructure is second to none in terms of physical and electronic security, and it adheres to industry standards such as ISO 27001, SOC 1 & 2, PCI DSS and many more.

Unit4 TM is available as a shared option, where computing resources are shared between Customers without any interference.

In summary, Unit4 provides the following:

- Access to Unit4 TM over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported.
- Comprehensive integration options available, including the use of Unit4 APIs/web services and file-based interfacing
- Fully scalable solution, in a high availability environment with redundancy
- Relevant security level
- Continuous monitoring is in place, feeding alerts and continuous improvement.
- Updates, patches and hot fixes on infrastructure managed by Unit4.
- Application Releases, Updates and Hot Fixes.
- Production Environment and Non-Production Environments and disaster recovery in a physically separate secondary site.
- Service Level Agreement, with Service Credits based on Service Availability.
- Unit4 Community (aka Community4U) to engage with Unit4 directly, giving insight into the Service performance indicators and see the status of Services.
- Formal policies in place for: information security, data processing, disaster recovery, business continuity and acceptable use.

2. Data centers & data residency

Unit4 SaaS use the Microsoft Azure infrastructure and platform Services to deliver the Unit4 SaaS. These Services are delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet KPIs and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data center locations. For more information, see Azure region details: <https://azure.microsoft.com/en-us/explore/global-infrastructure/geographies/#overview>

Geopolitical zone	Provider	Data location (Countries/City's/Regions)	Time zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Canada	Microsoft Azure	Toronto and Quebec City (DR), Canada	EST/EDT
Asia Pacific	Microsoft Azure	Singapore and Hong Kong (DR)	SGT/HKT
Australia/ New Zealand	Microsoft Azure	New South Wales and Victoria (DR)	AET/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

Customer residence	Geopolitical zone used
EU, Norway	EU – Azure
UK	UK – Azure
Australia/New Zealand	AU - Azure
South Africa	EU - Azure
Canada, US	Canada - Azure
Asia Pacific	Asia Pacific - Azure

If the unlikely event the primary and secondary redundancy of the network in a geopolitical zone fails, connections are rerouted using tertiary redundancy in the following way.

Primary	Secondary
Geopolitical zone EU	Geopolitical zone EU
Geopolitical zone UK	Geopolitical zone UK
Geopolitical zone Canada	Geopolitical zone Canada
Geopolitical zone Australia/ New Zealand	Geopolitical zone Australia/ New Zealand
Geopolitical zone Asia Pacific	Geopolitical zone Asia Pacific

3. Service model

Unit4 TM is available in a shared Multi-Tenant deployment model. In summary, the characteristics of mentioned model are as set out in the table below:

Category	Component	Characteristics
SOLUTION	All patching, updates of the standard solution (technical)	Included and automatic
	Environments included	1 Production + 2 Non-Production (Preview and Acceptance) ¹
INFRASTRUCTURE	Non-transactional storage (e.g. documents)	250GB + 2GB per each purchased FTE ²
	Transactional storage (e.g. database)	Unlimited
	Availability guarantee	Yes
	Response time guarantee	Yes
	Data center	Microsoft Azure
SERVICES	Releases will commence	Automatically
	Updates will commence	Automatically

¹ Three (3) environments set up is a new standard applicable to Customers that got their Agreements signed with effect from May 2020. Please be informed that by default Customer is provided with 1 Production and 1 Non-Production Environment. Second Non-Production Environment is included in the offering, but has to be requested by the Customer separately via Service Request.

² Additional Non-transactional Storage can be requested by the Customer and is going to be a subject of extra charge.

Category	Component	Characteristics
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Backup	Yes
	Disaster recovery	Yes
	Monitoring program of infrastructure and application	Yes
COMPLIANCE	Compliance certificates and assurance documents	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO 27001, ISO 27017 ³

4. Environments

As standard, Customer receives three (3) environments⁴, including:

- One Production Environment (PE) called alternatively “live” environment, being the environment that the Customer uses to run the day to day (live) operation.
- Two Non-Production Environments (NPEs)

³ Unit4 TM is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

⁴ Three (3) environments set up is a new standard applicable to Customers that got their Agreements signed with effect from May 2020. Please be informed that by default Customer is provided with 1 Production and 1 Non-Production Environment. Second Non-Production Environment is included in the offering but has to be requested by the Customer separately via Service Request.

- Preview – a Customer's Preview environment always contains the latest Updates for the Unit4 Product in use by the Customer. Can also be used as “Test”/“Quality”/“UAT” environment.
- Acceptance – which can be used according to Customer needs as “Test” / “Quality” / “Development” / “Pre-Production”.

Unit4 assigns to every Customer a unique Customer ID code and the domain, which are visible in various elements of the Service (including environments) and they are used for Customer identification. The MS Azure Customers ID code is a 3-character acronym (applicable to Customers that already have other cloud product entitlements at Unit4) or combination of fixed 3 characters (TMA) and 3 digits (if Unit4 TM is the only Unit4 product that Customer is entitled to). The domain is established based on Customer's name. The Customer ID codes and the domains are created at Unit4 discretion during the early stage of the implementation and are not a subject to change.

4.1 Production Environments

Only the Production Environment (PE) is subject to the SLA.

4.2 Non-Production Environments characteristics

Although a Non-Production Environment (NPE) is not subject to the SLA, NPEs have some characteristics as described below.

Update of an NPE to a new Update

The Preview environment is updated as soon as an Update is available. Once an NPE has been updated to the latest Update, it is not possible to move back to the previous Update.

5. Reporting and monitoring

5.1 Reporting on Service Performance

Unit4 provides operational information regarding Unit4 SaaS on the Unit4 Community4U. That information includes:

- Service Availability
- Average Response Time
- Scheduled maintenance (times, dates per region)
- Release information and deployment schedules
- Incidents overview
- Site recovery status (in the event of the disaster plan initiation).

5.2 Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet the Unit4 Service Availability and response time targets on Production Environment.

6. Releases and updates

Periodically, Unit4 introduces new features in the Unit4 TM Service including enhanced features and functionality across applications. Features and functionality will be made available as part of a Release. As part of regular maintenance Unit4 will apply Updates and Hot Fixes, as deemed necessary by Unit4 in order to maintain the existing features of Unit4 SaaS and to maintain KPIs and security.

Releases and Updates will be provided free of charge as part of the Service. However, it should be noted:

- Any Releases or Updates may result in additional Configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved Service partner consultants, which are not included in the Unit4 SaaS and will be a subject to additional charges.

6.1 Release deployment

Releases may take place approximately four times per year. The frequency of Releases may be increased or decreased at Unit4's discretion. A schedule of planned deployment of Releases to the Production Environment will be published on Unit4 Community4U. A Customer's Preview environment always contains the latest Release for the Unit4 SaaS solution in use by the Customer.

6.2 Update Deployment

Updates are applied as deemed necessary by Unit4 cloud operations in order to maintain the existing features of the Unit4 SaaS as well as maintaining KPIs and security.

6.3 Hot Fix Deployment

Hot Fixes are applied as deemed necessary by Unit4 cloud operations in order to maintain the existing features of the Unit4 SaaS as well as maintaining KPIs and security.

7. Planned and unplanned maintenance

7.1 Planned Maintenance

Planned Maintenance windows are dedicated to apply all the respective changes to the Service provided e.g. solution Updates, Releases and infrastructure changes. During Planned Maintenance the Production Service may be periodically unavailable. You can find more details on schedule presented in the table below:

	Planned Maintenance windows (PMW) <i>Updates, Releases and Infrastructure</i>
All regions (except Azure Canada)	12 per year, Regular PMW: From: Sat 5PM To: Sat 11PM UTC*or Extended PMW: From: Sat 5PM To: Sun 5AM UTC*
Region Azure Canada	12 per year, Regular PMW: From: Sun 4AM To: Sun 11AM UTC* or Extended PMW: From: Sat 11PM To: Sun 11AM UTC*

*Time of Planned Maintenance window is a subject of a change (+/- 1hr), which is related to winter and summer time adjustments.

Planned Maintenance windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance windows are communicated on Unit4 Community4U. By default all Planned Maintenance windows are regular and take up to 6hrs, unless they are promoted to extended Planned Maintenance windows, these take up to 12hrs.

If actual downtime for scheduled or Planned Maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or Planned Maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance can also be carried out by Unit4 provided that the Customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to emergency / Unplanned Preventative Maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavors to do this outside Business Hours to cause minimal disruption to the Customer. In this case, because Unit4 provides Customer 8 hours' notice, this maintenance does not count as Service Outage. This is so that Unit4 is not encouraged to wait until the next Planned Maintenance window to deal with an urgent issue and avoid a Service Credit.

7.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability, or the security of Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

8. Customer permissions and responsibilities

8.1 Customer permissions

Customer has the right to:

- 1) Monitor PE availability and Service Response Time on an active basis using a third-party monitoring Service. Monitoring acts as a consumer of the Unit4 SaaS and is subject to any and all present and future Usage Restrictions of the Unit4 SaaS. Customer and Unit4 must agree, prior to monitoring, on monitoring details in order to ensure that the monitoring does not interfere with the Unit4 SaaS offering and that Unit4 SaaS security tooling does not block the monitoring Service.
- 2) Conduct an external security vulnerability scan on an annual basis. Details of the planned scan must be provided to Unit4 at least 30 days in advance of each scan using a Service Request.
- 3) Conduct a security penetration test on an annual basis. Details of the planned test must be provided to Unit4 at least 30 days in advance of each test, using a Service Request.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2 Customer Responsibilities

Release and Service Updates

The following list summarizes typical Release and/or Update tasks and indicates Services included as part of the Unit4 SaaS and tasks that are the responsibility of the Customer (or Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
Project Planning		
Publishing general availability schedule of Releases on the Unit4 Community4U	✓	
Managing timelines, outline goals, roles and responsibilities		✓
Business analysis and discovery		✓
Creating test plans		✓
Release deployment in Preview environment		
Update Preview environment with data	✓	
User training on changes		✓
Test: conducting basic Release testing		✓
Training support to assist with testing		✓
Functional and User acceptance testing as desired		✓
Training, implementation and Configuration for new features		✓
Uplift and testing of all Integrations		✓
Reviewing test scripts and testing outcome for issues resolution		✓
Go/No-go criteria's and agreement on Production Release deployment timing		✓

Task	Included	Customer Responsibility
Release deployment in Production		
Update existing application Configuration, being all activities undertaken to set up application provided by the Service which involve the use of standard menus and functionality. There may be rare cases where it is not technically possible to determine the correct business Configuration; in these rare cases any tasks that must be completed manually are the responsibility of the Customer.	✓	✓
Update Production Environment with Release	✓	

Technical & functional responsibilities

Technical environment responsibilities:

- Supply, administration and maintenance of customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of Customer-side network, devices and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth.
- End-to-end ownership of conducting penetration tests, any security checks, as well as Customer owned monitoring.

Functional environment responsibilities:

- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

8.3 Customer Obligations

Account Set-up

Customer is responsible for designating its Users, and for ensuring that all Users are adequately trained and understand Customer's remote access and use obligations and requirement to comply with Unit4's acceptable use policy (www.unit4.com/terms). Where applicable each individual User must establish an Account. Customer is responsible for managing its Accounts and disabling a User's Account when Unit4 SaaS access is no longer required, including immediately upon termination of such User's affiliation with Customer. Customer is responsible for its Users' acts and omissions and for all activities occurring under its Users' Accounts.

Account Administrator

Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding the Unit4 SaaS and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 SaaS, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

Account Security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and Customer may not recycle Account credentials when activating or disabling Accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security for the Unit4 SaaS or its Users' Accounts, and will provide all information and take all steps requested by Unit4.

9. Integrations

Integrations are permitted and can be written by Unit4, Unit4 partners or the Customer. Maintenance, support, implementation and update considerations for integrations are not included in the Service fee. The Customer has full responsibility for all aspects of integrations deployment and maintenance (e.g. code lift for release version compatibility, functional testing, configuration and error resolution). Unit4 has no responsibility to maintain integrations compatibility or fix any problems.

9.1 Unit4 API

Unit4 Talent Management Public API enables modern and secured communication with Unit4 Talent Management service. Pre-configured and secured endpoints are allowing to receive and update transmitted data ensuring both access control and data correctness verification mechanisms as in the case of using standard user's interface.

Unit4 TM API is an interface accessible via public internet network allowing communication between strictly defined and pre-configured servers of Unit4 Talent Management. Unit4 TM API does not allow to store any customer's data.

API access

Unit4 Talent Management API access is executed using any API client such as end user application (e.g. Postman) or endpoint query coded in another application.

Authentication

Authentication token is required to access Unit4 Talent Management API. In order to acquire the token user must be registered in Unit4 Talent Management as a user with admin permissions. Complete process of token acquirement can be found in Community4U Knowledge Base.

API backward compatibility

Unit4 recommends using the most recent version of the Unit4 APIs in order to receive optimum performance and stability. Prior versions of Unit4 APIs are updated to support backward compatibility for all prior versions of Unit4s APIs that have not reached an end-of-life status. End-of-life announcements will be made not less than eighteen (18) months before the end-of-life of each Unit4 API.

9.2 Integrations

Integrations, defined as any solution capability that shares data with an external, are permitted according to the guidelines described below. Interface methods not explicitly stated below are not permitted. In general, no direct database access is permitted at all.

Standard Unit4 product integration options:

Integration Type	Available?
Unit4 TM and ERP synchronization for Employees - Employment – Competencies – Positions and Organizational Structure	Yes
Synchronization with Outlook	Yes
Publish on Slack	Yes
Publish on MS Teams	Yes
Unit4 TM API/web services integrations	Yes

10. Technical operations

10.1 Connectivity

Access to the Web Client is delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA).

Internet bandwidth suggestions*

As the configuration and use of Unit4 TM is highly variable Unit4 can provide only high level bandwidth suggestions; Unit4 TM (Web Client) – an assumed concurrency factor of 5 gives an average bandwidth requirement per User of 20 - 50 Kbps with a max latency of 100ms.

* Response times will be dependent upon a variety of factors such as number of Users, type of web processing initiated, Customer side internet line capacity and infrastructure set-up such as use of proxies.

10.2 Solution access

The Unit4 TM solution can be accessed in the following manner:

- Unit4 TM Web Client, accessed via a supported web browser;

Browser	Platform	Version
Google Chrome	Windows	Latest version
Edge Chromium	Windows	Latest version
Mozilla Firefox	Windows	Latest version
Safari	Mac	Latest version
Other web browsers compatible with HTML5, with exception of IE, are also supported, but not recommended.		

- Programmatic access to Unit4 TM API/web services
- Unit4 TM mobile applications via APIs/web services

10.3 Authentication

By default, authentication for Unit4 TM (Web Client) is carried out using application-based username and password authentication. Management of Users and passwords within the Unit4 TM application is the responsibility of the Customer.

The Unit4 SaaS has capabilities for federated authentication to allow Customers' Users to use their organizational credentials (e.g. domain username and password) when logging in to an Unit4 application using a web browser (web access). With federated authentication, the Customer's authentication provider (e.g. ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific username and password that is validated by the Unit4 application.

In order to use federated authentication, there is an optional Service called Unit4 Identity Services or Unit4 IDS. Unit4 IDS 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. More details about Unit4 IDS can be found in Unit4 IDS Service Description at www.unit4.com/terms.

The Customer is responsible for configuration of their identity provider (IdP) and to provide specific information (required or requested) to Unit4 that allows for configuration of Unit4 IDS.

Unit4 TM Authentication	Basic (Unit4 TM specific username and passwords)	Federated Authentication (via Unit4 IDS to Customer's IdP)
U4TM Web Client	Yes	Yes
U4TM Mobile	Yes	Yes

Preparing for the use of IDS requires an effort on gathering technical information to connect IDS with the Customer's Identity Provider. The implementation of this Service may require the involvement of the Unit4 Professional Services.

10.4 Technical overview

Topic	Description
Email	
Domain	Unit4 provides basic e-mail functionality for sending messages to recipients with the following domain: *.unit4cloud.com
Protocol	SMTP over TLS
Authentication	
Protocols supported	All the supported protocols can be found in Unit4 People Platform Service Description at www.unit4.com/terms .
Internet communication	
Protocols supported	HTTPS (browsers supporting TLS >1.2 are required) secured with RSA 2048 bit keys and SHA256withRSA encryption and/or EC SHA256 with ECDSA .

11. Service accessibility

The network traffic from specific countries mentioned below is restricted due to security reasons.

- Afghanistan
- Belarus
- Bosnia and Herzegovina
- Burundi
- Central African Republic
- China
- Congo (DRC)
- Guatemala
- Guinea
- Guinea-Bissau
- Haiti
- Iran
- Iraq
- Lebanon
- Libya
- Mali
- Moldova
- Montenegro
- Myanmar
- Nicaragua
- Niger
- North Korea
- Russia
- Serbia
- Somalia
- South Sudan
- Sudan
- Syria
- Tunisia
- Turkey
- Ukraine
- Venezuela
- Yemen
- Zimbabwe

12. Data considerations

12.1 Transfers of Customer Data to the Unit4 TM

Unit4 deploys a standard architecture and therefore, where Customer is an existing Unit4 Customer, the Customer is responsible for ensuring data consistency (i.e. that Customer Data to be inserted follows such standard architecture) and that any inconsistencies in Customer Data are appropriately cleansed before such data is inputted into the Unit4 SaaS.

12.2 Data backup

Transactional data is backed up with retention of 7 days. Non-transactional data (e.g. documents) are kept in encrypted storage account and in Production Environment transactional and non-transactional data are replicated to the secondary location. There is no "forgiveness" restore option available. Access to the backups is limited to the Global Cloud Operations engineers in case of Disaster or malfunctioning of hardware/software. Backups are done with frequency to support RPO on level of 1 hour.

Unit4 performs the backup with frequency that supports Disaster Recovery objectives.

12.3 Data Security

Data in transit

Customer data in transit over public networks is protected with TLS 1.2.

Customer Data at rest

Transactional and Non-transactional data at rest will be secured by Standard Symmetric Encryption (AES).

12.4 Limits and regulators on usage

Unit4 runs in a Multi-Tenant environment and, as such, Unit4 observes fair use limits so that runaway processes do not monopolize shared resources. When a limit is exceeded, corrective measures will be taken.

For actual usage limits please see Fair Usage Policy at www.unit4.com/terms.

12.5 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Application functionality (e.g. Web Client, Mobile Applications)
- APIs/web services.

- Unit4 Extension Kit.
- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement.

12.6 Data availability to support Unit4 TM

Obfuscated copy of production made every 24 h for the purpose of support and R&D diagnostics.

12.7 People Platform Services

Unit4 People Platform Services are Multi-Tenant, shared Services. Except where explicitly stated in the Service's Service Description, each Unit4 People Platform Service has a Preview instance and a Production instance. Given the foundational nature of the Unit4 People Platform Services, Releases of Unit4 People Platform Services occur more frequently than end User facing aspects of Unit4 business solutions. Unit4 People Platform Service Releases are deployed in a transparent manner and result in no downtime. As such, Unit4 People Platform Service Releases can be deployed outside of Planned Maintenance windows. In rare cases when downtime is necessary, the Release will be performed during a Planned Maintenance window. Details regarding People Platform Services can be found in Unit4 People Platform Service Description at www.unit4.com/terms.

Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

Term	Definition
Account Administrator	an appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product.
Customer ID code	a unique Customer identifier.
Multi-Tenant	a single instance of Unit4 SaaS including its supporting infrastructure which serves multiple Customers.
Record	a data record stored within a Customer's database (for example a line in a timesheet).
Transaction	the creation or modification of a Record.

Technical Acronyms

Acronym	Full Name
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g. web services)
HTTPS	Hypertext Transfer Protocol Secure
Kbps	Kilobits Per Second
KPI	Key Performance Indicator
NPE	Non-Production Environment
PE	Production Environment
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
TLS	Transport Layer Security Encryption

Unit4 Source to Contract

Service Description

VERSION 25.2

September 2025



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1. Introduction

Unit4 Source-to-contract (S2C) is a Software as a Service solution designed for people centric organizations. It provides a fully integrated data model, processing model and reporting model, enabling our customers to manage their key business areas.

The Unit4 Source-to-contract solution consists of core service and additional services such as Unit4 People Platform services, Feature services and more. The purpose of this service description is to describe Source-to-contract core service. Details about additional services can be found in the documents published on our website (www.unit4.com/terms).

Unit4 provides a complete technically managed solution for Unit4 Source-to-contract deployed in the public cloud. This end-to-end service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and service updates.

The Unit4 Source-to-contract solution is hosted with Amazon Web Services, which provides state-of-the-art technologies for flexible and secure hosting.

In summary, Unit4 provides the following:

- Access to Unit4 Source-to-contract over secure internet connections (HTTPS). Supported by a variety of browsers and mobile platforms.
- Comprehensive integration options can be provided using the Unit4 Extension Kit.
- Fully scalable solution, in a high availability environment with redundancy.
- Relevant security level.
- Ongoing surveillance, feeding alerts, and continuous development.
- Application of updates.
- Production environments with a single shared database multi-tenant for customer data.
- Service Level Agreement, with service credits based on service availability.
- Unit4 Community (Community4U) to engage with Unit4 directly, giving insight in the Roadmap.

2. Data Centres & Data Residency

The Unit4 Source-to-contract solution is built upon Amazon Web Services. The Unit4 Source-to-contract service is delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet service level commitments and disaster recovery

needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see AWS region details:

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
EU	AWS	Dublin/ Ireland	CET/CEST
Asia	AWS	Singapore	SGT
Australia	AWS	Sydney, Australia	AEDT/AEST
EU	Azure	Dublin/ Ireland	CET/CEST

Amazon Simple Cloud Storage Service (AWS S3) is used for file storage and files are contained within the same region as their respective environments.

Azure is used for Spend Analytics, Project Analytics, eSourcing Analytics, Contract Analytics and Supplier Analytics.

AWS is used for Project Management, eSourcing events, Contract management and Supplier Management.

Unless agreed otherwise in an Order Form the chosen deployment of the customer will be as follows:

Customer residence	Geopolitical zone used for Production environment	Geopolitical zone used for Non-Production environment
APAC	Asia	EU
Australia/New Zealand	Australia	EU
Canada	EU	EU
EU	EU	EU
Norway/Denmark	EU	EU

Customer residence	Geopolitical zone used for Production environment	Geopolitical zone used for Non-Production environment
UK	EU	EU
US	EU	EU
Spend and Analytics is only hosted from EU geopolitical zone		

3. Service Model

Unit4 Source-to-contract is a multi-tenant solution embedded in a cloud native / service-based platform. Unit4 Source-to-contract characteristics are as shown in the table below:

Category	Component	Characteristics
SOLUTION	Releases and updates	These will be applied automatically and periodically
	Environments included	Production
	Non-transactional storage (e.g., documents)	250GB ¹
	Transactional storage (e.g., database)	15 GB + 100 MB per each purchased FTE ²
	Availability guarantee	Yes
SERVICES	Releases will start	Automatically
	Updates will start	Automatically

¹ Additional non-transactional storage can be requested by the customer and is going to be a subject of extra charge.

² Additional transactional storage can be requested by the customer and is going to be a subject of extra charge.

Category	Component	Characteristics
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes
COMPLIANCE	Compliance certificates and assurance documents – Unit4	ISO27001

4. Environments

Only the Unit4 Source-to-contract Production Environment (PE) is subject to the Service Level Agreement.

Unit4 assigns to every cloud customer a unique Cloud Customer ID code, which is visible in various elements of the service (e.g. service now) and it is used for customer identification. The Customers ID code is a 3-character acronym. The Cloud Customer ID codes are created at Unit4 discretion during the early stage of the implementation and are not a subject to change.

4.1 People Platform services and Feature services

Unit4 People Platform services and Feature services are delivered with Unit4 Source-to-contract or as an option to support integration between S2C and UNIT4 ERP.

4.2 Production Environments

Backups



The Recovery Time Objective (RTO): Duration of time within which data must be restored.

The Recovery Point Objective (RPO): Maximum acceptable amount of data loss measured in time.

Server Backup	VM Image Backup: Daily RTO: 1 day RPO: 12 hours
SQL Database Backup	Full: Weekly Transactional Logs: Every 15 minutes RPO: 15 minutes RTO: 12 hours
AWS S3 File Storage	Real-time replication of all stored files

Backups are used for disaster recovery purposes. “Forgiveness” restores is not offered.

5. Reporting and monitoring

5.1 Reporting on service performance

Unit4 provides operational information regarding the Unit4 Source-to-contract on Unit4 Community4U. That information includes:

- Scheduled maintenance (times, dates per region).
- Release information.

5.2 Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet service availability metrics.

The utilization of Amazon CloudWatch and Unit4's internal alerting system provides us with the ability to monitor and respond to outages or degradation of the service in a timely manner.

During day-to-day operations single pane of glass dashboards, alerting mechanism and staff rotation practices enable Unit4 to stay on top of all service events that need intervention.

6. Releases and updates

Unit4 releases changes through a series of quarterly releases and ongoing updates.

Releases

Releases will be scheduled approximately 4 times per year (frequency to be increased or decreased at Unit4's discretion) to introduce new features, enhancements and solve lower priority deficiencies. Unit4 will use reasonable endeavours to ensure that releases will be carried out during the Planned Maintenance window.

A schedule of planned changes to the production environment will be published per geopolitical zone on Unit4 Community4U.

Updates

Updates will be applied on an ongoing basis to cater for bug fixes and off-cycle enhancements to maintain the existing features, as well as maintaining service level, security commitments and updates/revisions to its integration interfaces and user experience. Updates will be deployed to production environment.

7. Planned and Unplanned maintenance

7.1 Planned Maintenance

Planned Maintenance windows are dedicated to apply all the respective changes to the service provided e.g. solution updates, releases and infrastructure changes. During Planned Maintenance, production service may be periodically unavailable. You can find more details on schedule presented in the table below:

	Planned Maintenance windows (PMW) <i>Updates, releases and Infrastructure</i>
Feature Releases <i>All regions</i>	Regular PMW: From Sunday 19:00 to 23:00 CET One weekly planned maintenance window. <i>Utilized if necessary, quarterly release schedule.</i>
OS Patching <i>All regions</i>	Regular PMW: From Sunday 02:00 to 04:00 CET One weekly planned maintenance window. <i>Utilized if necessary, monthly patching schedule.</i>

*Time of Planned Maintenance window is a subject of a change (+/- 1h), which is related to winter and summer time adjustments.

Planned Maintenance windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance windows are communicated in Unit4 Community4U. By default, all Planned Maintenance windows are regular and take up to 6h, unless they are promoted to extended Planned Maintenance windows, these take up to 12h.

Actual downtime for planned or scheduled maintenance that lasts longer than the allocated period is taken into account when determining the length of a service outage. If actual downtime for scheduled or Planned Maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any service outage time for the month.

Planned Maintenance can also be carried out by Unit4 provided that the customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to emergency or unplanned preventative maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavours to do this outside business hours to cause minimal disruption to the customer. In this case, because Unit4 provides customer 8 hours' notice, this maintenance does not count as service outage. This is so that Unit4 is not encouraged to wait until the next Planned Maintenance window to deal with an urgent issue and avoid a service credit.

7.2 Unplanned Preventative Maintenance

Unit4 may carry out unplanned preventative maintenance if there is an urgent requirement to secure the stability or the security of the Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned preventative maintenance is counted as a service outage.

8. Customer permissions and responsibilities

8.1 Customer permissions

Customer has the right to:

- 1) Monitor production environment availability and service response time on an active basis using a third-party monitoring service. Monitoring acts as a consumer of the Unit4 SaaS and is subject to all present and future usage restrictions of the Unit4 SaaS. Customer and Unit4 must agree, prior to monitoring, on monitoring details to ensure that the monitoring does not interfere with the Unit4 SaaS offering and that Unit4 SaaS security tooling does not block the monitoring service.
- 2) Unit4 provides a security penetration test on an annual basis, carried out by qualified third party. Customers are not allowed to perform penetration testing on the production environment. Customers may coordinate one yearly penetration test with Unit4, at the customer's expense. Details of the planned test must be provided to Unit4 at least 30 days in advance of each test, using a Service Request.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2 Customer responsibilities

Releases

Any releases may result in additional configuration and/or functional adjustments that are required to be made by either: (i) the customer; (ii) Unit4; or (iii) approved service partner consultants, which are not included in the service and would be chargeable.

The following list summarizes typical release tasks and indicates services included as part of the Unit4 Source-to-contract service and tasks that are the responsibility of the customer (or by Unit4 Professional Services at an extra charge):

Task	UNIT4 Responsibility	Customer Responsibility
Project Planning		
Publishing general availability schedule of Releases on Unit4 Community4U	✓	
Managing timelines, outline goals, roles and responsibilities		✓
Business analysis and discovery		✓
Creating test plans		✓
Release deployment in production environment		
Apply release to production environment	✓	
User awareness sessions in connection with major functionality releases	✓	
Implementation and configuration for new features		✓
Maintaining and testing of all integrations, extensions and customer configured screens, processes, reports, etc.		✓

Unless agreed otherwise, the customer responsibilities include configuration, and adjusting any Extension Kit flows, APIs in use and connected systems.

Technical and functional responsibilities

Technical environment responsibilities:

- Supply, administration, and maintenance of customer-side client devices.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of customer-side network, devices, and internet connectivity; and
- Ensuring sufficient bandwidth, including internet bandwidth.
- All customer initiated activities in penetration testing, security checks, Customer owned monitoring are in the sole responsibility of the Customer.

Functional environment responsibilities:

- Customer is fully responsible for the configuration and administration of the functional aspects of the service, including user and role administration after the initial implementation project has been signed-off.

Account setup:

Customer is responsible for designating its users. Initial users will be created during the implementation project. The Customer is hereafter responsible for creating all future users and for ensuring that all users are adequately trained use obligations and requirement to comply with Unit4's Acceptable Use policy (www.unit4.com/terms). Customers are responsible for managing their accounts and disabling a users' accounts when Unit4 Source-to-contract access is no longer required, including immediately upon termination of that user's affiliation with customer. Customer is responsible for its users' acts and omissions and for all activities occurring under its users' accounts.

Account administrator:

Customer will designate one or more Account Administrator's. The Account Administrator's responsibilities include, but are not limited to, coordinating with Unit4 regarding Unit4 Source-to-contract and managing customer's accounts. The customer guarantees that its Account Administrator(s) will maintain authority to act on customer's behalf concerning the Unit4 Source-to-contract service, and that Unit4 can rely on the Account Administrator's actions and instructions in connection therewith.

Account security:

Each user is responsible for keeping their account credentials confidential. Users may not share account credentials, and customer may not recycle account credentials when activating or disabling accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security for the Unit4 SaaS or its users' accounts and will provide all information and take all steps requested by Unit4.

9. Configuration, extensions and integrations

Unit4 Source-to-contract gives customers great flexibility in adjusting the standard core application by Configuration to meet the needs of any specific customer requirements. In addition, there is the possibility to integrate with other applications.

9.1 Solution's flexibility

Any non-standard configuration (e.g., Integration), creation of custom reports, custom fields, imports, exports, can be performed by Unit4, Unit4 partners or the customer. Unless categorized as a product defect by Unit4, these are considered outside the scope of the standard service. Therefore, the maintenance, support, implementation, considerations for such components are not included in the Unit4 SaaS fees (unless agreed otherwise in an Order Form). Assistance may be sought from Unit4's Professional Services teams at Unit4's prevailing rates.

All configurations must be carried out based on lean principles, to ensure ongoing performance and resilience of the service.

9.2 Integrations

Integrations are permitted according to the supported integration methods described below:

Integration Type	Permitted?
Integration using Unit4 Source-to-contract API package	✓

Integrations created by methods mentioned above, are not supported by Unit4 under Standard Support terms, unless agreed otherwise. The customer has sole responsibility for any integrations, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from its use. This is applicable to any Integrations including Unit4 Integrations delivered as part of a Project implementation. Unit4 may be able to assist with resolving issues or with upgrades of the Integrations, but this will be a subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's prevailing rates.

10. Technical operations

10.1 Printing

All printing will be carried out on the client side.

10.2 Connectivity

Access to the Source to Contract Web Application is delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA).

10.3 Solution access

The Unit4 Source-to-contract solution can be accessed via:

- A supported web browser.
- Programmatic access to API.

10.4 Predefined users

Unit4 reserves the right to create one predefined user in order to manage the implementation process, to make initial configurations to the platform during the implementation process, to provide the best possible support, and to update configurations on customers request.

Customers are not allowed to introduce any changes to predefined users settings without Unit4's written consent.

10.5 Authentication

Authentication for Unit4 Source-to-contract is carried out using a federated authentication. Management of users and passwords within the Unit4 Source-to-contract application is the responsibility of the customer.

Federated authentication allows customers' users to use their organizational credentials (e.g., domain username and password) when logging in to an Unit4 application. With federated authentication, the customer's authentication provider (e.g., ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific username and password that is validated by the Unit4 application.

The customer is responsible for configuration of their identity provider (IdP) and to provide specific information (required or requested) to Unit4 that allows for configuration.

10.6 Technical overview

Topic	Description
Email	
Domain	Unit4 provides basic e-mail functionality for sending messages to recipients with default S2C domain.
Protocol	SMTP over TLS
Authentication	
Protocols supported	Web-based login with username and password as well as SSO following the SAML2 standard.
Internet communication	
Protocols supported	HTTPS (browsers supporting TLS >1.2 are required) secured with RSA 2048 bit keys and SHA256withRSA encryption and/or EC SHA256 with ECDSA .

11 Data considerations

11.1 Transfers of customer data to Unit4 Source-to-contract

Unit4 deploys a standard architecture and therefore, where customer is an existing Unit4 customer, the customer is responsible for ensuring data consistency (i.e. that customer data to be inserted follows such standard architecture) and that any inconsistencies in customer data are appropriately cleansed before such data is inputted into the Unit4 SaaS.

11.2 Data backup

Transactional data is backed up with retention of 30 days. Non-transactional data (e.g., documents) are kept in encrypted storage account and in production environment transactional and non-transactional data are replicated to a segregated account. There is no "forgiveness" restore option available. Access to the backups is limited to the Global Cloud Operations engineers in case of disaster or malfunctioning of hardware/software. Backups are done with frequency to support RPO on level of <1 hour.

11.3 Data security

Data in transit

Customer data in transit over public networks is protected with TLS 1.2 (HTTPS).

Customer data at rest

All files and data media are encrypted at rest following current industry standards. (Currently AES).

11.4 Limits and regulators on usage

Unit4 runs in a multi-tenant environment and, as such, Unit4 observes fair use limits so that runaway processes do not monopolize resources.

To ensure the provision of a quality of Service to all our customers and to ensure that the behaviour of some does not disadvantage most of our customers, we have implemented several hard and soft limits in the application. In some cases, the application will warn users that their actions might impact performance - Unit4 reserves the right to intervene if such warnings are ignored and usage result in impact to server performance.

Detailed information describing how the fair usage policy applies to the Service including relevant hard limits and soft limits to ensure optimal performance is available in the User manuals.

11.5 Time to live

Transactional data, document storage and logfiles will be stored as long as the customer is willing to store data and has an active service agreement.

11.6 Access to my data

The customer's data is owned and controlled by the customer and in accordance with applicable law, customer shall be the data controller. Unit4 is the data processor.

To ensure the customer has access to their customer data, the following options are available:

- Application functionality (e.g. Source-to-contract web application).
- APIs.
- Upon agreement termination, customer data can be retrieved by the customer in accordance with the agreement.

12 Documentation and technical services

All Source-to-contract documentation made available (including Release notes) is published in English language only. Technical services being the support of the infrastructure or technical deployment of SaaS, are also provided in English.

13 Variations: Unit4 Service Terms-SaaS

On termination of the Agreement, the Customer shall be able to extract all data from the System. This service can also be provided by Unit4 and will be charged on an hourly rate.

The data shall be provided in a generally accepted machine-readable format. The data needs to be extracted within such time as is agreed between the Service Provider and the Customer but in any event, not less than [7] days following the date of expiry/termination.

If no such request is received within thirty (30) calendar days of termination of the Service, Unit4 may destroy any Customer data in its possession or control. (Review 8.3 Additional Terms in [Unit4 Service Terms-SaaS](#)).

14 Variations: Unit4 Service Terms – Support 4U

Where there is a need for, or Customer has requested, a data manipulation (expressed as a SQL script) in the database then the following will apply. As all Customer Data is owned by Customer, who is also responsible for its accuracy and integrity, Unit4 requires specific approval by Customer to perform the necessary changes. Customer must provide consent prior to Unit4 taking any corrective action or applying any changes in Customer's database. Unit4 will advise Customer of any steps that it needs to take, and Customer must comply with such advice. Customer acknowledges and agrees that Unit4 is not responsible or liable, directly or indirectly, for any damage or loss (whether to Customer Data or otherwise) caused or alleged to be caused by or in connection with Unit4 providing or performing any agreed changes in relation to any Customer database change or data manipulation request. (Review 4.3 Cases requiring Database changes in [Customer Success & Support Terms – Support4U](#)).

Glossary and technical acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

Term	Definition
<i>Account administrator</i>	An appropriate and qualified business user who will have administrative level control for creation, maintenance, and deletion of accounts providing access to the Unit4 product also known as super user.
<i>Azure</i>	Microsoft Azure Public Cloud Services
<i>Cloud Customer ID code</i>	A unique Cloud Customer identifier.

Term	Definition
<i>Source-to-contract service user</i>	Database user used for communication between Microservices.
<i>Source-to-contract web application</i>	The main web application portal for Unit4 Source-to-contract solution.
<i>Feature service</i>	Features or solutions delivered as independently deployed and updated services.
<i>IDP</i>	An identity provider (IDP) is a service that stores and manages digital identities.
<i>IDS system user</i>	Database user used for an early access enablement.
<i>Instance</i>	Physical service infrastructure and software running on it, deployed in a specific region.
<i>Integration</i>	Inbound or outbound data exchange built and managed with Extension Kit.
<i>Localisation services</i>	Localisations delivered as Feature services, developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements.
<i>Multi-tenant</i>	Architectural design of Unit4 Source-to-contract solution, housing multiple tenants, where tenants are physically integrated, but logically separated.
<i>Record</i>	A data record stored within a customer's database (for example a product row in an eRFx event).
<i>Transaction</i>	The creation or modification of a Record.

Technical Acronyms

Acronym	Full Name
<i>ADFS</i>	Active Directory Federation Services
<i>AES</i>	Advanced Encryption Standard
<i>API</i>	Application Program Interface (e.g., Web Services)
<i>AWS</i>	<i>Amazon Web Services</i>
<i>ERP</i>	Enterprise Resource Planning
<i>FTE</i>	Full Time Equivalent
<i>HTTPS</i>	Hypertext Transfer Protocol Secure
<i>IDP</i>	Identity Provider
<i>Kbps</i>	Kilobits Per Second
<i>PE</i>	Production Environment
<i>SHA-2 RSA</i>	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
<i>SLA</i>	Service Level Agreement
<i>SOC</i>	Service Organization Controls
<i>TDE</i>	Transparent Data Encryption
<i>TLS</i>	Transport Layer Security Encryption
<i>URL</i>	Uniform Resource Locator (a web address)
<i>WIP</i>	Work In Progress

Notable Changes from V. 2025Q1.1

These are the updates from the previous version incorporated into the current 25.2 release.

1. Google supplier has been changed to Microsoft Azure as material supplier.
2. Referenced Extension Kit instead of Integration Kit (No functional or Service impact)

Unit4 T&E

Cloud Service Description

2025Q2

September 2025



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1. Introduction

Unit4 T&E is a Software as a Service build Time & Expenses solution designed for people centric organizations. It provides a fully integrated data model, processing model and reporting model, enabling our customers to manage their business processes related to Time Management, Travel and Expense Management, and People Planning.

The Unit4 T&E solution consists of core Service and additional Services such as Unit4 Platform Services. The purpose of this Service Description is to describe the T&E core Service. Details about additional Services can be found in relevant documents published on our website (www.unit4.com/terms).

Unit4 provides a complete technically managed solution for Unit4 T&E deployed in the public cloud. This end-to-end service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and Service updates.

Unit4 offers cloud enterprise solutions as Unit4 SaaS - a Software as a Service delivery model deployed on Microsoft Azure. This model leverages Microsoft Azure's scale and experience of running highly secure and compliant cloud services around the globe. Unit4 T&E operates efficiently within this framework, utilizing a shared model to optimize resource allocation.

In summary, Unit4 provides the following:

- Access to Unit4 T&E over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported.
- Comprehensive integration options can be provided using the T&E Public REST APIs, and/or Microsoft Azure Data Factory.
- Fully scalable solution, in a high availability environment with redundancy.
- Relevant security level.
- Continuous monitoring is in place, feeding alerts and continuous improvement.
- Installation of all releases.
- Production and Non-Production Environments with a separate database for Customer Data.
- Service Level Agreement, with Service Credits based on Service Availability.
- Access to Unit4 Community (Community4U). Connect directly with Unit4, gain insights into Service performance indicators, and check Service status.

2. Data Centres & Data Residency

Unit4 T&E is built upon Microsoft Azure infrastructure and platform services¹. The T&E Service can be delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet Service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time.

Unless agreed otherwise in an Order Form, the chosen deployment of the Customer will use the following geopolitical zone and data location:

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST

Other regions and data locations can be offered at an additional cost. For more information, see Azure region details: [azure.microsoft.com/regions](https://azure.microsoft.com/en-gb/global-infrastructure/regions/)

¹ Except for the CSA service which is run by TietoEvry, note that the CSA service is optional

3. Service Model

Category	Component	Shared
SOLUTION	Releases	Will be applied automatically and periodically
	Environments included	1 Production + 1 Non-Production (Preview)
	Non-transactional storage (e.g. documents)	250GB *
	Transactional storage (e.g. database)	250GB *
	Azure Data Factory Executions	100 Trigger Runs per month *
	Availability guarantee	Yes
SERVICES	Releases will commence	Automatically
	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes
	Incident Support	Business Hours for the T&E Service are 08:00-16:00 CET. 24/7 Support is not available. This will apply irrespective of what is provided elsewhere in other Unit4 terms.

* Additional storage and Azure Data Factory Executions can be requested by the Customer and is going to be a subject of extra charge.

4. Environments and Monitoring

Two (2) environments are provided, including:

- **One Production Environment (PE)** (called alternatively “live” environment) being the environment that the Customer uses to run the day to day (live) operation; and
- **One Non-Production Environment (NPE)** called **Preview** – a Customer's Preview environment always contains the latest releases for the Unit4 Product in use by the Customer.

Additional environments can be provided at an extra charge.

Platform Services

Platform services are delivered with Unit4 T&E where needed.

4.1 Production Environments

Only the Unit4 T&E Production Environment (PE) is subject to the Service Level Agreement.

4.2 Non-Production Environments Characteristics

Although a Non-Production Environment (NPE) is not subject to the SLA, NPEs have the characteristics as described below.

Definition of an NPE refresh from or to PE

A refresh of an NPE from PE encompasses:

- The restore of transactional storage (database)
- The restore of non-transaction storage (documents): most recent 30 days of documents.
If these documents reach the maximum size of 2Gb will this be used as a cutoff point for copying files.

Restore point for NPE refresh

An NPE refresh from PE will be available earliest at the start of the second Business Day following the Service Request acceptance. The restore point is based on the time of Service Request completion.

Frequency of NPE refresh from or to PE

One refresh per NPE per month is included. Additional requests will give an extra charge per refresh per NPE.

How to request a refresh?

Refreshes must be submitted to Unit4 by a Named Support Contact using a Service Request in the Unit4 Community4U.

Users accessing an NPE

NPEs are sized to service functional testing and similar activities, not sized on production strength.

What happens to the previous NPE details after a refresh?

Everything in NPE environment will be erased and replaced with a fresh copy from the PE (e.g. the same reports as in the PE and the same data as in the PE).

Installation on an NPE of a new Release

All NPEs are updated as soon as a Release is available. Once an NPE has been updated to the latest Release, it is not possible to move back to the previous Release.

Integrations

Integrations are disabled in NPE but can be made available at an additional charge. Integrations between Unit4 product capabilities will have continued operations.

Unit4 CSA-service (optional)

The CSA-service can provide updates of credit card transactions, exchange rates or updates to rates and regulations. NPE will not receive these updates from the Unit4 CSA-Service.

Toll calculator

Toll calculator provides updated tolls and ferry prices. It includes time rules and rush hour charges for tolls in Norway, Sweden and Denmark. The toll calculator is the default for Norway and for customers using the standard regulative setup.

Email Service (EMA, optional)

The EMA service is generally inactive in an NPE once a customer goes live. However, during the initial project setup, EMA can be activated in NPE, though it cannot run simultaneously on Production.

Authentication/SSO

Production has a preferred SSO. NPE can have both SSO and Basic Authentication (not recommended). Machine to machine integrations must use SSO.

4.3 Monitoring

A continuous 24x7 monitoring program is in place to detect and resolve incidents automatically (if possible)

5. Releases

Unit4 T&E follows a release cadence per quarter with updates within.

6. Planned and Unplanned Maintenance

6.1 Planned Maintenance

The Planned Maintenance window is scheduled for 4 hours and will for region Norway/Europe commence Thursdays 20:00-24:00 CET.

The Production Service may be periodically unavailable at this time. Planned Maintenance windows are subject to change upon reasonable notice.

If actual downtime for scheduled or planned maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or Planned Maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance can also be carried out by Uni4 provided that the Customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to emergency / Unplanned Preventive Maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavors to do this outside Business Hours to cause minimal disruption to the Customer. In this case, because Unit4 provides Customer 8 hours' notice, this maintenance does not count as Service Outage. This is so that Uni4 is not encouraged to wait until the next Planned Maintenance window to deal with an urgent issue and avoid a Service Credit.

6.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability or the security of the Unit4 T&E Cloud Service. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require

immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

7. Customer Permissions and Responsibilities

7.1 Customer Permissions

Customer has the right to:

- Track the availability of PE and the responsiveness of the service through an external monitoring tooling. This monitoring will consume Unit4 SaaS under existing and future usage constraints. Both the customer and Unit4 need to consent to the specifics of the monitoring beforehand to confirm it does not disrupt the Unit4 SaaS services or get obstructed by its security measures.
- Conduct external vulnerability scanning and penetration testing of Customer environments on annual basis. Details of the planned activities must be provided to Unit4 at least 30 days in advance of each test, using a Service Request. Unit4 reserves the right to change the scope of the tests and scans requested, considering the protection of infrastructure and environments from unexpected consequences of actions resulting from the test or scan.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

7.2 Customer Responsibilities

Releases

Any Releases may result in additional configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved service partner consultants, which are not included in the Service and would be chargeable.

The following list summarizes typical Release tasks and indicates services included as part of the T&E Service and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
Project Planning		
Publishing general availability schedule of Release on Unit4 Community4U	Available soon	
Managing timelines, outline goals, roles and responsibilities		✓
Business analysis and discovery		✓
Creating test plans		✓
Releases in Preview environment		
Apply Release to Non-Production environments	✓	
User training on changes		✓
Test: conducting basic release testing		✓
Functional and user acceptance testing as desired		✓
Training, implementation and Configuration for new features		✓
Maintaining and testing of all Integrations, Extensions and Customizations		✓
Reviewing test scripts and testing outcome for issues resolution		✓
Release deployment in Production		
Apply Release to Production Environment	✓	

Unless otherwise agreed, Customer responsibilities include configuration, testing and adjusting any, Integration flows, APIs in use and connected systems.

Technical & Functional Responsibilities

Technical Environment Responsibilities:

- Supply, administration and maintenance of Customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of Customer-side network, devices, and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth

Functional Environment Responsibilities:

- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

Account Set-up

The Customer is responsible for designating its users, and for ensuring that all users are adequately trained and understand Customer's remote access and use obligations and requirements. Where applicable, each user must establish an Account. The Customer is responsible for managing its Accounts and disabling a user's Account when Unit4 SaaS access is no longer required, including immediately upon termination of such user's affiliation with the Customer. The Customer is responsible for its users' acts and omissions and all activities occurring under its users' Accounts.

Account Administrator

Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding Unit4 T&E and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 T&E Service, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

Account Security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and Customer may not recycle Account credentials when activating or disabling Accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security for the Unit4 T&E Cloud Service or its Users' Accounts and will provide all information and take all steps requested by Unit4.

8. Configuration and Integrations

Unit4 T&E gives Customers great flexibility in adjusting the standard application by configuration to the needs of any specific Customers requirements. In addition, there is the possibility to integrate with other applications.

8.1 Solution's Flexibility

Any non-standard configuration, creation of custom reports, custom entities, fields, relationships, imports, exports, workflows, interaction plans, lookup data, and web styles can be performed by Unit4, Unit4 partners or the Customer. Unless categorized as a product defect by Unit4, these are considered outside the scope of the standard Service. Therefore, the maintenance, support, implementation and update (code lift / Release compatibility) considerations for these components are not included in the Unit4 SaaS fees (unless agreed otherwise in an Order Form, Assistance may be sought from Unit4's Professional Services teams at Unit4's Prevailing rates.

All configuration needs to be done on a bases of lean principles ensuring on going performance and resilience of the Service.

Unit4 endeavors to provide API backwards compatibility. For further details on API lifecycle and versioning, please refer to API technical documentation.

8.2 Integrations

Integrations are permitted according to the supported integration methods described below.

Integration Type	Permitted?
Integration using Unit4 T&E API	✓
Integration using Microsoft Azure Data Factory	✓
Export to file using Unit4 T&E Export Configurator	✓
Extension Kit (for integrated offering with ERPx, terms and conditions apply)	✓

Maintenance of compatibility, and the fix of any related problems is the responsibility of the Customer and is not covered by the Standard Service. If any assistance is required in regard to Integration flows and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Integrations, but this will be subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's prevailing Rates.

9. Technical Operations

9.1 Printing

All printing is carried out on the client side.

9.2 Connectivity

Access to the web client is delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA)

Internet bandwidth suggestions*

As the configuration and use of Unit4 T&E is highly variable Unit4 can provide only high-level bandwidth suggestions; Unit4 T&E uses an assumed concurrency factor of 5 gives an average bandwidth requirement per user of 20 - 50 Kbps with a max latency of 100ms.

*Please note this is a rough guidance only based on simulation testing. Response times will be dependent upon a variety of factors such as number of users, type of web processing initiated, Customer side internet line capacity and infrastructure set-up such as use of proxies.

Note: Unit4 T&E Document Storage usage is not covered by this estimate; uploading or downloading large documents from the Document Storage will consume bandwidth and time as normally experienced with an internet-based document upload or download.

9.3 Solution access

The Unit4 T&E solution is accessed in the following manner, via:

- A supported web browser.
- Programmatic access to API / web services

9.4 Authentication

By default, authentication for Unit4 T&E is carried out using federated authentication. Management of users and passwords within the Unit4 T&E application is the responsibility of the Customer.

Federated authentication will allow Customers' users to use their organizational credentials (e.g. domain username and password) when logging in to an Unit4 application. With federated authentication, the Customer's authentication provider (e.g. ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific username and password that is validated by the Unit4 application.

The following federated authentication protocols are supported:

- OpenID Connect
- SAML-P

The Customer is responsible for configuration of their identity provider (IdP) and to provide specific information (required or requested) to Unit4 that allows for configuration.

9.5 Technical overview

Topic	Description
Email	
Domain	Unit4 provides basic e-mail functionality for sending messages to recipients with default Unit4 domain using Sendgrid services.
Protocol	SMTP over TLS
Authentication	
Protocols supported	SAML-P and OpenID Connect support and application specific credentials
Internet communication	
Protocols supported	HTTPS secured with TLS with RSA SHA256withRSA encryption and/or EC SHA256 with ECDSA

10. Data Considerations

10.1 Transfers of Customer Data to Unit4 T&E

On-premises databases can be migrated into the Unit4 cloud.

10.2 Data Security

Data in transit

Customer Data in transit is protected with TLS encryption levels.

Customer Data at rest

Transactional Data at rest is protected using Transparent Data Encryption (TDE), while non-transactional data and files will be secured by Standard Symmetric Encryption (AES).

10.3 Limits and Regulators on usage

Unit4 runs in a Multi-Tenant environment and, as such, Unit4 observes fair use limits so that runaway processes do not monopolize resources. When a limit is exceeded, corrective measures will be taken.

Please see Unit4 Fair Usage Policy at www.unit4.com/terms for more details.

10.4 Time to Live

Transactional data and document storage will be stored as long as the Customer is willing to store data and has an active service contract. Log files and Export- and import files have a time to live of 30 days.

10.5 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Application functionality (e.g. Web client, Mobile Apps).
- Application reporting tools.
- Application functionality to export to files.
- APIs/web services.
- Upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement (see Appendix A – Unit4 General Terms of Business for further details).

Glossary and Technical Acronyms

Unless defined in Appendix B Definitions (found on www.unit4.com/terms), the tables below give a meaning to the capitalised words and phrases.

Glossary

Term	Definition
Account Administrator	an appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product. Sometimes called <i>Functional Contact</i> in older versions of T&E Sales contracts
Instance	Physical Service infrastructure and software running on it, deployed in a specific region
Integration	Inbound or outbound data exchange built and managed with supported integration tools.
Multi-Tenant	A single instance of Unit4 SaaS including its supporting infrastructure which serves multiple Customers.
Record	A data record stored within a Customer's database (for example a line in a timesheet).
Transaction	The creation or modification of a Record.

Technical Acronyms

Acronym	Full Name
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g. Web Services)
HTML	Hyper Text Markup Language
HTTPS	Hypertext Transfer Protocol Secure
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PE	Production Environment
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
SQL	Structured Query Language
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
VPN	Virtual Private Network
WIP	Work In Progress
XML	Extensible Markup Language

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1. Executive Summary

HeyCentric Income Manager is a cloud-based income management solution that includes multiple secure payment channels and seamless integrations with a wide range of enterprise ERP systems. It provides organisations with an agile, secure and easy way to collect income from customers, citizens and students as well as carefully accounting for that income and ensuring it is automatically allocated and reconciled.

HeyCentric empowers teams and better equips them to process and reconcile income via our multi-channel payment systems (or third-party payment systems). A powerful and highly customisable interface and set of tools allows business users to set up the system in a way that best suits the workflow of their organisation and benefits from being securely delivered with HeyCentric's managed cloud SaaS platform. This maximises your security posture, ensures continual security updates / compliance and removes the need for costly and time-consuming interventions from already stretched IT teams.

All payment channels benefit from being PCI DSS compliant, ensuring that wherever possible your organisation is placed outside the scope for PCI DSS. Powerful fraud prevention technologies are baked both into the income management solution and omni-channel payments, with business users being given total visibility of any flagged transactions from within the application where they can take appropriate action.

2. What Does HeyCentric Offer?

HeyCentric's Income Manager product allows organisations to:

- Offer their customers, citizens or students a **multitude of payment options**, including cardholder not present (online) payments, telephony payments as well as 'cardholder present' via Chip & Pin, contactless and payment wallets.
- Maintain a **professional approach** to your income collection and account for that income in a consistent manner.
- Reduce the risk of fraudulent activities based on powerful **fraud detection tools** baked into the solution.
- Reduce and in some cases remove **key repetitive tasks**, particularly around cash allocation and bank reconciliations.
- Enjoy **real-time reporting** and get an accurate picture of your income estate at any given time, aiding budgeting, forecasting and decision making.
- **Enhance your 'front of house'** and ensure an accessible and responsive interface is provided to your customers, citizens and / or students.
- **Get the most out of your business users** and ensure their working day is both productive and worthwhile through the benefits of a robust and intuitive SaaS application designed with the needs of the Local Authority business user in mind.

3. What Payment Channels Exist?

An omni-channel approach to the HeyCentric product suite allows organisations to offer their customers, citizens and students a multitude of different payment options. These types of services include:

- [Web Payments \(online payments\)](#) – credit / debit cards, Open Banking, 3D Secure, RADAR Fraud Prevention, etc. with PCI compliance.
- [Cardholder Present Payments](#) – including Chip & Pin and contactless card payments, kiosk support, etc. with PCI compliance.
- [Pay By Link](#) - secure payment links which can be sent via email, text message and WhatsApp.
- [End-Call Telephone Payments](#) – Automated payment line. Fully PCI DSS compliant.
- [Mid-Call Telephone Payments](#) – Agent supported payments. Fully PCI compliant.
- [IVR Telephone Payments](#) - Fully automated payment line with customisable menu options and script.
- [Modern Payment Methods Supported](#) – Apple Pay, Google Pay and other payment wallets.

In addition to the painless migration / upgrade procedure there are several other key advantages to using the HeyCentric system. These are as follows:

- [Reduced transaction fees](#) and increased transparency through a single PSP and Acquirer solution to suit individual customers.
- [Extensive ETL module](#) ensures maximum connectivity and security options are available (via web services, API's, etc), whilst maintaining solid support for more traditional methods of connectivity and interfacing such as flat text files, SFTP transfers, etc. Almost all customers currently using middleware such as Basware and Biztalk can likely remove those costs using HeyCentric ETL.

- Detailed solution design and engagement with a customer's SME provide exceptional matching rates and reduce the amount of time finance teams spend conducting bank reconciliations and unknown payment amounts.
- Receipting, refunds and reversals are all catered for, as well as support for Direct Debits and other such repeat payments.
- Lodgement Areas and Payment Points are simplified whilst providing more powerful and flexible functionality to both business users (agents) and citizens.
- Intuitive and extensive allocation / re-allocation functionality ensures maximum useability for finance users and minimises any fuss if / when mistakes are made.
- Multi-tenant system ensures that organisations can run their own Income Management solutions as well as create Shared Service centres that they can run themselves or outsource to HeyCentric to manage on their behalf.

4. Modules and Functionality

The below table provides an overview of HeyCentric modules and their functionality.

Module	Detail
ETL (Extract, Transform & Load)	• Facilitates the import and export of files to and from HeyCentric. • Enables file transformation - allowing seamless export to external ERP and Finance Systems. • Built-in job and report scheduler which enables automated file imports & exports and reporting. • Update external and internal systems with live data using API, Web Services and Webhooks.
Allocations, Reallocations, Refunds & Reversals	• Enables business users to manually allocate new income, as well as manually re-allocate posted income. • Create new allocation rules for recurring income. • Easy to use Refund and Reversal processes. • Built-in Chargeback Query screen included with Stripe simplifies the Chargeback Dispute process.
Receipting	• Enables users to process ad hoc customer payments. • Caters for Card, Cash, Cheque and Fund Transfer payments. • Includes integrated Chip & Pin payment facility. • Configured to allocate incoming payments to relevant departments.
eReturns	• For remote sites to record and report cash and cheque income • Templates designed to be as easy to use as possible. • Preformatted with revenue codes appropriate to that site. • Ensures income is allocated correctly and organisation ERP is updated accordingly.

Module	Detail
Stripe	• Stripe functions as both PSP and Acquirer providing complete visibility over payments from start to finish. • Provides data-driven reporting and detailed transaction query screens. • Audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. The most stringent level of certification available in the payments industry.
Business Users: Roles & Permissions	• Users and the level of access that they have to the system is controlled in the Roles & Permissions module. • Designed to allow organisations to control user access via a role-based model, roles can be defined by the organisation itself rather than these being predefined in the software, providing full flexibility. • As standard HeyCentric uses Multi-Factor Authentication to validate each login, but the solution can be configured to integrate with an organisations active directory if that is preferred.
HeyCentric Web Payments	• Quick Pay and XPay. • Customise and brand Web Payments portals from within HeyCentric. • Compatible with Payment Wallets (Apple, Google etc.) & Open Banking • Includes Recurring Card Payments for more flexible payment options. • Integrates with Stripe and HeyCentric for full visibility over income.
HeyCentric Pay By Link	• Send secure payment links via email or SMS - with WhatsApp capability in development. • No limit to number of links raised against a debt or payment amount. • Track payment status with dedicated reports for Pay By Link and live status updates on screen. • Compatible with Payment Wallets and Open Banking as well as all major Card Providers.
HeyCentric Telephony	• Mid-Call and End-Call solutions that allow organisations flexibility to choose from either fully agent-supported call experience (Mid-Call) or an automated payment line (End-Call), depending on the citizen's and organisation's needs. • Pricing based on call-volume - full quotation provided once call data is received.

HeyCentric Chip & Pin	• Latest generation of Chip & Pin devices provided by Stripe - includes maintenance and replacement units. • Facilitates in-person payment which is fully integrated into the HeyCentric Income Management system. Providing up-to-the-minute data on card payment income. • Please note there is a one-off cost for the procurement of Chip & Pin devices, the cost is per device and a quotation will be provided, should your organisation choose to adopt HeyCentric Chip & Pin.
HeyCentric Bank Reconciliation	• Provides functionality to assist with the reconciliation between Stripe and the primary bank account where Stripe income is received. • Stripe credits customers the net value of a transaction having deducted transaction fees prior to settlement. • Automates the reconciliation between the Stripe settlement file, GL and bank account providing an audit trail of the full citizen payment, the deducted fees, and the net settlement.

5. SLA (Scope)

5.1 Hosted Services

99.9% uptime is guaranteed for all SaaS users of HeyCentric systems. This is inclusive of the HeyCentric servers hosted on Azure, and the Stripe payment backbone where payment services have been procured.

Service credits from our hosting providers fully back the 99.9% uptime. This gives organisations the assurance that their system will be resilient, available, and performing exactly as expected.

5.2 Maintenance Services

As a fully hosted SaaS Service, all maintenance of the software is included within the license price. This ensures that customers do not get 'stranded' on legacy versions and provides organisations with the confidence that they will consistently be in compliance with all the latest industry requirements e.g. PCI-DSS, ISO27001, ISO9001, Cyber Essentials etc.

5.3 Support Services

Support is included within the core SaaS license and entitles the customers to continuous updates, fixes, security patches and all enhancements linked to their purchased product.

5.4 Support Services: Response and Resolution

Service response and resolution is a vital component of 24/7 systems such as the HeyCentric Income Management solution, so all response times and resolution times reflect this. The table below demonstrates HeyCentric's commitment to its customers in this respect:

Priority Level	Response Time	Resolution Time	Examples
Urgent	1 Support Hours	2 Support Hours	• System inaccessible for all users • Data loss or corruption • All payment services unavailable
High	2 Support Hours	4 Support Hours	• System inaccessible for some users • System services not processing • Performance issues • Individual payment service unavailable
Medium	2 Support Hours	1 Business Day	• Input/output integrations failing • Active directory linkage failing
Low	4 Support Hours	7 Business Days	• General questions and advice • Other minor issues

In addition to these response and resolution times it should be noted that all core infrastructure and software are monitored 24/7 by the support teams. This ensures that any issues that might be encountered by an organisation would typically be resolved ahead of them manifestly causing an issue to the customer and their userbase. Enhancement requests to the product are also requested via the service desk.

UK standard Support hours are 08:00 to 18:00 Mon to Fri excluding UK bank holidays.

Outside of these hours the support desk is monitored and urgent issues are addressed on a needs basis.

PREFACE

Particular	Description
Statement of Confidentiality	The information contained in this document is confidential and proprietary to Fusion Practices Limited (known as Fusion Practices henceforth). The contents are not to be disclosed, duplicated, or used, in whole or in part, for any purpose other than the evaluation of Fusion Practices' qualifications.
Contact Details	<u>Name:</u> Ian McGowan <u>Designation:</u> Sales Director <u>Email id:</u> ian.mcgowan@grantsnow.co.uk <u>Mobile Number:</u> +44 77100 41194 / +44 2071 019621

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1. INTRODUCTION

GrantsNow is owned and developed by Fusion Practices limited, who are a leading Cloud Consultancy and Software development business. Fusion Practices were established in the UK in 2009 and employ over x200 experienced Cloud Consultants, with offices in London & Birmingham to service the UK market.

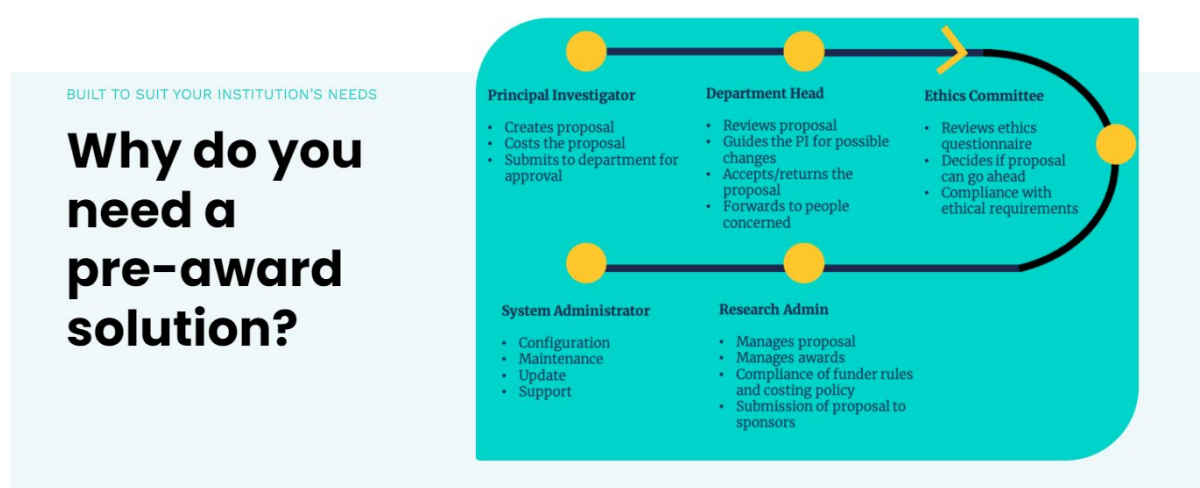
GrantsNow is a Research Funding Management solution built on the Oracle Cloud PaaS Technology platform. Therefore, it can seamlessly integrate via APIs with your ERP / Finance / HR systems to enable two-way data flows. With easy self-service configuration to define your costing models, processes & terminology, GrantsNow simplifies your entire pre-award management needs from creating and costing a proposal, to ethics and compliance, to submission, award on a single platform.

Kindly click on the below link to go through our brochure:

[GrantsNow Brochure](#)

Our platform covers the entire project journey, including:

- ⇒ Identifying research opportunities and applying internally for a bid
- ⇒ Costing, Pricing (FEC, Horizon & others) and submitting project proposals.
- ⇒ Handling ethical review and approval processes.
- ⇒ Accepting Awards and adjustments prior to sending it to your finance system.
- ⇒ Contract document management, negotiation, approval workflows & digital signatures.
- ⇒ Full Reporting suite for KPI management and analytics to make informed decisions.
- ⇒ Showcasing Researcher profiles & outcomes in a publicly accessible Open Access repository.

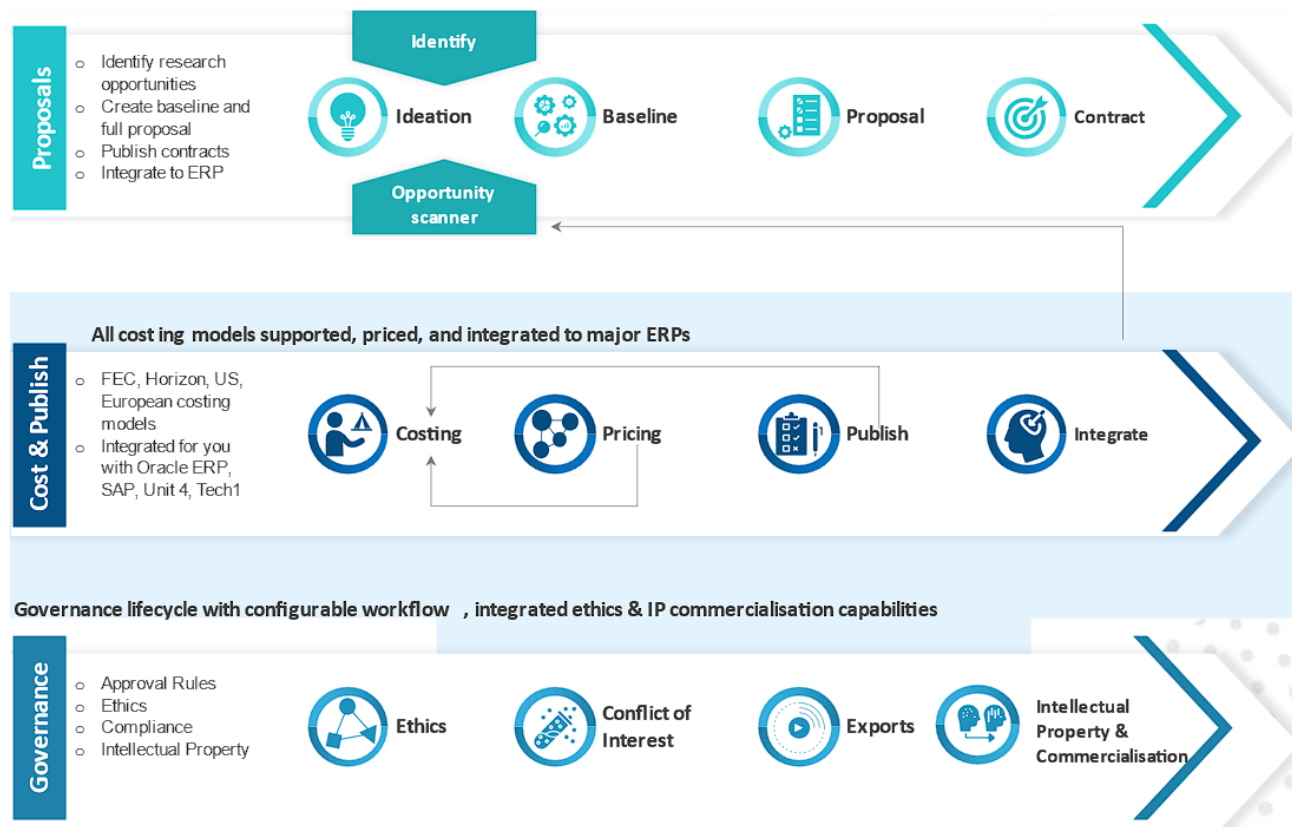


The system has been designed to seamlessly integrate via APIs with the current IT infrastructure of any University, to maximise the efficiency of managing all aspects of research projects.

2. KEY FEATURES

GrantsNow has been developed by Fusion Practices, a leading cloud consultancy and implementation service provider based in the UK. Our team is comprised of experienced higher education research experts & solution design specialists who have used their extensive knowledge of pre-award processes and system integration to develop an intelligent solution that comprehensively addresses the typical challenges met in a Research Office.

Our solution has been designed to cover the end-to-end process from identifying to submitting a Grant Funding Application.



- ⇒ Pre-built integration with Oracle Cloud ERP and end-to-end implementation with any other pre-existing system
- ⇒ Full economic costing capabilities in line with TRAC requirements + other costing models such as Horizon Europe and any commercial costing model
- ⇒ Rich and insightful dashboards and reports offering analytics to make informed decisions
- ⇒ Access to key information in a single place, reducing manual & duplicate effort
- ⇒ Configurable admin console enabling extensive self-service customisation for your needs
- ⇒ Continuous innovations in line with industry changes and future functionality requirements

2.1 INFRASTRUCTURE & INTEGRATIONS

GrantsNow is hosted on Oracle Cloud Infrastructure, which is used by 1000's of companies globally. The data centres are located in South London & Newport, South Wales and offer a highly secure and reliable Cloud platform, meeting all UK regulations.

More can be seen at: <https://www.oracle.com/uk/cloud/>

- ⇒ Seamless integrations via APIs with your Finance, HR (ERP) and post-award systems
- ⇒ Integration with any Finance or ERP system via APIs or automated file transfers
- ⇒ Offers users a unified look and feel with Oracle Cloud ERP enabling faster adoption.
- ⇒ Pre-built plug and play integrations with any system reduces implementation time
- ⇒ Full integration with other third-party systems on your behalf

2.2 KEY FUNCTIONALITY

2.2.1 OPPORTUNITIES

- ⇒ Searchable database of funding opportunities from all leading Funders
- ⇒ Featured Opportunities, based on user's profile and preferences.
- ⇒ Easy sharing and collaboration
- ⇒ Application of Interest on Opportunities
- ⇒ Automatic transfer of details to project proposal

2.2.2 PRE-AWARDS

a. Proposal

- ⇒ Seamless proposal creation with data taken directly from a chosen Opportunity
- ⇒ Support of subprojects for multiple inter-departmental collaborations
- ⇒ Support for multiple funders per project
- ⇒ Effortless Record Duplication: Minimize Data double-entry effort
- ⇒ Record External Partners or in-kind contribution

b. Costing and Pricing

- ⇒ Supports multiple cost models (fEC/TRAC, Horizon etc)
- ⇒ Flexible Costing Engine Capable of incorporating future TRAC changes with ease.
- ⇒ Cost-to-funding comparisons
- ⇒ HR Integration for staff costing for accurate staff costing.
- ⇒ Multiple costing versions to explore different options.
- ⇒ Funding rules that can be configured for your needs.
- ⇒ Configurable costing to incorporate your institution-relevant rates.

c. Intelligent Workflow Management

- ⇒ Configuration of your institution's workflow needs.
- ⇒ Ability to insert extra steps per proposal (peer review etc.)
- ⇒ Full visibility of the approval process including configurable alerts for outstanding items

d. Printing and Submission

- ⇒ Print Proposal report based on Institution specific template.
- ⇒ Funder-specific Submission Reports for funder portals
- ⇒ FEC report for cost and funding comparison
- ⇒ Multi-currency support in report printing

e. Document Storage

- ⇒ Attach documents at any stage of the process
- ⇒ Associate and store key documents associated with the project and workflow stages in a logical and structured manner
- ⇒ Supports all type of file formats

2.3 POST-AWARDS

- ⇒ Capture Multiple projects and awards
- ⇒ Adjust Costing based on actual Award values received from the Funder
- ⇒ Approval workflow for Award & Research Project setup
- ⇒ Seamless Integration with ERP / Finance System to transfer Award data & Reporting
- ⇒ Award vs Estimate vs Expenditure report
- ⇒ Staff time allocation report (by project)
- ⇒ Staff Utilisation report (by project)
- ⇒ Equipment / Facility Usage report
- ⇒ Staff Project Roles (by Faculty or Dept)
- ⇒ Fully customisable dynamic reports as per customers' requirements
- ⇒ Ability to export to PowerBi or other external reporting applications

Post-Awards reports and tools to be included in the platform by the end of Q3 2024.

- ⇒ Day-to-day transactions recording report
- ⇒ Billing and contracts reporting
- ⇒ Estimation and forecasting for Project spend
- ⇒ Planning and task management
- ⇒ Project Milestone Reporting

2.4 ETHICS

- ⇒ Independent or Project based ethical process.
- ⇒ Capture response from Individual or as a Collaboration
- ⇒ Dynamic forms capability for generation of customisable forms
- ⇒ Assign risk scores to responses.

2.5 PROFILES

- ⇒ Recording of personal profile (qualifications, biography, research interests and areas, ORCID, etc.)
- ⇒ Integration features to support showcasing via your website, to foster collaboration.
- ⇒ Automatic linking of each researcher to their Profile from your CRIS System
 - Awards
 - Contracts
 - Outputs
 - Impact case studies

2.6 REPORTING

- ⇒ Flexible and dynamic user-defined data search and reporting facilities built into the system, with content exportable in Excel, PDF, CSV and XML formats.
- ⇒ Ability to create user defined templates in Microsoft Word format to present data in your desired style.
- ⇒ Regular SQL data extract available for use by your Business Intelligence solution
- ⇒ Ability to create user defined Info-lets and charts based on reports
- ⇒ Generate automated (scheduled) and manual reports effortlessly, ensuring you stay up to date with the latest information.

2.7 CONTRACTS

- ⇒ Comprehensive contract management system that captures and stores contracts of various types, including parties involved, associated documents, and related notes.
- ⇒ Contract assessment checklist to gather essential information during contract initiation.
- ⇒ Contract development process streamlined through workflow management.
- ⇒ Automated generation of external documents utilizing templates and contract metadata.
- ⇒ Integration with Digital signature software for E.g. Docu-Sign

3. TRAINING CAPABILITIES

Our approach to user training adheres to a blended methodology that ensures that all users are targeted with the most appropriate content in several different ways. This approach fully equips an organisation for a successful product rollout within the context of a wider communication program to detail the system change and the overall strategic direction of the business.

Training will be provided prior to using GrantsNow and to allow time for staff to ask questions. As part of the roadmap the following will be in place:

- ⇒ Train the trainer material
- ⇒ Face to face training during implementation stage.
- ⇒ Follow up remote video training provided live by the trainers
- ⇒ Help buttons and user help guides throughout the platform
- ⇒ A rolling programme of training for any substantial new updates
- ⇒ Video demonstrations on every function of the product

4. SUPPORT MODEL

GrantsNow follows an ITIL approach that falls into 3 key pillars:

- ⇒ Level 1: The service desk (a single point of contact for end users) – this is usually provided by the client
- ⇒ Level 2: Technical & Functional Experts (Configuration, reports, integrations)
- ⇒ Applications & IT Ops team – delivering enhanced functionality and product releases.

Support Level	Roles and Responsibilities	
	Buyer	Fusion Practices
Level 1	Client to operate a focused Level 1 support layer (comprised of a skilled-up help desk team) To start with this includes identifying the tickets, severity levels, priorities - Password Resets, New account/user, Access requests etc	GrantsNow will work with your team to resolve the issues. The focus is to develop and enhance the knowledge database with the key focus of “Shift Left” – making buyer self-sufficient in resolving level 1 incidents/tickets GrantsNow will also undertake level 1 incidents in scenarios like unforeseen bandwidth issues resulting from the your staff unavailability during holidays etc.
Level 2	Categorising the tickets, assigning them to the queue on a timely basis	Functional and technical application support team to monitor the tickets assigned to the queue and work based on the priority/severity assigned.
Level 3	Work alongside GrantsNow	Coordinate with our Product development team to manage the schedules for test environments (P2T), Bug fixes, enhancements and other product related issues.

Support team will cover the following UK hours.

Core Hours: 0900 - 1700 - Monday – Friday inclusive

A dedicated helpline that includes telephone, email, and a portal to log tickets will be provided to your help desk and users for effective and faster communication. GrantsNow support will be an integrated support model that will focus on enhancing your team with the application knowledge, taking ownership for resolving issues and at the same time working together as one team.

4.1 BACKUP, RESTORE AND DISASTER RECOVERY OPTIONS

GrantsNow is a database application built on the Oracle Autonomous Database. Oracle’s Autonomous Database automatically backs up our database. We can restore and recover our database to any point-in-time in this retention period so that client’s data remains safe. Oracle uses physical destruction and logical data erasure processes so that data doesn’t persist in decommissioned hardware. Oracle’s Media Sanitation and Disposal policy defines

requirements for removal of information from electronic storage media (sanitization) and disposal of information which is no longer required to protect against unauthorized retrieval and reconstruction of confidential data. Electronic storage media include laptops, hard drives, storage devices, and removable media such as tape.

GrantsNow is a database application that is hosted on the Oracle Cloud Platform as a Service (PaaS). Oracle provides High performance and availability above 99.95%

- ⇒ High performance: Delivers 80% lower latency and more than 5X throughput than other cloud providers by utilizing database-optimized hardware, automated tuning, and indexing.
- ⇒ Always online: Provides more than 99.95% availability using a combination of Oracle's Gen 2 Cloud Infrastructure, Oracle RAC, Autonomous Data Guard, and daily automatic backups.
- ⇒ Protection from human error: Oracle Flashback, provided with Autonomous Transaction Processing, instantly rewinds accidental changes to application schemas, protecting users from human errors. It supports recovery at all levels including row, transaction, and table—and across the entire database.

In the unlikely event of the Oracle not being available, we have tested the application to be run from on an AWS. This would take minimal effort from our team to restart the services in AWS as opposed to Oracle.

5. ON-BOARDING AND OFF-BOARDING SUPPORT

Following steps are considered by Fusion Practices while on-boarding new client for successful cloud transformation journey:

- ⇒ From our experiences we understand that the first month post Go-live is very critical. Introducing new processes, new product will call for a lot more queries from the end users. During the Hypercare/warranty stage, we will retain some of the implementation team at no extra cost to buyer to help adopt new system.
- ⇒ Further during Hypercare period, some of the project delivery team members will transition into support team, with project roles being backfilled. All Project documents such as configuration workbook, technical specification etc. will be duly updated in the newly created knowledge repository folder structure Fusion Practices focuses on the delivery and support of service, and value to the business, users, and customers.
- ⇒ Training would be conducted for seamless cloud transition. Here we would leverage our training expertise and provide knowledge transfer sessions to key users.

6. BUSINESS CONTINUITY

We deploy GrantsNow on the Oracle Cloud Services, which is a resilient computing infrastructure designed to maintain service availability and continuity in the case of an incident affecting the services.

Data centres retained to host Oracle Cloud Services have component and power redundancy with backup generators in place, and Oracle may incorporate redundancy in one or more layers, including network infrastructure, program servers, database servers, and/or storage. We periodically make backups of any production data in the Oracle Cloud Services for minimising data loss in the event of an incident.

Backups are stored at the primary site used to provide the Oracle Cloud Services and may also be stored at an alternate location for retention purposes. A backup is typically retained online or offline for a period of at least 60 days after the date that the backup is made.

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