



*Our Experts. Your Needs.
A flexible long-term Partnership*

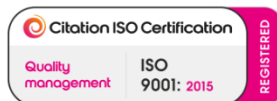
G7 Business Solutions Limited

G-Cloud 15 Service Definition

Cloud Support

Unit4 ERP Application Managed Service/Support

Unit4 ERP Consultancy and Project Management Services



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1.0 MANAGEMENT SUMMARY

G7 Business Solutions Limited supply support for Unit4 ERP SaaS, previously known as Unit4 Business World (UBW) and Agresso, through consultancy and the G7 Application Managed Service which provides full remote application support running alongside onsite consultancy, providing a complete service. The G7 Application Managed Service is run by full time support consultants, 8 of whom are dedicated to Unit4 ERP. In addition, the large G7 Consultancy team consists of highly qualified and experienced Consultants and Project Managers.

Since the Unit4 announcement to de support all on premise licences, G7 has also been heavily involved with migrating Customers currently on an on premise licence or hosted through a 3rd party, to the Unit4 Azure SaaS solution.

All consultants have been SC security cleared and minimum NPPV2.

G7 has been implementing Unit4 ERP since 2001 with a large team of Senior Consultants and Project Managers. G7 can either provide a Cloud hosted solution or work alongside your cloud provider, assisting you through all the stages of a typical cloud ERP implementation including planning, design, build, testing, go live and on-going support.

1.1 About G7

G7 Unit4 ERP Elite Partner - A Responsive and Tailored Approach

Our experienced teams listen, consult, problem solve and deliver in line with customer needs. We flex and adapt all our services, supporting you as your organisation grows and your strategy changes.

This means, at G7, we fit around you. We know it's a challenge to improve your ERP system while keeping on top of the day-to-day maintenance and support, so we're here to help.

We'll bring our deep expertise about what the software can do and how to do it, and our flexible support services to keep you ticking over no matter what. You bring your unparalleled knowledge of your software and processes, your ambitions and your challenges. Together, we'll revitalise the systems that provide the beating heart of your organisation.

G7 offer flexible services that are tailored specifically to your requirements and ensure you get the right level of support and assistance for your application. G7 offer unparalleled consultancy and support services and then partner with the best for hosting and technical managed services offerings.

G7 boast an impressive Unit4 ERP customer list including Northumbria Police, NS&I, Avon & Wiltshire Mental Health Trust, Royal United Hospital Bath, Phoenix Futures, National Oceanography Centre, The Aurora Group, University of the Arts London, Dudley College, West Berkshire Council, London Borough of Tower Hamlets, Leicester City Council, the American University of Paris and Gateshead Council.

G7 – Key accreditations

G7 focus heavily on quality both inside our organisation and in our delivery to our Customers.

G7 are ISO 9001:2022 accredited for quality management along with Cyber Essentials.

G7 are ISO 27001:2013 accredited along with being registered with the Information Commission office for data security.

Environmental matters and social value measures are also of key importance to G7, as demonstrated by our ISO 14001:2015 accreditation.

G7 have committed time and effort into making sure our products and services are the best they can be with effective processes and effective people to deliver an effective product and service time after time.

- Meeting the quality needs of our customers
- Managing information security, ensuring any information is held securely
- Minimising how our operations affect the environment
- Having a level of protection in cyber security and good practices in information security, protecting any information from threats from the internet
- Ensuring our processing of personal data complies with UK GDPR



1.2 Unit4 Elite Partner

G7, an Elite accredited Unit4 partner, has been supplying implementation resource to Unit4 since 2001 and has grown into one of the largest, and most trusted of the Unit4 partners. G7 have a large team of Consultants and Project Managers, many of whom have worked for Unit4 themselves.

Elite Partners are extensively trained on Unit4 solutions to enable fast implementation, integration solutions and support services.

G7 have been leading and assisting with Unit4 ERP implementations across all sectors including Education, Local Government, Not-for-Profit, Commercial and Retail. We cover all areas of the product including Financials, Logistics, Project, Research, Fixed Assets, Income Manager and HR and Payroll as well as technical areas such as tools, data migrations and interfaces. We even support AG16s and Unit4 consultancy developed areas such as the Student Record Interface and HESA, within the Education sector.

Having this relationship since 2001 means that the G7 Project Managers and Consultants understand not just how the system operates but also the methodologies used to implement it.

G7 has the skills and experience to:

- Lead cloud ERP projects
- Advise on business processes for cloud solutions
- Run solution design workshops
- Build and test cloud-based systems
- Assist with migrations to cloud
- Provide end-to-end training and end user management for cloud solutions
- Offer post go-live support either through onsite consultancy or through our Application Managed Service

1.3 The G7 Team

G7 has a team of highly qualified and experienced Support Consultants, Application Consultants and Project Managers, covering both the application and technical side of Unit4 ERP products. We are proud to say that every one of our staff has joined the team by way of a personal recommendation and endorsement.

Application Managed Service (Support) Consultants

Our Application Managed Service team consists of a mixture of employees with experience of working within Unit4 and those with experience of working client side, which we believe to be a very beneficial combination. These are dedicated support personnel and, as with the application consultants, they cover the full range of Unit4 ERP modules. This team also has access to the large team of consultants.

Project Managers

Our Project Managers have managed some of the larger Unit4 ERP Projects and are respected within the implementation teams and within the customer sites. Their certifications include PRINCE II, APMP and APMQ.

Application Consultants

Our team of Unit4 experienced consultants are able to lead a project, run business process and solution design workshops, as well as assist with the build and testing of the Unit4 ERP modules.

Many of the consultants are senior level with a good mix of skills as the consultants have either previously worked for companies using Unit4 ERP or Unit4 themselves. G7 works in implementation teams, moving the teams from one site to the next after project closure. This ensures the G7 team working for you has a close working relationship, which can only add to the benefit they can provide to you.



The Management Team

Our management team have many years' experience in their individual roles and working together, enabling us to bring you an excellent end to end customer service journey.

1.4 Contact Points

The main point of contact for all G7 services is

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2.0 G7 SERVICES RELATED TO THIS FRAMEWORK

2.1 Unit4 ERP Application Managed Service/Support (AMS)

Overview of the Service

Seamless Flexible Support to Help your Systems and Staff Thrive

The Application Managed Service can take pressure off a customer's in-house team, as G7 work alongside your internal support desk.

G7 is the sole provider of AMS in the UK for the Lawson product, having provided this service to major household names such as Argos and New Look for over 20 years. G7 opened up the service to Unit4 ERP customers in October 2015 and customer interest has been high. We now have many contracted customers who are enjoying the benefits the service provides.

Why work with us?

At G7 our Application Managed Service (AMS) goes beyond support. You are also able to tap into our specialist team allowing our staff to work in partnership alongside yours on anything from problem-solving to system admin tasks and software development.

We work in partnership with our clients offering complete flexibility, with no fixed term contracts and can enable the service to be live and operational within days.

Our experts quickly become a trusted part of your team, proactively offering advice and troubleshooting on your Unit4 ERP system as well as quickly resolving issues.

- Flexible experts in business systems since 2001
- Access to many different consultants and knowledge sets
- Consultancy style help, delivered in a support style service

This can be especially useful for customers where the internal team is particularly busy with their workload. It can also be beneficial in freeing up the internal team to become more engaged in development work rather than be restricted by business-as-usual activities.

How we help

With over two decades of experience in working with the Unit4 ERP system (previously known as Unit4 Business World or Agresso), we can help you with anything from reporting and workflow to testing assistance for upgrades and migrations.

G7 offers full coverage for all modules, provided by an experienced team dedicated solely to support.

It is a remote service, based out of our UK office near Bristol and we are perfectly positioned to provide additional support;

- If you need some specialist expertise or additional support when internal resources are not available
- To provide ongoing support, giving you peace of mind and continuity of service
- Assisting with testing a Unit4 upgrade or migration
- Assisting with testing when your new Unit4 system goes live and providing backup support until your internal team become familiar with supporting the application

G7 covers the full suite of Unit4 ERP products; Financials, Logistics, Project, Research, Fixed Assets, Income Manager, HR and Payroll, all the tools in Unit4 ERP Report Studio (e.g., Xtra, Excelsator and Worderator reports) and Unit4 consultancy developed areas such as HESA and the Student Record Interface. G7 would also be happy to cover any workarounds in the system, along with any AG16s and triggers.

We have been working with Unit4 ERP for over 20 years, so whether your system is brand new, or you have been using it for a while, we can help.

This service can also be used for remote consultancy, consultancy style help, delivered in a support style service. Queries and issues need not be accumulated for resolution by booking a day's consultancy, instead a ticket or tickets can be logged with the service desk when the issues arise, providing a unique and time and cost-effective means of handling upgrades and queries. A consultant usually specialises in one area only whereas with the AMS, you have access to many different people and knowledge sets.

The Service allows you to log anything you like with the AMS team and in essence G7 becomes another systems administrator or a remote consultant. G7 can talk users through areas such as training issues, how to do things, loading new attributes, reconciliations that are not working, small development projects, help with reports and workflow - anything that a systems administrator / internal support person would normally respond to. G7 is also happy to work with users who are new to the system to work with them to raise their knowledge level.

Flexible packages

Our packages are designed around you. Here are some examples of how customers use them:

- Business as usual
- Assist you with peaks and troughs in demand and provide additional support assistance when you most need it
- Troubleshooting

Our packages can flex and flow as your requirements change.

We do not lock you in to long contracts, hours can vary each month and agreements just require one month's notice to terminate.

Enhanced support model

If you are interested in moving to a remote support model but are used to relying on dedicated consultancy, our enhanced support model offers you the best of both worlds.

G7 will allocate a consultant/s to work with you triaging the support calls, handling some and passing the rest to the G7 Application Managed Service team.

This model is ideal as you reduce your reliance on our consultant and move towards a remote model.

Our Application Managed Service team consists of a mixture of employees with experience of working within Unit4 and those with experience of working client side, which we believe to be a very beneficial combination. These are dedicated support personnel and, as with the application consultants, they cover the full range of Unit4 ERP modules. This team also has access to the large team of consultants.

For further information, please see:

<https://www.g7bs.com/services/unit4-erp-application-managed-service>

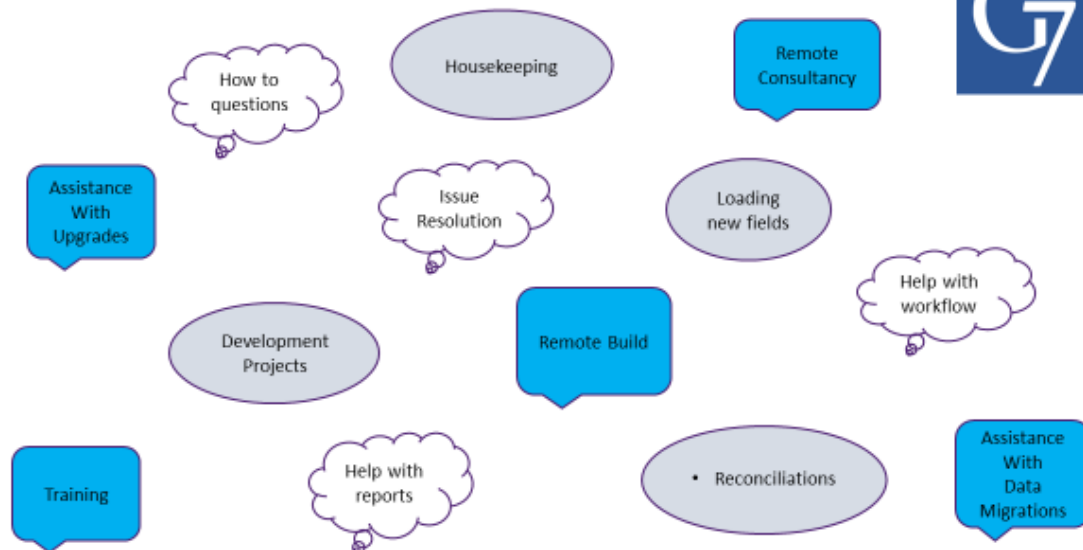
The customer can use this service as a continuing support service or for a couple of months to help with resource intensive periods, such as upgrade, year-end or go live; it's your choice. G7 provides a weekly report of all the calls logged, the actions taken and the time allocated.

G7 can become a valuable resource to your internal support team, helping you cope with the peaks and troughs in demand for your service, whilst only paying for the hours you use.

Examples of how existing G7 customers have used the service include:

- Releasing the system administrator from business-as-usual calls allowing time for development
- Taking on all the system administration functions
- Enabling the customer's team to be involved with the upgrade whilst G7 handle the calls from the users
- Offering an alternative to consultancy during an upgrade
- Supporting an interface developed by the Unit4 consultancy team, also AG16s and triggers
- Remote build and testing
- Concentrated effort over a couple of months to reduce a customer's list of outstanding issues
- Assistance with unit testing of a new version
- Assistance with upgrading report engines

G7 Application Managed Service



On boarding and off boarding service

After the signing of an agreement for the Application Managed Service, the first step is an introduction and technical call to discuss ways of working and access to the system, including the cloud service provider.

Once access is granted, G7 will organise a system extract detailing the configuration of the system but not including data. The number of days depends on the number of corporate entities (Unit4 ERP clients) that have been set up. This information is then passed back to the Application Managed Service desk, ensuring detailed knowledge of the system from the first call. The customer will get a full copy of this extract document. It also acts as baseline document that can be later referred to. G7 will also ask the customer to complete a further questionnaire about the system, again providing us with additional information to support them effectively.

If the customer wishes to terminate the agreement, any documentation produced stays with the customer and G7, upon request would delete, or anonymise where possible all information regarding that customer and their calls from the call logging system. G7 would only retain as much information as is necessary to produce historic audit trail reporting.

Overview of pricing

Pricing is by the hour. G7 do not round up, only the actual minutes used are recorded. Also, there is no minimum call time, if the call only takes a few minutes then that is all that is booked. The minimum contract per month is 5 hours with no maximum.

Price bands exist so that the more hours that are purchased, the lower the rate.



The billing is in advance on the 1st of the month for the following month. The number of hours pre-billed each month can be amended prior to the 1st.

The G7 call logging system produces a usage report each week, which is passed to the customer for full visibility of the hours used.

An over usage charge may be used for any hours used over and above the contracted amount, but G7 would recommend the customer move up to a higher level, rather than pay this over usage amount.

All prices are exclusive of VAT.

No expenses are incurred as all the work is carried out remotely. If the customer requested a support consultant to go to site, for example, on day 1 of development work to discuss requirements, expenses would then be incurred.

Service constraints

If full access is granted by the Cloud provider for the G7 Staff, there should be no constraints over what can be covered. If access is limited, the amount of help we can give may also be limited.

The service hours can be used for anything that the customer needs including:

- Workflow set up and amendment
- System administration roles such as setting up new users
- Assistance with report writing
- Assistance with upgrading to the latest report engine
- Assistance with the migration to Cloud
- Data migration assistance
- Remote build
- Remote testing
- Small development projects
- User management, assisting the users with their cloud solutions

Service levels and availability

The Application Managed Service desk is open from 9:00 to 17:30 5 days per week, excluding UK bank holidays. Out of hours support can be considered upon request but additional fees would apply.

Any critical system downs would normally be covered by the SLAs from the Cloud Provider.

For any bugs, the customer would still log calls with the Unit4 support desk (or request G7 do so on their behalf).

The response times for the Application Managed Service are shown below.

G7 shall endeavour to provide the following resolution of reported faults by Off-site Services:

Priority Level	Response Time	Resolution Time	Examples
Urgent	1 Support Hours	4 Support Hours	The entire Unit4 ERP system is inaccessible, or a mutually agreed business critical feature is not working, and no work around is available resulting in the customer not being able to continue their normal course of business
High	1 Support Hours	1 Support Days	An important business process is not working causing major inconvenience, but the customer is not prevented from carrying out their normal course of business
Medium	1 Support Hours	3 Business Days	A feature of the system is not working causing the customer some, but not major inconvenience
Low	4 Support Hours	Within such a period as is reasonable in the circumstances or as agreed with the customer	Minor bugs, faults, or loss of some functionality

In certain circumstances the identified resolution may require the call to be routed to a more suitable third party, for example, the Unit4's Support Centre.

Ordering and Invoicing process

The agreement for the Application Managed Service will be updated by G7 to reflect the customers' requirements and emailed out for signature and then countersignature. At the same time, the call regarding connectivity would take place. Upon receipt of the signed agreement, the billing method would commence on the 1st of the following month. Any days prior to the 1st would be rolled up and billed on the 1st along with the cost for that month.

Terminating the call off contract

After the initial 3 months of the agreement, it becomes a rolling month agreement. If the customer informs us before the 1st of the following month, the agreement can be terminated.

Technical requirements

G7 would require the following connections into your Cloud system to ensure the optimum level of support:

- Database read only access to all environments
- All Unit4 ERP client environments (SUPER and SYSTEM access)
- Access to Unit4 ERP file folders e.g. Data files, report writer, Web Services c:\Program files\ and c:\program files (x86)
- Access to actual servers rather than just short cuts
- Report Engine and Acrobat/Excel on each server to support reports

2.2 Unit4 ERP Consultancy and Project Management Services

Overview of the Service

2.2.1 New Cloud Implementations - ERP Expertise for a Smooth Implementation

Establishing a new ERP system such as Unit4 ERP is an exciting and challenging time for any business. It will open up many new opportunities and help an organisation grow and flourish.

However, a successful implementation requires experience and expertise – which is why G7 is such a trusted provider of ERP software implementation.

Why work with us?

Choosing a new ERP solution is an important strategic step, promising improvements in productivity and underpinning growth across the entire business. So, it is critical to choose an organisation who will work in partnership with you and whose team has a full understanding of your new Unit4 ERP solution or can help you move from previous or obsolete Agresso / Unit4 software.

How we help

G7 is a long established Unit4 official partner in the UK, working on Unit4 ERP (Agresso) implementations and upgrades since 2001. Every member of our team has worked in a Unit4 ERP customer site, or at Unit4, creating a trusted and experienced team.

Following an initial meeting, our experts carry out a scoping exercise and tailor the implementation project to your specific needs, taking into account your requirements, resources and timescales.



A range of skills is essential for any ERP implementation to run smoothly and to time. G7 has over 20 years of experience in Unit4 ERP and puts that expertise to good use to work collaboratively with you on your Unit4 ERP implementation.

Our experience covers the full range of Unit4 ERP products including Financials, Logistics, Project, Research, Fixed Assets, HR, Payroll and Income Manager.

Our typical implementation programme includes:

Phase 1, Plan - Project planning and kick off

Phase 2, Design - Identifying your business requirements and designing the solution

Phase 3, Build - Assistance with configuring your Unit4 ERP system

Phase 4, Test - Assistance with integrated systems testing and user acceptance testing

Phase 5, Go Live - Assistance with go live and data migration

Phase 6, Close - Completing the project and discussing your plans for the future or requirements for ongoing support

Phase 7, Support - Ongoing support and business-as-usual, with support from our G7 Application Managed Service

2.2.2 Migration to a Cloud Environment

G7 awarded Unit4 Cloud Migration Partner of the Year 2023 and sales partner of the year for 2024!

G7 can assist customers with moving from an on premise or 3rd party hosted solution of Unit4 ERP to the Unit4 SaaS solution in the Azure cloud.

- G7 will align the Customer with the migration plan below, for the migration of their Unit4 ERP solution, with input from the Customer.
- G7 will migrate the Unit4 ERP solution from on-prem to a Unit4 Cloud service, as per the methodology and tasks section below.
- G7 will upgrade / update Unit4 ERP to Unit4 ERP MS7 latest update, either prior to the SaaS migration or during.
- Review and validate any existing customisations and configurations.
- G7 will offer support during testing and with any changed functionality familiarisation.

G7 Project Management will work with the Customer Project Manager to agree key milestone dates and align with the migration plan. The G7 Project Manager will also schedule the appropriate G7 and Unit4 resource required. A Unit4 technical consultant will move the provided database and make it accessible in the Unit4 Cloud.

G7 will work with the Customer to review the outputs of the Unit4 Cloud Migration Assessment and assist the Customer with passing any customisations through to Unit4 for approval. Any that are then not approved, G7 will work with the Customer to re develop and send back through for approval.

The Customer needs to be on the latest update to move into the Unit4 cloud. The update can be applied as part of the migration, or most customers G7 talk to are planning to move to update 12 or later, prior to the move to the Unit4 cloud. This is because in update 10, 11 and 12 more functionality is in the web and therefore this allows them more time to move desktop users to the web, and hence aim for a lower number of desktop users required (hence lowering cost).

- Plan and Prepare
 - Project Schedule, Project Tracking, Communications Plan, Risk Register, Issues log, Request deployment of cloud environments, kick off meeting
- Transform
 - Database update if applicable
 - Database upload to cloud
 - Transfer documents
 - Review configuration
 - Document any changes
 - Review Interfaces
 - Review customisations
 - Rework
 - Unit test

- Deploy
 - Cutover plan
 - Go Live communication
 - Training if applicable
 - Go Live and cutover
 - Project close

On boarding and off boarding service

Upon receipt of a purchase order or an order form (and if applicable a statement of work), resources would be allocated. A full internal handover would take place between the G7 employee liaising with the customer up to this point and the Project Manager and Consultants taking on the work.

Following this internal handover, a further handover/planning meeting can take place if required, again with the G7 employee liaising with the customer up to this point, the G7 allocated Project Manager and the consultant(s) assigned. If deemed necessary, a representative from the Cloud provider can also be present.

Following the receipt of a purchase order, the customer can expect to be contacted by G7 within 72 hours with the aim to book the internal handover and the initial planning meeting on site. The dates of any consultancy days would then be discussed at this meeting and confirmed shortly thereafter.

When the project is complete, the G7 Project Manager will organise an onsite project close meeting, with the same representatives who were present at the initial planning meeting. The original aims of the project will be reviewed as to whether they have been completed satisfactorily and if not, actions that can be put in place to achieve them. Also, any lessons learned can be reviewed.

Overview of pricing

Pricing is based on a 7.5 hour day.

The same rate applies to all G7 Project Management and Consultancy resource, at £940 per day excluding expenses and VAT, with the exception of an infrastructure or Income Manager / Heycentric consultant, which is at £985 per day excluding expenses and VAT.

Travel and/or subsistence expenses are incurred.

Prices are exclusive of VAT.

Service constraints

The G7 employees would need access to the system. Any limitations in access may affect the level of service that can be offered.

Service levels and availability

Monday to Friday 9:00 to 17:30, excluding UK bank holidays. Out of hours' work can be organised upon request if timescales and the necessary resource is available, but an additional fee would apply.

Ordering and Invoicing process

Days should be ordered via the framework order form. Upon receipt, the dates will be allocated. Invoicing will occur at the beginning of the month for the previous month's delivery.

Terminating the call off contract

If the customer and G7 have agreed specific dates for delivery of Services and for any reason the customer cancels or defers the arrangements, or the Services cannot for any reason, be provided by G7 due to the customer's actions or failure to act (including but not limited to the customer failing to meet the pre-requisites specified by G7) the customer agrees to pay:

- 50% of the relevant fee if the cancellation/deferment takes place within seven (7) Working Days prior to the date of delivery of the Services and 100% of the fee if the cancellation/deferment (including non-provision of the Services) takes place within three (3) Working Days (note day one (1) of the notice period will only commence if the notification is received and acknowledged before 12:00 of that day) prior to the date of delivery of the Services, (in the event of deferment/cancellation/non-provision of the Services due to the acts or omissions of the customer, then G7 will use all reasonable endeavours to redeploy the G7 personnel affected and will only charge this fee if it is unable to redeploy such personnel on other chargeable work); and
- any non-recoupable costs which G7 incurs as a result of the cancellation/deferment, for example, travel or accommodation costs (in respect of onsite days that the customer has pre-agreed in Writing prior to the cancellation/deferment) (subject to the customer being provided with evidence in Writing of the costs incurred).

Outside of these, as the contract is on a time and materials basis, any unused days will not be invoiced.

Technical requirements

The consultant would need access to the system whilst on site to ensure the work can be carried out.

- Database read only access to all environments
- All Unit4 ERP client environments (SUPER and SYSTEM access)
- Access to Unit4 ERP file folders e.g., Data files, report writer, Web Services c:\Program files\ and c:\program files (x86)
- Access to actual servers rather than just short cuts
- Report Engine and Acrobat/Excel on each server to support reports

3.0 SOME OF G7'S CUSTOMERS

