

Unit4 Business Software Limited

Unit4 Pricing Document

G-Cloud 15: Lot2B

Software-as-a-Service (SaaS): RM1557.15



Contents

Unit4 Enterprise Resource Planning	2
Product Offerings Overview.....	2
Pricing Overview.....	2
Full ERP SaaS Suite: Package Breakdown and Pricing.....	3
<i>ERP Packages.....</i>	<i>4</i>
<i>Unit4 Cloud Add-on Options</i>	<i>5</i>
<i>Minimum SaaS Fee Per Year</i>	<i>8</i>
Unit4 Talent Management.....	9
Pricing Overview	9
<i>Talent Package</i>	<i>9</i>
<i>Learning Package.....</i>	<i>11</i>
<i>Minimum SaaS Fee Per Year</i>	<i>13</i>
Unit4 Financial Planning & Analysis (FP&A).....	14
Product Offerings Overview	14
Pricing Overview.....	15
FP&A SaaS Package Breakdown and Pricing	15
<i>Unit4 Cloud Add-on Options</i>	<i>16</i>
Unit4 Source to Contract (S2C).....	17
Product Offerings Overview	17
Pricing Overview	18
<i>Unit4 Cloud Add-on Options</i>	<i>21</i>
<i>Minimum SaaS Fee Per Year</i>	<i>21</i>
Unit4 Professional Services, Support and Managed Services.....	22
Service Offerings Overview.....	22
Pricing Overview	22
Unit4 Support and Success4U Services	23
Managed Services	25
<i>Product Admin Services</i>	<i>25</i>
<i>Product Monitoring Services</i>	<i>27</i>
<i>Integration Services (Base)</i>	<i>29</i>

Unit4 Enterprise Resource Planning

Product Offerings Overview

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

Our current product offering is available as:

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

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

- Unit4 Shared Cloud
- Unit4 Dedicated Cloud
- Unit4 ERPx

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

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

- Full ERP Suite consisting of Finance/Projects and HR/Payroll (Combination of Named User and FTE metric)
- Finance/Projects only (Named User metric)
- HR/Payroll only (FTE metric)

Pricing Overview

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

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

For our U4ERP SaaS offering our pricing is based on cumulative bandings of Named Users (NU) and Full Time Equivalents (FTE). The number of FTE employees is the total of permanent and temporary employees (full time and part time), including contractors and voluntary workers.

Full ERP SaaS Suite: Package Breakdown and Pricing

The ERP Platform fee covers the core functionalities of the ERP solution and is applicable to both ERP and ERPx. The applicable fee is determined based on the customer's number of FTE employees, as outlined below:

ERP/ERPx Platform	Price Metric	Price per Year (£)
Platform Fee XS (1-499 FTEs)	Per FTE Employee	17,981
Platform Fee S (500-999 FTEs)	Per FTE Employee	31,466
Platform Fee M (1000-1999 FTEs)	Per FTE Employee	44,952
Platform Fee L (2000-4999 FTEs)	Per FTE Employee	58,437
Platform Fee XL (5000+ FTEs)	Per FTE Employee	71,922

Unit4 Cloud and Industry Mesh	Price Metric	Price per Year (£)
1 Product Environment	N/A	Included
2 Non-Production Environments (NPE)	N/A	Included
250 GB storage (documents)	N/A	Included
15 GB + 100 MB Transactional Storage per FTE ¹	N/A	Included
Industry Mesh Core Package ¹	N/A	Included

People Platform Services	Price Metric	Price per Year (£)
10 Desktop Users ²	N/A	Included
Wanda (now known as Ava) ²	N/A	Included
Identity Services ²	N/A	Included
Extension Kits (15,000 Actions)	N/A	Included

¹ ERPx only.

² ERP only.

ERP Packages

The ERP suite is priced based on cumulative bandings of Named Users and FTE employees.

User/FTE bands (up to)

Product Packages	Price Metric	Price per Year (£)							
		10	20	30	60	150	500	1,000	+1,001
Accounting Package	Per Named User	1,958	1,566	1,175	1,175	926	463	309	154
Projects Core	Per Named User	116	91	70	70	46	25	7	4
Timesheets	Per Named User	137	109	81	81	53	28	14	11
Projects Invoicing	Per Named User	137	109	81	81	53	28	11	7
Revenue Recognition	Per Named User	60	46	35	35	25	11	7	4
People Planner³	Per Named User	137	109	81	81	53	28	11	7
Resource Planning & Requests⁴	Per Named User	137	109	81	81	53	28	11	7
Global Projects	Per Named User	77	63	46	46	32	14	7	4
Travel Expenses Package³	Per Named User	77	63	46	46	32	14	11	4
Expenses Package⁴	Per Named User	77	63	46	46	32	14	11	4
Workflow, Enquiry Approver Users Only	Per Named User	175	140	105	105	70	35	35	35
Procurement Package	Per Named User	193	154	116	116	77	39	21	7
Inventory Management	Per Named User	53	42	32	32	21	11	7	4
HR Package	Per FTE Employee	126	102	77	77	49	25	11	7
Payroll Package	Per FTE Employee	53	42	32	32	21	11	7	4
Timesheets	Per FTE Employee	53	42	32	32	21	11	7	4

³ ERP only.

⁴ ERPx only.

User bands (up to)

Product Packages	Price Metric	Price per Year (£)				
		50	200	500	1000	+1,001
T&E Expense Management	Per Named User	35	35	35	21	14

Product Packages	Price Metric	Price per Year (£)
UKI Localisations – Finance & Procurement	Per Named User	Included
UKI Localisations – HR & Payroll	Per FTE Employee	Included
UKI Localisations – Advanced ⁵	Per Package	7,788
UKI Localisations – Platinum ⁵	Per Package	21,027
UKI Localisations – Unit4 Award Management plug in ⁶	Per Module	1,600 (fixed price)
UKI Localisations – Flexible Project Invoicing ⁶	Per Module	23,900 (fixed price)
UKI Localisations – E-Procurement UK ⁶	Per Module	11,900 (fixed price)
UKI Localisations – (Batch Input Formatter, Dataload) ⁶	Per Module	400
UKI Localisations – Delegated Banking ⁶	Per Named User	30
Additional Extension Kits	Per Thousand Monthly Actions	<=15 – 900 >15 & <=35 – 1,900 >35 & <=60 – 3,000 >60 & <=85 – 3,700 >85 & <=485 – 14,800 (fixed price per block 000s)
Extension Kit – Static IP	Per Item	7,200

Unit4 Cloud Add-on Options

Pricing for these individual items are detailed below:

Add-On Components	Price Metric	Price per Year (£)
NPE for Shared Delivery	Per Customer Environment	18,700
NPE for Dedicated Delivery ⁶	Per Customer Environment	22,700
Downloadable Production Database Backup ⁶	Per Database	13,600
Read-only Database Replica ⁶	Per Database	18,200
Desktop User ⁶	Per Named User	700

⁵ ERPx only.

⁶ ERP only.

IP Allowlisting – Citrix⁷	Per Package	2,300
IP Allowlisting – SFTP⁷	Per Package	2,300
IP Allowlisting – WEB⁷	Per Package	2,300
Message Reader Access⁷	Per Desktop User	60
Microsoft Word Access⁷	Per Desktop User	200
NPE with PROD alike specifications⁷	Per Customer Environment	80,000
Database Refresh between Environments	Per Occurrence	3,400
Document storage	Per Item	600
FTP access⁷	Per Item	150
Transactional Storage (per 10GB)⁸	Per Item	1,400
Performance Package Service	Per Service	90,000
Enterprise Package Service	Per Service	180,000
Additional Custom Folders⁷	Per Service	1,080
Additional M2M Clients	Per Service	2,700
Additional Replica Access⁷	Per Service	432
Additional Report Queue⁷	Per Service	1,080
Additional Tables for Read-Only Database Replicas⁷	Per Service	18,900
API Call Enhancement Service	Per Service	7,200
Controlled EU Access	Per Service	20% of the current Total SaaS Subscription Fee
SSMS Access to Database⁷	Per Service	2,700
Weekend Cloud Operations Support Service⁷	Per Service	9,000
Enhanced SLA for non-production environment⁷	Per Service	3,780
Software update deployment deferral⁷	Per Service	9,000
Anonymized Environment Refresh Service⁸	Per Service	7,200
Downloadable Daily ERPx Production Database Backup⁸	Per Service	22,500
Push replica for ERP CR⁷	Per Service	80% of Read-only Database Replica

⁷ ERP only.

⁸ ERPx only.

Legacy Environment Retention Service Shared⁹	Per Unit	17,801
Legacy Environment Retention Service Dedicated⁹	Per Unit	21,577
Additional transactional storage (per 50GB)	Per 50 GB	3,596
Digital Operational Resilience Act (DORA) Compliance Support	Per Unit	8,990
Additional AINAPS Service⁹	Per Unit	2,697
Application Pool Recycle on Demand⁹	Per Service	10,788
Additional Workflow Service⁹	Per Unit	2,697
Downloadable Production Database Backup on Demand⁹	Per Service	8,990
Accounting Prediction Service	Per Thousand Annual Inbound Invoices	<=5 – 5,400 >5 & <=10 – 10,800 >10 & <=20 – 14,400 >20 & <=30 – 18,900 >30 & <=50 – 23,400 >50 & <=75 – 29,700 >75 & <=100 – 36,000 >100 & <=150 – 49,500 >150 & <=200 – 63,000 >200 & <=300 – 81,000 >300 & <=400 – 99,000 >400 & <=500 – 117,000 (fixed price per block 000s)
Invoice Data Capture¹⁰	Per Thousand Annual Inbound Invoices	<=5 – 5,400 >5 & <=10 – 9,000 >10 & <=20 – 12,600 >20 & <=30 – 18,000 >30 & <=50 – 23,400 >50 & <=75 – 27,900 >75 & <=100 – 34,200 >100 & <=150 – 38,700 >150 & <=200 – 45,000 >200 & <=300 – 54,000 >300 & <=400 – 63,000 >400 & <=500 – 72,000 (fixed price per block 000s)

⁹ ERP only.

¹⁰ ERPx only.

Dedicated Cloud Service Levels ¹¹	Price per Year (£)
<= 500 FTEs	40,344
> 500 FTEs & <= 2000 FTEs	47,160
> 2000 FTEs & <= 4000 FTEs	60,252
> 4000 FTEs	88,560

Minimum SaaS Fee Per Year

Cloud Service Models	Minimum SaaS Fee Per Year (£)
ERP Shared	60,000
ERPx Shared	60,000

¹¹ ERP only.

Unit4 Talent Management

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

- Peer-to-peer feedback
- 360 feedback
- Goal setting methodologies
- Performance reviews, check-ins, conversations
- Employee engagement
- Talent insights
- Training & administration capabilities
- Online learning
- Employee engagement
- Succession planning

Our current product offering is available as:

- SaaS

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

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

Pricing Overview

Our U4TM offering is priced based on cumulative bandings of FTE employees. The number of FTE employees is the total of permanent and temporary employees (full time and part time), including contractors and voluntary workers.

Price includes our Standard support and maintenance fee.

Talent Package

FTE bands (up to)	Price Metric	Price per Year (£)
100	Per FTE Employee	60
150	Per FTE Employee	58
200	Per FTE Employee	55
250	Per FTE Employee	53
300	Per FTE Employee	51
350	Per FTE Employee	49
400	Per FTE Employee	47

450	Per FTE Employee	45
500	Per FTE Employee	44
550	Per FTE Employee	42
600	Per FTE Employee	40
650	Per FTE Employee	38
700	Per FTE Employee	36
750	Per FTE Employee	35
800	Per FTE Employee	33
850	Per FTE Employee	31
900	Per FTE Employee	29
950	Per FTE Employee	28
1,000	Per FTE Employee	27
1,100	Per FTE Employee	26
1,200	Per FTE Employee	24
1,300	Per FTE Employee	23
1,400	Per FTE Employee	22
1,500	Per FTE Employee	21
1,750	Per FTE Employee	21
2,000	Per FTE Employee	20
2,250	Per FTE Employee	19
2,500	Per FTE Employee	18
2,750	Per FTE Employee	18
3,000	Per FTE Employee	17
3,500	Per FTE Employee	17
4,000	Per FTE Employee	16
4,500	Per FTE Employee	15
5,000	Per FTE Employee	15
6,000	Per FTE Employee	15
7,000	Per FTE Employee	14

8,000	Per FTE Employee	14
9,000	Per FTE Employee	14
10,000	Per FTE Employee	13
12,500	Per FTE Employee	13
15,000	Per FTE Employee	13
17,500	Per FTE Employee	13
20,000	Per FTE Employee	12
25,000	Per FTE Employee	12
+25,000	Per FTE Employee	12

Learning Package

FTE bands (up to)	Price Metric	Price per Year (£)
100	Per FTE Employee	38
150	Per FTE Employee	34
200	Per FTE Employee	31
250	Per FTE Employee	28
300	Per FTE Employee	26
350	Per FTE Employee	24
400	Per FTE Employee	22
450	Per FTE Employee	21
500	Per FTE Employee	21
550	Per FTE Employee	18
600	Per FTE Employee	17
650	Per FTE Employee	16
700	Per FTE Employee	15
750	Per FTE Employee	14
800	Per FTE Employee	14
850	Per FTE Employee	13

900	Per FTE Employee	12
950	Per FTE Employee	12
1,000	Per FTE Employee	11
1,100	Per FTE Employee	11
1,200	Per FTE Employee	10
1,300	Per FTE Employee	10
1,400	Per FTE Employee	10
1,500	Per FTE Employee	9
1,750	Per FTE Employee	9
2,000	Per FTE Employee	8
2,250	Per FTE Employee	8
2,500	Per FTE Employee	8
2,750	Per FTE Employee	7
3,000	Per FTE Employee	7
3,500	Per FTE Employee	7
4,000	Per FTE Employee	6
4,500	Per FTE Employee	6
5,000	Per FTE Employee	6
6,000	Per FTE Employee	5
7,000	Per FTE Employee	5
8,000	Per FTE Employee	5
9,000	Per FTE Employee	4
10,000	Per FTE Employee	4
12,500	Per FTE Employee	3
15,000	Per FTE Employee	3
17,500	Per FTE Employee	3
20,000	Per FTE Employee	2
25,000	Per FTE Employee	2
+25,000	Per FTE Employee	5

Minimum SaaS Fee Per Year

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

Unit4 Financial Planning & Analysis (FP&A)

Product Offerings Overview

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

Our FP&A product offering is available as:

- SaaS

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

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

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

User/Module Name	Functionality
Modelling User	All functions and rights (including model administrator rights). The Modelling user is the most powerful user and set-up the data model and calculation logics; also, the modelling user is responsible for administration the content of the data model/model. <i>2 Modelling User Minimum purchase requirement</i>
Planning User	The Planning user is the business user who is working with the model but does not model basic logics. The Planning user can consume all planning forms as well as all analysis and evaluation functions in dashboards and reports. Typical read & write rights including Dashboarding. <i>20 Planning User minimum purchase requirement</i>
Analytics User	The Analytics user is allowed to execute all analysis and reporting functions – no modelling and no writing. Typical read rights including Dashboarding. <i>10 Analytics User minimum purchase requirement</i>

Integrated Financial Planning Model	Integrated planning, budgeting and forecasting solution with P/L, BS and CF and other planning object integrated. The one single-point-of-truth for every financial department for steering relevant information.
Risk and Opportunity Management Model	Provides companies of all sizes with a solution that helps to identify, evaluate and control all relevant risks and opportunities in order to make them an integral part of controlling.
People Planning & Analytics Model	Combines Financial Budgeting, Workforce Planning and People Analytics based on HR master data from ERP systems.
Consolidation Model (incl. 50 units)	Pre-defined model for the finance department for statutory consolidation, multi-period, group reporting, dashboarding, deviation analysis and commenting.
IFRS16 Model (incl. 1000 leasing contracts)	IFRS 16 model helps enterprises to comply with IFRS 16 requirements becoming effective for all closings from Jan 2019 onwards – from data collection to disclosures.

Pricing Overview

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

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

FP&A SaaS Package Breakdown and Pricing

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

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

Note: The first selected model is free.

Unit4 Cloud Add-on Options

Pricing for these individual items are detailed below:

Add-On Components	Price Metric	Price per Year (£)
NPE for Shared Delivery	Per Customer Environment	5,600
Downloadable Production Database Backup	Per Database	13,600
Database Refresh between Environments	Per Occurrence	3,400
IP Allowlisting – WEB	Per Package	2,300
Desktop User	Per Named User	700
NPE with PROD alike specifications	Per Package	80,000
Data Staging Area Environment	Per Item	7,100
Additional M2M Clients	Per Service	2,700
Controlled EU Access	Per Service	20% of the current Total SaaS Subscription Fee
FP&A Data Staging Area DTUs Increase	Per Service	3,960
Software update deployment deferral	Per Service	9,000
Digital Operational Resilience Act (DORA) Compliance Support	Per Unit	9,000
U4FP&A Dedicated Database Servers	Per Item	26,971
Legacy Environment Retention Service	Per Unit	5,394
Additional transactional storage (per 50GB)	Per 50GB	3,596

Unit4 Source to Contract (S2C)

Product Offerings Overview

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

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

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

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

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

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

Pricing Overview

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

Spend Analytics - Product Packages	Price Metric	Price per Year (£)
Core Module	Per Package	16,850
Super User	Per Named User	175
Read Only User	Per Named User	50
Spend Data¹²	Per £100m Spend	1,750
Carbon Accounting¹³	Per Item	10,750
Data sources for Spend Analytics	Per Data Source	900 (one-off cost)
Implementation	Per Item	7,250 (one-off cost)

¹² Per £100m Spend that is annually run through the Spend Analytics platform.

¹³ Enrichment of spend data with quarterly enrichment of Carbon Footprint. Can only be bought in combination with the Core module.

Project Management - Product Packages	Price Metric	Price per Year (£)
Core Module ¹⁴	Per Package	8,990
User	Per Named User	90
Read Only User	Per Named User	50
Implementation	Per Item	3,650 (one-off cost)

eRFX - Product Packages	Price Metric	Price per Year (£)
Core Module ¹⁵	Per Package	25,000
User	Per Named User	450
Read Only User	Per Named User	50
Implementation	Per Item	3,150 (one-off cost)

eAuction - Product Packages	Price Metric	Price per Year (£)
Core Module ¹⁶	Per Package	26,000
Core Module (includes up to 10 eAuctions) ¹⁷	Per Package	5,000
User	Per Named User	675
Read Only User	Per Named User	50
Implementation	Per Item	1,450 (one-off cost)

Contract Management - Product Packages	Price Metric	Price per Year (£)
Core Module – Repository	Per Package	7,000
Authoring and Redlining ¹⁸	Per Package	7,000
Contracts ¹⁹	Per Contract	200

¹⁴ Includes an unlimited number of projects.

¹⁵ Includes an unlimited number of tenders/events/RfIs/RfQs.

¹⁶ Includes an unlimited number eAuctions and access to all eAuction types (English Reverse, Dutch, Japanese and Forward).

¹⁷ Includes up to 10 eAuctions every year. Additional 10 auctions can be purchased in bulk for an additional £5,000 pa.

¹⁸ Can only be bought in combination with the Core module.

¹⁹ Includes up to 100 contracts. Additional contracts can be purchased in bulk for an additional £200 pa.

eSignature²⁰	Per Envelope	1,440
eSignature Integration²¹	Per Integration	900
User	Per Named User	175
Read Only User	Per Named User	50
Implementation Repository	Per Item	3,650 (one-off cost)
Implementation Authoring	Per Item	2,050 (one-off cost)

Supplier Management - Product Packages	Price Metric	Price per Year (£)
Core Module	Per Package	9,750
Suppliers²²	Per Package	200
D&B Integration	Per Package	3,500
User	Per Named User	175
Read Only User	Per Named User	50
Implementation Repository	Per Item	3,250 (one-off cost)
D&B integration setup	Per Integration	900 (one-off cost)

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

²⁰ Includes 500 DocuSign envelopes per year. Additional envelopes can be purchased in bulk for an additional £1,440 pa.

²¹ Integration to DocuSign.

²² Includes up to 100 suppliers. Additional suppliers can be purchased in bulk for an additional £200 pa.

Unit4 Cloud Add-on Options

Pricing for these individual items are detailed below:

Add-On Components	Price Metric	Price per Year (£)
Digital Operational Resilience Act (DORA) Compliance Support	Per Unit	8,990
Additional transactional storage (per 50GB)	Per 50 GB	3,596

Minimum SaaS Fee Per Year

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

Unit4 Professional Services, Support and Managed Services

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

Service Offerings Overview

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

Pricing Overview

Unit4 Professional Services rates for 2026 are listed in the table below for Time & Materials based deliveries. Services can also be scoped and delivered as Fixed Price based on specific customer requirements.

Role	Rate
Architect	£253/Hour
Project Manager	£220/Hour
Consultant	£220/Hour
Associate Consultant	£165/Hour

Expenses	Rate
Inside M25	£275/Day
Outside M25	£220/Day

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

The following surcharges shall apply for anti-social hours:

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

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

Unit4 Support and Success4U Services

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

SUCCESS4U			
	SUCCESS CATALOG	SUCCESS ADVISORY	SUCCESS POINTS
TIER 1: Essentials	✓ Users procure packages with cash	✗ Customer self-guides	✗ No points access
TIER 2: Professional	✓ Users procure packages with points	✓ Customer is guided	✓ Access to points and preferential pricing

SUCCESS4U			
	SUCCESS CATALOG	SUCCESS ADVISORY	SUCCESS POINTS
TIER 2: Professional	✓ Users procure packages with points	✓ Customer is guided	✓ Access to points and preferential pricing

Access to the Customer Experience team

- Allocated **CSM** : relational partnership
- A pool of **PSPs** : product expertise

Co-creation of a **Success Plan**

Annual **Adoption Review** to assess system usage and identify improvement areas
 Biannual **Business Review Meetings** on adoption trends, plan progress, and priorities
 Quarterly **release updates** detailing relevant new or updated features
 Regular updates of the **Success Plan**
 Ad hoc guidance on **self-service**, Success Services balance, and internal coordination

SUCCESS4U

SUCCESS CATALOG

SUCCESS ADVISORY

SUCCESS POINTS

**TIER 2:
Professional**



Users procure packages with points



Customer is guided



Access to points and **preferential pricing**

Outcome-based Services: Available for cash for S4U Essentials customers or Points for S4U Professional customers

Duration-based Services: Available for Success4U Professional customers through consumption of Points

Packaged Outcomes

Outcome-based

Access to the Success Catalog – a curated library of Packaged Services & Education content providing fixed-price outcomes to meet one-time needs

Education Access

Duration-based

Unlimited on-demand access to the extensive catalog of super-user Education content for all Unit4 products. Provided for a chosen duration

Product Advisory

Duration-based

Access to supplementary Advisory capacity to help with continual tactical and strategic product guidance. Provided for a chosen duration

Product Admin Service

Duration-based

A full platform run and maintain service removing necessity for customers to perform their own system administration. Provided for a chosen duration

Product Monitoring Service

Duration-based

Regular targeted monitoring and proactive guidance on tuning of operational or technical aspects of the platform. Provided for a chosen duration

Integration Services

Duration-based

Regular targeted monitoring and proactive guidance for efficient maintenance of the full suite of Integrations. Provided for a chosen duration

Available in:	Unit4 Service	Costs £
U4ERP FP&A	Success4U Essentials	Every SaaS customer at Unit4 gains access to our Success4U Essentials plan, a package that puts you in the driving seat. Success4U Essentials is an all-digital, self-guided approach to customer success and includes: • Industry Success Plan Templates • Standard Customer Support • End User Enablement • Standard Community4U Access Included
U4ERP FP&A	Success4U Professional	You can elevate your customer experience in our Success4U Professional plan, giving you quicker value realization and outcome-driven solutions aligned to your strategy. You'll receive: • Tailored success planning with an assigned customer success manager • Elevated customer support with enhanced resolution SLA's • Premium education and in-product guidance • Enhanced Community4U access to thought leadership content and product management webinars £18,000 per annum £3,750 per annum per bundle of 25 points

Managed Services

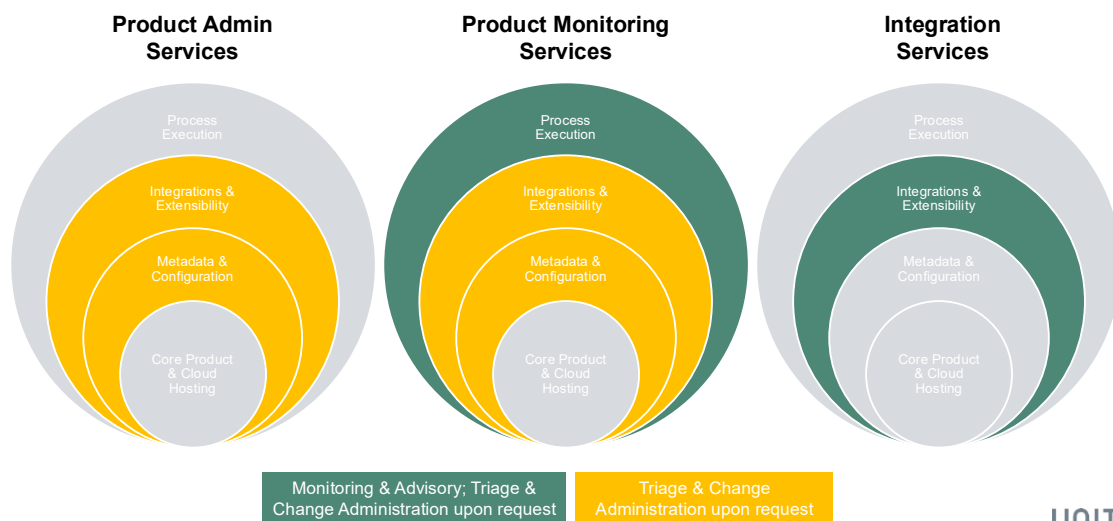
To support different operational needs, we offer three specialised Managed Services (MS). **Please note: Access to any of these services requires an active Success4U Professional subscription.**

The available services are:

- Product Administration Services
- Product Monitoring Services
- Integration Services (Base)

The following summary presents the scope of each service for comparison.

Success4U Managed Services



Product Admin Services

Product Admin Services is a vendor-led solution where our experts manage the day-to-day administration, configuration, and optimisation of your Unit4 applications. This allows your team to focus on strategic priorities and core business objectives.

Key Benefits

- **Operational Efficiency:** Reduces your team's administrative workload and operational overhead.
- **System Stability & Optimisation:** Ensures your applications run on a stable, well-configured, and optimised platform.
- **Risk Reduction & Compliance:** Leverages best practices to maintain security, governance, and compliance.
- **Strategic Enablement:** Frees your internal resources to concentrate on higher-value initiatives.

Service Overview

The service is designed with a two tier-structure in mind:

1. Base Product Admin Services Entitlement: Committed scope performing the onboarding, reporting and provisioning access to the team in order that requests can be raised.
2. Supplementary Success Points Spend: Discretionary spend through additional points consumption for execution of tickets or Service Requests. Designed to flex in accordance with your in-house capability and capacity, putting you in full control to take the right service at the right time – whether that's selective help to complement your internal teams or full Unit4 execution.

Success Points for Product Admin Services (PAS)

Success Points are a pre-paid credit which can be used to execute Product Admin Service activities or redeemed for products from the Success Catalog. **The Base Product Admin Services Entitlement requires a total of 48 Success Points per year, with a minimum commitment of one year.**

When a Support Ticket is logged:

- The Service Delivery team will triage it as either a Service Request or an Incident.
- No Success Points are redeemed for this triage activity.
- If the ticket is identified as a Product Admin Services (PAS) activity, it will be categorised based on the complexity of the request.

Scope of Service

Activity or Deliverable	Description	Frequency
Onboarding	The onboarding phase establishes the foundation for a successful engagement by setting up all essential administrative processes and tools.	Once on commencement of service.
Service Desk Process (Deliverable)	Facilitates direct customer engagement by guiding users through logging, tracking, and resolving service requests and incidents, with clear communication at every stage of the process.	Once on commencement of service.
Service Request and Incident Management	Classifies tickets accurately and routes them to the correct team with appropriate priority.	On Ticket creation.
Service Coordination	Ensures governance across Product Admin Services while fostering alignment in ways of working and service delivery, supported by monthly reviews of service reporting, driving continuous improvement and service quality.	Monthly.

Service Reporting (Deliverable)	Delivers a report detailing all raised tickets, including their status, priority, and complexity	Monthly.
Access to Functional and Technical System Maintenance Activities	Access to reactive functional and technical system maintenance activities designed to promptly address issues as they arise.	On Ticket creation.
Annual Business Reviews	A comprehensive review of Unit4 Product Admin Services with key stakeholders to assess performance, alignment, and future improvements.	Once, annually in the 12th consecutive month of the service.

Our standard Product Admin Services reporting provides you with visibility into the activities documented below and is reviewed with you during your Quarterly Business review.

Product Monitoring Services

Product Monitoring Services is a vendor-led solution that provides continuous monitoring and proactive enhancements for your Unit4 applications. We ensure your systems run securely, optimally, and efficiently-freeing your team to focus on core business activities.

Key Benefits:

- Proactive Oversight: Prevent issues before they impact operations.
- Continuous Improvement: Receive expert recommendations for performance, security, and compliance.
- Reduced Overhead: Save time and lower risk with dedicated system management.
- Ongoing Assurance: Regular reviews with your Service Delivery Manager ensure service excellence.

Service Overview

The service is designed with a 2 tier-structure in mind:

1. Base Product Monitoring Services Entitlement: Committed scope performing the onboarding, monitoring, reporting and provisioning access to the team in order that requests can be raised.
2. Supplementary Success Points Spend: Discretionary spend through additional points consumption for execution of tickets or Service Requests. Designed to flex in accordance with your in-house capability and capacity, putting you in full control to take the right service at the right time – whether that's selective help to complement your internal teams or full Unit4 execution.

Success Points for Product Monitoring Services (MS)

Success Points are a pre-paid credit which can be used to execute Product Admin Service activities or redeemed for products from the Success Catalog. **The Base Product Monitoring Services Entitlement requires a total of 252 Success Points per year, with a minimum commitment of one year.**

When a Support Ticket is logged:

- The MS team will triage it as a Service Request or an Incident.
- No Success Points are redeemed for this initial triage.
- If the ticket is identified as a Managed Services (MS) activity, the MS team will categorise it based on the complexity of the request.

Scope of Service

Activity or Deliverable	Description	Frequency
Onboarding	The onboarding phase establishes the foundation for a successful engagement by setting up all essential administrative processes and tools.	Once on commencement of service.
Service Desk Process (Deliverable)	Facilitates direct customer engagement by guiding users through logging, tracking, and resolving service requests and incidents, with clear communication at every stage of the process.	Once on commencement of service.
Service Request and Incident Management	Classifies tickets accurately and routes them to the correct team with appropriate priority.	On Ticket creation.
Service Coordination	Ensures governance across Admin Services while fostering alignment in ways of working and service delivery, supported by monthly reviews of service reporting, driving continuous improvement and service quality.	Weekly.
Service Reporting (Deliverable)	Delivers a report detailing all raised tickets, including their status, priority, and complexity.	Monthly.
Continuous Improvement Recommendations	Your Service Delivery team leverages insights from incidents and service requests to coordinate both reactive and proactive improvements—addressing recurring issues through root cause analysis and recommending enhancements that optimize efficiency, align with best practices, and fully utilize application capabilities.	The frequency of these recommendations is driven by the recurrence of issues, trend insights, and scheduled activities such as the System Optimization Report (SOR) available through Success Points.
Monitoring Report on Timed and Service Process Logs (TPS, AINAPS, Workflow) (Deliverable)	Proactive monitoring enables early identification of anomalies and performance issues, ensuring timely corrective actions. This not only helps prevent service outages but also mitigates operational risks such as failed postings to the General Ledger, interruptions in Accounts Payable and Accounts Receivable processes, and issues arising from Payroll activities—	Weekly.

	particularly where the PR02 process is responsible for posting staff pay costs to the General Ledger.	
Monitoring evolution and trends (Deliverable)	Report and analysis of execution times for critical server processes (TS01, TS02, TS03, TS08, TS13, TS22, TS77, TS78, TS79, TS80) enables early detection of performance risks and supports proactive tuning and capacity planning to maintain operations within expected thresholds.	Quarterly.
Compliance Report on Privileged Access (Deliverable)	The Annual Privileged Access Compliance Report reviews users with Administrator, System, or Super Roles, compares them to the active user base, and ensures privileged access remains tightly controlled, temporary, and compliant with best practices.	Once, annually in the 12th consecutive month of the service.
Access to Functional and Technical System Maintenance Activities	Access to reactive functional and technical system maintenance activities designed to promptly address issues as they arise.	On Ticket creation.
Annual Business Reviews	A comprehensive review of Unit4 Admin Services with key stakeholders to assess performance, alignment, and future improvements.	Once, annually in the 12th consecutive month of the service.

Our standard Product Monitoring Services reporting provides you with visibility into the activities documented below and is reviewed with you during your Annual Business review.

Integration Services (Base)

In the Unit4 ecosystem, an integration is an automated connection between your Unit4 product and other applications or data sources. It is built and managed using two key tools:

- Extension Kit: Automates backend tasks, synchronises data, and connects Unit4 with external systems.
- App Studio: Creates tailored user-facing extensions, such as custom screens or lightweight apps.

Service Overview

This service provides expert, proactive care for your Unit4-developed Extension Kit and App Studio integrations to keep the integrations running smoothly and optimally. Our technical team monitors and assesses software releases upon deployment and conducts annual optimisation reviews to ensure your integrations remain robust, efficient, and aligned with industry best practices.

1. Base Integration Services Entitlement: Committed scope performing the advisory, providing recommendations and issuing an annual assessment. Base entitlement is calculated on the number of technical solutions you have that have been developed using Extension Kit or App Studio.

2. **Supplementary Success Points Spend:** Discretionary spend through additional points consumption for execution of recommendations or changes. Designed to flex in accordance with your in-house capability and capacity, putting you in full control to take the right service at the right time – whether that's selective help to complement your internal teams or full Unit4 execution.

Success Points for Integration Services (Base)

This service is available via the redemption of Success Points. **The Base Product Monitoring Services Entitlement requires a total of 168 Success Points per year, with a minimum commitment of one year.**

Package Type	Integration Services packages required
Base Entitlement – Single Integration	Covers one integration and includes all standard service components.
Additional Integrations	For each additional integration, priced at 50% of the Base Entitlement.

Scope of Service

Activity or Deliverable	Description	Frequency
Initial Solution Review	Unit4 review of Extension Kit and App Studio for service suitability.	Once on commencement of service.
Written Solution Confirmation (Deliverable)	Written confirmation of solution inclusion and initial findings.	Once, within one week of the Initial Solution Review.
Annual Optimisation Review	Comprehensive review of the Extension Kit and App Studio solutions covered by this service.	Once, annually in the 12th consecutive month of the service.
Detailed Optimisation Report (Deliverable)	Report summarising actionable recommendations for quick wins, medium-term fixes, and long-term improvements.	Once, annually within 2 weeks of the Annual Optimisation Review.
Release Reviews	Review of any Unit4 software releases relating to the solutions covered by this service.	As per relevant software release schedule, and on release to Non-Production environments.

Quarterly Written Report (Deliverable)	Confirmation that solution(s) are unaffected by release or recommendations for issue resolution.	Within two weeks of the Release Review relevant to the software release, as per relevant software release schedule.
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