UNIT4
In business for people

Unit4 ERPx

Cloud Service Description

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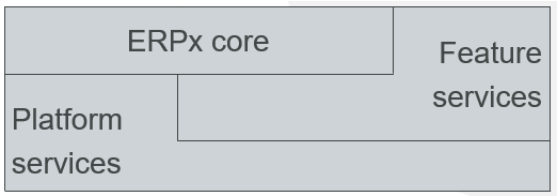
1. Introduction

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 Unit4 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.

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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 a Sales Order the chosen deployment of the Customer will be as follows:

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

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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

[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.

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Category	Component	Characteristics
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[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:

[3] 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.

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- 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 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.

Environment Refresh

Unit4 ERPx Feature Services are not included in the standard environment refresh process, except for the specific services listed below.

When any of the following services are active in the Unit4 ERPx Core environment, a refresh **will be performed** to prevent data inconsistencies or to ensure that required data remains in sync:

- Outgoing Bank Messages
- Financial Information eXperience
- Employee Self Service
- Account Prediction Service
- Resource Planning

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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:

Workload in NPE

NPEs support testing and user acceptance testing (UAT) activities with limited concurrent User activity, and data processing volumes that are expected to be approximately 5% of the Production Environment workload. They are intentionally sized and configured differently from Production Environments and are not designed to support production-like workloads, sustained high traffic, or business-critical operations. If volumes exceed those indicated the Customer will experience delays when running full loads in the Production Environment.

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 PE

A refresh of an NPE from PE encompasses:

- The restore of transactional storage (database).
- The restore of non-transactional storage (documents).

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- ✓ 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 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 three (3) calendar days to support disaster recovery.

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 which may take up to 15 minutes.

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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

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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) *Updates, Releases and Infrastructure*
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*

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*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.

7.3 Service Notifications and Customer Communication

Unit4 communicates planned and unplanned activities through two channels: email notifications and Community4U.

Planned activities (such as Planned Maintenance Windows or Releases) are always published in advance on Community4U. Unit4 also issues email notifications to support visibility.

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Planned patches are communicated by email and published on Community4U. Email remains the primary method due to shorter lead times, with the information consistently reflected on Community4U.

Unplanned Service Outages are communicated via email and Community4U. During global Service Outages, components responsible for email delivery may be affected. If the Service is unavailable, Customers should check Community4U first—any active incident will be posted there.

Email and Community4U are treated as equally valid communication channels. Customers should maintain up-to-date contacts in the system and regularly refer to Community4U for the latest status. Unit4 aims to deliver all messages by email as well; however, if email delivery is disrupted, Community4U remains the definitive source.

8. Customer permissions and responsibilities

8.1 Customer permissions

The following activities are permitted within Unit4 SaaS, subject to the conditions set out in this section and elsewhere in this Service Description.

1. **Monitoring**

Customers may monitor the availability of the Production Environment and Service responsiveness using external monitoring tools operating outside of the Unit4 SaaS environment. Any such Customer monitoring must operate externally of Unit4 SaaS. Nothing can be installed on Unit4 SaaS and the monitoring must not negatively impact the performance, stability or security of the Service. Any monitoring tools used remain the Customer's responsibility.

2. **Security Testing**

Customers may perform external vulnerability scanning and penetration testing of their Production and Non-Production Environments once per calendar year. Details of the planned activity must be submitted through a Service Request at least 30 days in advance. Unit4 reserves the right to adjust the scope of such testing to protect the stability and integrity of shared infrastructure. Even where Unit4 has been notified or has agreed to the activity, Unit4

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may suspend or terminate it without notice if it causes or risks causing disruption to the Customer or the stability or integrity of shared infrastructure.

3. Performance Testing

Customers may carry out performance testing in the Production Environment, provided that the simulated workload reflects normal Production Environment usage patterns and is executed during the corresponding business process timeframe (for example, night jobs during nighttime hours).

Performance testing in Non-Production Environments must be proportionate to the capacity and characteristics of the Non-Production Environment and must not be used to assess Production Environment capacity or overload behaviour.

4. General Conditions for Customer-Initiated Activities

The following conditions apply to Monitoring, Security Testing, Performance Testing, Robotic Process Automation (RPA) and any other Customer-initiated activity that may affect the behaviour, performance, stability, availability or security of Unit4 SaaS.

Customers must notify Unit4 in advance of any planned Monitoring, Security Testing, Performance Testing or other Customer-initiated activity that may affect the behaviour, performance, stability, availability or security of Unit4 SaaS.

Notification to Unit4 does not constitute approval, certification, validation or endorsement of the activity or any Customer-selected tool, solution, methodology or third-party service.

Unit4 reserves the right to impose reasonable conditions or limit, suspend, isolate or terminate any activity that causes, or is reasonably expected to cause, disruption, degradation, security concerns or risk to shared infrastructure.

Unit4 does not certify, validate, endorse or assume responsibility for any Customer-selected tool, solution, methodology, third-party service or its operation used in connection with such activities.

Customers remain solely responsible for all Customer-owned tools, monitoring solutions, testing activities and any resulting impact on Unit4 SaaS.

Any preparation, coordination, investigation, mitigation, recovery or remediation activities undertaken by Unit4 may be subject to additional charges.

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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 Success 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		✓

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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

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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 their Account credentials confidential. Users may not share Account credentials, and the Customer may not reuse or recycle credentials when activating or disabling Accounts. The Customer will notify Unit4 without undue delay upon becoming aware of any known or suspected unauthorized access, misuse, or security breach affecting the Unit4 SaaS or any User Account and will provide all relevant information and take all reasonable steps requested by Unit4 to investigate and remediate the issue.

All Accounts used to access Unit4 Services and related applications must be secured in accordance with industry-standard security practices. Minimum password requirements are defined in the Unit4 Cloud Technical Guidelines and Limits document, available at **https://www.unit4.com/service-descriptions** under Technical Documents.

The Customer is responsible for enforcing appropriate password management practices, including timely access removal and credential changes where required.

8.4 General functional and technical requirements and specifications

Customer must comply with the functional and technical requirements and specifications, shared by Unit4 and available on **https://www.unit4.com/service-descriptions** and Community4U, which may be updated in accordance with the Unit4 General Terms of Business.

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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 Charges (unless agreed otherwise in an Sales Order), Assistance may be sought from Unit4's Success 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

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- Excelerator - 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 Success 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 Success 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 Community4U for further detail.

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10.4 Business server process

Unit4 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 Customer 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.

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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.

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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
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.

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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).

Component lifecycle and security dependencies

All Services, and infrastructure components used within the Unit4 ecosystem are subject to a defined product and component lifecycle. This applies to both Unit4-developed components and third-party technologies that form part of Unit4 ERPx.

To maintain the security, integrity, availability, and performance of the Service, all components must remain within vendor-supported versions and lifecycle states (e.g. TLS versions, .NET frameworks, Unit4 add-ons, or statutory localizations).

When a component of Unit4 ERPx reaches end-of-support or end-of-life, Unit4 will automatically replace, upgrade, or remediate the component as part of its standard operational and security processes. Customers cannot opt out of these changes, as the continued use of unsupported components of Unit4 ERPx would introduce unacceptable security and stability risks to the Service.

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. Customers will be informed of applicable limits through their service agreement and support channels. Apart from fair usage limits, Unit4 ERPx applies Database

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size range limits for Production Environments per Data Hub. The service size for Bulk data access is specified in the Platform Services Service Description.

In addition to the Unit4 Cloud Technical Guidelines and Limits document, the Customer must comply with the limits published in (a) the Limits page of the Unit4 ERPx online help, which sets out functional limits for Unit4 ERPx processes and modules (such as batch API row limits and payment proposal limits), and (b) the "Limits and quotas" page of the Unit4 Developer Portal, which sets out Unit4 ERPx API rate limits and quotas (such as request rate, data transfer and batch size). These documentation resources may be updated from time to time in accordance with the Unit4 General Terms of Business.

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.

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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 relevant Service 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.

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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.

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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

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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 charge to support Customers' development, testing, or quality validation needs.	1.0
2.	**Additional NPE Database Refresh**	The Additional NPE Database Refresh service offers a yearly subscription, allowing Customers to copy and store Databases beyond the Production Environments with 5 extra NPE refreshes per month.	1.0
3.	**API Call Enhancement Service**	The API Call Enhancement Service is designed to empower businesses by expanding their API request capacity, assisting with scalability and optimized performance.	1.0
4.	**Controlled EU Access**	This service add-on ensures that where 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

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Notable Changes from V 2026 Q2

These are the updates from the previous version incorporated into the current 2026 Q3 release.

- Section **4.2 Non-Production Environment Characteristics** has been updated to include information about **Suspension**.

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