1. **INTRODUCTION**

The purpose of this Unit4 Business World Cloud Service Description is to describe the service composition provided to a Customer.

Cloud has a different meaning for everyone. When it comes to choosing where to host your solution, in general, there are three deployment options: Public cloud, Dedicated Cloud and On-Premises. Also, a mix of them, called hybrid cloud is often used. These can be combined with different delivery models like SaaS, Hosting and Local Installation. The main characteristics can be found in the figure to the left.

Unit4 Business World Cloud Services provide a complete technically-managed solution for Unit4 Products deployed in the public cloud. This end-to-end service includes infrastructure, hardware, system software, monitoring, management and maintenance of the entire solution (including back-ups), disaster recovery and service updates.

Unit4 offers cloud enterprise solutions in two service models:

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

II. **Unit4 Managed Cloud** - a highly standardized cloud delivery model deployed either on Azure or on Sungard datacenters.

In summary, the Unit4 Business Cloud Service provides the following:

- Full deployment of Unit4 Products, including any required administration desktop, web client and mobile web sites and API’s/web services.
- All user access to the Unit4 Global Cloud Service is over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported. There is an Azure ExpressRoute option to provide a private communications channel.
- Comprehensive integration options available, including the use of Unit4 API’s/Web Services, batch file-based interfacing and SQL read-only access to data (Dedicated option).
- Infrastructure is fully scalable, in a high availability environment with redundancy in critical aspects such as power, hardware, network communications.
- Firewalls, anti-virus and access controls.
- Continuous monitoring is in place, covering servers, services and applications, feeding alerts and continuous improvement.
- Application of all updates, patches, hot-fixes to Unit4 and other supporting software.
- Unlimited transactional database storage and large allowance for document storage.
- Production and non-production environments with a separate database for your data.
- Forgiveness restores, plus disaster recovery in a physically separate secondary site.
- Service Level Agreement, with an option for service credits available based on service availability and/or application response performance (dependent on chosen service model).
- Unit4 Customer Portal to engage with Unit4 directly, view service performance indicators and see the status of services.
- Various Azure regions leveraged to enable Unit4 to meet your data residency needs; your data always resides within a specified a geo-political zone.

2. DATA CENTERS & DATA RESIDENCY

Unit4 Global Cloud Services use the Microsoft Azure infrastructure and platform services, and Sungard to deliver the Unit4 SaaS. These services are delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet 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 geo-political zones, along with the data center locations. For more information, see Azure region details: azure.microsoft.com/regions and Sungard details on sungardas.com.

<table>
<thead>
<tr>
<th>Geopolitical zone</th>
<th>Provider</th>
<th>Data Location</th>
<th>Time Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU</td>
<td>Microsoft Azure</td>
<td>Dublin, Ireland and Amsterdam (DR), Netherlands</td>
<td>CET/CEST</td>
</tr>
<tr>
<td>USA</td>
<td>Microsoft Azure</td>
<td>Texas and Iowa (DR)</td>
<td>CST/CDT</td>
</tr>
<tr>
<td>Canada</td>
<td>Microsoft Azure</td>
<td>Quebec City and Toronto (DR)</td>
<td>EST/EDT</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Microsoft Azure</td>
<td>London and Cardiff (DR)</td>
<td>GMT/BST</td>
</tr>
<tr>
<td>Asia</td>
<td>Microsoft Azure</td>
<td>Singapore and Hong Kong (DR)</td>
<td>SGT</td>
</tr>
<tr>
<td>Australia</td>
<td>Microsoft Azure</td>
<td>Victoria and New South Wales (DR)</td>
<td>AEDT/AEST</td>
</tr>
<tr>
<td>Sweden</td>
<td>Sungard</td>
<td>Sätra and Sollentuna (DR)</td>
<td>CET/CEST</td>
</tr>
</tbody>
</table>

Unless agreed in a deviation schedule the chosen deployment of the customer will be as follows:

<table>
<thead>
<tr>
<th>Customer residence</th>
<th>Geopolitical zone used</th>
<th>Available solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>APAC</td>
<td>Asia</td>
<td>All</td>
</tr>
<tr>
<td>Australia/New Zealand</td>
<td>Australia</td>
<td>All</td>
</tr>
<tr>
<td>Canada</td>
<td>Canada – Azure</td>
<td>All</td>
</tr>
<tr>
<td>EU</td>
<td>EU – Azure</td>
<td>All</td>
</tr>
<tr>
<td>Norway/Sweden/Denmark</td>
<td>Sungard</td>
<td>Unit4 Business World and Prevero</td>
</tr>
<tr>
<td>Norway/Sweden/Denmark</td>
<td>EU – Azure</td>
<td>Unit4 Financials and Student Management</td>
</tr>
<tr>
<td>UK</td>
<td>UK – Azure</td>
<td>All</td>
</tr>
<tr>
<td>US</td>
<td>US – Azure</td>
<td>All</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Redundancy</th>
<th>Primary</th>
<th>Secondary</th>
<th>Tertiary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geopolitical zone EU</td>
<td>Geopolitical zone EU</td>
<td>Geopolitical zone UK</td>
<td></td>
</tr>
<tr>
<td>Geopolitical zone UK</td>
<td>Geopolitical zone UK</td>
<td>Geopolitical zone EU</td>
<td></td>
</tr>
<tr>
<td>Geopolitical zone USA</td>
<td>Geopolitical zone USA</td>
<td>Geopolitical zone Canada</td>
<td></td>
</tr>
<tr>
<td>Geopolitical zone Canada</td>
<td>Geopolitical zone Canada</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Geopolitical zone Asia</td>
<td>Geopolitical zone Asia</td>
<td>Geopolitical zone Australia</td>
<td></td>
</tr>
<tr>
<td>Geopolitical zone Australia</td>
<td>Geopolitical zone Australia</td>
<td>Geopolitical zone Asia</td>
<td></td>
</tr>
</tbody>
</table>
### 3. SERVICE MODELS

Unit4 Global Cloud Services provides 2 main models:

1. Unit4 SaaS in a Standard, Advanced or Prevero service deployment model; and
2. Unit4 Managed Cloud. Please note that not all models are available for all solutions and or data centres. In summary form the characteristics of each of these models is as per the table below:

<table>
<thead>
<tr>
<th>Category</th>
<th>Components</th>
<th>Unit4 SaaS</th>
<th>Unit4 Managed Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Standard</td>
<td>Advanced</td>
</tr>
<tr>
<td>Solution</td>
<td>All patching, updates of the standard solution (technical)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Upgrade elasticity: Ability to defer a Release for 6 months (maximum)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>International deployment (localization / language packs)</td>
<td>Includes Home country</td>
<td>Includes Home country</td>
</tr>
<tr>
<td></td>
<td>Environments included</td>
<td>Preview + Production</td>
<td>Preview + Acceptance + Production</td>
</tr>
<tr>
<td></td>
<td>Storage (Documents)</td>
<td>250GB</td>
<td>1TB</td>
</tr>
<tr>
<td></td>
<td>Availability guarantee</td>
<td>Yes (target 99.8%; no penalty credit scheme)</td>
<td>Yes (target 99.8%; penalty credit scheme if not met)</td>
</tr>
<tr>
<td></td>
<td>Federated Authentication (web access)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Compliance with security standards</td>
<td>ISO27001, SOC1 and others</td>
<td>ISO27001, SOC1 and others</td>
</tr>
<tr>
<td></td>
<td>Data Centers</td>
<td>Microsoft Azure</td>
<td>Microsoft Azure</td>
</tr>
<tr>
<td></td>
<td>Dedicated deployment</td>
<td>No</td>
<td>Optional</td>
</tr>
<tr>
<td>Services</td>
<td>Functional application Releases</td>
<td>On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution</td>
<td>Backup &amp; Restore services</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td></td>
<td>Automatically, with possibility to defer</td>
<td>Automatically, with possibility to defer</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Monitoring program of infrastructure and application</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### 3.1 Dedicated Deployment Option (on Advanced Service Offering)

The dedicated deployment option provides the same service offering as the public cloud option with the distinction that computing resources are not shared with other Unit4 customers, such that computing resources are dedicated to a single customer. The dedicated option always goes with the Advanced service model. The dedicated option provides the following benefits:

- It meets strict compliance or security requirements that necessitate computing resource and subnetted network isolation.
- It provides an option to avoid public internet connections by using a private network connection (customer provided Azure ExpressRoute) between the Customer’s network and their Unit4 SaaS dedicated environment.
- It provides an option to realise consistent and low latency plus high bandwidth not achievable via internet connectivity (customer provided Azure ExpressRoute).
- It provides an option for a read only replicated database copy for direct database access over VPN or Express Route (see 12.2).

### 4. SERVICE DELIVERY

Unit4 Global Cloud Services are delivered using the internet and accessed by a variety of the latest internet browsers. The dedicated option gives an opportunity to avoid internet communications by using a dedicated connection to your service. To have a dedicated connection to your Unit4 Global Cloud Service you can use either a VPN connection (offered as an additional service by Unit4) or Microsoft Express Route (to be purchased direct from Microsoft and your telecom provider). KPIs of the Unit4 Global Cloud Service Delivery are set out in the Service Level Agreement.
5. **ENVIRONMENTS**

Two environments are provided as part of the Unit4 SaaS Standard service model[, Unit4 SaaS prevero model] and the Unit4 Managed Cloud Service Model, including:

- one production environment (or “live” environment) being the environment that the Customer uses in day to day (live) operation; and
- one non-production environment (or “preview” environment) which can be used as a test, QA, pre-production or acceptance environment or for training purposes).

Three environments are provided as part of the Unit4 SaaS Advanced service model, including:

- one Cloud Production Environment (or “live” environment) being the environment that the Customer uses in day to day (live) operation; and
- two non-production environment (or “preview” environment) which can be used as test, QA, pre-production or acceptance environment or for training purposes).

A Customer’s preview environment always contains the latest updates for the Unit4 Product in use by the Customer.

Additional environments can be provided at an extra charge.

5.1 **Production Environments**

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

5.2 **Non-Production Environments Characteristics**

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

5.2.1 **Definition of an NPE refresh from or to PE**

A refresh of an NPE from PE encompasses:

- The restore of transactional database(s)
- The restore of non-transaction data store
- Copy of most recent 90 days of documents or the most recent 2Gb of documents, whichever results in greater amount of documents (blob store)
- Custom report templates (e.g. Purchase order template, invoice template, etc.)
- Customisation
- Report output from last 90 days

5.2.2 **Point in time used**

The NPE refresh is from a point in time prior to the current business day. The specific point in time is selected by Unit4.

5.2.3 **Frequency of NPE refresh from or to PE**

Where the PE and NPE environment are at the same Release level or at the different Release levels, one refresh per NPE per month is included.

Additional requests will give an extra charge per refresh per NPE.

5.2.4 **How to request a refresh?**

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

5.2.5 **Throughput time**

A NPE refresh from PE will be available for use at the start of the second business day following the Service Request acceptance (depends on the contracted support level).
5.2.6 Users accessing a NPE
NPEs are configured to handle maximum of 15 concurrent users.

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

5.2.8 What happens to the previous NPE details after a refresh?
Everything in NPE environment will be erased and replaced with a fresh copy from PE; same reports as in PE, same data as in PE, etc.

5.2.9 Update of an NPE to a new Release
The Preview (NPE) environment is updated as soon as a Release is available following an announcement of Unit4. For all other NPEs a customer must manually request that an NPE is updated to the new Release. This request must be done via a Service Request.

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

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

5.2.11 Restores
A restore request can be made by issuing a Service Request in the Unit4 Customer Portal. Throughput time, amount of included restores and the charge is same to a refresh of a NPE.

6. REPORTING AND MONITORING

6.1 Reporting on Service Performance
Unit4 provides operational information regarding the Unit4 Global Cloud Services on the Unit4 Customer Portal. That information includes:

- Service availability*
- Monthly Average Response Time*
- Scheduled maintenance (times, dates per region).
- Release information and deployment schedules.
- Incidents overview.
- Site recovery status (in the event the disaster plan is initiated)

6.2 Monitoring program
A continuous 24x7x52 monitoring and resolution program is in place to detect and resolve infrastructure and application issues in order to meet Unit4’s application availability and response targets.

The monitoring covers availability and response times.

7. SERVICE CREDITS
In the event of a failure by Unit4 to meet KPIs in the SLA that are eligible for a Service Credit, as Customer’s sole and exclusive remedy, upon receiving a written demand, Unit4 shall provide a Service Credit in accordance with the following:

a. First month of missed KPI: The Unit4 Account Representative Function shall meet with the Customer to discuss possible corrective actions. The Customer has a right to claim a Service Credit of 10% of the equivalent of the Global Cloud Service fee paid for the applicable month that the Unit4 Global Cloud Service does not meet the KPI.
b. Second consecutive month: The Customer has a right to claim Service Credits of 20% of the equivalent of the Unit4 Global Cloud Service fee paid for the applicable month that the Unit4 Global Cloud Service does not meet the KPI.

c. Third consecutive month: The Customer has a right to claim Service Credits of 30% of the equivalent of the Unit4 Global Cloud Service fee paid for the applicable month that the Unit4 Global Cloud Service does not meet the KPI.

d. Fourth and subsequent consecutive months: The Customer has a right to claim Service Credits of 40% of the equivalent of the Unit4 Global Cloud Service fee paid for the applicable (fourth and following) month(s) that the Unit4 Global Cloud Service does not meet the KPI.

Monthly accumulation of Service Credits applies in relation to each KPI individually and Customer is eligible for only one Service Credit amount from above (a – d) for any given month. Accrued Service Credits in any service year shall (if claimed) be deducted from subsequent invoices (submitted by Unit4). Any disputes relating to Service Credits will follow the dispute resolution procedures in the General Terms of Business.

8. RELEASES AND UPDATES

Periodically, Unit4 introduces new features in the Unit4 Global Cloud Service including enhanced features and functionality across applications. Features and functionality will be made available as part of a Release. As part of regular maintenance Unit4 will apply Updates and Hotfixes, as deemed necessary by Unit4 in order to maintain the existing features of the Unit4 Global Cloud Service and to maintain service level commitments and security.

Releases and Updates will be provided free of charge as part of the Unit4 Global Cloud Service. However, it should be noted:

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

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

8.1 Release deployment

Releases may take place approximately twice per year. The frequency of Releases may be increased or decreased at Unit4’s discretion. Releases may take up to twelve (12) hours to deploy, resulting in the Service being unavailable for some or all of that time (such unavailability shall not be counted as service downtime for the calculation of Service Availability). Specific information and timelines for Releases and Service Updates can be found on the Unit4 Customer Portal. Unit4 will use reasonable endeavours to ensure that Releases will be carried out during the Planned Maintenance window.

[APPLICABLE FOR UNIT4 MANAGED CLOUD SERVICE MODEL]

The availability of new Releases will be published on the Unit4 Customer Portal. The timing of such Releases will be discussed and agreed in advance with the Customer. Customer needs to adhere the contractual agreed upon support of Releases. In the event the cloud Release reaches N-2, the environment will be updated.

For Releases the Preview environment is updated first. On customers’ request and approval, promotion to the Production environment will take place.

[APPLICABLE FOR UNIT4 SAAS SERVICE MODELS]
A schedule of planned deployment of Releases to the Production environment will be published on the Unit4 Customer Portal. A customer’s Preview environment always contains the latest updates for the Unit4 SaaS solution in use by the customer.

8.2 Service Updates Deployment

[APPLICABLE FOR ALL SERVICE MODELS]

Service updates are applied for all service models as deemed necessary by Unit4 Global Cloud Service operations in order to maintain the existing features of the Unit4 Global Cloud Service as well as maintaining service level commitments and security.

Unit4 Global Cloud will announce a Release specific to cloud. An update calendar per Geopolitical zone will be released at least 4 weeks before an update commences on preview. The Production environment will follow no sooner than 9 weeks after the Release announcement. Service Updates are not capable of being deferred.

8.3 Hotfix Deployment

[APPLICABLE FOR ALL SERVICE MODELS]

Hotfixes are applied as deemed necessary by Unit4 Global Cloud Service operations in order to maintain the existing features of the Unit4 Global Cloud Service as well as maintaining service level commitments and security.

9. PLANNED AND UNPLANNED MAINTENANCE

9.1 Planned Maintenance

Currently, the Planned Maintenance window is from Saturday 18:00 to Sunday 06:00 CET/CEST on the 4th week of every month. The Production Service may be periodically unavailable at this time. Planned Maintenance windows are subject to change upon reasonable notice.

The exact dates of Planned Maintenance windows are communicated in the Unit4 Customer Portal.

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

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

9.2 Unplanned Preventative Maintenance

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

10. CUSTOMER PERMISSIONS AND RESPONSIBILITIES

10.1 Customer permissions

Customer has the right to:

1) Monitor PE availability and Service Response Time on an active basis using a third-party monitoring service. Monitoring acts as a consumer of the Unit4 Global Cloud Service and
is subject to any and all present and future Usage Restrictions of the Unit4 Global Cloud Service. Customer and Unit4 must agree, prior to monitoring, on monitoring details in order to ensure that the monitoring does not interfere with the Unit4 Global Cloud Service offering and that Unit4 Global Cloud Service security tooling does not block the monitoring service.

2) Conduct an external security vulnerability scan on an annual basis. Details of the planned scan must be provided to Unit4 at least 30 days in advance of each scan using a Service Request.

3) Conduct a security penetration test on an annual basis. Details of the planned test must be provided to Unit4 at least 30 days in advance of each test, using a Service Request.

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

10.2 Customer Responsibilities

10.2.1 Release and Service Updates

The following list summarises typical Release and/or Update tasks and indicates services included as part of the Unit4 Global Cloud Service and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

<table>
<thead>
<tr>
<th>Update Task</th>
<th>Included</th>
<th>Customer Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Planning</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Publishing general availability schedule of Releases on the Unit4 Customer Portal</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>• Managing timelines, responsibilities outline goals, and roles</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Business analysis and discovery</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Creating test plans</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Release environment deployment in Preview</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Update Release Preview environment with Unit4 SaaS only</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• User training on changes</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Test: conducting basic Release testing</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Training support to assist with testing</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Functional and user acceptance testing as desired</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Training, implementation and Configuration for new features</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Uplift and testing of all Customisations</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Reviewing test scripts and testing outcome for issues resolution</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>• Go/No-go criteria’s and agreement on Production Release deployment timing</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Release deployment in Production</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Update existing application Configuration, being all activities undertaken to set up application provided by</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
the service which involve the use of standard menus and functionality. There may be rare cases where it is not technically possible to determine the correct business Configuration; in these rare cases any tasks that must be completed manually are the responsibility of the customer.

- Update Production environment with Release ✓ ✓
- On-going update-related support and troubleshooting ✓

10.2.2 Customisation update responsibilities

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

If otherwise agreed, any Customisations that are not updated to run on the current Release (n) in time for the production Release or Service Update deployment will be disabled in the production environment prior to Release deployment.

10.2.3 Technical & functional responsibilities

Technical Environment responsibilities:

- Supply, administration and maintenance of customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of customer-side network, devices and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth (see Unit4 Solution Specific Service Description Connectivity section).

Functional Environment responsibilities:

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

10.3 Customer Obligations

10.3.1 Account Set-up

Customer is responsible for designating its Users, and for ensuring that all Users are adequately trained and understand Customer’s remote access and use obligations and requirement to comply with Unit4’s acceptable use policy (www.unit4.com/terms). Where applicable each individual User must establish an Account. Customer is responsible for managing its Accounts and disabling a User’s Account when Unit4 Global Cloud Service 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.

10.3.2 Account Administrator

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

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

11. **CUSTOMISATION AND INTEGRATION**

Customisations, custom reports and integrations are permitted in Unit4 Global Cloud Services and can be written by Unit4, Unit4 partners or the Customer. Maintenance, support, implementation and update considerations for these custom components are not included in the Unit4 Global Cloud Service fee. Customisations are not supported by Unit4 under Standard Support. The Customer has sole responsibility for the Customisations, custom reports and integrations, and their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This includes any custom development or Customisation (including Unit4 delivered Customisation as part of a project implementation, bespoke code written by Unit4). If any assistance is required in regard to Customisations and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Customisation, but this will be subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4’s Prevailing Rates.

11.1 **Unit4 Created Customisations**

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

11.2 **Restrictions in Customisations**

In general, there are restrictions regarding allowing Customisations in Unit4 SaaS and Unit4 Managed Cloud including but not limited to:

- no third-party applications/DLL installed
- no direct access to local resources such as file system, network, etc., access must be indirect via approved methods that provide abstraction from specific infrastructure
- all Customisations must be delivered fully documented
- any code needs to be transparent and readable delivered to Unit4
- all Customisations must include installation routines that require no manual interaction and allow for end users to validate installation has been completed and the Customisation ready for Configuration or use via standard application capabilities

11.3 **Customisation Review process**

Unit4 reserves the right to review all Customisations submitted by customers in order to protect the security, stability and performance of the Services. In such event Unit4 may ask for the source code of the Customisation in order to assess the risk to the stability, security and/or performance of the Service. In case Unit4 identifies a reasonable concern Unit4 reserves the right to reject the Customisation.

11.4 **Unit4 APIs backward compatibility**

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

12.1 Printing
All printing is carried out on the client side.

12.2 Direct Database access
Direct database access can be provided to a replicated read-only database, as described below. This requires the Unit4 SaaS Dedicated option activated or Unit4 Managed Cloud on Azure and it will come at an additional cost:

- A copy of the Customer's transactional database, with a limited set of tables, will be made available via one database connection (via TCP/IP TDS endpoint) with read-only access, with one set of database user credentials.
- The database connection must be made from the Customer-provided application or system running outside of the Unit4 Global Cloud Service operating environment.
- The copy will be refreshed no less frequently than every 15 mins. Meaning the data will be no older than 15 mins as compared to the source transactional database.

Any of the Customer's environments are candidates for this option and each has an additional cost.

Customer responsibilities for the direct database access additional service offering include:

- Customer side networking.
- Establishing secure database connections and ensuring data privacy.
- Establishing, monitoring and managing any integrations or other consumption of the database connection.
- Licensing, operating and installing in the customer's IT infrastructure any applications that consume the direct database access connection.

Technical overview

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTP Protocol</td>
<td>SFTP protocol is used with AES256-SHA2 cipher</td>
</tr>
<tr>
<td>Credentials</td>
<td>One set of credentials is provided per environment (e.g. 1 username/password for production, 1 username/password for each NPE)</td>
</tr>
<tr>
<td>Email Domain</td>
<td>Outbound email is sent directly to recipients from a standard Unit4 SaaS domain</td>
</tr>
<tr>
<td>Email Protocol</td>
<td>SMTP over TLS</td>
</tr>
<tr>
<td>Authentication</td>
<td>WS-Federation (SAML-P and OpenID Connect support is pending but not yet available) and application specific credentials</td>
</tr>
<tr>
<td>Internet communication</td>
<td>HTTPS secured with TLS with RSA SHA256 with RSA encryption and/or EC SHA256 with ECDSA</td>
</tr>
</tbody>
</table>
13. DATA CONSIDERATIONS

13.1 Transfers of Customer Data to the Unit4 Global Cloud Service

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

13.2 Backup and Restore Services

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

Backups are performed to allow for forgiveness restores to be completed with a restoration point as shown below and no later than thirty (30) days prior to current time, to a resolution as shown below. Forgiveness restores are initiated within four (4) Business Hours after request and time to complete depends on data volume.

<table>
<thead>
<tr>
<th>Unit4 Global Cloud Service</th>
<th>Request restore point permitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit4 SaaS – Standard Service</td>
<td>between 4 hours prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 5 minutes</td>
</tr>
<tr>
<td>Unit4 SaaS – Advanced Service</td>
<td>between 1 hour prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 5 minutes</td>
</tr>
<tr>
<td>Unit4 SaaS - Prevero service</td>
<td>Not available</td>
</tr>
<tr>
<td>Unit4 Managed Cloud</td>
<td>Between 2 hours prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 60 minutes</td>
</tr>
</tbody>
</table>

Customer may request a Service Restore report no more frequently than once per month via the Unit4 Customer Portal using a Service Request. Example for the Unit4 SaaS Advanced Service model:

<table>
<thead>
<tr>
<th>Current time</th>
<th>Restore Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-03-2017 00:15</td>
<td>13-02-2017 00:15</td>
</tr>
<tr>
<td>22-09-2017 08:00</td>
<td>23-08-2017 08:00</td>
</tr>
</tbody>
</table>

13.3 Data Security

13.3.1 Data in transit

Customer Data in transit is protected with latest TLS encryption levels.

13.3.2 Customer Data at rest

Except for the dedicated delivery option data at rest is protected using transparent, whole database encryption (e.g. transparent data encryption, and/or whole disk data encryption). When running the dedicated option an extra fee will be applied to have whole database encryption. Please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

13.3.3 Whitelisting

In the Unit4 Global Cloud Service today there is no support for IP whitelisting. This is does not mean that the Customer cannot restrict access by IP address; the Customer can implement IP restrictions in their authentication provider such that authentication requests are denied by the authentication provider rather than by the Unit4 Global Cloud Service.
13.4 Access to my data

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

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

- Application functionality (e.g. Web client, Desktop client, Mobile Apps).
- Application reporting tools.
- Application functionality to export to file.
- APIs/web services.
- Direct DB access to copy of production data via ODBC (see Direct Database Access).
- Upon contract termination Customer Data can be retrieved by Customer in accordance with the Agreement (see Appendix A – Unit4 General Terms of Business for further details).

13.5 Download copy of Production Database

Unit4 can export your Cloud Production Environment Database to a Unit4 controlled Azure storage location on a weekly basis as an additional service with extra recurring costs. The export will be in a format usable with the latest version of Microsoft SQL Server. The Customer can manually download this export from this location. Each export will be retained for four (4) weeks.

Customer responsibilities for this additional service offering include:

- Customer access responsibility – control who has permission to download the export.
- Ensuring data privacy during and after download.
- Establishing, monitoring and managing the download process.
- Restoring or importing the export once downloaded.
- Licensing, operating and installing in the Customer’s IT infrastructure any applications that will be used in the retrieval process and subsequent use of the export.
14. **UNIT4 STUDENT MANAGEMENT SERVICE DESCRIPTION**

Unit4 Student Management transforms the student information experience. Ideal for both traditional and non-traditional learners, its "touch-first" design also makes it highly appealing to mobile users. A true-cloud, comprehensive and configurable solution, it is easy to deploy and gives you control over the entire student lifecycle, delivering even better value.

15. **WORDPRESS**

Customers can use their own WordPress environment integrated with Unit4 Student Management. In the case customers do not yet use WordPress, Unit4 can deliver WordPress as part of the Service, where Unit4 provides access to a limited subset of the huge variety of capabilities, configurability, options and plug-ins available within WordPress. The subset allows customers to realize the functionality of the Unit4 Student Management solution.

15.1. **WP-Administrator Role Access**

WP-Administrator role access is permitted for customer designated site owners. This role allows (CRUD) restricted (no RDP access to server) access to:

- Content (Posts, Pages, Categories).
- Users (WP Users Only, Unit4 Student Management Users come from Unit4 Student Management).
- Themes (Install, Update, Change, Delete).
- Plug-ins (Install, Update, Change, Delete) – only plug-ins listed below are permitted.

15.2. ‘Unit4 Student Management Adaptor’ Plugin

The Unit4 Student Management Adaptor plugin provides a connection between WordPress and your Unit4 Student Management instance. As a ‘first-class’ WordPress plugin, the Unit4 Student Management Adaptor follows the same updating method as other, standard WordPress plugins served from Unit4’s repository. Inherent support of this includes:

- Unit4 Student Management API Support – The plugin relies on the API to communicate with your Unit4 Student Management instance
- Released Unit4 Student Management page content – Unit4 will support the function of Unit4 Student Management pages that are shipped with the plugin.

15.3 **Support for Required 3rd Party plugins**

The ‘Unit4 Student Management Adaptor’ plugin relies on functionality provided by the following 3rd party plugins:

- ‘Groups, by itthinks’ – This plugin enforces page access authorization by group membership. Note that this secures access only to the page/wrapper, while the contents of a Unit4 Student Management page are governed by Unit4 Student Management security measures.
- ‘Groups 404 Redirect’ – A helper plugin used by the “Groups, by itthinks” plugin above and simply facilitates redirecting the user if the user has no access to a group membership-secured page.
- ‘Hide Admin Bar Toolbar’ – This is a plugin that hides the WordPress ‘Admin’ toolbar from non-site admin users.

15.4 **Basic Theme Support**

WordPress theming is accomplished using Unit4 Student Management’s theme. Unit4 will support any issues arising from standard, default usage of this theme, including:
• The ability to activate and use the theme
• The ability for Unit4 to update the theme
• The ability to use built-in theme features – e.g. the ‘Customizer’ functionality

The list above is exclusive; meaning that if something is NOT listed above, it is NOT permitted.

15.5 Additional considerations

If a customer chooses to use a different theme, e.g. any theme other than the Unit4 Student Management Theme, Unit4 will ONLY be responsible for ensuring that the ‘Unit4 Student Management Adaptor’ plugin is functioning.

This responsibility does NOT include:

• CSS changes required to make Unit4 Student Management portal content render in any specific way. If the content from the ‘Unit4 Student Management Adaptor’ plugin does not have the desired visual appearance or does not function correctly in the customer’s own theme, the customer is responsible for all efforts to correct the visual appearance and/or solution functionality impacted by the non-Unit4 theme.

• The creation of additional pages.

16. CUSTOMIZATIONS, INTEGRATIONS, CUSTOM REPORTS AND FIELDS

16.1. Customizations and customer reports

User-created customized reports, ad-hoc reports, and basic user defined fields are permitted. Next to that third-party solutions can connect to the Unit4 Student Management service by using APIs, but they require third party vendor hosting or customer hosting.

16.2. Maintenance of Customization, Custom Reports and Integrations:

• Maintenance, support, implementation and update considerations for these components is not included in the Unit4 Global Cloud subscription fee.

• Customer or Unit4 Partner authored customizations, custom reports and integrations are the full responsibility of the customer for all aspects of deployment and maintenance. Customer responsibilities include code lift for release version compatibility, functional testing and configuration and error resolution.

• Unit4 authored customizations, custom reports and integrations are outside the scope of Unit4 Global Cloud Standard and Advanced service models. Maintenance of customizations, custom reports and integrations must be formally set up and included on an executed Order form to ensure that Unit4 takes responsibility. If Unit4 maintenance of customizations, custom reports and integrations has not been included on an executed Order form, responsibility for all aspects of deployment and maintenance will reside with the customer.

16.3. Integrations

Unit4 Student Management does integrate to Unit4 Business World M6 and higher to support the order to cash scenario. In this scenario, invoices generated in Unit4 Student Management can be posted into the Accounts Receivable module in Unit4 Business World for cash collection, and to the General Ledger to report the financial transactions. This integration works both to cloud as well as on-premise Unit4 Business World environments, provided the integration is setup as documented in the technical documentation.
Other integrations, defined as any solution capability that shares data with an external, are permitted according to the guidelines described below. Interface methods that are supported are described below. Interface methods not explicitly stated below are not permitted.

<table>
<thead>
<tr>
<th>Interface Type</th>
<th>Permitted?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interfaces using Unit4 Student Management API/web services</td>
<td>✔</td>
</tr>
</tbody>
</table>

17. CONNECTIVITY

The Unit4 Student Management Administrative site and Academic Portals are accessed via the web client, delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA).

A VPN connection (IPsec) can be provided as an option to Unit4 Global Cloud Dedicated service model customers.

17.1. Internet bandwidth suggestions*

Administrative Site / Academic Portals – 3 to 5 Kbps per user

* 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.

4.2 Virtual Private Network

Unit4 can provide an optional VPN (IPsec) connection as an option to Unit4 Global Cloud Dedicated service model customers.

Client device terminating the VPN connection has to fulfill following requirements:
- Be on the list of supported hardware for RouteBased VPN: https://docs.microsoft.com/en-us/azure/vpn-gateway/vpn-gateway-about-vpn-devices
- Support Network Address Translation (NAT) to limit the networks on customer side to one network with maximum 24-bit mask
- Provide, at minimum, support for VPN settings listed below:

<table>
<thead>
<tr>
<th>IKE version</th>
<th>IKE v2</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPSec Keying Mode</td>
<td>PSK</td>
</tr>
<tr>
<td>IKE Phase 1 – Encryption Algorithm</td>
<td>AES 256</td>
</tr>
<tr>
<td>IKE Phase 1 - Authentication</td>
<td>SHA 256</td>
</tr>
<tr>
<td>IKE Phase 1 – DH Group</td>
<td>At minimum DH14</td>
</tr>
<tr>
<td>IPSec Phase 2 – Encryption</td>
<td>AES 256</td>
</tr>
<tr>
<td>IPSec Phase 2- Authentication</td>
<td>SHA 256</td>
</tr>
</tbody>
</table>

For Unit4 Student Management interfaces, following connectivity is available:
- Web Application access: Exclusive to VPN, Exclusive to Internet or Available from both Internet and VPN.
- Read Only Database access: Exclusive to VPN.
- SFTP access: Exclusive to Internet or Available from both Internet and VPN.

18. SOLUTION ACCESS

The Unit4 Student Management solution is accessed in the following manner:
- Unit4 Student Management (web-client), accessed via a supported web browser.
• Unit4 Student Management API/web services.

19. AUTHENTICATION
By default, authentication for Unit4 Student Management (web client) is carried out using application-based username and password authentication. Management of users and passwords within Unit4 Student Management application is the responsibility of the customer.

20. EMAIL
Unit4 Student Management has capabilities to send and receive email. With email configuration, the customer will have to authorize Unit4 to send from your organization’s domain from Unit4 Student Management (requires SMTP/IMAP access from the Unit4 Student Management Cloud environment).