Embridge Consulting

Driving value from your
business systems

EMBRIDGE CONSULTING
Gcloud10 Service Definition Document

Lot 1 – Cloud Hosting
Lot 2 – Cloud Software
Lot 3 – Cloud Support

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STATEMENT FROM OUR MANAGING DIRECTOR

By working with Embridge Consulting, you have the flexibility to tap into resources as and when you need them for your project.

Our flexible and transparent way of working means we give you choice. Working on similar projects to yours has allowed us to fully understand the best way to support your project.

With a team of over 70 consultants, we are not only knowledgeable, objective and experts in what we do, we are passionate about delivering results every time. It's part of our core values and makes us stand out from the crowd. We don't just fill spaces for the sake of it – we make sure that everyone provides value and goes the extra mile. Our job is to make your project and business systems run smoothly and with success.

Emma O'Brien
Managing Director
Found of Embridge Consulting

An official partner of

UNIT4

THE BRITISH ASSESSMENT BUREAU
ISO 9001
UKAS MANAGEMENT SYSTEMS
8289
Certification No.204097

Crown Commercial Service
Supplier

CYBER ESSENTIALS

EMBRIDGE SERVICES

We offer a broad range of services with experts in many fields. As a Unit4 systems integrator partner, we ensure we can not only offer any service you would expect to get directly from the vendor, we also provide a number of additional value-added services. Here's a snapshot: -

	Service	Description
	Digital Transformation	Helping clients make the right decision when choosing a new system: • Project Planning & Strategic Planning • Applications Strategy Roadmap • Systems Requirement Specification • RFI/RFP Preparation • Software / Vendor Evaluation • Pre-implementation Scoping & Analysis
	Project Management	Effective project management is at the heart of any successful project: • Proven Implementation Methodology • Risk & Issue Management • Organisational Change Management • Test Management • Cutover • Project Review & Recovery

	Engaging Learning	Training is fundamental to the successful take-up of new systems, the understanding of new legislations or adoption of new processes.
		• Training Needs Analysis
		• Training Development & Delivery Management
		• Train the Trainer
		• Super User, End User and Technical
		• eLearning: -
		   o SCORM compliant
		   o Bespoke courses
		   o Off the shelf packages
		   o Hosted or on-premise
		   o Trackable content
		   o Design and build

	ERP Implementation (including Unit4 Business World Consultancy)	• Project Management
		• Implementation Consultancy
		• Remote Consultancy Service
		• Data Migration & Integration Consultancy
		• Systems, Technical Training
		• eLearning
		• System Review & Optimisation
		• Bespoke Development Services
		• Application Managed Service
		• Remote Consultancy
		• Unit4 Business World (U4BW) Hosted & Managed Services via private or Hybrid Cloud: -
		   o Cloud agnostic
		   o Accredited datacentres
		   o Disaster recovery and full backup
		   o Delivered by ex-Unit4 experts
		   o All U4BW (Agresso) modules supported
		   o Email, telephone and web support
		   o SLAs

	Smart Solutions	Designed to tackle problems using standard ACT and technical know-how not possible with off the shelf ERP systems: • Smart Reporting – Finance & Project Management • Smart Reporting – HR • Optimisation Review • Data Integrity Check • GCon4 MFL (MasterFile Loader) • Action Overview Locking Fields • Forms Extension Pack • Exchange Rate Loader • Credit Card Number Length Checker • Smart Appointment Creator • Smart User Creator/Loader • Legacy Data Viewer
	Managed ERP	• Unit4 Business World (U4BW) Cloud Hosted & Managed Services via private or Hybrid Cloud • Application Support o 1st and 2nd Level Support o Web based service desk application • Remote Consultancy Service • Outsourced Systems Training and eLearning Maintenance • Project Management & Upgrade Services • Managed Payroll Service

LOT 1 - CLOUD HOSTING SERVICES

1. EXECUTIVE SUMMARY

Embridge specialises in providing Unit4 Business World (U4BW) cloud solutions and U4BW managed service support to a wide range of sectors and organisations. We are committed to achieving results by operating responsibly, being transparent in all that we do, embracing innovative (yet robust) technologies and, most importantly, delivering customer satisfaction in an effective, professional and friendly manner. Our key consultants each have over a decade's experience with the U4BW application and look to use this knowledge to deliver expert U4BW technical consultancy, managed service support and advice to our customer base.

The U4BW software suite is a powerful set of tools and technologies that have been developed by Unit4 and are used by organisations to centralise the management of their business, streamlining the organisation and standardising their key processes. Traditionally this software platform was installed and maintained in-house, requiring a team of skilled technical staff to properly support, maintain and develop the system to keep it running optimally, as well as applying hotfixes, patches, updates, service packs and full enterprise software upgrades.

Unlike many legacy hosting companies that have committed significant resource into expensive and inflexible datacentres and physical hosting facilities, we utilise a variety of highly agile cloud platforms in order to provide the most secure, robust, scalable, innovative and cost-effective platforms for our customers and partner organisations. This primarily centres on the delivery of U4BW-based cloud systems and third-party systems that interact with the U4BW application, providing expert technical consultancy / support and negating the need for an organisation to host and resource their U4BW systems internally.

Against this backdrop, we are also able to offer both hosting and managed service solutions far beyond the scope of standard U4BW hosting through our partnerships with world-class enterprise cloud companies. However, our ability to combine U4BW hosting with other enterprise-class application / server hosting solutions offers our customers a unique service with unrivalled performance, significant cost savings, seamless system integration and enhanced security.

2. CLOUD HOSTING SERVICES

Our Cloud Hosting Service is delivered by a team of IT professionals that are experts in both U4BW managed service delivery and cloud computing platforms. **All Cloud Hosting staff are fully vetted and security cleared to the appropriate level.**

Given the team's experience in designing, implementing and supporting a wide range of U4BW managed service and cloud systems over many years, we are able to host and support a diverse range of organisations and their systems as they transition towards the cloud. Our U4BW technical implementation and support experience spans the following sectors: -

- Local Government
- Commercial Sector
- Large Multi-Nationals
- Third Sector
- High Security Industries
- Further Education
- Health

Our team have extensive experience deploying, supporting and managing U4BW systems, as well as other cloud-based environments. This experience is reflected in the level of support that we can offer customers when hosting and managing its U4BW instances, which is in addition to the support / knowledge share offered.

We offer our customers a comprehensive cloud hosted U4BW solution on G-Cloud 10, enabling cost effective and expert U4BW hosting on our proven cloud platform. The hosted solution is infinitely scalable, with no fixed-term contractual buy-in. Our customers can add / remove resources whenever and wherever necessary, with billing only reflecting the level of usage that is required.

The U4BW environments will be provisioned in two separate ways. The U4BW Web component will be hosted using Microsoft IIS webserver technology, with the U4BW Desktop Client being deployed using Citrix thin-client technology. Citrix could be substituted for other thin-client technologies if cost is a concern, plus a functional review, where required, may be conducted in parallel to ascertain whether the latest U4BW Web Client enables an organisation to potentially reduce the need for the U4BW Desktop Client seats.

A typical setup of such a hosted system is as follows: -
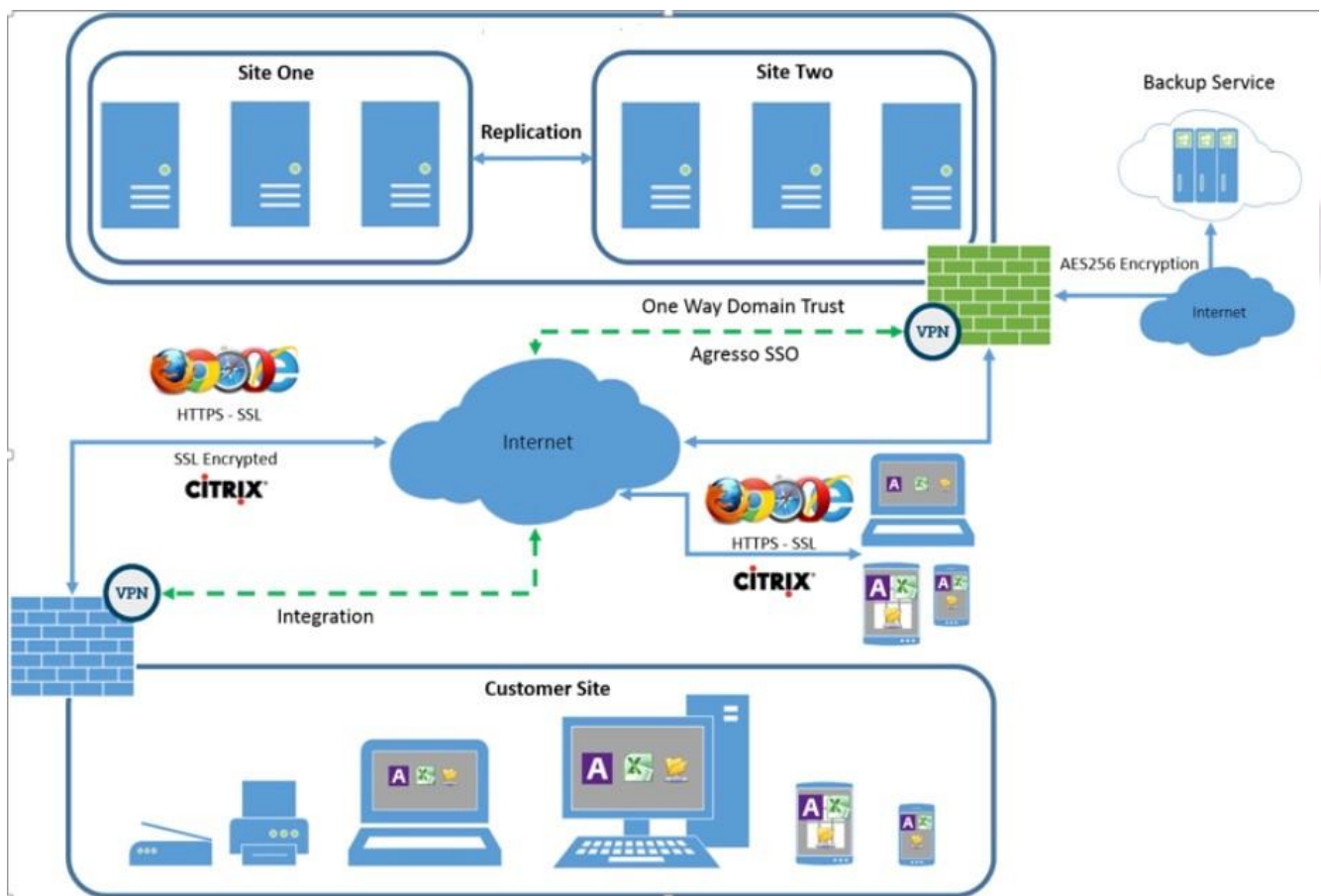
2.1 TECHNICAL SUPPORT MODEL

Our cloud-hosted and managed service delivers significant cost savings, efficiencies and expert support in the following areas: -

◄ **Exceptional Service Level Agreement** (SLA), underpinned by service credits.

◄ **End-to-end management** of all aspects of the cloud-hosted solution, including: -
  ◄ unlimited environment / database restores and refreshes;
  ◄ software upgrade, update and hotfix patch management;
  ◄ Citrix thin-client management and deployment included.

◄ **Technical project management** is included with all hosted and managed service solutions as standard. This includes both the on-boarding and off-boarding processes.

◄ **24/7 automated monitoring systems** covering the cloud systems at hardware level (CPU, memory and disk), OS Level (Event Log monitoring, RDBMS monitoring, etc) and specialist U4BW application monitoring, providing a highly specialised and robust, proactive monitoring service.

- **True 24/7 assistance** for total peace of mind. Our 24/7 helpdesk is ready to take calls at any time should the need arise.

- **Incident logging** via various communication channels, including telephone, email, internet portal, smartphone portal and Skype for Business.

- **Performance tuning** for both the application and database components of the stack. Expert Database Administrators (DBAs) and U4BW consultants ensure the system is running efficiently and effectively.

All system management is conducted via fully **Security Cleared (SC)** individuals with extensive experience in managing cloud-hosted U4BW systems.

2.2   CLOUD HOSTING SERVICES MODEL

We deliver exceptional cloud-hosted solutions through highly agile enterprise cloud platforms. This allows for an infinitely scalable, innovative, robust and cost-effective platform that delivers exceptional performance and resilience. Unit4 Business World is delivered via our tried and tested cloud hosting methodology / platform; additional systems can be hosted alongside U4BW for truly seamless integration.

The cloud hosting service revolves around the following key principals:

- **Highly adaptable scalability.** Resources can be added or removed whenever necessary.

- **Flexible connectivity.** VPN connectivity as standard, with MPLS and other technologies available to maximise performance and availability.

- **99.9% system availability**. Fully backed up with service credit arrangement[1].

- **'Bulletproof' backup solution.** Extensive off-site backup capability and retention periods.

- **Extensive security model**. Isolates and separates traffic, allowing it to exist only within the scope of the owning customer organisation.

- **Advanced Disaster Recovery.** Continuous database replication and exceptional Recovery Point Objective (RPO) and Recovery Time Objective (RTO).

- **Technical Project Management.** This is included as part of the service and covers any migration / upgrade work, as well as technical projects that may arise.

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[1] Service credit for network / host downtime: 5% of the relevant charges for each 30 minutes of network downtime (or portion thereof). Relevant charges are all those charges payable by the Customer to us in respect of the Hosted Service, Maintenance Services and Support Services (excluding Charges payable in respect of Set-up Services and Additional Services (if any).

- **Expert U4BW Support**. A dedicated team of U4BW technical consultants who cover all aspects of service delivery and support.

- **Maximum performance**. The cloud platform utilises enterprise hardware and software to maximise performance / user experience, including performance tuning of the application and database.

2.3   SUPPORT SERVICES

We utilise an online helpdesk system to ensure total visibility and accountability for any tickets logged by our customers (or via our automated monitoring systems). Customers are able to log incidents / tickets via email, telephone or directly through the helpdesk internet portal with our consultants alerted as soon as a new incident (or change request) is logged. We can also provide support via Skype for Business.

2.4   SERVICE REVIEWS

Our helpdesk software produces service reports to demonstrate our team's performance against the contracted SLAs, allowing both the customer and Embridge senior management to have full visibility of the monthly performance statistics.

The service reviews also cover any issues that have been encountered during that period, as well as a Q&A session regarding previous, current and future service delivery. The reviews also provide an opportunity for us to apprise the customer of new services that might be available to them. Such services might provide increased performance, connectivity or a more cost-effective solution to a current issue.

2.5   SERVICE SUPPORT HOURS

There are two specific types of support hours that are available to customers for our technical managed service, primarily focussing on the number of hours (in a day) that the service desk is actively answering questions, incidents and change requests. These are as follows: -

2.5.1 CORE Support

We offer a full U4BW Managed Service / hosting solution, including installation, upgrades, updates, system management, system architecture, problem resolution and 24/7 environment monitoring. We act as a trusted extension of your existing U4BW project team, delivering support and solutions to facilitate the implementation / day to day running of your U4BW application.

CORE Support is standard UK business hours, 08.00 to 18.00, Monday to Friday, excluding Public Holidays.

2.5.2 CORE 24 Support

As well as offering full U4BW managed service support during standard business hours, we also offer a 24/7 emergency support offering (uplift) that allows an organisation to get in touch with a consultant if they are experiencing a critical issue with their system. Our staff are available 24/7 to respond to any urgent issues the customer might encounter, with a full manned out of hours helpdesk to deal with any calls.

CORE 24 Support is available 24/7, 365 days a year.

3. CLOUD SERVICES

3.1 U4BW TECHNICAL MANAGED SERVICES MODEL – CLOUD SUPPORT

For those customers that host their own U4BW system using a third-party hosting provider, the U4BW Technical Managed Service offers immediate expert U4BW technical support and consultancy. Organisations can overlay this service onto their existing infrastructure to provide a full U4BW technical support solution, delivered by fully security cleared U4BW experts and perfectly suited to U4BW implementations that are not hosted directly by us.

The managed service includes the following key services:

- ◄ **Comprehensive support solution.** The U4BW Technical Managed Service covers both the U4BW system and all its associated touchpoints, including operating system, Relational Database Management System (RDBMS), thin-client delivery solution and other related stack components.

- ◄ **Unlimited environment restores.** Minimise downtime and remove bottlenecks by utilising our unlimited environment refresh policy. Any environment can be restored into another, with fast response and restore times.

- ◄ **Continuous monitoring service.** Ensures that the U4BW system (servers, OS, application, etc.) is monitored 24/7 as part of the service. Proactive resolution of any issues identified by the automated monitoring.

- ◄ **Extensive Support.** The U4BW Technical Managed Service covers all aspects of U4BW technical delivery, including the Core Product, UK Products, Localisation, Customisations and any other non-standard U4BW configuration.

- ◄ **Patch Support.** All U4BW upgrades, updates and hotfixes are included within the service charge. Additionally, Windows Server patching is also included, with a documented and structured patch methodology to minimise the risk of patch management.

- ◄ **System Security.** A system security audit is regularly carried out as part of the standard Managed Service. This includes using specialist U4BW knowledge to look for U4BW vulnerabilities, as well as using industry standard tools to identify any wider issues with the platform.

- ◄ **On-boarding / off-boarding.** On-boarding and off-boarding is included as part of the service, ensuring total coverage of all the activities required for a successful service adoption.

3.2   TECHNICAL REQUIREMENTS

The benefits of having an expert-hosted cloud U4BW environment is that the technical requirements for an organisation are minimal. Standard users will simply need a supported web browser to access the U4BW ERP software (IE9 or above), with U4BW Desktop users requiring a Citrix client installed on the PC, laptop, tablet or smartphone.

As might be expected, all these technical requirements are underpinned by the need to have a consistent connection to the internet in order to access the cloud hosted resources. Organisations that require additional technical requirements will discover that these are also included within the standard hosting cost. This would typically include:

3.2.1 VPN Technology

Unlimited VPN connections (where required) to any sites that an organisation requires access to. This ensures excellent communication links between the various offices and the hosted system, reducing IT overhead and increasing the resilience of the solution.

3.2.2 Active Directory Domain Trust(s)

Seamless Active Directory integration (where required) in order to enable Single Sign On (SSO) technology, enhanced security between the cloud hosted and existing domain and also significantly reduce the admin overhead for an organisation's IT team. This allows the organisation to manage their users / access, ensuring best practices are adhered to.

3.2.3 Web Service Integration

Unlimited web service integrations, allowing organisations to both read and write data using secure XML data standards. This is also true of the Unit4 Business World smartphone apps (which use the web services). We encrypt and secure these services as standard, allowing organisations to quickly (and securely) embrace the U4BW smartphone apps once the customer is connected to the Embridge hosting platform.

3.2.4 Domain Name Server (DNS) Configuration

All DNS configurations are managed as standard; the customer's IT team can choose to manage this aspect of the service delivery if preferred. Split DNS configurations are possible to implement, with our consultants on-hand to assist with the process. As with all other technical requirements listed above, this DNS configuration is fully offered as part of the service, with no additional cost.

3.3   CERTIFICATIONS / ACCREDITATIONS

All services are built on a robust strategic model in order to integrate industry proven practices, Information Technology Infrastructure Library (ITIL), ISO 20000 and ISO27001, with innovative, flexible and secure computing solutions. Our datacentres manage a bi-annual combined ISAE 3402 and SSAE 16 Type II report which supports the commitment to providing secure, high-availability and quality solutions to our customers.

The datacentres also hold CAS(t) accreditation to OFFICIAL (IL2). This is required to provide secure networking and hosting services to the UK Government and public-sector organisations.   The datacentres' accreditations include: -

◄ **CESG CAS(t) IL 2-2-4** CESG Assured Service (Telecoms) Scheme – Impact Level 2-2-4 525

◄ **CESG CAS(t) IL 2-2-4** CESG Assured Service (Telecoms) Scheme – Impact Level 2-2-4 Encryption Overlay Service Slice for Off-Net Services 526

In addition to the above, we are fully compliant with the Cloud Security Principals which is clearly evidenced through the controls attested to in the ISO27001:2013 certification.

3.4   SERVICE LEVEL AGREEMENT (SLA)

The following service levels are offered as part of the standard cloud hosted solution. These service levels have been constructed to ensure that any organisation using the cloud hosted platform knows exactly what level of service they can expect when logging incidents of varying severity. The table below details the four service levels that our Embridge hosting service adheres to and also provides examples of the types of issues that are indicative of that priority level: -

Priority	Response Time	Resolution Time	Examples
Urgent	1 Support Hour	4 Support Hours	◄ U4BW inaccessible for all users ◄ Data loss or corruption
High	2 Support Hours	4 Support Hours	◄ U4BW inaccessible for some users ◄ U4BW services not processing ◄ Performance issues ◄ Database refreshes
Medium	2 Support Hours	7 Business Days	◄ U4BW hotfixes applied ◄ New instances created ◄ Software Installation (UK products etc ◄ Other minor changes
Low	4 Support Hours	30 Business Days or as agreed by the parties	◄ General questions and advice ◄ Other major changes

As mentioned previously, customers are able to log tickets / incidents with Embridge using the internet portal, telephone, email or via their smartphones. The requested priority level should be stated clearly on each service request and each incident must be assessed accurately based on the examples in the table above.

3.5   DEMO SYSTEM / TRIAL

We provide a free 30-day trial for any organisations that are considering / assessing our hosting services. These 30 days can be used to assess the validity of the service on offer and allows us to demonstrate both the speed and flexibility of the systems. As would be expected, organisations must provide a valid U4BW license in order that this trial may take place.

3.6   DATACENTRE LOCATIONS

All primary datacentres are located within the UK (London and Slough), giving customers the peace of mind that their data comes under British jurisdiction. These datacentres ensure that any customers utilising the standard cloud hosting solution immediately benefit from a locally-hosted solution to ensure maximum performance and connectivity.

We also operate within a significant number of other datacentres located both within the EU and the rest of world. This provides public sector organisations that have a multi-national presence (or need to communicate with organisations outside the UK) with additional capabilities. There is no additional cost for using additional datacentres, other than the resources utilised within them.

3.7   DATA RESTORATION / SERVICE MIGRATION

Embridge ensures that organisations can seamlessly migrate from one service to another, as is proven with our extensive customer base. Professional service costs associated with such a migration are fully covered under the standard support agreement. This includes migrations (the traditional 'lift and shift' approach), upgrades and any other professional service costs associated with migrating a U4BW system into (or out of) the cloud.

Advanced Backup Software is utilised to ensure that data can be securely backed up and restored, underpinning the flexibility and robustness of this service. This data is highly portable, as it uses industry standard technologies to backup, encrypt, secure and restore the data. Such backup / restoration facilities are included as standard within any hosting package, ensuring a smooth and well-defined process.

3.8   BANDWIDTH REQUIREMENTS

Bandwidth requirements for Embridge's hosted environments are minimal. Users accessing the U4BW Desktop application (via Citrix) require 15kbps (on average). Web users' bandwidth demands will vary, but these are more likely to be presented as (very small) peaks and troughs, rather than an average session speed. These demands are no more significant than with any modern, highly optimised web based application.

3.9   CUSTOMER RESPONSIBILITIES

There are very few responsibilities for the customer to consider, as our hosting solution is essentially self-contained and expertly managed on the customer's behalf. However, there are some responsibilities that will always require a small level of customer intervention.

These are as follows: -

- ◄ **1st Line Technical Support** Our support offering is for 2nd and 3rd line technical support, therefore any incidents would be logged with an organisation's internal helpdesk function in the first instance. However, as part of our Managed ERP service it is possible to quote for 1st line support. For full details on the Managed ERP service, please see the relevant section within this document.

- ◄ **Network Specialist** At the project initiation, a network specialist may be required if the customer decides to make use of a VPN connection to the Embridge cloud. They would liaise with a network engineer to exchange the relevant security details and test connectivity.

- ◄ **Active Directory (AD) Specialist** At the project initiation, the customer will need to provide an AD specialist to work with a hosting consultant to enable the domain trust (for SSO provision). Once the domain trust is in place, it is likely the specialist will not be needed.

- ◄ **Software Installation** The customer's IT team would be expected to install any local software the solution requires. Whilst this varies between organisations, it would typically involve the installation of the Citrix Receiver client, a vendor-supported internet browser and (for advanced user) Microsoft Excel and Word.

LOT 2 - CLOUD SOFTWARE

UNIT4

UNIT4 BUSINESS WORLD AND UNIT4 STUDENT MANAGEMENT

1. CLOUD SERVICE DESCRIPTION

1.1   INTRODUCTION

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

Deployment options to run Enterprise Software

Public	Dedicated	On Premises
Shared by many customers	Dedicated to one customer	Dedicated to one customer
Runs in cloud	Runs in cloud	Hosted at clients location
Shared infrastructure	Dedicated infrastructure	Owned infrastructure
Access over internet	Access over internet / Private network	Private network

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.

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:

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

- ◄ Unit4 Managed Cloud - a highly standardised cloud delivery model deployed either on Azure or on Sungard datacentres.

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.

- ◄ Formal policies in place for: Information Security, Data Processing, Disaster Recovery and Business Continuity and Acceptable Use.

1.2 DATA CENTRES & 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 geo-political 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 datacentre locations. For more information, see Azure region details:

azure.microsoft.com/regions and Sungard details on sungardas.com.

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 Iowa (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	Victoria and New South Wales (DR)	AEDT/AEST
Sweden	Sungard	Sätra and Sollentuna (DR)	CET/CEST

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

Customer residence	Geopolitical zone used	Available solutions
APAC	Asia	All
Australia/New Zealand	Australia	All
Canada	Canada – Azure	All
EU	EU – Azure	All
Norway/Sweden/Denmark	Sungard	Unit4 Business World and Prevero

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.

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

1.3   SERVICE MODELS

Unit4 Global Cloud Services provides 2 main models:

◄   Unit4 SaaS in a Standard, Advanced or Prevero service deployment model

◄   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:

Category	Components	Unit4 SaaS			Unit4 Managed Cloud
		Standard	Advanced	Prevero	
Deployment	All patching, updates of the standard solution (technical)	Yes	Yes	Yes	Yes
	Upgrade elasticity: Ability to defer a Release for 6 months (maximum)	Yes	Yes	Yes	N/A Contractual agreed period on same Release
	International deployment (localisation / language packs)	Includes Home country	Includes Home country	N/A	Includes Home country
Infrastructure	Environments included	Preview + Production	Preview + Acceptance + Production	Production	Preview + Production
	Storage (documents)	250GB	1TB	100GB	250GB
	Availability guarantee	Yes (target 99.8%; no penalty credit scheme)	Yes (target 99.8%; penalty credit scheme if not met)	Yes (target 99.6%; no penalty credit scheme)	Yes (target 99.6%; penalty credit scheme if not met)
	Federated Authentication (web access)	Yes	Yes	TBD	Yes
	Compliance with security standards	ISO27001, SOC1 and others	ISO27001, SOC1 and others	WIP	ISO27001
	Datacentres	Microsoft Azure	Microsoft Azure	Microsoft Azure and Sungard	Microsoft Azure and Sungard
	Dedicated deployment	No	Optional	Optional	Yes

Category	Components	Unit4 SaaS			Unit4 Managed Cloud
		Standard	Advanced	Prevero	
Services	Functional application Releases	Automatically, with possibility to defer	Automatically, with possibility to defer	Automatically, with possibility to defer	On customer request only
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes	Yes	Yes	Yes
	Backup and Restore Services	Yes	Yes	Yes	Yes
	Disaster Recovery	Yes (RTO – 2 days) (RPO – 4 hours)	Yes (RTO – 12 hours) (RPO – 1 hour)	Yes (RTO – 2 days) (RPO – 4 hours)	Yes (RTO – 2 days) (RPO – 4 hours)
	Monitoring program of infrastructure and application	Yes	Yes	Yes	Yes

1.4 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. For full details on the Express Route option, please see the relevant section within this document.

1.5   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.

1.6   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.

1.6.1 Production Environments

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

1.6.2 Non-Production Environments Characteristics

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

1.6.3 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 amounts of documents (blob store)

- Custom report templates (e.g. Purchase order template, invoice template, etc.)

- Customisation

- Report output from last 90 days

1.6.4 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.

1.6.5 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.

1.6.6 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.

1.6.7 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).

1.7   USERS ACCESSING A NPE

NPEs are configured to handle maximum of 15 concurrent users.

1.8 CUSTOMER RESPONSIBILITIES

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

1.9 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.

1.10 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.

1.11 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.

1.12 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.

1.13 REPORTING & MONITORING

1.13.1 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)

1.14 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.

1.15 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 the 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.

1.16   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.

1.17   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.

1.18   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. The customer will need 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 customer's request and approval, promotion to the Production environment will take place.

1.19 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.

1.20 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.

1.21 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.

1.22 PLANNED AND UNPLANNED MAINTENANCE

1.22.1 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 the customer with 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.

1.23 UNPLANNED PREVENTATIVE MAINTENANCE

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability off, 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.

1.24 CUSTOMER PERMISSIONS AND RESPONSIBILITIES

1.24.1   Customer permissions

The customer has the right to: -

a. 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. The 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.

b. 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.

c. 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.

1.25 CUSTOMER RESPONSIBILITIES

1.25.1   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):

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

1.26 CUSTOMISATION UPDATE RESPONSIBILITIES

If otherwise agreed, the 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.

1.27 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:

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

1.28 CUSTOMER OBLIGATIONS

1.28.1   Account Set-up

The customer is responsible for designating its Users, and for ensuring that all Users are adequately trained and understand the 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. The 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 the customer. The customer is responsible for its Users' acts and omissions and for all activities occurring under its Users' Accounts.

1.29   ACCOUNT ADMINISTRATOR

The customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, co-ordinating with Unit4 regarding the Unit4 Global Cloud Service and managing the customer's Accounts. The customer warrants that its Account Administrator(s) will maintain authority to act on the 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.

1.30   ACCOUNT SECURITY

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and the customer may not recycle Account credentials when activating or disabling Accounts. The customer will notify Unit4 immediately upon discovering any known or suspected unauthorised 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.

1.31   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. The customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

1.32   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.

1.33   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

1.34   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.

1.35   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.

1.36   TECHNICAL OPERATIONS

1.36.1   Printing

All printing is carried out on the client side.

1.37   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.

1.38   TECHNICAL OVERVIEW

Topic	Description
FTP	
Protocol	SFTP protocol is used with AES256-SHA2 cipher
Credentials	One set of credentials is provided per environment (e.g. 1 username / password for production; 1 username / password for each NPE)
Email	
Domain	Outbound email is sent directly to recipients from a standard Unit4 SaaS domain
Protocol	SMTP over TLS
Authentication	
Protocols supported	WS-Federation (SAML-P and OpenID Connect support is pending but not yet available) and application specific credentials
Internet communication	
Protocols supported	HTTPS secured with TLS with RSA SHA256withRSA encryption and/or EC SHA256 with ECDSA

1.39   DATA CONSIDERATIONS

1.39.1   Transfers of Customer Data to the Unit4 Global Cloud Service

The Unit4 Global Cloud Services deploys standard architecture and therefore, where the 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.

1.40   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.

Unit4 Global Cloud Service	Request restore point permitted
Unit4 SaaS – Standard Service	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
Unit4 SaaS – Advanced Service	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
Unit4 SaaS – Prevero Service	Not available
Unit4 Managed Cloud	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

The customer may request a Service Restore report no more frequently than once per month via the Unit4 Customer Portal using a Service Request. Below is an example for the Unit4 SaaS Advanced Service model: -

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

1.41   DATA SECURITY

1.41.1   Data in transit

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

1.42   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.

1.43   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.

1.44 ACCESS TO MY DATA

The customer's data is owned and controlled by the Customer and in accordance with Applicable Law, the 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 the customer in accordance with the Unit4 General Terms of Business Agreement.

1.45 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.

2. 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.

2.1 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.

2.1.1 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.

2.2 '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.

2.3   SUPPORT FOR REQUIRED 3RD PARTY PLUGINS

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

- "Groups by itthinx" – This plugin enforces page access authorisation 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 itthinx" 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.

2.4   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 'Customiser' functionality

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

2.5   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.

2.6 CUSTOMISATIONS, INTEGRATIONS,CUSTOM REPORTS AND FIELDS

2.6.1 Customisations and customer reports

User-created customised 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.

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

2.7 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.

Interface Type	Permitted?
Interfaces using Unit4 Student Management API / web services	✓

2.8   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.

2.8.1 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.

2.9   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 fulfil 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: -

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

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.

2.10   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.

2.11   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.

2.12   EMAIL

Unit4 Student Management has capabilities to send and receive email. With email configuration, the customer will have to authorise Unit4 to send from your organisation's domain from Unit4 Student Management (requires SMTP/IMAP access from the Unit4 Student Management Cloud environment).

LOT 3 – CLOUD SUPPORT

3. UNIT4 BUSINESS WORLD PROJECT & PROGRAMME MANAGEMENT

3.1 EMBRIDGE IMPLEMENTATION METHODOLOGY

Project management is a key strength at Embridge Consulting and our proven implementation methodology ensures that our clients receive a consistent approach which delivers successful outcomes.

The division of management responsibility can vary from client to client based on available resource internally and how much each client wants to outsource the delivery of their change projects.

Whatever approach is decided in terms of resource the implementation methodology remains the same and progresses via the following phases: -

Business change

Phase	Objective
Mobilisation	To provide a foundation for the project to begin
Design	To confirm how the system will be configured to meet the project objectives
Build	To ensure core functionality is configured as per the agreed design
IST	To ensure the whole ERP system is functional between the different components parts of the build
UAT	To ensure functionality operates as per business processes
Go live	Migrate existing practice to new way of working with minimal disruption
Project close	Ensure that all relevant information is provided to BAU
Project support	Support the system during BAU

Data migration

- Phase 1 – Planning
- Phase 2 – Design Validation
- Phase 3 – Build
- Phase 4 – Data Cleansing
- Phase 5 - Integrated System testing (IST)
- Phase 6 – User Acceptance testing (UAT)
- Phase 7 – Go Live
- Post Live Support

We recognise the importance of effective governance as being critical to the success of any business transformation project. The commitment of key client staff from both executive and operational functions is also a precursor for success.

The project planning and mobilisation phase is the time to identify the business sponsors who will form the project executive board, and the operational leads who will be the decision makers for the various workstreams within the project team. It is also within this phase that the capabilities of those to be involved in key roles are assessed and that responsibilities are clearly defined.

Planning and establishment of regular communication to all the different stakeholders is a priority from the outset, ensuring that the "current status" is visible at all times as the project progresses.

Strong governance involving the key stakeholders, allied with good communications, enables prompt decision making and effective risk and issue management. Embridge Consulting's philosophy is to build strong relationships with its customers, including flagging any issues or risks early so that appropriate action can be agreed and implemented as soon as possible before they escalate.

Progression through the project phases is controlled through a gateway review. Deliverables and acceptance criteria are agreed up front, so the criteria for exiting each phase is defined and agreed. In this way, the project status and readiness to proceed is clearly understood by all stakeholders.

Solution familiarisation and training is initiated early so that in house project team staff have the understanding they need to participate in testing the system during the project, as well as being ready to operate and gain the benefits of the solution post go live.

Control of change during the project is essential to ensure that progress to meet the project objectives is not undermined. The impact of a change must be assessed in terms of cost and timescale, which is set against the benefit of the change. Our change control process aims to provide the necessary information on impact so that the stakeholders can make the best decisions for the project overall, together with close control of cost, resources and delivery dates.

Data migration - the effectiveness of any solution is dependent on the quality and availability of data. Whilst responsibility for cleansing, extraction and transformation of data lies with the client, Embridge Consulting will support and advise where necessary to assist in this process. Planning for data migration starts during the design phase, and the preparation of data and development and testing of the data migration processes proceeds in parallel with the build and testing phases. Data migration will be tested and rehearsed several times during the project so that this is a well-established process prior to the cutover to live.

4. UNIT4 BUSINESS WORLD APPLICATION CONSULTANCY

4.1   APPLICATION CONSULTANCY

When you have decided that Unit4 Business World is your business system of choice, our Consultancy Service will ensure project success. From solution design, implementation to go-live and then beyond – our service gives you peace of mind and the added reassurance your system is being managed by experts.

The Embridge Unit4 Consultancy team consists of over 70+ consultants with in-depth understanding of the product and the module interfaces. Our experience of implementing and rolling-out U4BW for major global companies across multiple sectors ensures that there is little we don't know.
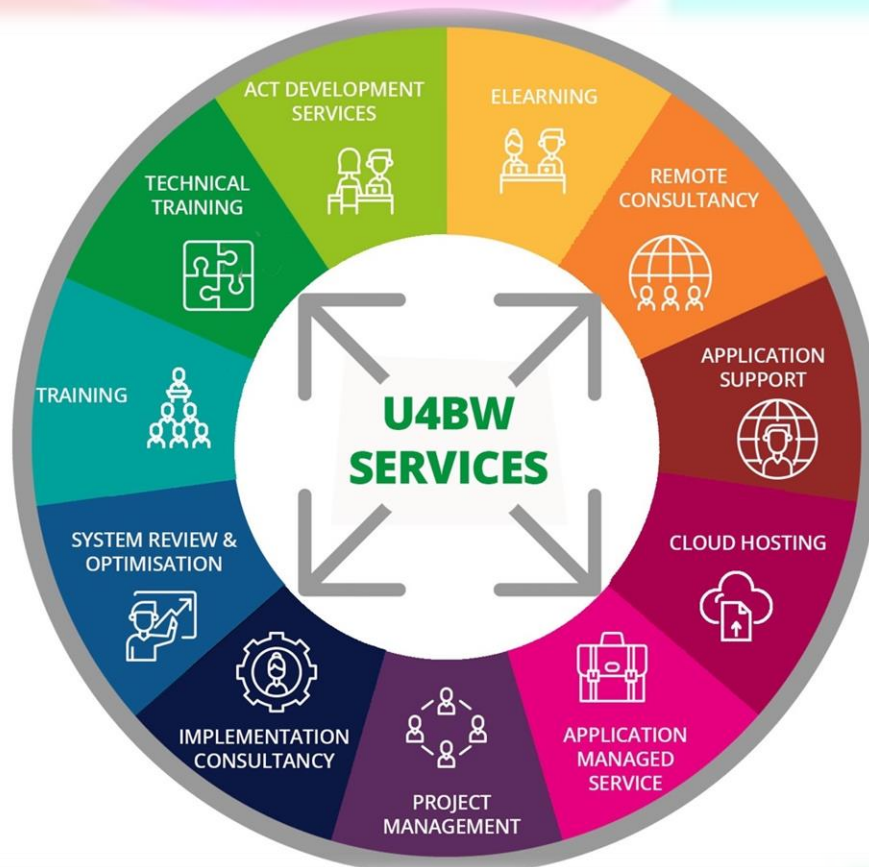
Our Unit4 Business World Consultancy Service includes: -

- ◄ Project Management
- ◄ Implementation Consultancy for new or reimplementation
- ◄ Remote Consultancy
- ◄ Technical Training
- ◄ End User Training
- ◄ eLearning
- ◄ System Optimisation and Review
- ◄ Agresso Customisation Tool (ACT) Development
- ◄ Cloud Hosting and Managed Services

Embridge provides: -

- ◄ Efficient end-to-end design and deployment with your own dedicated project management team

- ◄ Creating reports that are critical to your organisation which will allow you to run your business more effectively

- ◄ We understand that when you design and implement a new business system, your company experiences major change

- ◄ Experience tells us that by working together from inception will allow you to implement and managed this change successfully

4.1.1 Solutions Design

If you need help in defining your requirements we can hand hold you through the entire process. From requirements gathering to providing you with a full solution design document we can ensure you implement a solution that matches your business requirements whilst being able to offer suggestions based on best practices and industry experience working with other organisations similar to yours.

We can also offer a Solutions Architect service that will ensure your system will be developed to meet your expectations and your processes are completely integrated across all modules. Our experience gained from other projects will allow you to tap into knowledge you may not have in-house.

4.1.2 Implementation Services

Our team are experts in all Unit4 Business World modules from Finance, Logistics, Projects and HR, all the way through to Payroll – we can therefore ensure your build is carried out as per your business requirements. All of our consultants are kept up to date with the latest Unit4 product releases, ensuring that they have full product knowledge so we can implement all products and modules purchased by our customers.

We can offer a full managed build or work alongside you to assist you with up-skilling your own internal team as part of the implementation. Implementation options include; knowledge transfer, on-site Unit4 Business World training and guidance with testing and rollout.

4.1.3 Report Development

Reporting is one of the key elements to the success of a project. Whilst you are inputting data, you need to know how to work with the information and extract what will be invaluable to your business. Our consultants are experts in report development and whilst we offer standard reports based on best practice and experience, we will also assist you in creating the right reports for your business so they are well presented and information is both easily obtainable, timely and readable.

4.1.4 Remote Consultancy

Remote Consultancy is available where a consultant is not specifically required on-site. Examples of this could be: -

- ◄ A query arises where your in-house support team doesn't have the answer

- ◄ You may need to make some minor changes to reports and lack the skills to do this

- ◄ You are looking for off-site testing of patches and new functionalities

- ◄ You need a quick turn around on a query and cannot wait for an on-site consultancy visit

- ◄ Your query does not require a full day or half day consultancy visit, but can be resolved through a phone call

4.2 EMBRIDGE UPGRADE METHODOLOGY

Our Standard upgrade approach will apply if moving forward with a direct upgrade from one U4BW version to another using three methods: -

Implementation Approach Phase	Like for Like	User Experience Enrichment	Process Enrichment & Transformation
Preparation	✔	✔	✔
Design Verification	✔	✔	✔
Build		✔	✔
Data Cleansing		✔	✔
Test (IST)	✔	✔	✔
Test (UAT)	✔	✔	✔
Roll Out	✔	✔	✔

A **Like-for-Like** upgrade of U4BW to a newer version with minimal changes to current configuration or business processes.

User experience enrichment is the Like-for-Like upgrade plus selected experience packs to provide enrichment of the user experience and may also include the review and implementation of selected Business Process Improvements.

Process Enrichment & Transformation - Enabling significant business and process improvements by upgrading and implementing the new functionality, Experience Packs and a review of the customer solution.

Covers Like-for-Like, User Experience Enrichment and a complete performance review. A re-implementation of the original solution. An overall health check of the customer's current solution along with recommendations for improvement.

4.2.1 Embridge Consulting Upgrade Planning Process:

| Pre-audit questionnaire | Site visit | Audit document | Follow up |

◄ Pre-audit questionnaire

◄ Customer site visit

◄ Audit current customer solution (including technical)

◄ Discuss options for technical assistance

◄ Discuss impacts / implications

◄ Identify 'pain points'

◄ Document audit

◄ Follow up / review

◄ Implementation / upgrade following Embridge's standard approach

5. MANAGED ERP SERVICE

Running an ERP system and employing internal support for its users can be costly and inefficient. At times, you may feel vulnerable when a team member leaves, is absent or over-stretched. A system that is out of date or not achieving its full potential could be detrimental to your business, not to mention the adverse effects of performance issues and troubleshooting.

This is why Embridge Consulting introduced our Managed ERP service and Application Support Helpdesk.

Our Managed ERP Service provides a consistent, reliable and skilled team providing on-going support and proactive suggestions for continuous improvement and development, as well as providing training to users where required.
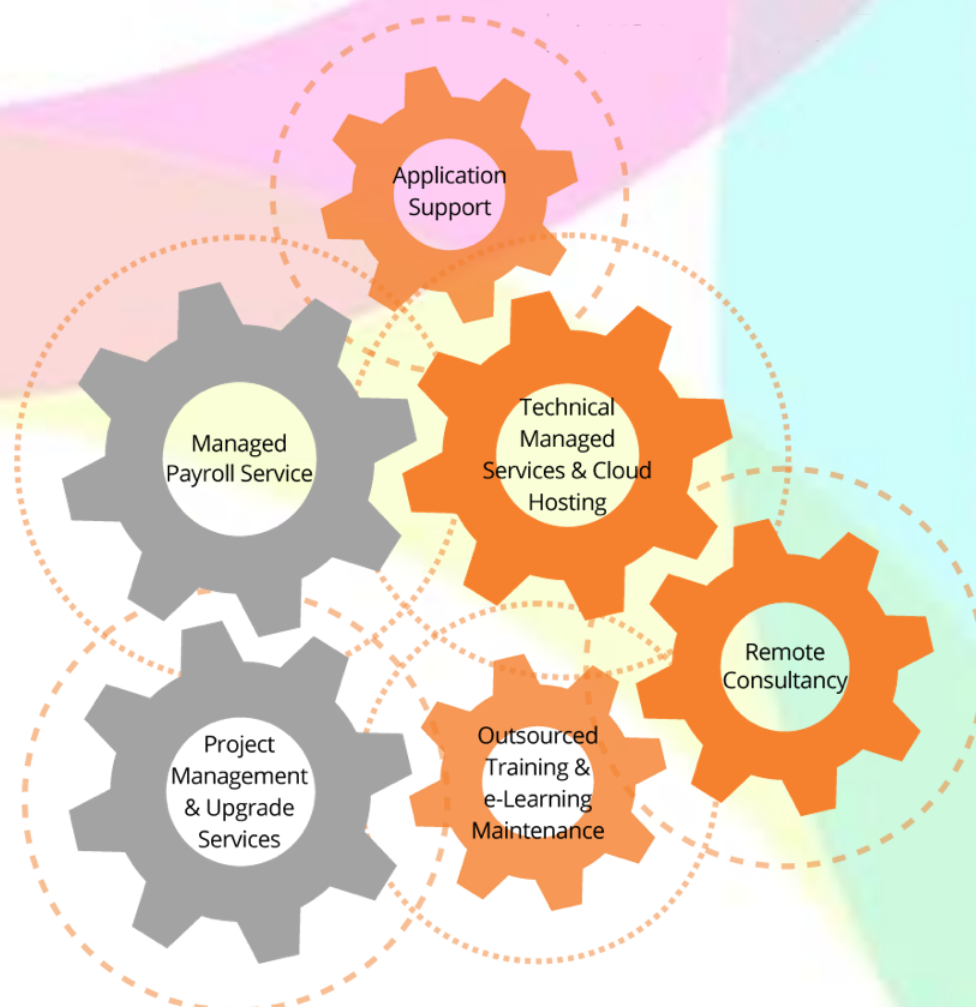
5.1   FEATURES OF THE SERVICE

Support Desk

- Two levels of support including triage service and liaising with software vendor.

- Performance statistics provided and recommendations for on-going improvement, development and training needs.

Manage Processing

- Timesheet, month end processes and reports or areas causing processing delay in workflow.

System Monitoring

- Monitor server processes, system inefficiencies and report queues with regular reviews of data integrity.

User Management

- Creation and management of new users and allocation of roles.

Experienced Support Consultants

- Many of our expert team have trained by and / or worked for Unit4, whilst others have hands-on experience of working as the "customer" in system admin roles.

Second-to-None Product Knowledge

- The team are kept up to date with all the new versions and products and as a Unit4 partner we are informed of their future plans.

Accessibility

- We use a cloud-based ticketing and management system to keep track of all support requests and incidents.

Scalable

- Start small and grow your usage of the service as your requirements expand and use of the system grows.

5.2 BENEFITS

Below are some of the benefits that you will experience from considering our outsourced service model: -

◄ **Quality of service** - The quality of support will be dramatically higher than can be achieved in house. The Managed ERP team are experienced support consultants that have in depth U4BW knowledge and whose focus is solely on this product. This will be further supported by a network of senior consultants providing our customers with a first-class service at all times.

◄ **No requirement for ongoing training of internal team** – Through our SI Partnership with Unit4 we ensure all of our team are trained on the latest versions of U4BW and will be able to continuously advise you on areas where development will introduce efficiencies or additional functionality.

◄ **No recruitment costs for replacement staff** – Moving to an outsourced service takes away the cost and time that is required in recruiting for experience staff in what is a very small and competitive market.

◄ **No temporary costs when staff are unavailable** – E.g. sickness and holidays – When staff are on holiday or off sick there will be no hidden additional costs for you to consider temps or other ways of covering planned and unplanned absence.

◄ **Always up to date with latest technology** - Through our SI Partnership with Unit4 we are always up to date with the latest technology, improvements made to the product and R&D plans that Unit4 are looking to achieve so we can continuously work with you in ensuring you receive maximum benefit from your investment.

◄ **Cost Saving** – We believe there will be tangible cost savings versus standard models of consultancy support and / or in-house IT departments.

5.3 APPLICATION SUPPORT

Embridge Consulting provides two levels of support and consultancy services under application support aimed at customers who are already live with U4BW.

Level 1 - Support

The level 1 support service covers the following functions: -

- User assistance: -

  o Assistance with end user, system admin and key user training, advice and support

  o Training of new staff

  o User assistance

  o U4BW helpdesk

- Daily, weekly and monthly task processing; examples of the processes covered as follows: -

  o Setting up of new staff as resources and users

  o Closing users and resources when staff leave

  o Timesheet/sales order/purchase order processing and maintenance around the process

  o Monitoring of items to follow up and batch inputs

  o Checking the setup of new opportunities and projects

Level 2 - Support and Consultancy

The level 2 support service and consultancy covers the following functions: -

- Issue Investigation: -

  o Issue investigation of helpdesk calls

  o Logging and following up calls with Unit 4 support

- Other System tasks: -

  o Environment maintenance including tasks completed after database restores

  o System Review and optimisation

5.4 REMOTE CONSULTANCY

The remote consultancy service is aimed at customers who are either in the build phase of a new implementation and need additional support or are already live with U4BW and need development support to complement and assist an internal business systems team.

Examples of activity could include the following: -

Project Support: -

- Dial in service to assist with trouble shooting build setup issues
- Remote consultancy to assist with development of reports
- Build and configuration of alerts
- Remote testing capability & issue resolution
- Development of test scripts & preparation for IST & UAT
- Off-site testing of patches and new functionality
- Assistance during year end
- Assistance with any restructuring activity

Post Go Live Support: -

- Amendments to Excelerator / Worderator reports
- Development of reporting, dashboards, browsers, simple Excelerator / Worderator reports
- Build and configuration of additional flexi fields etc. to support bespoke report requirements
- Writing browser reports
- Build and configuration of alerts
- Review of business requirements and high-level advice on approach
- Additional functionality evaluation and support
- New module evaluation and advice on project implementation requirement
- Backfill for internal team in the event of unplanned absence & holidays

5.5   MANAGED PAYROLL SERVICE

Our newest offering is our Managed Payroll Service. Embridge Consulting can either assist in a full U4BW payroll implementation and then run the monthly payroll on behalf of the customer, *or*, take over this function from a customer who has already implemented U4BW Payroll and are completing the monthly processing in-house.

By providing an outsourced managed payroll function in which we have access to your systems, we can provide the benefit of integrating your payroll module with other U4BW finance modules; this is a unique offering which Embridge can deliver. This also produces a cost saving to you by having one amalgamated system rather than disparate stand-alone systems.

5.6   PROJECT MANAGEMENT & UPGRADE SERVICE

Embridge Consulting offers project management services to assist with either new implementations or other development projects. We also offer consultancy services to give you access to the latest U4BW software developments and functionality. We can provide not only the project management support you will need during an upgrade but can also provide both technical and application support to assist you with this process.

We have supported clients in achieving a seamless upgrade on a like-for-like basis using very little consultancy. We have also worked with clients in providing a full transformation team to review business processes and new functionality in line with your upgrade plan.

5.7   OUTSOURCED TRAINING & ELEARNING MAINTENANCE

We offer U4BW training for your current users and new resources, which can either be carried out on-site or through webinar sessions. We can offer you a service that either complements your internal teams or takes the pain of training away from you. Our comprehensive eLearning service provides a state of the art engaging learning experience for your users and is an excellent alternative to the traditional classroom training at a very cost-effective price.

We have a range of off the shelf standard eLearning courses which we can brand to your company or we can write bespoke courses for you. We develop eLearning that you can host or we can host it for you. Again, our flexible approach provides you with a solution that fits your needs.

5.8 TECHNICAL MANAGED SERVICES & CLOUD HOSTING

Embridge Consulting offers both fully hosted and / or on-premises managed service packages and by partnering with us you will be working with the leading experts in Unit4 Business World technical service delivery. In our opinion, our team of ex-Unit4 technical consultants are some of the best in the business.

Instead of expensive and inflexible datacentres / physical hosting facilities, Embridge Consulting utilises a variety of highly agile cutting-edge technology cloud platforms to provide a totally secure, robust, scalable, innovative and cost-effective platform for customers. This covers both the delivery of Unit4 Business World and any third-party systems that interact with the application, providing expert technical consultancy and support in place of internally hosted systems.

Organisations that choose to host the platform themselves can also benefit from a Managed Service offering. The internal IT team build and maintain the platform / network required to host Unit4 Business World, which naturally fits in well with their key strengths and responsibilities, at which point our experts take over, keeping up to date with the supporting technologies.

The **on-premises Managed Service** gives customers immediate access to experts in Unit4 Business World, SQL Server, Microsoft Server, Active Directory, Virtualisation, Thin-Client Deployment and a host of other third-party technologies that accompany the core Unit4 Business World ERP system.

6. HOW WE PROVIDE THE SERVICE

6.1   HELPDESK EQUIPMENT

Our Managed ERP team use a cloud based ticketing and management system to keep track of all support requests. It allows the team to manage all requests for support quickly and efficiently whilst also keeping a knowledge base of all common issues and their solutions.

This system provides: -

- Service management and best practice processes
- Time tracking, management reporting and granular measurability of all aspects of service
- Customer satisfaction and Service Level Agreement (SLA) compliance via feedback reports
- Bespoke process automation and tailored reports

Offering true, multi-channel customer support, our helpdesk brings together every customer conversation into a centralised, user-friendly interface, helping customer support consultants to address and resolve issues.

Whether the interaction occurs over the phone, via email, through webchat or comes in from social media channels like Facebook and Twitter, our helpdesk ensures customer support issues get to the right team member right away.

Because the solution is entirely Web-based, this helps to manage multiple groups, workflows and escalation procedures. It also supports multiple products and brands and includes multi-language and multi-time zone capabilities.

The Managed ERP helpdesk automates multiple processes. Dispatchers automatically route tickets to the appropriate support consultants, while the supervisor continuously scans open tickets and then escalates them to managers if they are not addressed within defined Service Level Agreements. Using Scenario Automations, daily routine tasks can be completed with a single click.

Our helpdesk functionality also offers customer-facing features such as a self-service portal, a knowledge base and community forums so customers can view the status of their tickets, find solutions online and share or even vote on ideas. These are all features we hope to introduce to our customers that will enhance the end user experience.

6.2 SERVICE LEVEL AGREEMENT

SLAs are a commitment to respond to services within a specified timeframe. Embridge's Service Level Agreement is shown below for reference. Monthly reports will be produced which will demonstrate compliance and any breaches in SLA.

Priority	Respond by	Resolution by
Urgent	30 minutes	6 hours
High	1 hour	12 hours
Medium	2 hours	14 hours
Low	4 hours	20 hours

6.3 HELPDESK HOURS

The standard Managed ERP helpdesk is available Monday to Friday from 08.00hrs to 16.30hrs, excluding UK Bank holidays.

Our support desk can support users worldwide with in-time-zone support covering US and Asia Pacific.

We would be happy to discuss a variation on these times with you if they do not meet your requirements.

6.4 ONBOARDING PROCESS

Depending on the level of support you require from the Managed ERP team we would recommend the following approaches: -

Application Support – 1st & 2nd Line

If the responsibility of managing your systems was fully outsourced to our Managed ERP team then we would want to take the opportunity to ensure we had all appropriate documentation in place that supported the management of your system. This is usually a great opportunity for customers to take stock of how things are being managed and allow us to make recommendations for improvement. We would agree processes with you and ensure the handover to our team was a smooth and successful process.

Typical on-boarding plan – 1st & 2nd line application support

Week 1- 3
Complete configuration documentation

Week 6
Agree cutover
Change control process
& development plan

Week 8
Transfer support manangement
Set up regular account meetings

01 STEP **02 STEP** **03 STEP** **04 STEP** **05 STEP** **06 STEP**

Mobilisation
Initial scoping meeting
3 day system review*
1 day technical system audit (if required)
Formal proposal
Agree any Tupe arrangements
Issue contract

Week 3-5
Confirm operational processes

Week 7
Issue staff communication

On-boarding plan – Remote Consultancy

To enable the Managed ERP team to quickly and efficiently get up to speed with a customer's implementation we would recommend a 2-day system review. This will act as a familiarisation period to enable our consultancy team to quickly start delivering value when ad hoc consultancy is requested. A basic review will lead to some documentation for our team during this activity whilst understanding your development priorities.

We also offer our optional systems optimisation service which is an excellent health check on your system and the validity of your data.

6.5   ACCOUNT MANAGEMENT

Once the service has started we provide a commitment to our clients to allocate a dedicated account manager who will act as an escalation point for any queries. We will also provide the following: -

- ◄ Issue of monthly reports – service desk usage

- ◄ Quarterly account meetings (May be monthly in first few months)

- ◄ Feedback on areas where your solution can be improved

- ◄ Feedback where additional user training could improve end user experience

- ◄ Annual Contract Review

7. THE IMPORTANCE OF THIS SERVICE

This service is at the heart of our business, not a back-office function like it would be for most businesses. We have high expectations in terms of service quality, delivering excellence and achieve this by recruiting the best people and maintaining a high standard.

For a client, this is a back-office function that is a requirement of running a business. It is not their area of expertise and it would be very expensive to recruit the breadth of skills that are required to gain full ERP knowledge to ensure your systems are developed and supported the best they can be.

Training and recruiting people with the necessary skills is not only expensive but very time consuming and we take this away from our clients. The entire Embridge management team come from a background of managing operational systems and we have first-hand experience of the challenges that come with maintaining a good support environment. This service aims to provide an alternative support for clients that is not only cost effective, but is high quality and significantly reduces the internal management time used in-house. Below is a sample of why we believe this is a great value proposition for customers to consider: -

7.1 INTERNAL CAPABILITIES

- Internal staff may not have best exposure to U4BW and to changing environments.
- No requirement for ongoing training of internal team.
- No recruitment costs for replacement staff.
- No temporary costs when staff are unavailable, e.g. sickness and holidays.

7.2 QUALITY

- Need to have best support available for their U4BW system.
- Strategic planning: we can help plan for the future and how to improve a customer's business systems.
- With industry experts, we can advise beyond the world of U4BW and work to support further growth in an organisation.

7.3 ACCESS TO EXPERTS

- Customers will essentially have access to an hour, or a few hours of consultancy at short notice, avoiding the need to book consultancy time way in advance
- Flexible charging structure: most consultants come with a minimum charge out of a daily / half daily rate. This service will provide you with access to top rate consultants on a call off basis.

8. ENGAGING LEARNING

Our training service covers all aspects that you should need as an organisation to upskill your employees to use the new software. We provide a Training Needs Analysis to identify where your training budget is best spent. We can then train the trainer, train your super users, train your end users, provide your systems admin team with the skills required to manage your system; all this can be overseen by a training manager.

Our aim is to provide an engaging learning experience for all your employees so that knowledge transfer empowers and enables them to use the system to the best of their ability and using its functionality so that they work efficiently and effectively. This can be complemented by a range of eLearning modules for staff to refer to within your Learning Management System (LMS).
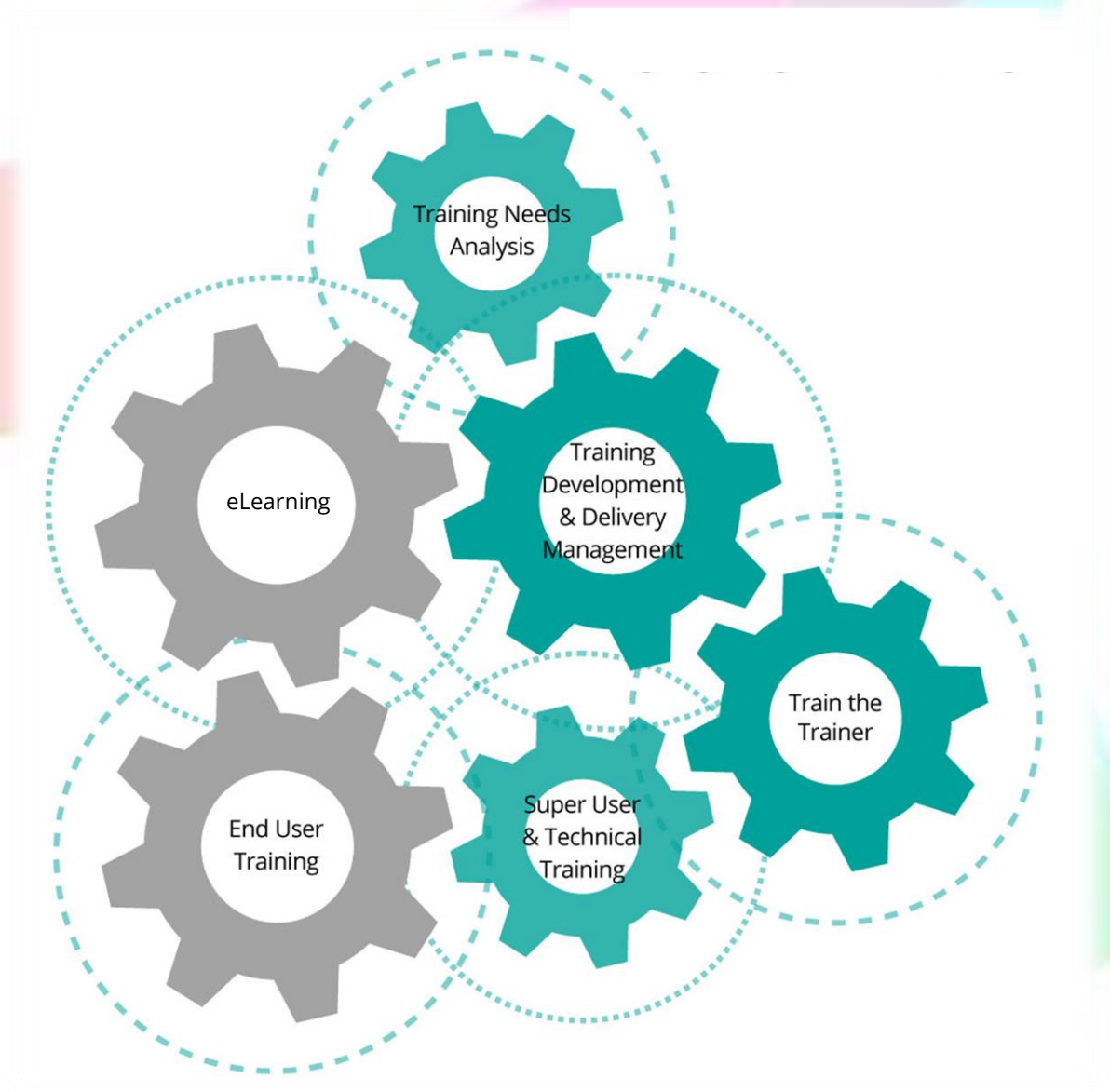
8.1   TRAINING NEEDS ANALYSIS

Our training manager will undertake an analysis of where your organisation / employees lack the knowledge and understanding of the system and organisation procedures. We can then advise as to what training is to be recommended, and pull together a plan as to how that training can be delivered and when during the project implementation cycle. We will identify who is best to deliver the training and either train your staff or plan the delivery ourselves with our expert trainers.

8.2   TRAINING DEVELOPMENT & DELIVERY

Our trainers will prepare training material and exercise books ready for the training to be delivered. We will normally prepare material directly pertinent to your system, although in some circumstances our standard training courses will be suitable. We will prepare the material in conjunction with your Subject Matter Experts so that the content reflects your own organisation and its rules and practices. The material will be directly relevant to your system

8.3   TRAIN THE TRAINER

Should you wish to manage training internally, we will upskill your trainers so that they are experts in the material and in the software so that they can train the remainder of your staff. Guided by our trainers, your team will understand the pitfalls and some of the issues / questions that they are likely to face so that they are fully prepared for delivery to your staff.

8.4   SUPER USER TRAINING & TECHNICAL TRAINING

We pride ourselves on knowledge transfer so that once your staff are trained, they are fully conversant with the system and understand what they need to know to carry out their roles. We can train your super-users to a very high level, avoiding the need for them to understand build and design decisions and merely concentrating on the elements of the build that they need to manage, and the areas where their users will need support.

We can also provide technical training to your IT staff so that they understand the workings of the technical side to the build.

8.5   END USER TRAINING

End user training is provided at the operational level identifying the tasks that your end users will be required to fulfil on the system, so that as infrequent users, they can approach the tasks required by them with knowledge and confidence. We identify the level of tasks required by the end users, and then prepare and deliver training content that gives the users exactly what they require without covering unnecessary levels of detail on build decisions.

Given that end user training can be delivered to many users in your organisation, our training is designed to be delivered to multiple users over many iterations, and our expertise in this ensures that your users will approach the tasks they are required to undertake with confidence and understanding.

9. ELEARNING

Bespoke and off the shelf eLearning. Bespoke development covering multiple industries from charities, finance to health covering topics as diverse as compliance to raising awareness of drinking behaviour. The off the shelf offering covers a library of compliance courses and UNIT4 Business World processes. The hosting solution we use is Cognito365 which tracks and reports on who has completed the courses, along with the scores they achieved in the test. This can be used to satisfy regulators and identify knowledge gaps.

9.1 FEATURES

- By developing to SCORM and xAPI standards, the content will work in any Learning Management System
- Accessible on various internet browsers
- Content created for you
- For bespoke eLearning packages, the responsibility for any IP and copyright compliance rests with the customer
- Works on multiple devices
- Rapid development of courses.
- Flexible and consultative approach. Our processes are adaptable to fit your processes and ways of working.
- A fixed price approach allows you to control budget and ensure prompt delivery
- Weekly project status update

9.2 BENEFITS

- Bespoke content created to meet users and organisations needs
- Our unique development process ensures rapid creation of multiple courses
- Cost effective method of delivering training
- Experienced developers across many sectors
- Fixed price to allow budgeting for project costs
- Engaging content with challenging assessments
- Free minor amendments / updates for up to 12 months

9.3 TRAINING

We work with you to develop online training courses / eLearning modules based on your requirements. By learning and understanding your business and processes, we can write truly effective eLearning which is completely tailored to your organisation's needs.

9.4   SETUP AND MIGRATION

Our service includes setup and migration which includes an update to your content along with different outputs / developments for alternative devices, such as smartphones (if required). We can migrate your existing content to our hosting site, Cognito365.

9.5   ON-GOING SUPPORT

We provide on-going support to our customers from initial setup to post-delivery.

9.6   USER SUPPORT

We support our customers via email, online ticketing systems and telephone.

Our support team is available Monday to Friday, 09.00hrs to 17.30hrs (except UK Bank holidays). We will respond to tickets logged within 4 hours if notified within this time bracket. For any incidents logged outside of office hours, we will respond within 24 hours of the ticket being logged.

9.7   ONBOARDING AND OFFBOARDING

Each project commences with a meeting to capture the customer's requirements and expectations of the eLearning module(s).

Service documentation, including any terms and conditions applicable, are provided to the customer upon initial enquiry.

All documentation created for the customer is formatted to the specification provided to us at commencement and, if required, be branded with the customer's logo for a small uplift.

Once your project is complete. SCORM files are sent for use in a LMS. We can also provide documentation / content in Word format or other source file type if required.

A project close meeting takes place to discuss post-implementation support.

9.8   USING THE SERVICE

We can support the following browsers: -

- Internet Explorer (8 and upwards)
- Firefox
- Chrome
- Safari

If required by the customer, we can design the service to be used on mobile devices, i.e. tablet or smartphone.

The service conforms to Section 508 of the Accessibility Standards. We will work with you if you have specific testing requirements and customisation is available.

9.9   ANALYTICS

Service usage metrics - Cognito365 provide user progress reports and customised reports are an option.

9.10   ASSET PROTECTION

- Knowledge of data storgae and processing locations
- Data storage and processing locations
- User control over data storage and processing locations
- Datacentre security standards
- Penetration testing frequency
- Penetration testing approach
- Protecting data at rest
- Data sanitisation process
- Data sanitisation type
- Equipment disposal approach

9.11   DATA EXPORTING

Data export formats - SCORM 1.2 SCORM 2004, TinCan / API, web broswer, Word document.

9.12   PRICING

Pricing is available on request. Pricing will be dependent on requirements of the customer; discounts are available for educational organisations.

10. SMART SOLUTIONS

We offer a broad range of services with experts in many fields. As a Unit4 Systems Integrator (SI) and Agresso Report Creator (ARC) Development certified partner we can offer any service you would expect to get directly from the vendor; we also provide a number of additional value-added services.

Optimisation Review and Data

Smart Report HR

Smart Report Finance and Projects

Purchase Card Masterfile Extension
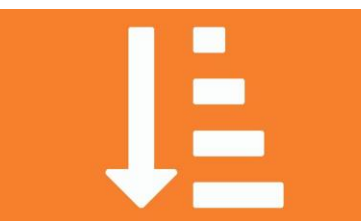
Exchange Rate Loader

Action Overview Locking Fields

GCON4 - MFL

Forms Extension pack

Smart Appointment

VP10 Wingen Screen Extension

Legacy Data Viewer

11. COMPANY PROFILE

Key Contact:	Emma O'Brien, Managing Director
Organisation Name:	Embridge Consulting (UK) Limited
Registered Address:	The Old Rectory Business Centre, Springfield Road, Northfleet, Kent DA11 8HN
Tel:	+44 (0) 1474 338735
Fax:	+44 (0) 1474 338749
Email:	enquiries@embridgeconsulting.com
Registration Details:	Registered in the UK
Registration Number:	9600193
VAT Registration Number:	214 78575 91

We have been trading since 2009 (previously as Embridge Consulting Ltd), offering diverse and value-added consultancy services to many companies seeking a reliable and cost-effective alternative to the main software provider. We provide system selection, project management, solution design, implementation consultancy, cloud hosting, training and eLearning, Managed ERP support and remote consultancy. We also have a Smart Solutions team who can offer some clever options to make integration, reporting and operational tasks more efficient using core product solutions. Embridge Consulting became an official SI partner with Unit4 in July 2015 but have been working successfully with Unit4 since the business was first formed in 2009.

Kent (Headquarters)
The Old Rectory Business Centre
Springhead Road
Northfleet
Kent DA11 8HN

Bristol
CityPoint
Temple Gate
Bristol
Avon BS1 6PL

Crawley
Southpoint Offices
Old Brighton Road
Lowfield Heath
Crawley RH11 0PR

12. EMBRIDGE CONSULTING CUSTOMERS

13. CLIENT TESTIMONIALS

BT assessed the global supplier base for world-class HR & Payroll, Finance & Accounting, Procurement and Relationship Management software and selected the Unit4 Business World (U4BW) Enterprise Resource Planning software as the foundation of their BPS solution.

As part of its strategic planning, BT Global Services identified a need to select a third-party consultancy that could work alongside the permanent BT team as well as complement the consultancy that could be on offer via Unit4 direct. Part of the selection criteria was to identify an independent consultancy that did not have a direct affiliation with Unit4. BT was looking for a resource base that was not only independent but could flex its resources up and down depending on customer requirements.

After a thorough review of the market place, Embridge Consulting engaged with BT in February 2013 and has since been working as preferred partner to provide a range of consultancy services. Embridge provides everything from programme management, project management, implementation consultancy, report developers, data migration specialists as well as trainers and eLearning development. Below are a two of the testimonials that BT have been happy to provide: -

"Embridge Consulting is working with us on multiple programmes at BT – the projects are complex and require a strong and flexible team. We're very impressed with the calibre of work Embridge carries out for us. Not only are they experts in what they do, they have a great work ethic; hard working, professional and able to adapt to our specific needs. They are a great team – we hope to work with them on many more projects!"
Richard Grice – Programme Director, BT

"I've worked with the Embridge team throughout the project. Whether it's payroll, finance or HR, the consultants are very experienced and knowledgeable – a resource that is of great value to us. They are also very easy to work with! I think this is down to the culture of the team which is set by Emma O'Brien and how Embridge recruit; they are very careful to get the right mix of skills and quality needed for complex projects. Emma is ultra-professional, diligent, strong and flexible – her values and qualities cascade throughout the team and should be admired. I have worked with many third parties in my career and would have no hesitation to recommend Embridge Consulting – they are certainly one of the better consultancy teams I've worked with."
Ian Fitzgerald – Solutions Director, BT

Currie & Brown

Embridge Consulting implemented the Business World PSA template at Currie & Brown in a record 5 months during 2014. We then assisted with the international rollouts to the Middle East and USA and in July 2015 Currie & Brown outsourced full application support, including level 1 and 2 and remote consultancy, to Embridge Consulting. Late last year, Currie & Brown purchased the APAC branch of Sweett Group and Embridge Consulting assisted with the migration of U4BW from the Sweett's platform on to their own. Below is a testimonial from Currie & Brown.

"Currie & Brown required an agile, highly skilled support and development function to maintain and enhance our Unit4 Business World implementation across multiple geographies. As Embridge had been instrumental in the implementation of Unit4 Business World within our business, we were confident that their Managed ERP service would be able to provide the high quality of service we expect.

We have now been using Managed ERP for ten months and our expectations have been met and surpassed. Jane Dobson and her team offer an excellent, highly capable service and the feedback from our employees is overwhelmingly positive."
Chris Balmbro – Group IT Director, Currie & Brown

sweett

Full project management services leading the implementation of the full suite of Unit4 Business World (U4BW) modules across an international professional services organisation. Rollout covers UK, Europe, US, Middle East, India, China, Hong Kong, Singapore and Australia.

"Emma O'Brien of Embridge Consulting became Project Manager for Sweett Group's proposed Unit4 Business World (U4BW) implementation in 2009. She very rapidly assimilated the requirements of the project, which was the Group's solution to a global financial and management information system, providing a quality of leadership and organisation, both of herself and everyone involved with the project, which was critical to the project's success. This led to a totally disciplined approach with regular updates to core management and meetings of the project steering committee to ensure that the project timescales were met, including those incumbent on the supplier, with a huge organisational workload. Emma is hard-working, often dealing with issues well beyond normal office hours. She is also very personable and I would highly recommend her for any similar projects. She will certainly be welcome at Sweett Group when further system development is appropriate."
Chris Goscomb – Chief Financial Officer, Sweett Group

Recovery project – implemented ICAMS / Unit4 Recruitment and full suite of Unit4 Business World (U4BW) modules including Financials, Logistics, HR and Payroll. Our team of consultants provided project management, implementation consultancy as well as report development. We continue to support them as part of the month-by-month operational improvements.

"Emma O'Brien and Embridge Consulting have been integral to the successful implementation of THT's new integrated Unit4 Business World (U4BW) Finance and HR System. Emma's project management skills coupled with her in-depth knowledge of the Unit4 Business World (U4BW) software have been invaluable. Emma and her team quickly gained an understanding of our charity and thus were able to design an integrated system that would work for the charity. Emma is a great people person… she is able to motivate and manage within a very tight control environment. Embridge Consulting delivered for us on time and on budget."
Sir Nick Partridge – Chief Executive, Terrence Higgins Trust

"Shelter were assisted by Embridge Consulting with their implementation of Unit4 Business World from Feb 2016 – Nov 2016.

Shelter is a UK-based housing and homelessness organisation, with around 1400 staff in total and a Finance team of 30, covering Financial and Management accounts. I am happy to recommend Emma O'Brien and her team at Embridge as a company that successfully implemented Unit4 BW, Milestone 6 for Shelter. They used their standard methodologies to assist us in replacing our existing finance system, taking us through Design, Build, Data Migration, System Testing, User Testing and Transition to live phases. We have subsequently engaged them to provide ongoing support.

They delivered the project on time and on budget, and were very professional in their delivery methods, and excellent at project management. We benefited from their repeatable methodology, and their in-depth knowledge of Unit4 Business World."

International services and outsourcing provider, Serco, purchased the Unit4 Business World ERP solution to underpin business services at Lincolnshire County Council. The software is used in delivering a range of support services including finance, human resources, payroll, recruitment, invoice processing and income management.

The deal forms part of a larger contract, awarded to Serco, to deliver support and customer services to the Council, bringing savings of more than £14m over five years.

Embridge Consulting was engaged by Serco to deliver Unit4 Business World Training Services. This included the development of all end user training resources as well as the delivery of training to 5,000 users. Our specialist eLearning team provided a range of eLearning products that covered all end user functions that supported the successful delivery in April 2015.

"At Lincolnshire County Council, we had an urgent need to design and create a number of learning solutions at short notice to enable employees to use U4BW upon its launch some 6 months later, Embridge Consulting were recommended to us as having a proven track record in both project management and delivery of engaging learning solutions and from the very first conversation with them, they had started to help us see the light at the end of what had been a very long and dark tunnel. The commitment, flexibility and sheer determination of all the Embridge trainers who have helped us develop a great learning offer has been outstanding bringing both a wealth of knowledge and a can-do attitude to what has been an ever-developing and changing challenge. It is because of the Embridge team that we have been able to train over 5000 employees, create over 60 step-by-step cards and user guides, create 50+ eLearning courses and deliver circa 350 face-to-face learning sessions throughout the county of Lincolnshire in time for the system going live. The quality of the product and service Embridge offers is something I would recommend to any organisation embarking on a significant ERP system change, they truly know their stuff."
Matthew Bullock – Communications & Change Work Stream Lead

14. ABOUT EMBRIDGE

Embridge Consulting offers advice and support on business systems. We are experts in Unit4 Business World (U4BW) and are an approved System Integrator Partner for Unit4.

In 2018 Embridge Consulting became Exact Business Software partner.

Our team of accredited consultants have decades of experience working within the ERP marketplace alongside the U4BW product, making us ideally placed to support our customers. As an independent consultancy, we are objective and unbiased, which is why more and more businesses are selecting us as their preferred supplier for delivery.

Since starting the business in 2009, the team has grown to over 70 specialists. With professional consultants in HR, payroll and finance, the team are a mix of business consultants, technical consultants, implementation consultants, report developers, trainers and project managers.

Our service offers: -

REVIEW BUSINESS PROCESSES AND SYSTEMS			
PROJECT AND CHANGE MANAGEMENT SUPPORT			
SELECT	DESIGN	BUILD AND DEVELOP	DELIVER
BUSINESS INFORMATION SYSTEMS			

E-RECRUIT	TIMESHEET	EXPENSES	PAYROLL	FINANCE	HR	CRM	PROCURE-MENT	REPORTING

We work with organisations that are either looking for a new business system or need support with an existing project. We can support an entire delivery or we can help on major projects as an additional team of resources. We can manage the implementation, configure the solution as well as provide training, smart solutions to add value to standard functionality and post-live support via our prestigious Managed ERP service.

14.1 WHY EMBRIDGE CONSULTING?

Embridge has a proven track record with many different organisations across a wide variety of markets. We work with top quality consultants and project managers, many of whom have worked for Unit4, and / or on some of the most challenging and high-profile implementations ever achieved using Unit4 Business World product globally.

We have a highly respected and sought-after reputation and the internal support network to provide you with a vast pool of knowledge and capability and we will select the best consultants to take you through your project. As a group of ex-customers, we in the management team fully understand what is required in providing a quality service to customers that delivers a successful, cost-effective and timely implementation irrespective of how small or large the project is.

A list of some of our major projects is included in this document, with references available upon request. A good example is our work with BT where we supported the implementation of the Tri-Boroughs projects in a major implementation, including a complex implementation of Financials, PCB, Logistics, Income Manager, E-Recruiter, HR and Payroll, pushing the boundaries of functionality available within Unit4 Business World across 15,000 users.

14.2 UNIT4 PARTNERSHIP

The Embridge Consulting Management Team have been working with the Unit4 Business World (Agresso) product since the late 1990s. The senior management team originated from an operational role as a customer before forming Embridge Consulting in 2009. Steve Goulder, our Business Development Manager / Principal Consultant spent 10 years on the Unit4 Business World (Agresso) User Group, serving as Chairman for three of those. Emma O'Brien, Managing Director, served as Deputy Chairman during this time. Our relationship with Unit4 has spanned a number of years and since Embridge Consulting was founded, we have always worked very closely and successfully on all Unit4 Business World (Agresso) projects that we have been involved in.

In early 2015, Unit4 underwent some rather ground-breaking changes in the way they supported existing customers and growing their business. They implemented a partner evaluation process to look at introducing a new breed of partners to the market through their new global partner ecosystem. Embridge Consulting became the first official System Integrator (SI) partner of Unit4 in July 2015 across UK and Ireland as recognition of the breadth of skill we have within our team and the broad range of value-added services we have available to our customers.

14.3 ONGOING UPGRADES AND SUPPORT

We recommend a continued relationship with us that enables your ongoing management of your business solution to rest with our team of experts in our Managed ERP team. By outsourcing the on-going application support to our team, we will agree with you the regularity of the upgrades (we would advise this is considered as a minimum every 18 months to 2 years).

More accurate estimates will be provided once the design and complexity of your build is understood. By keeping the solution as standard as possible, this will enable a more cost-effective route to providing this support.

14.4 EXPERIENCE, CERTIFICATIONS & FRAMEWORKS

ISO 9001 CERTIFIED – ISO 9001 is a globally recognised standard designed to support an organisation's fundamental requirement for consistent Quality Management processes. By maintaining an externally certified quality policy, an organisation ensures that it meets the requirements to satisfy customers and stakeholders, showing that they are continually improving quality performance, use modern technologies and processes and are compliant with any regulations applicable to their services and products.

Embridge Consulting has achieved the ISO 9001 2015 certification. This provides us with an official accreditation that represents our commitment to quality management that we expect across all our customer engagements.

Our internal processes have been audited using external consultants and we continue to promote improvement of processes through our internal audit function. We have also completed our Cyber Essentials accreditation and are working towards ISO 27001 information and security, which we hope to achieve during 2018.

CYBER ESSENTIALS CERTIFIED – Cyber Essentials is a scheme introduced by the National Cyber Security Centre to help organisations reassure their customers that cyber security is taken seriously and that we are committed to having security measures in place.

UNIT4

OFFICIAL PARTNER OF UNIT4
- Unit4 Accredited Partner
- Unit4 SI Partner
- Unit4 Certified ACT developer
- Certifications in R2R, AR and H2R Unit4 accreditations

ITIL CERTIFIED

A number of our Managed ERP team are ITIL certified and we are working towards all our helpdesk team being ITIL certified in 2018.

CROWN COMMERCIAL SERVICE SUPPLIER

DIGITAL OUTCOMES AND SPECIALISTS

The Digital Outcome and Specialists Framework is a dynamic style framework with the specific aim of helping the public sector buy, design, build and deliver digital outcomes using an agile approach, by procuring the appropriate specialist resource to deliver agile software development.

Embridge Consulting became a Digital Outcome and Specialist supplier on the framework in 2016, having seen a substantial increase in demand for our services within the Central, Local and Government Agencies. Therefore, to help simplify the procurement process for our customers, this was an essential step for us to take.

15. PRICING

Please refer to the pricing documentation for specific information.

Services available under the G-Cloud 10 will be delivered on a time and materials basis and will be charged on a per day basis plus expenses for on-site work as detailed in the pricing documentation.

16. SUMMARY

We very much hope this document covers the information that you require at this stage. If you have any follow up questions, then please direct emails to Tracey Adams, Marketing Manager at enquiries@embridgeconsulting.com.

Embridge Consulting

Driving value from your
business systems

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