

UNIT4

In Business for You

Success Catalog

Customer Support

November 2024



Service Offerings

Success Product	Description
<u>Customer Support - Local Language Support (Public Sector only)</u>	Allows Public sector customers to access our specialist Local Language teams, enabling them to communication in a selected language.
<u>Customer Support - Digital Local Language Support</u>	Allows customers access to use our language translation function within the support tool (not C4U), enabling them to translate case communication to and from any of our core languages (English, French, Spanish, German, Dutch, Swedish, and Norwegian).
<u>Customer Support - P1 Application Support</u>	24 hours by 7 days a week support response for Priority 1 Support Cases
<u>Customer Support - Limit Access to Data – Case Handling - Europe</u>	If you have certain data handling or visibility requirements as a customer, you can specify which regions via this agreement can access your case data. E.g., Insurance or Banking customer who has requirements for their data to stay in the EU.
<u>Customer Support - Limit Access to Data – Case Handling - North America</u>	If you have certain data handling or visibility requirements as a customer, you can specify which regions via this agreement can access your case data. E.g., Insurance or Banking customer who has requirements for their data to stay in the EU.
<u>Customer Support - Limit Access to Data – Case Handling - Asia Pacific</u>	If you have certain data handling or visibility requirements as a customer, you can specify which regions via this agreement can access your case data. E.g., Insurance or Banking customer who has requirements for their data to stay in the EU.
<u>Customer Support – Unit4 Identity Service</u>	Allows customers to have access to support for their Unit4 Identity Service.
<u>Customer Support – Digital Local Language Support & Limit Access to Data – Europe (EB)</u>	Allows customers access to our language translation capability that is part of the support tool (not C4U), enabling them to translate case communication to and from any of our core languages (English, French, Spanish, German, Dutch, Swedish, and Norwegian). If you have certain data handling or visibility requirements as a customer, you can specify which regions via this agreement can access your case data. E.g., Insurance or Banking customer who has requirements for their data to stay in the EU.
<u>Customer Support – Premium Support Service</u>	Allow for customers to have direct access to customer support experts with enhanced Resolution Targets
<u>Customer Support – Additional Time Zone Support</u>	Additional Time Zone allocation based on 24 hours by 5 days a week support response, with follow-the-sun for Priority 1 Support Cases

Notice/Disclaimer

Each packaged service (Service) set out in this catalogue has a detailed Service Description that is provided to you in advance of purchasing the Service, which sets out what Unit4 will deliver, what is expected of you and any assumptions or pre-requisites made in relation to the Service. You will be deemed to have accepted the terms of the Service at the point Unit4 commences delivery. These Services are pre-defined and cannot be adjusted. Unit4 shall not be obliged to deliver anything outside the defined scope or deliverables of the particular Service. In the event (i) Customer requires additional services beyond the defined scope,

or (ii) services are required as a result of Customer's failure to fulfil its obligations, or (iii) the assumptions are incorrect or pre-requisites not fulfilled, Unit4 reserves the right to charge at its Prevailing Rates for any additional Services rendered.