

# Helping you build your path to Success



## Unlock value, every step of the way

Selecting a software partner is a crucial decision, and it's essential to evaluate their ability to collaborate effectively with your organization. Beyond delivering the necessary product, it's equally important that they provide tailored ongoing customer and service support, aligning with your internal capabilities and resources. This ensures your organization consistently achieves the best return on investment.

Onboarding challenges, and the absence of adequate support throughout their journey, can result in businesses suffering from underutilized software, decreased productivity, and missed opportunities for growth.

### Unit4 is here to change that.

Our goal at Unit4 is to simplify your ERP journey and that's why we have created Success4U, a flexible and outcome-driven approach to customer success.

With Success4U, you benefit from adaptable support that aligns seamlessly with your strategy. Craft a success plan that empowers you to optimize processes, achieve impactful business outcomes, and evolves alongside your journey, continually enhancing overall value.

We help drive your strategy with data insight, identifying the business outcomes that suit your business best.



**50%** of ERP implementations fail first time



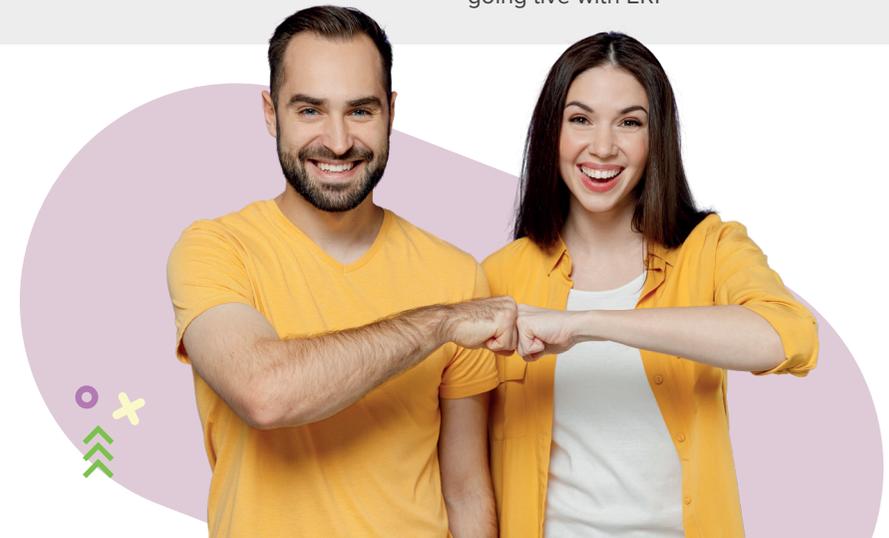
On average, ERP implementation takes **30%** more time than estimated



Almost **55%** of companies experience operational disruption when going live with ERP



**64%** of ERP projects will spend more than the allocated budget.



## Elevate your ERP journey! Success4U can help you:

- **Achieve outcome-driven value** that minimizes project overrun and ensures delivery certainty
- **Utilize clearly defined service packages** to realize value and return on investment quickly
- **Control budgets** and reduce procurement cycles and invoicing overheads with our Success Points.
- **Benefit from a single access point** to all Unit4 and select partner services, with predictable, fixed fee pricing.

## What are the benefits?



### Unparalleled scalability

Scale your operations effortlessly to meet your **evolving demands**.



### Value realization

**Outcome driven**, to ensure you achieve the **highest return** on your investment.



### Delivery confidence

**Plan with certainty**, knowing there are no hidden costs or surprises.



### Personalized guidance

Unlock personalized guidance that helps you build a **transformational journey** and ensures best value at every turn.



### Exclusive education & resources

Stay ahead with **in-depth training** sessions, webinars, and resources tailored to your **growth** objectives.

## How does Success4U work?

Success4U is a subscription wrapper that provides you with a single access point to the Unit4 service portfolio, with expert guidance to enable maximum value realization from your Unit4 investment - from onboarding, all the way through your ERP journey.

Success4U provides our customers easy access to Unit4 Services, including Customer Success Management, Education, Professional Services, and Support, as well as complementary operational and partner services. There's no

upfront commitment to a large project, allowing your services approach to evolve as your strategy matures.

Because we are experts in realizing customer outcomes from our software, we can provide you with delivery certainty; you no longer have to worry about project overrun. Our work packages are clearly defined so you are clear on the work required to achieve the required outcome, and you can rest assured that we've executed the approach many times before!



## Our Success4U plans

### Success4U Essentials

Every customer at Unit4 gains access to our Success4U Essentials plan, a package that puts you in the driving seat.

Success4U Essentials is an **all-digital, self-guided** approach to **customer success** and includes:

- Industry Success Plan Templates
- Standard Customer Support
- End User Enablement
- Standard Community4U Access

### Success4U Professional

You can elevate your customer experience in our Success4U Professional plan, giving you **quicker value** realization and **outcome-driven** solutions aligned to your strategy. You'll receive:

- Tailored success planning with an assigned customer success manager
- Access to professional pricing within the Success Catalogue, using exclusive Success Points
- Elevated customer support with enhanced resolution SLA's
- Premium education and in-product guidance
- Enhanced Community4U access to thought leadership content and product management webinars

Service Area	Service	Professional	Essentials
<b>Success Planning</b>	Customer Success Manager Engagement	✓	
	Tailored Success Plan	✓	
	Digital, Templated Success Plan		✓
<b>Education</b>	End User Enablement	✓	✓
	Admin User Enablement	✓	
<b>Community4U</b>	Discussion Forums	✓	✓
	Thought Leadership Collaboration Webinars	✓	
	Product Management Insights	✓	
<b>Customer Support</b>	Digital Support Access	✓	✓
	Experienced Support Agent	✓	
	Resolution SLA's	✓	
<b>Success Catalogue</b>	Access to Success Catalog	✓	✓
	Preferred Pricing (Success Points)	✓	
	Transactional Pricing		✓

## Building the right journey for you

Our Success Catalogs offer a breadth of services that you can use to build a package that delivers your desired business outcome. Depending on where you are on your journey with Unit4, we have the right solutions and services that will help you succeed at every step.

### New to Unit4

- Rapid standard onboarding and personalization to the relevant Unit4 industry model to get you started quickly
- Leverage standard, outcome based service packages to expand your capabilities
- Continual evolution of capabilities and value realization throughout lifecycle

You can find more information about our Success Catalogs and the services included within them, here (insert webpage link when live)

### Your journey to Cloud

- Guiding you on your journey to SaaS, ensuring compliance & security
- Streamline existing processes and capability and introduce new value generators
- Compatibility with ERPx throughout your journey, enabling simplified migration
- Standard processes to improve user experience and adoption

### Driving continuous value

- Identify opportunities with our outcome based packages
- Optimize existing approaches and leverage new functionality
- Safeguard yourself against complexity in future upgrades or your move to ERPx.

## Start your journey today

With Unit4 by your side, your journey is simple and easy. With years of experience and over 800 Cloud customers, we have developed a methodology that delivers fast time-to-value and smooth processes.

Our Success experts will be with you every step of the way to ensure you enjoy a reliable, efficient, and smooth onboarding and expansion experience.

**Contact us** to learn how you can leverage Success4U.

