

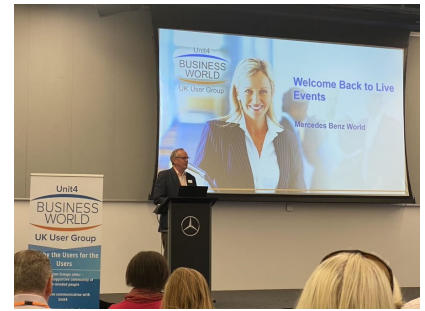
The picture on the right captures it all for me – Welcome back to live events. The user group built up its network over many years through face-to-face meetings and we are committed to this as a major part of our annual cycle.

We have added some new members to the Council, thanks to Stephanie, Nathalie and David for coming on board. We are still keen to get more representation from cloud base customers so if you are one and are interested, please contact Caroline.

My learnings from the event at Mercedes World were:

- There is no substitute for face to face
- Unit 4 are supportive of the great value of the User Group, from the UK Managing Director down
- Members want face to face events, possible a 2-day event with a night away
- There is still a place for online short events that can offer training, updates etc... so we will keep these going
- Our sensible approach to membership fees for future years was well received,
- Time catches up with us all, and my reflexes in a F1 simulator were average to say the least

So please support future events, we will be in touch with date and venues. We are keen to grow the base of attendees, both new organisations joining but also a broader attendance base from current members, remember you get 2 free places per event. Please spread the word.



To see the presenter's slides, Video of the event and AGM details, please visit our Community4U page which you can find via the main menu bar of the Unit4 Community4U page,

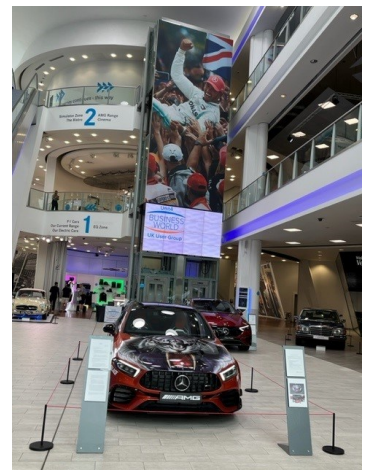
### And we're Off

On the 23rd June we were excited to welcome members back to live events, Our First live event since the Pandemic was held at Mercedes Benz World., Weybridge, Surrey and despite a National Rail Strike we were pleased to welcome back both new and existing members.

Throughout the day there were updates from Unit4, along with a chance to meet Chris Richard UKI Regional President and other key members of the Senior Unit4 Staff,



Michelle Lindsay from the **Local Government Association** gave a **Customer Case Study "ERPX The Journey so Far"** Members asked her lots of questions about the processes undertaken for the upgrade and the progress to date.



We also held the Annual General Meeting where several key decisions were made about membership fees for new and existing members commencing in 2023. Existing Council members were re elected along with two new Council members Stephanie Cord from Edinburgh Napier University and Nathalie Niscastro from St Jame's Place Wealth Management who were elected and welcomed to the Council. Members voted to a return to live events and so are now planning further sessions for Q4 2022. If you have any ideas on content please let us know,



After all the business for the day was complete the members then socialised whilst competing in a Racing car Simulators which was great fun at the trophy for the fastest driver was won by Adam Hunt from University of Reading who was at his first User Group event. Congratulations Adam!



## Community4U Update - New improvements in Community4U

The Community4U team are constantly working to solidify the user experience as you navigate your community. Thus, we have implemented some improvements that we hope will make your journey through Community4U as smooth as possible, here are some of the improvements we have recently made.

### Menu Descriptions

Our topmost Community4U menu now features short descriptions when you hover over each option. To do so, simply drag your mouse over the option you would like to select, without clicking on it. Once the mouse is hovering over the option, a brief sentence will appear. Steer clear of doubts and navigate with more precision through your community!

### Federated search result tiles opening in a new window

You speak, we listen! Per the request of users, tiles in the federated (topmost) search in Community4U will now open in a new window when clicked on. We hope that this change will facilitate your navigation when it comes to preserving your previous activity while keeping your tabs organized exactly how you want them!

### Export feature in User Management

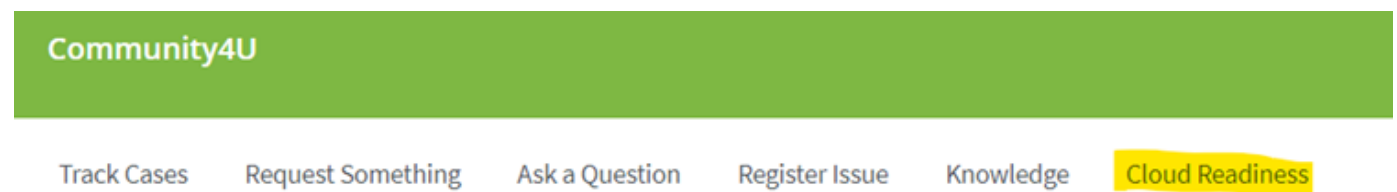
You are now able to export your organization's users via the User Management tab. To do so, simply click on the "Export Users" button, and the download of a .csv file will be initiated. Keep track of all users in one click

## Chat. Unit4 is becoming a cloud company. Are you ready to join us?

Why not take a few minutes to check how cloud ready your ERP is by running our self-assessment tool. It's free, and it's online via Community4U.

Unit4's journey towards producing cloud-based solutions is well underway. And we're eager to help you embark on and further all of our customers' cloud journeys too.

As part of that commitment, we're now giving all Unit4 ERP (Agresso and Unit4 Business World) on-premises customers a way to easily carry out a fully online **Cloud Self-Assessment**. You can access this via the link below, or by selecting **Cloud Readiness** under Support4U in your Community4U account.



Your Cloud Self-Assessment is designed to highlight:

- How ready your business is for Unit4 Cloud.
- Gaps between your current solution and the Unit4 Cloud equivalent.
- The best cloud journey for your organization.
- How quickly we can help you to get to the cloud.

It only takes a few minutes, it's completely free of charge, and a summary of your results will be provided within 24 hours and accessible through Community4U. You can also get in touch with your account manager/executive after completing your self-assessment in order to get more insight into your cloud journey.



This process is brought to you by Unit4 Customer Cloud Journey Team – our dedicated team for facilitating an efficient cloud journey for your business. If you have any questions about how to conduct the self-assessment, you can ask them at any time by emailing [migration@unit4.com](mailto:migration@unit4.com).

So it feels like at last we are getting back to some normality again, with the User Group workshop in June, and a number of other customer events in the first half of the year. It has been so great to have at last met many of you face to face, I don't think anything can beat that in person interaction to develop and improve collaboration and communication between Unit 4 and its customers.

As we progress through the second half of the year, I hope to continue and develop our relationship with the User Group and would appreciate feedback on how you think we can do that. As a collective group with a common interest to me and my team i.e. customer success with Unit 4, I know that we could and should leverage that more. So please let me and the team know how you think we could do that.

Enjoy the summer months and I hope those who are getting away can relax and recharge!

I look forward to seeing you all soon.



### Time to Talk about Chat.

When people think of customer support the image of a customer support team member talking to a customer about a problem they are having comes to mind. This is still the case in many support teams across the globe. However, businesses and people's needs are changing, and different mediums of customer support are required today to keep up with the flexible needs of customers and to overall enhance the customer experience when connecting to a customer support agent.

We are no different at Unit4 and we can no longer offer our customers email and phone as the only medium for connecting with our teams.

We have been offering a Digital Chat service to our customers since May 2021. This service is available for 3 products – **Unit4 ERP, Unit4 Financials & Unit4 Talent Management.**

There are many advantages of using the Chat Service to communicate with the support teams, I would like to highlight 3 key points about our Chat service in this posting



#### **Not a Bot.**

The first thing to point out about our Digital Chat service is that it is not a bot. Yes, we ask some questions to gather customer information but after that we are connecting the customer to a Customer Support Team Member. By doing this we then enhance the customer experience and provide the opportunity of a one stop fix for their issue.

#### **Availability.**

Our Digital chat offering is available between 9:00 and 17:00, Monday to Friday. And moreover – during these hours of availability – there is a Customer Support Team Member online and waiting for your chats.

#### **Access to an Agent.**

Typically, when someone logs a support case, they go into a queue and their case is answered based on priority and agent availability. When a customer logs an issue via the Digital Chat service – they have the option to go direct to an agent, effectively skipping the queue. This is not cheating in any way – but just using the service as we have designed it. This is especially effective for urgent cases where a direct connection to an agent is required.

Our Support Chat service is another medium we have made available to our customers – connecting them to our teams. It is an additional method of contact and not a replacement for any existing methods.



## We need you..... New Council members required - want to find out more ?

The Council would like to welcome enthusiastic people to join the council which helps to ensure that there continues to be representation for all Business World sectors, giving a balanced user's view to UNIT4, We would love to hear from you, currently we are especially keen to hear from people in the Health and Charity sectors but we would welcome anyone who is keen to get involved.

### So what is involved in being a Council Members?

The User Group Council and key Unit4 UKI Staff meet on a Bi-monthly basis to discuss and review changes within UNIT4, its products and any issues raised by the members. Currently the meetings are a mixture of Teams and face to face meetings, which are held in Council members venues so everyone gets to visit on another, you would be required to attend a minimum of 4 meetings a year.

We are looking for people who enjoy working with Unit4, its products and hearing future business plans through interacting directly with Unit4 represent the thoughts and views of the Business World UK customer base. The User Group will pay any travel expenses incurred whilst attending a council meeting.

Council members also help to find content for UG Workshops offer to do Case Studies and also compare at the User Group events. Others help with the Website and other projects run with Unit4.

If you would like to know more about becoming a Council Member and what is involved, please contact the User Group Chairman or anyone one of the council members listed below, they will be more than happy to tell you all you need to know about the role and its benefits it can bring.

**Andrew Grice**  
AUKUG Chairman  
University of Reading  
Director of Finance



**Maureen Potter**  
AUKUG Vice Chairman  
University for the Creative Arts  
Finance Systems Manager



**Mary Kent**  
AUKUG Treasurer  
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