

Packaged Services by Journey Stage

Operational



Success4U packages are organized around three journey stages—Onboard, Adopt, and Operate—reflecting the natural lifecycle of every customer. Each stage helps you progress confidently from initial setup, to optimization, to long-term operational excellence. Please find below some examples of Operational packages.

Packaged Service	Outcome Category	Description	Function	Product Applicability
Fully Managed eAuction (Recurring)	Advisory & Execution	Runs your full eAuction process end-to-end, from strategy and setup to supplier training and live monitoring, to maximize competitive outcomes.	Universal	S2C
Product Admin Service	Advisory & Execution	Provides vendor-led system administration and optimization so your Unit4 applications stay stable, compliant, and continuously improved.	Universal	ERPx, ERP CR, FP&A, U4F
Product Monitoring Services	Advisory & Execution	Delivers proactive monitoring, issue prevention, and continuous improvement to keep environments stable, secure, and optimized.	Universal	ERPx, ERP CR, FP&A, U4F, S2C
Integration Services	Integrations	Provides proactive monitoring, release impact assessments, and annual optimization to keep your Extension Kit and App Studio integrations stable and efficient.	CIO	ERPx, ERP CR