



## LICENSE AND SUBSCRIPTION MANAGEMENT SERVICE

Every new technology you add to your computing environment involves initial product licensing and ongoing subscription renewal issues. Consider the following tasks that need to be performed and tracked when you purchase technology products:

- Product registration and activation
- Warranty registration
- Maintenance registration and renewal
- Support registration and renewal

The cumbersome nature of these tasks combined with the multi-vendor nature of today's computer networks often results in an administrative and management nightmare. Many times, licensing and support issues are discovered at the worst possible time. You discover a software bug, or a piece of hardware fails. Your network goes down, and the last thing you need is vendor support telling you that your product is not registered! The lost productivity to your business could be substantial.

Accudata Systems offers a **License and Subscription Management Service** to assist your organization in the initial licensing and ongoing tracking of maintenance and support subscriptions for all of your network hardware and software.

With all of your licenses and subscriptions current, you will have uninterrupted access to your vendors' support offerings, which usually include:

- Technical Support
- Version Upgrades
- New releases
- Hot Fixes
- Service Packs
- Web-Based Product Knowledge Base
- Proactive Email Problem Notification
- Hardware Replacement

In addition, Accudata Systems can help you determine the best combination of vendor maintenance and support offerings to fulfill the operational and availability requirements of your computing environment. Different parts of your network require different levels of support. We will assist you in getting the right level of support at the right price. We will help you answer the following questions:

- Does this vendor allow anyone to call or are there are limited number of end-user contacts?
- Is after-hours support available or necessary?
- How quickly can we get replacement hardware?
- Do we have a dedicated technical account manager?
- Are there a limited number of incidents with this support package?
- What is the vendor's incident escalation procedure?

### Accudata Systems will help you:

- Get the best combination of vendor support offerings
- Avoid the expense of lapsed service contracts and the confusion of complex maintenance agreements
- Maintain uninterrupted access to your vendors' support offerings
- Coordinate your vendor agreements to co-terminate at the same time of year, for easier renewal management and budgeting



### **Add Value to Your Technology Purchase**

Industry studies indicate that products covered by ongoing maintenance and support programs perform better, improve in availability, grow in capability, and have extended life spans. This translates to higher value to you. However, many manufacturers have a complex product registration and maintenance contract renewal process. Most do not even track or notify their customers when maintenance contracts are due for renewal.

When you subscribe to **Licensing and Subscription Management Services**, Accudata Systems will track and notify you of upcoming renewals. We will put together the renewal pricing and inform you of any changes, enhancements, or renewal options.

### **Make Planning Easier with Co-Terminus Renewal Management**

With a strategy of co-terminus renewal, Accudata Systems will coordinate your vendor agreements and pro-rate any current agreements so that they all co-terminate and come up for renewal at the same time of the year. This makes planning and budgeting for your licensing and maintenance renewals more predictable and easier to manage. Co-terminus renewals also help avoid the expense and aggravation of lapsed contracts.

### **Simplify Your Life!**

Outsource the administration of these recurring tasks that no one in your organization seems to have the time for to a company that has been doing this for more than twenty years! Accudata Systems will provide **Licensing and Subscription Management Service** for these and most other hardware and software companies:

- AirDefense
- Blue Coat
- Captaris
- Check Point Technology
- Cisco Systems
- Citrix
- Counterpane
- F5
- FrontBridge
- Hewlett Packard
- Interwoven
- Internet Security Systems
- iPass
- IronPort
- Juniper Networks
- Microsoft
- NetIQ
- NetScreen
- Network Intelligence
- NetApp
- Nokia
- RSA Security
- Symantec
- Trend Micro
- Tricerat
- Veritas
- Websense