

Dear Associate

Portfolio update No. 2019-032

August 22, 2019



Changes in NEC Licence Desk

Introduction

The 3rd of April 2019 we announced changes in the Licence desk way of working:

1. All enquiries related to licence delivery should be addressed to your regular contacts within Order Management
2. All other service requests related to licence deployment, re-configuration or other licence-related operational issues should be registered using the [Call Registration](#) facility on BusinessNet (when creating a licence-related call please select Application = Licence Desk)

With this Dear Associate we are announcing that certain licence desk services will per October 1, 2019 have a service fee charge.

Services

In the below table can you see the defined service and what the cost of the service is:

Paid for services per September 1, 2019	Active SWA	No Active SWA
Removal/downgrade of licence	Euro 500,--	Euro 500,--
Changes of licence carrier	No charge	Euro 500,--
Merge/combine licences	Euro 500,--	Euro 500,--
Defective dongle/HWKC replacement	No charge	Euro 500,--
Move of system from one partner to the other	No Charge	Euro 500,--
UM4730: Replacement of HW dongle with soft dongle	Euro 1,--	Euro 250,--

Removal/downgrade of Licences

If you want to downgrade a system or remove unused licences, you will be charged a service fee of Euro 500.

Please note that the end customer have to, in writing, agree upon the removal since the licences will be permanently deleted and cannot be restored thereafter.

Changes of licence Carrier

If you are requesting e.g. BCT licences moved from one licence carrier to another, e.g. from a dongle to an LMC location, or from a LMC location to 3C, you will be asked a service fee of Euro 500.

Please note that in some circumstances the service fee will not be charged:

- a. If the request is part of a migration or a Customer Transition request
- b. If the existing system has active SWA that will be moved over to the new system

Merge/combine licences

If you are requesting e.g. two BCT systems merged into one system, you will be asked a service fee of Euro 500.

HWKC replacement

If you are requesting a HWKC replaced, e.g. change of CPU3000 HW, you will be asked a service fee of Euro 500.

This is also the case of defective carrier.

Please note that if the system have active SWA the service fee will not be charged.

Move system(s) from one partner to the other

If the customer is requesting to be moved from partner to the other a service fee of Euro 500 will be applicable.

Please note that if the customer have purchased SWA under the new partner the service fee will not be charged.

We also require evidence in writing that the customer has requested such a move.

UM4730: Replacement of HW dongle with soft dongle

Replacement of HW dongle with soft dongle for UM4730 is earlier announced via [DA 2018-038](#). If you are requesting the HW dongle replaced with a soft dongle, you will be asked a service fee of Euro 250.

Below are the defined services that remains FOC

Services remaining FOC
Customer transition programme
Delete customer in LMS
Remove PARI from PBC Lic gen

Customer transitions programme

Migrations within the Customer transition programme will remain Free of Charge.

Delete customer in LMS

Deleting a customer in the LMS will remain Free of Charge.

Remove PARI from PBC Licence generator

Removing the PARI from the Licence generator will remain Free of Charge.

Please note that NEC keeps the right to define more services and per each of these decide if the service will be paid for or not. NEC will inform this via Dear Associate letters.

Orderable items

Below are the list of orderable items for requesting services done via licence desk:

Product code	Item	Description	Price
EU888888	Licence desk Voucher	This voucher can be used to purchase services at licence desk. It will be shipped to the LMS.	Euro 500,--
123-03215	UM4730 USB to Soft conv Lic	This licence enables the conversion from a USB dongle based licence to a soft based licence	Euro 250,--

Please note that these items cannot be discounted

How to request the services

Paid for services

First, purchase a Licence desk voucher via non-config in Prophix. The voucher will be shipped to the LMS where it will be visible in the LMS.

Second, create a [call request](#) via BusinessNet:

- Choose under application Licence desk
- Choose under Category Services
- Choose a priority
- Inform that this is a paid for service

Licence desk employees will check if there is a licence desk voucher in the licence Administration of LMS:

YES: Call will be accepted and handled and the licence desk voucher will be removed.

NO: Partner will be informed that a Licence desk voucher first have to be purchased and the call will be closed.

Paid for services where SWA voids the Fee:

Create a [call request](#) via BusinessNet:

- Choose under application Licence desk
- Choose under Category Services
- Choose a priority

Licence desk employees will check if the system indeed have active SWA:

YES: Call will be accepted and handled

NO: Check if there is a licence desk voucher in the licence Administration of LMS:

YES: Call will be accepted and handled and the licence desk voucher will be removed.

NO: Partner will be informed that a Licence desk voucher first have to be purchased and the call will be closed.

FOC services

- Create a [call request](#) via BusinessNet:
- Choose under application Licence desk
- Choose under Category Services
- Choose a priority

Target Resolution Time for the defined services

NEC will endeavour to execute requests within the following target throughput times:

Priority	Target Resolution time from Licence desk
Low	Within 20 working days
Normal	Within 10 working days
High	Within 5 working days
Critical	Within 1 working day

Please note that reasonable justification must be given in the service request for use of Critical priority

If you have any questions please contact Remko van Dijk.

On Behalf of the NEC Enterprise Solutions Portfolio Management Team

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