



SALES & MARKETING BULLETIN

DL54906260 MAY 02

NEC

PLEASE NOTE, this Sales & Marketing Bulletin is replacing DL54629838.

NEC Licence Desk Announcement 2023

NEC Licence Desk continues to support Partners and Customers via Licence Desk. This Sales & Marketing Bulletin lays out the services from NEC Licence Desk as well as any costs involved.

This SAMB replaces any former Dear Associate letters or Portfolio Bulletins on this subject.

The Major changes are

1. Active SWA is now required for Changes of Licence carrier
2. HWKC replacement is available for iS3000/SIP@Net systems until 31 December 2025
3. UM4730 replacement of HW dongle with Soft dongle have changed. Please follow the described way of working in DL54629838 UM4730 Soft dongle
4. Licence carrier change for dongle based Expense Management systems is only possible as part of a CTP programme.

Paid for Services

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

Paid for services per August 1, 2023	Active SWA	No Active SWA
Changes of licence carrier	No charge	Not possible
Merge/combine licences	Euro 564.43	Euro 564.43
Defective dongle/HWKC replacement	No charge	Euro 564.43

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 have to have active SWA on the existing system.

The remaining SWA will be moved over on the licence carrier.

Important

- a. New system will not have a Grace Period
- b. The change will first take place after the SWA agreement have started. E.g. SWA is activated on BCT dongle 3rd of April means the SWA agreement will start May 1. The change of licence carrier will then first take place from May 1 onwards.

Please note that if the request is part of a Customer Transition request (CTP) SWA is not required on existing system(s). Instead minimum of 12 months SWA is required on the new systems.

Merge/Combine licences

If you are requesting e.g. two BCT systems merged into one system (both on same type of licence carrier), you will be asked a service fee of Euro 564.43.

HWKC replacement

If you are requesting a HWKC replaced, e.g. change of CPU3000 HW, you will be asked a service fee of Euro 564.43

This is also the case of defective carrier.

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

IMPORTANT: This service is available for iS3000/SIP@Net systems until 31 December 2025.

Services remaining Free of Charge

Below are the defined services that remains Free of Charge:

Services remaining Free of Charge
Removal/downgrade of licence
Move of system from one partner to the other
Customer Transition Programme
Delete customer in LMS
Remove PARI from PBC Lic gen

Removal/downgrade of licences

If you want to downgrade a system or remove unused licences, you will not be charged.

Move system(s) from one partner to the other

If the customer is requesting to be moved from one partner to the other no service fee will be charged.

We require some written evidence that the customer has requested such a move (a copy of the Purchase Order from the customer is sufficient).

Customer transition 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 Portfolio Bulletins.

How to request the services

The way to request a service depends upon if the service is paid for or not.

Paid for service

Partner actions:

1. Purchase a EU900087 Support NEC Licence Desk via non-config in Prophix. The voucher will be shipped to the LMS where it will be visible in the LMS Licence Admin view.
2. Open a [call request](#) via BN:
 - a. Choose under application "Licence desk"
 - b. Choose under Category "Services"
 - c. Choose a priority
 - d. Inform that this is a paid for service.

NEC Licence Desk actions:

1. Licence desk employees will check if there is a licence desk voucher in the licence Administration of LMS:
 - a. **YES:** Call will be accepted and handled and the licence desk voucher will be removed from the LMS.
 - b. **NO:** Partner will be informed that a Licence desk voucher first have to be purchased and the call will be closed.

Paid for service where SWA voids the fee

Partner actions:

1. Open a [call request](#) via BN:
 - a. Choose under application "Licence desk"
 - b. Choose under Category "Services"
 - c. Choose a priority

NEC Licence Desk actions:

2. Licence desk employees will check if the system have active SWA:
 - a. **YES:** Call will be accepted and handled
 - b. **NO:** Partner will be informed that a Licence desk voucher first have to be purchased and the call will be closed.

Free of Charge services

Partner actions:

1. Open a [call request](#) via BN:
 - a. Choose under application "Licence desk"
 - b. Choose under Category "Services"
 - c. Choose a priority

Pricing aspects & Items

Below are the orderable item for requesting services done via licence desk:

Product Code	Item	Description	Price
EU900087	Support NEC Licence Desk	This voucher can be used to purchase services at licence desk. It will be shipped to the LMS.	Euro 564.43

Please note that these items cannot be discounted.

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.