Rockwell ThinManager Software Maintenance

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INTRODUCTION

Technical challenges can sometimes lead to costly downtime. ThinManager's Software Maintenance can help with short-term emergencies and ease the burden of unexpected hurdles. Whether it is to quickly respond to product questions or ensure that the latest software release is available, investing in Software Maintenance coverage for each and every ThinManager license owned is an essential safeguard for customers that want to protect their investment and eliminate potential headaches in the future. ThinManager software is available as a perpetual or subscription-based license. Initial purchases can be delivered electronically or with media. Subsequent renewals of Software Maintenance are delivered electronically.

BENEFITS

Get back up and running faster with our global team of product support specialists who can help with installation, configuration, and diagnosis of technical issues. Direct dial into 678-735-7432 or e-mail through Submit a Question at https://rockwellautomation.custhelp.com/app/ask/p/4785. Live phone technical support is available 8x5, or optionally 24x7. Both phone and e-mail support are available **only on product licensing/serial numbers** that are covered by Software Maintenance. Support calls and/or emails on systems containing product licensing/serial numbers that are not current on Software Maintenance will be forwarded to the ThinManager Inside Sales team. A roadmap to Software Maintenance will be detailed and quoted to customer specification. Once a purchase order is received, immediate reinvestment in Software Maintenance coverage and reinstatement of the following benefits will occur:

1) Live phone/e-mail technical support eligibility
2) Delivery of all new versions missed while uncovered by Software Maintenance
3) Step-in pricing eligibility
4) Trade-in credit eligibility toward V-FLEX licensing

PRICE OVERVIEW

Software Maintenance agreements are priced per ThinManager terminal connection regardless of location. The exception to this rule is for legacy Enterprise Site/Server licenses which offer an unlimited number of terminal connections. The 1st year of 8x5 Software Maintenance is included in all new ThinManager V-FLEX license purchases, with an option to upgrade to 24x7. 8x5 Software Maintenance is 20% of the price of the terminal connection license. 24x7 is 30% of the price of the terminal connection license.

For customers with legacy licensing (5-pack, 10-pack, 25-pack, Enterprise Site/Server, etc.), we have a commercial program called Flex Forward that provides a pathway to migrate your existing licensing to V-FLEX. For more details, please visit www.thinmanager.com/vflex and look for the Flex Forward datasheet link.

LICENSE TRANSFER

ThinManager product licenses/serial numbers current on Software Maintenance may be transferred from a system in Location A to a system in Location B based upon customer needs. The Software Maintenance coverage and term on that license remains unchanged at Location B. Upon reactivation at Location B, the customer may receive a notification about the current state of Software Maintenance status for that Location B system. This message encourages a call to the ThinManager Inside Sales team to ensure expiration date synchronization of all product licenses.

LAPSES/LATE RENEWALS

When Software Maintenance is not renewed, there will be no Software Maintenance benefits available on that particular license.

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Without exception, that product license's Software Maintenance expiration date will remain attached to it, and the reinstated term for Software Maintenance renewal will start the day after that existing expiration date.

SUBSCRIPTION

As a critical component to your infrastructure, we have taken steps to ensure ThinManager subscription licensing does not stop running if your subscription expires before you have renewed it. First, there is a grace period built-into the activation, so it will continue to operate without any loss of functionality for 30 days after the expiration date. If the subscription is still not renewed beyond the 30-day grace period, you will begin to see subscription expiration notifications every 2 hours within the Admin Console and at ThinManager-managed terminals. Additionally, you will be unable to make configuration changes or shadow terminals from the Admin Console in this expired subscription state. Despite being in an expired state, your terminals will remain booted and will be able to reboot if needed, allowing you to continue operations while getting your subscription renewed. If you renew prior to your expiration date, you will receive an updated version of your original license that includes the new expiration date. If you renew after your expiration date, you will receive a new product license. In both cases, the updated or new license can be applied in the ThinManager Admin Console.

It should be noted that the subscription expiration behavior described above requires ThinManager 12.1 or newer. If you are running a ThinManager version prior to 12.1, and your subscription expires, you will not be able to reboot your ThinManager-managed terminals. It is for this reason that we recommend all ThinManager subscription owners upgrade to version 12.1 or newer.

Commercially, you will be notified through your ThinManager Channel Partner of your subscription renewal at 120 days prior to expiration. If not renewed, your Channel Partner will receive another notification at 30 days prior to expiration and then at 8 weeks past expiration.

SOFTWARE MAINTENANCE DISCOUNTING

Volume discounting is built-in to V-FLEX licensing. The more terminal connections you purchase, the more you save on the price per terminal. Since Software Maintenance is a fixed percentage of the price per terminal, discounts are earned by renewing more terminal connection licenses at the same time.

STEP-IN PRICING DISCOUNTING

Maintaining Software Maintenance on existing licensing also provides Step-In pricing opportunities on new V-FLEX license purchases. With Step-In pricing, past purchase quantities are added to new purchases quantities to determine the volume discount to be applied. For example, if a customer site has an existing 5 terminal connection license that is current on Software Maintenance and needs to purchase 1 additional terminal connection license, Step-In pricing enables the new purchase at the 5-49 quantity pricing band, instead of the 1-4 quantity pricing band, resulting in a 45% discount.

SYNCHRONIZATION

ThinManager Software Maintenance is separate and distinct from TechConnect. The ThinManager Inside Sales team can provide prorated quotations for Software Maintenance and/or Subscriptions synchronized to specific customer dates and/or TechConnect contract expiration end dates.

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