Sentinel EMS provides a secure, resilient, highly available and cloud native software licensing service, while reducing risk and increasing business agility.

- **99.99% SLA:** Deploy with confidence and reduce risk with industry's only guaranteed 99.99% uptime.
- **Reduced Management Costs:** Eliminate the overhead of self-management with 24x7 monitoring and application health checks to ensure efficient application management and maintenance.
- **On-Demand Scalability:** Scale your environment horizontally and vertically to ensure optimal performance for the most demanding use cases and workloads, without any up-front investment in infrastructure.

**Versatile Packaging**
Customize product packages and licensing models to meet customer needs and adapt to evolving market trends.

**Minimal Development:** Build new product packages and license models quickly and easily, without additional engineering.

**Flexible Licensing:** Deploy popular and custom licensing models including trial, subscription, perpetual, seat-based and per-use licensing.

**Catalog Management:** Define a feature-based product catalog to ensure accuracy, simply distribution and increase efficiency.

**Customer & Channel Self Service**
Deliver a wide range of customer/channel self-service licensing and entitlement management capabilities via an intuitive web interface. With Sentinel EMS, customers can activate, renew, upgrade, and transfer ownership of products without contacting customer support. Distributors, resellers, system integrators and OEM suppliers can distribute, activate and provision customer entitlements. Business partners can access, view and activate entitlements for end-customers.

**Vendor-Agnostic Licensing**
Support any type of licensing enforcement method including Sentinel, homegrown and third party products.

- **Centralized Management:** Manage different licensing enforcement systems via a single interface.
- **License Generation:** Simplify fulfillment processes and reduce the complexity of license generation with a unified management system.
- **Any Type of Deployment:** Support any type of deployment including on-premises, cloud or hybrid licensing and provisioning.

**Back-Office Automation**
Streamline your business operations through seamless integration of Sentinel EMS with your back-office systems. When you utilize the Sentinel CRM and ERP back-office connectors you can minimize time-consuming, manual data entry, reduce errors and promote standardized processes to ensure compliance.

**Usage Tracking & Reporting**
Sentinel EMS usage data helps you to understand how your products are used and which features are most valuable to your customers. Sentinel EMS also includes entitlement tracking and reporting tools to ensure license compliance and generate email notifications to initiate license renewals and product upgrades.

**Our Value Proposition**
Sentinel EMS offers the most robust and feature-rich solution available on the market.

- **Drive Business Growth:** Increase revenues with flexible licensing models that meet customer needs.
- **Enhance Customer Satisfaction:** Offer a wide range of self-service licensing and entitlement management options.
- **Identify Customer Value:** Track usage data and generate reports to find out which features are most valued by your customers.
- **Save Time and Reduce Costs:** Create efficient automated processes with seamless integration to back-office applications.
- **Scale Business Operations:** Empower your customers, partners, resellers and distributors with a multi-channel self-service licensing and entitlement management platform.

**Reliable and Scalable Service Platform**
Sentinel EMS provides a secure, resilient, highly available and cloud native software licensing service, while reducing risk and increasing business agility.

- **99.99% SLA:** Deploy with confidence and reduce risk with industry’s only guaranteed 99.99% uptime.
- **Reduced Management Costs:** Eliminate the overhead of self-management with 24x7 monitoring and application health checks to ensure efficient application management and maintenance.

**Benefits of Sentinel EMS-as-a-Service**
- **Business Continuity:** The databases and application servers are all configured in HA [high availability] to support business continuity. Engineered to handle failure of application components, instances, failure of a single Availability Zone, and Data Corruption.
- **Compliance:** Stay compliant and meet your regulatory and legal obligations with our ISO 27001:2013, SOC 2 and GDPR compliant solution.
### Technical Specifications*

#### Deployment
- **Sentinel Environments.** Separate development and production environments
- **Service Level Agreement** 99.99%
- **Redundant Configurations** Configuration of load balancers, DNS, redundant database clusters, multiple data centers and network service providers.

#### Management
- **Global Support** 24/7 support from dedicated DevOps team with fast problem resolution.
- **Peak Application Performance** Optimized Linux AWS stack for Sentinel solutions.
- **Frequent Release Cycle** Customer scheduled production upgrades and monthly service releases.
- **Full Stack 24/7 Monitoring** Monitoring of application and infrastructure to detect and prevent service interruptions.
- **Automated Notification** Automated customer email notifications for outages and service degradation.

#### Scalability
- **Scalable Infrastructure** Horizontal and vertical scaling for environments and supported instances.
- **On-Demand Scaling** Infrastructure is scalable per customer needs and enables monitoring of application performance based on CPU, memory and database connection usage.

#### Failure Recovery
- **High Availability** Sentinel components are deployed in a high availability manner across multiple availability zones.
- **Data Backup** Automated snapshot creation for data and Point-in-Time recovery mechanisms.
- **Data Recovery** Data recovery to any time within a 10 day window (can be increased up to 35-days).

#### Security
- **Vulnerability Management** Active monitoring of application and operating system security to assess risk of publicly disclosed threats and vulnerabilities.
- **Security Patching** Automated patch installation with no downtime.
- **Environment Isolation** Isolated application and databases in the production environments. Network traffic and transactions are not shared with any Gemalto customer network devices or segments.
- **Compliance** ISO 27001:2013, SOC 2 and GDPR compliant.

*Certain use cases may require a non-standard configuration or integration of add-on capabilities. Additional costs and services may be applicable.

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### About Gemalto Software Monetization

The Sentinel portfolio of software monetization solutions enables our customers to drive business growth and extract the most value out of their products. With over 30 years experience and 10,000+ customers in 32 industries, the Sentinel brand is recognized as the market leader in security, protection, licensing, usage and entitlement management solutions.

### Join the Conversation

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**Contact Us:** For all office locations and contact information, please visit [www.gemalto.com/software-monetization](http://www.gemalto.com/software-monetization)

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