



PRODUCT BRIEF

Sentinel[®] EMS

A web-based licensing and entitlement management solution for maximizing revenues and streamlining business operations.

Sentinel EMS enables software and hardware device vendors to manage all licensing and entitlement management activity, automate back office processes and gain insight into product usage. Sentinel EMS can be deployed on-premise or as a service and supports both homegrown and commercial licensing enforcement methods.

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 with no time-consuming development effort.
- > **Flexible Licensing:** Deploy popular and custom licensing models including trial, subscription, perpetual, seatbased 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 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 premise, 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 utilise the Sentinel CRM and ERP back-office connectors you can minimize time-consuming, manual data entry, reduces errors and promotes standardized processes to ensure compliance.

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 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.

Usage Tracking and 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.

EMS-as-a-Service

Sentinel EMSaaS enables to focus on your core business and benefit from all the features of the traditional Sentinel EMS platform.

- > **Ready-to-Use Environments:** Get your environment up and running within 72 hours and free IT resources from timeconsuming tasks such as installation, security patching, and network or database configuration.
- > **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 you environment horizontally and vertically to ensure optimal performance for the most demanding use cases and workloads without any up-front investment in infrastructure.

- > **Regional Disaster Recovery:** Ensure business continuity with no downtime to your business operations. Overcome system failures with seamless transfer of operations to another availability zone in the same region.
- > **Continuous Security Updates:** Make sure you are protected against external vulnerabilities with regular security updates and patches that do not impact your daily business operations.

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.

Technical Specifications*

Deployment	
Sentinel Environments	Separate development and production environments.
Managed Infrastructure	AWS infrastructure support and managed by Gemalto.
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 re-releases.
Full Stack 24/7 Monitoring	Monitoring of application and infrastructure to detect and prevent service interruptions.
Automated Notification	Automated customer email notifications of outages and service degradation.
Scalability	
Scalable Infrastructure	Horizontal and vertical scaling for environments and supported instances.
On-Demand Scaling	Monitoring of application performance based on CPU, memory and database connection usage.
Failure Recovery	
Disaster Recovery	Automatic no downtime failover to different availability zone (separate physical site) in same AWS region.
Data Services	
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	Isolated application and databases in the production environments. Network traffic and transactions are not shared with any Gemalto customer network devices or segments.
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.

* 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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