



SERVICE BRIEF

# My Sentinel

For Sentinel users who wish to get the most out of their Sentinel licensing and entitlement management products, MySentinel is a professional service that extends and adapts the standard Sentinel product to suit your unique licensing needs and business goals and in the end, maximize your revenue and profit. Unlike other solutions that expect your systems to adapt to their workflows, with MySentinel service, we personalize Sentinel products to your unique environment.

## Overview

Integrating license and entitlement management into existing processes and workflows is a complex and resource intensive undertaking. It involves cooperation and coordination from several groups within an organization including Product Management and Marketing, Engineering, Operations and Fulfillment and IT. Out of the box solutions from 3rd party vendors don't always cover all scenarios leaving you with a choice to either not support certain use cases, or create exceptions that result in manual workarounds. This approach results in a system that isn't ideal, and doesn't attain the objectives of license and entitlement automation that your organization originally set out to accomplish.

Though Sentinel products suit the needs of many software vendors and their licensing environments out of the box, SafeNet understands that integrating electronic license enforcement and entitlement management is not always an out of the box solution. Many software publishers have home-grown systems already in place – and due to M&A consolidations, are also struggling to manage multiple products and disparate third-party software licensing systems. Likewise, most software vendors have licensing workflows and use cases that are unique to their own environments.

## MySentinel Service

The purpose of the MySentinel service offering is to customize and personalize the SafeNet Sentinel products to suit your unique licensing needs and established workflows. Allowing you to grow your business and achieve the maximum return on your Sentinel investment.

With MySentinel service, you get a solution customized to your needs without the time and expense of developing a "custom" solution from the ground up. We create the appropriate

## Benefits

- A personalized solution without the expense of building it from the ground up
- A licensing solution that best fits the unique needs of your organization
- Achieve the maximum return on your Sentinel investment
- Leverage SafeNet's years of licensing development experience, best practices and expertise

modules and extend the user interface to adapt Sentinel to your unique environment – resulting in a solution perfectly matched to the needs of your organization.

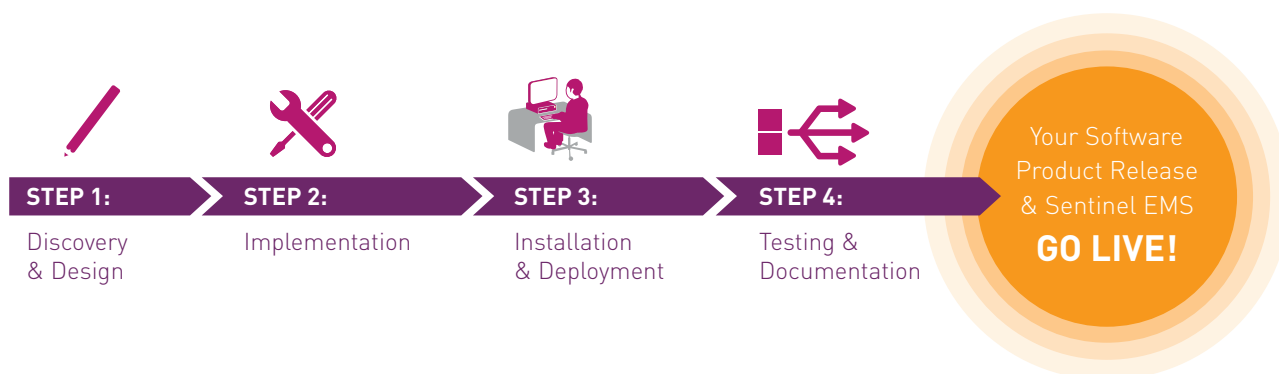
SafeNet's expert Professional Services team to scope, design and build these extensions for our customers.

## Benefits of MySentinel

By engaging with SafeNet in a MySentinel service, you leverage our years of licensing experience, best practices and expertise for a more practical and cost-effective end solution. You get a personalized software licensing and entitlement management solution without the expense of building it from scratch. And the best part is that your MySentinel solution will precisely meet the unique needs of your organization and allow you to achieve the maximum return on your Sentinel investment.

## How the MySentinel Service Works

To ensure your MySentinel engagement supports your business goals and established workflows, we use a multi-step approach to ensure maximum business value and ROI from the MySentinel customization service.



## Step 1: Discovery & Design

During this phase SafeNet will engage with your team to create a blueprint of a working technical solution based on your requirements. SafeNet solution architects will determine the appropriate SafeNet solutions to deploy, as well as highlight areas where gaps exist. To bridge these gaps, we will likely suggest a combination of:

- > Creating new modules
- > Customizing or extending existing SafeNet technology
- > Incorporating partner solutions

Often times the Discovery period will leverage work performed during a prior License Solution Design Workshop, if you chose to engage in one. However, while License Solution Design focuses on business processes, and on creating an overall licensing picture, the MySentinel service package focuses on a purely technical solution. Typically, on-site time is required at the beginning of the project, and/or at the end, during deployment and testing – although, in many cases, the entire project can be managed remotely. The purpose of the Discovery and Design phase is to allow SafeNet an opportunity to obtain the information required to produce a Statement of Work (SOW).

The Statement of Work will detail the MySentinel deliverables and may include options for going live, expert training and on-going support and maintenance of the deliverables.

## Step 2: Implementation

Upon agreement, we will assign a team to implement the MySentinel solution. We will assign a single point of contact to act as Project Manager, as well as one or more technical contacts depending on the size and complexity of the solution. SafeNet will provide a milestone-based schedule for solution delivery. Based on the size and scope of the project, deliverables will either be provided at the end of the project, or we may use a phased approach, with interim deliverables scheduled along the way.

## Step 3: Installation & Deployment

Upon completion of the deliverables SafeNet will work with you to ensure correct installation and deployment. In addition, if so required, SafeNet will assign resources to support you during your initial rollout. During the go live period, SafeNet resources can assist with trouble shooting, general questions, and other support-related issues pertaining to your MySentinel installation. The extent and duration of support during the deployment phase is agreed upon at the outset of the engagement.

## Testing

Prior to going live, we will perform a series of tests to ensure that the MySentinel project is ready to go live. You will be involved in the testing and have final test acceptance sign off.

## Training & Documentation

SafeNet will provide basic training and documentation for every module delivered as part of a MySentinel engagement. The extent of the training will vary based on the complexity of the solution. Expert Training is also available.

## How We Work

We recognize that meeting milestones and ensuring a successful deployment is critical. Therefore, we assemble a SafeNet Professional Services team that specializes in MySentinel customization and deployment. We also assign a dedicated project manager to oversee the entire MySentinel project and keep it on schedule. Your SafeNet project manager will:

- > Act as the single point of contact while providing end-to-end direct project management
- > Work with you to define the project scope, goals, and deliverables based upon your business objectives
- > Communicate expectations to all project team members
- > Monitor and report on project status, using a project tracking document, to keep all parties apprised of where the project stands at any point in time
- > Recommend and document best practices for MySentinel deployment.
- > Escalate problems or concerns if necessary

## Requirements

Prior to engaging in a SafeNet integration project, we ask that you:

1. Assemble a cross-functional team with representatives from the various functional areas of your business that are essential to conducting the needs assessment and integration planning.
2. Assign a Project Manager to act as a single point of contact for all issues related to the integration and be responsible for:
  - Management direction required to meet project deliverables.
  - Ensuring availability of information and resources needed by the SafeNet consultant to complete his/her assignments.
3. Identify the desired outcome of the project as related to the impact on each stakeholder.
4. Consider engaging in a Consulting Service thereby providing you with a more comprehensive view of the business impact of your overall licensing project.

## Expert Software Licensing Consultants and Implementation Professionals

SafeNet's Software Licensing Professional Services Organization features the industry's most sought after software licensing system design, implementation, optimization, and management experts. SafeNet's team of Software Licensing Professionals have been trusted by the world's largest software and technology vendors to define, design, and deliver some of the industry's most sophisticated licensing Ecosystems.

Each of SafeNet's Software Licensing Professionals bring an unparalleled amount of experience designing, launching, and managing some of the industry's most complex licensing systems that manage millions of installed software seats including enterprise-level development tools from IBM Rational and Telelogic as well as CAD/CAM solutions from PTC.

SafeNet's Software Licensing Professionals fully understand the need to focus on integrating your licensing solution into your business processes in a way that serves the myriad of organization needs across your enterprise. SafeNet specializes in designing overall licensing solutions and sustainable programs.

The team of software and project management professionals is dedicated to tailoring SafeNet's licensing and entitlement management solutions to fit into the business processes and back office systems unique to each organization. They are experienced with providing solution to ISV's operating in various market segments and around the world, and have delivered a wide range of customized technical solutions using a variety operating systems, development platforms, and interface protocols. SafeNet is proud to guide software and technology vendors through the entire life of their licensing project.

### Find Out More

Contact your SafeNet Sales Representative to request a no obligation, phone consult and find out if MySentinel customization is right for you.

## Complementary Service Offerings

### Software Monetization 101

Intended for software publishers completely new to software licensing, SafeNet offer a series of on-demand webinars and white papers created by our Software Licensing Consultants. These free resources outline the scope and impact of licensing within an organization and then provide best practices for kick starting your licensing process. For a full list of on-demand resources please visit:

[www.SafeNet-inc.com/SoftwareMonetization101](http://www.SafeNet-inc.com/SoftwareMonetization101).

### Implementation TuneUp

The SafeNet Implementation TuneUp service is meant for software publishers using homegrown or commercially-available software licensing systems that no longer meets their needs. An Implementation TuneUp will help ensure you are taking advantage of all that your current licensing system has to offer - particularly as additional features and functionality are introduced, and your business and software products continue to evolve. Unlike 'status quo' licensing, an Implementation TuneUp shows you how to save time, reduce costs, enhance the customer experience, improve security, and improve your business.

For more information on SafeNet's complete portfolio of Software Monetization Solutions for installed, embedded, and cloud applications please visit [www.safenet-inc.com/sentinel](http://www.safenet-inc.com/sentinel)

### Join the Conversation



> Sentinel Online  
[safenet-inc.com/sentinel](http://safenet-inc.com/sentinel)



> Twitter  
[twitter.com/LicensingLive](http://twitter.com/LicensingLive)



> LinkedIn  
[bit.ly/LinkedInLicensingLive](http://bit.ly/LinkedInLicensingLive)



> YouTube  
[youtube.com/user/LicensingLive](http://youtube.com/user/LicensingLive)



> LicensingLive  
[licensinglive.com](http://licensinglive.com)



> BrightTalk  
[brighttalk.com](http://brighttalk.com)

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

**Follow Us:** [data-protection.safenet-inc.com](https://twitter.com/data-protection)

