



SERVICE BRIEF

JumpStart Express for Sentinel LDK

For new Sentinel LDK customers who require help with initial configuration and knowledge transfer for their license management software, Gemalto provides JumpStart Express, a support service that ensures a smooth out of the box deployment experience. Unlike going it alone, JumpStart Express ensures the quickest and most trouble-free way for software publishers to begin integrating licensing into their organization.

Overview

The initial setup and installation of any new technology is always the most challenging step for an organization, mainly because new systems and processes must be put in place to help ensure a smooth operation. In the case of license management solutions, a large part of the initial deployment deals with understanding all the concepts related to licensing technology, and how to best take advantage of the rich feature set made available through Sentinel licensing solutions. Because software licensing strategies can vary a great deal from publisher to publisher, it's important to understand the capabilities of the system in order to develop the best licensing plan with the least amount of disruption.

In order to assist software publishers in this endeavor, Gemalto created JumpStart Express for Sentinel LDK.

JumpStart Express for Sentinel LDK

JumpStart Express ensures you experience a smooth initial experience as you begin to integrate licensing into your organization.

JumpStart Express is a knowledge transfer-oriented service featuring dedicated on-line and phone support to see you through to successfully understanding the key elements of Sentinel LDK licensing. JumpStart Express will help you overcome potential roadblocks and quickly gets you to the point at which you can begin your proof of concept and start using your Sentinel LDK Solution.

Variations of Jumpstart Express are also available for Sentinel EMS and Sentinel Cloud customers.

The Benefits of JumpStart Express

JumpStart Express ensures the quickest possible ramp up time so you can focus more attention on the business process aspects of license management. Using JumpStart Express for

Benefits

- > Ensures the quickest ramp up time
- > Ensures a smooth initial experience
- > Enables you to quickly overcome potential roadblocks
- > Frees you to focus on the business process aspects of license management
- > Allows you begin your proof of concept more quickly

the initial knowledge transfer shields you from some of the more technology-specific aspects of licensing and frees you to spend your time more productively. This service allows you to focus on other more important business-focused deployment activities such as coordination and collaboration among the various internal groups that will be involved in your license definition and fulfillment.

How the Jumpstart Express Service Works

When you choose JumpStart Express for the initial set up of your Sentinel LDK license management solution, here are the steps we would likely follow for your engagement.

First, Gemalto will assign a dedicated Sentinel expert to provide you with up to four hours of online knowledge transfer support via phone/Web.

Next, your Sentinel expert will contact you to pre-schedule your JumpStart Express service. We do this to ensure that we can provide you with the best possible service. This time can be scheduled and used as a one-time event, or in a combination of shorter increments.

Next, at your scheduled time(s), you will work remotely with your Sentinel expert to begin your JumpStart service.

Lastly, at the conclusion of your JumpStart Express engagement, you are now at a point where you can begin your proof of concept and start using your Sentinel Solution.



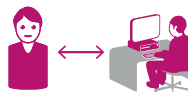
STEP 1:

Get a dedicated Sentinel Expert



STEP 2:

Pre-schedule services with your Expert



STEP 3:

Work remotely with your Expert

Begin your proof of concept and start using your Sentinel solution.

Expert Licensing Consultants and Implementation Professionals

Gemalto's Software Licensing Professional Services Organization features the industry's most sought after software licensing system design, implementation, optimization, and management experts. Gemalto'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 Gemalto'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.

Gemalto'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. Gemalto specializes in designing overall licensing solutions and sustainable programs.

The team of software and project management professionals is dedicated to tailoring Gemalto'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. Gemalto is proud to guide software and technology vendors through the entire life of their licensing project.

Find out more

Contact your Gemalto Sales Representative to request a no obligation, phone consult and find out if a Gemalto Implementation TuneUp is right for you.

For more information on Gemalto's complete portfolio of Software Monetization Solutions for installed, embedded, and cloud applications visit

www.safenet-inc.com/sentinel.

Complementary Service Offerings

Strategy Development & Architecture Design

Intended for software publishers in the midst of building or rebuilding their licensing strategy, this business process design and consulting service provides clients with a conceptual road map for their licensing needs. Throughout the course of this onsite session a dedicated Software Monetization Consultant will help identify the core objectives for the licensing implementation, gain a thorough understanding of the company's unique business and operational processes, and then provide a comprehensive blueprint for how to most effectively integrate licensing into an organization. These consulting engagements are custom built for every client, ranging from educational seminars to deep dive system and business process design.

JumpStart

JumpStart provides Sentinel customers with the most comprehensive installation, configuration, training, and deployment service for their licensing and/or entitlement management implementation and go-live efforts.

Back-Office Integration

Most organizations have established order processing and fulfillment systems in place. Tight integration with these back-office systems is a critical factor in the success of any licensing implementation. This service provides clients with a team of experts who specialize in the creation and implementation of the necessary customizations, extensions, and plug-ins to ensure seamless integration between their Sentinel licensing system and all relevant back-office systems.

MySentinel


Intended for Sentinel customers, this service provides clients with the ability to identify and implement a variety of customizations in order to personalize their licensing environments for employees and end-users. Common customization requests relate to UI and workflow personalization.

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