

Wibu-Systems Technical Support

Service Right from the Start

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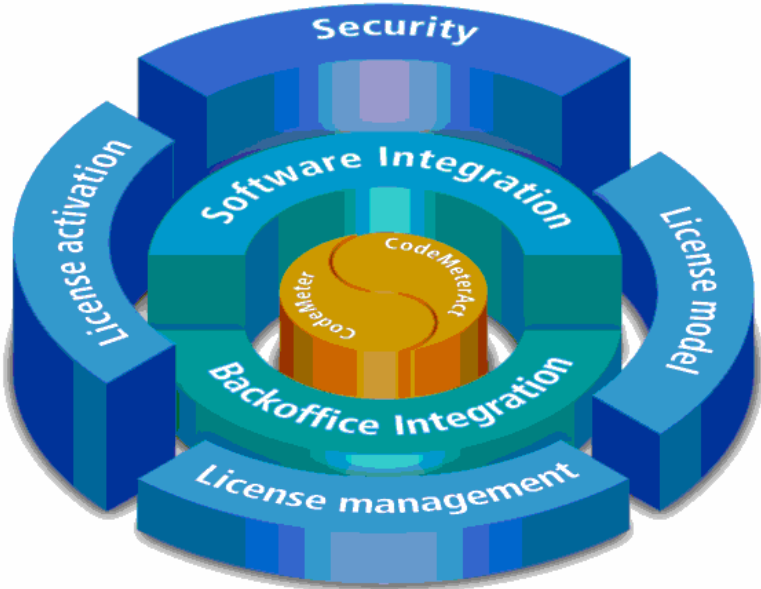


Figure 1: Integration of CodeMeter (Act) in the software and back office

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1 Support Services

Our desire is to enable you to implement our solutions in your software as quickly and securely as possible and still have them tailored to your needs. With close cooperation with the engineers of Wibu-Systems in Karlsruhe we are pleased to present some additional services that reduce the implementation time even further and increase your ROI at the same time.

With our Support Services we assist you in all matters related to the daily use of your products, to compatibility of hard- and software components, the link of our license manager to back-office processes, collection of licenses in your application and security questions coupled with pirate copies. Use our Professional Services while designing your concepts or migration scheme to achieve the best possible implementation of your requirements.

Support Services

Our Support Services provide you services tailored to your special needs. These include updates, expedited trouble-shooting and debugging, support in designing and implementing your license strategy and comprehensive security analyses.

The services we provide you are divided into several packages, you are able to extend if necessary. Our free of charge basic support answers all questions during introduction or while in daily operational use, during implementation or arising with the end-user. With Silver and Gold you get additional services when top security and fast reaction is key. All silver and gold packages include on-site support on regular basis to take a fresh look at the way of implementation, discuss the latest updates of our software and analyse the security. The gold support packages also include an active search for pirate copies of your software by us.

Moreover, you have with the Gold Support contract from Karlsruhe the option to integrate your software, and any existing hardware, as a complete system, into the quality assurance process of our products. For this, simply provide us with your software and eventually your preconfigured hardware and on each new software release we integrate these into our product tests according to DIN ISO 9001:2000.

Silver Support

With the service package Silver Support, we offer you support beyond the basic support for implementing and trouble-shooting. The package covers short reaction times, and a regular contact person who constantly cares about your concerns. Additionally a maintenance agreement is covered by this package in form of regular on-site service meetings, we check on-site the implementation and the security every two years. We visit your company and analyze your license management together with your developers and deciders.

Moreover, you are able to book options, such as, on-site support, security checks of your implementation before roll-out, and implementation in our quality assurance process.

Gold Support

Gold means much shorter reaction times and a yearly onsite service meeting.

Gold Support from Karlsruhe (Rheingold)

The service package Gold Support from Karlsruhe provides you a maximum of support for all aspects when using our security solutions. This package extends the Silver and Gold Support by even shorter reaction times and an active search for illegal copies of your applications in the internet with detailed monthly report. For this simply provide us with a detailed list of your software packages, and we send you all available information on the source of the detection. Once a year you will be visited a full day by a senior consultant from the headquarters of Wibu-Systems in Karlsruhe for all concerns covering our products. The integration of your products in our quality assurance process is also included.

Overview Support Services	Basic	Silver	Gold	Rheingold (Gold from Karlsruhe)
Availability GMT+1	9.00 AM – 4.00 PM (1)	8.30 AM – 5.00 PM (1)	8.30 AM – 5.00 PM (1)	8.00 AM – 6.00 PM (2)
Max. reaction time (3)	2 days	8 hours	4 hours	2 hours
Language used to give support	English	English & Dutch (We read and analyse problems in German, French and Spanish)	English & Dutch (We read and analyse problems in German, French and Spanish)	English & German
Reproduction of error cases (4)	inclusive	inclusive	inclusive	inclusive
Software updates	inclusive	inclusive	inclusive	inclusive
Implementation support by standard sample applications (4)	inclusive	inclusive	inclusive	inclusive
Individual contact person		inclusive (consultant)	inclusive (consultant)	inclusive (sr. consultant)
On spot support, priority service (5) (6)		within 2 working days (Price for 2 x 3 hours EUR 1200 / GBP 1122 + travel costs)	next working day (Price for 2 x 3 hours EUR 1200 / GBP 1122 + travel costs)	optional
On spot service meetings (5)		1 x 3 hours per 2 years (by consultant)	1 x 3 hours per year (by consultant)	1 x 6 hours per year (by sr. consultant)
Security checks (8)		optional	optional	inclusive
Active search for pirate copies				Yes, notification if a pirate copy was found & detailed monthly report
Integration in Quality Assurance process (7) (8)		optional	optional	inclusive
Price support WibuBox, CodeMeter & CodeMeterAct only, per year	free	£ 935.- / € 1000.-	£ 1870.- / € 2000.-	£ 8411.- / € 9000.-
Remote access to CodeMeter License Central when requested			inclusive	inclusive
Advice in the use of the CodeMeter License Central		inclusive	inclusive	inclusive
Total price support WibuBox, CodeMeter & CodeMeterAct including CodeMeter License Central, per year	free	£ 1870.- / € 2000.-	£ 3740.- / € 4000.-	£ 10280.- / € 11000.-

- (1) Dutch working days (Year round except January 1st, Easter Monday, 30th April, Ascension Day, Whit Monday, 1st Christmas day and 2nd Christmas day)
- (2) Working days in Baden-Württemberg (South Germany)
- (3) Maximum amount of working hours for a first answer on your inquiry within the defined support frames.
- (4) Support by e-mail, phone and for silver and gold contracts also remote access
- (5) Plus travel costs
- (6) On spot support at the end user too
- (7) Hardware with preinstalled software and updates must be made available actively by the company receiving support to Wibu-Systems.
- (8) To be ordered for each product separately

2 Open trainings, in-house trainings and consultancy

Wibu-Systems organizes several product trainings for the implementation of software protection, software licensing, document protection, media protection and access control.

You can register for an open training or a special session with an unlimited amount of participants from your company. The trainings are held either at the locations mentioned below or in-house. The sessions will be held in English, Dutch, or Spanish. For the in-house trainings please add the travel expenses for the consultant to the costs mentioned below.

WIBU-SYSTEMS Trainings	Price
One seat in the open 1/2-day user trainings, incl. lunch	£ 186.- / € 199.-
One seat in the open 1-day product trainings, incl. lunch	£ 373.- / € 399.-
One day in-house training	£ 1122.- / € 1200.- or £ 1402.- / € 1500.-
Special trainings	On demand

Table 2: Overview Training possibilities

See for an overview <http://www.wibu.co.uk/training/>. For the open courses you pay per participant, the maximum amount of participants is 12. The trainings start at 09.00 hour at:

- Office Wibu-Systems Ltd, The Mansion, Bletchley Park, Bletchley, MK3 6DS Milton Keynes, United Kingdom
- Office Wibu-Systems Iberia, Ribera del Loira 46, Campo de las Naciones, 28042 Madrid, Spain
- Office Wibu-Systems BV, Adam Smithstraat 33, 7559 SW Hengelo, The Netherlands
- Office Wibu-Systems NV, Drie Eikenstraat 661, 2650 Edegem, Belgium

In case the trainings cover more than 3 participants, booking an in-house training pays off. The number of participants then is unlimited. In-house trainings can be adapted to meet your specific requirements. If the training you need is not described in this brochure please contact us. WibuConcepts, the consultancy department of Wibu-Systems, can organize a session on demand. The sessions in Bletchley (UK) are held in English and the sessions in Madrid (ES) in Spanish. We also organize sessions in Dutch In Hengelo (NL) and Edegem (B). In Karlsruhe (D) you can attend sessions held in German.



Photo 10, 11, and 12: Office Wibu and training centre ,The Mansion, Bletchley Park, the code breakers museum with the famous Enigma coding machines and the Colossus, world's first electronic computer.

3 About Wibu-Systems



Photo 4: Office Wibu Karlsruhe, Germany

WIBU-SYSTEMS was founded in 1989 by Oliver Winzenried and Marcellus Buchheit; and since day one, has been a recognized leader in providing solutions for the protection of digital content. WIBU-SYSTEMS currently has a staff of 70 employees; 50 of them are located at the company headquarters in Karlsruhe, Germany. The company's international activities are supported by subsidiaries in Seattle (USA) and Shanghai (China) and with sales offices in Belgium, Great Britain, the Netherlands, Portugal and Spain, and distributors in more than 25 countries. In Belgium, Luxembourg, the Netherlands, United Kingdom, Ireland & Spain, the promotion, training, distribution and support is conducted by independent companies managed by Marcel Hartgerink. These local teams in Hengelo (NL), Antwerp (B), Bletchley (UK) and Madrid (ES) are specialized in the protection of software, content, media, and authentication. The base in the UK is at

the Mansion of Bletchley Park home of the Code Breakers Museum, the Enigma and the Colossus the world's first electronic computer. Worldwide, more than 6,000 vendors apply *WibuKey*, *CodeMeter*, and *CodeMeterAct* to safely secure their software and digital content. In doing so, they profit by flexible license management, easy logistics, and new sales models. *CodeMeter* provides unique functions: like the ability to store thousands of licenses, even from different vendors, in one hardware device or license file; the ability to easily transfer a license online; combining the protection features with mass storage; and providing a personal PC security suite for the end-user. *CodeMeterAct* is a software-based solution for big companies or software vendors in the low price sector, that binds license information to properties of the customer's PC. *CodeMeter License Central* supports the vendor in creating, managing, and delivering licenses protected by *CodeMeter* and *CodeMeterAct*. *SmartShelter* allows the safe protection of HTML and PDF documents, *CodeMeter SDL* (Secure Data Layer) allows the protection of any kind of files for any kind of applications. Authentication solutions cover the easy and safe access to web pages and the login to hosted applications (SaaS). In the media realm, digital videos, Flash animations, and audio files are safely protected.

WIBU-SYSTEMS is certified according to DIN EN ISO 9001:2000, and is an active member in various associations, such as, BITKOM, VDMA or SIIA, and standardizing bodies, such as, PCMCIA, USB Implementers Forum, and SD Card Association. WIBU-SYSTEMS is a Microsoft Gold Certified Partner, Windows Embedded Partner, and partner in the Developer Programs of Sun, Apple, Adobe, Autodesk, and others. The products have been awarded prizes several times: at the SIIA Codie Awards in the categories "Best Digital Rights Management" and "Best Security Software". The *CmStick* was awarded at the international iF Product Design Award, and nominated for the Design Award of the Federal Republic of Germany. The company is leading member of several projects, for example, in the research project "Pro-Protect" which develops effective solutions against product piracy for the industry, and in the project "VitaBIT" which designs secure mobile solutions for several branches, such as the health sector.



Photo 5: Office Wibu and training centre in Hengelo, Netherlands



Photo 6: Office Wibu and training centre in Madrid, Spain

4 Contact details

For Basic Support, Silver Support, Gold Support & Professional Services

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Rest of world

See <http://wibu.com/distributoren.php>

For Rheingold Support, Gold from Karlsruhe

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