Organisational Licences

The problem

Many organisations have a number of distributed teams and team members who all need access to common software. Typical licence types for relatively small deployments can be either:

1. single user, machine specific licence keys, or
2. multi-user, floating licence keys that require users to always have access to a shared server.

In larger organisations, each of these can present difficulties:

1. If each user has a separate single-user key, who will administer the keys? Who will buy additional keys as new users want to use the software, and will that be a barrier?
2. If you use floating licences, what happens when the network changes, and users can’t ‘see’ the licence server to get a key? They also have the problem of who buys additional keys.

To answer these questions, eaDocX and Model Expert are also available as an Organisational Licence (OL).

What’s in it for you?

Having flexibility in the number of users who can share the software reduces your need to precisely forecast how much use your organisation will make of eaDocX or Model Expert. So if you are rolling out the software and are unsure of how quickly you will get to full deployment, or if there is a company reorganisation and an unexpected change in team size or use happens, an Organisational Licence can flex with your needs.

What’s in it for Ability Engineering?

Working in this way allows the AE team to better predict demand for support, so we can offer a discounted pricing structure compared to our other licence types.
The Proposition

Highlights
1. A single 12 month Organisational Licence key, unlimited use, allocated to the organisation.
2. Includes support for the duration of the licence with access to software releases, and email/forum queries.
3. Dedicated support email address e.g. MyCompany@eaDocX.com.
4. We agree on a predicted number of users for your organisation, which is used to ensure the correct level of support. This number determines the price.
5. For eaDocX software: access to a soft copy of the full eaDocX Training course material (and updates when available) provided for organisational use. This can be integrated with training covering, for example, the organisation’s local modelling standards etc.)

The Price

Please contact sales@abilityengineering.co.uk for a tailored quotation for Model Expert or eaDocX based on the expected number of users in your organisation.

Credit for existing licences

- If you have existing Model Expert single-user or eaDocX single-user or floating licences, then we can replace these with an Organisational Licence. In this case you will get pro-rata credit for the remaining licence support period.

- If you have standard or floating licences for which the support & maintenance subscription period has expired, then these are not relevant for the price calculation of the OL.

Supporting Your Users

The idea of the Organisational Licence is to make it as easy as possible for your users to use our software, and that means getting timely support. In most organisations, to roll out software on this scale, they will have some in-house support, either via a formal help-desk, or via local experts. The OL support mechanism can enhance this.

- A single administrator account, plus a small number of users (approximately 5% of your expected total user community) can access 2nd-line support via a dedicated email address, so we can prioritise your requests. These users can also download new versions of software.

- We assume that you’ll want your users to first look inside your organisation for support. eaDocX OL customers will receive the source materials for our 1-day ‘Introduction to eaDocX’ Course, for you to
enhance with your own content, such as local support numbers, locations of EA Repositories, and your approved eaDocX Profiles and Word templates etc.
You will receive updates to this material, as soon as it’s produced, usually just after a new release.

**Licence renewal**

Ability Engineering will monitor use of Organisational Licence keys to ensure they are being used in accordance with expectations. As a minimum, at 10 months into the contract (i.e. 2 months prior to licence key and support contract expiry), you will be provided with feedback regarding total usage.

- **Organisational Licences are valid for a fixed time period** – unlike the fixed or floating versions of eaDocX and Model Expert, Organisational Licences are NOT perpetual but expire at the end of the support period purchased.

- **At the end of the Organisational Licence support period** - the licence key will be disabled. A new licence key will be issued only on receipt of an order for a further Organisational Licence. A quotation will be provided based on the expected number of users in your organisation and the monitoring data acquired during the previous licence contract.

- **If usage at any time is significantly higher than predicted** – we will notify you and agree if any action is required. It may be that your key has been compromised, in which case we’ll need to disable the original key and re-issue a new one. Or you may have substantially more users that you thought, in which case we’ll agree with you an additional charge to provide the necessary support.

**Other Considerations**

The OL agreement requires that each user machine can access the internet, so that we can monitor which MAC addresses are using the licence. No user information is collected, just MAC Address, IP Address, key, date & time and type of licence.

Any use of the Organisational Licences that indicates potential fraud, or denial of firewall access, thus preventing licence use monitoring, may result in keys being disabled, but we’ll tell you about this before we do anything.