



SALES & MARKETING BULLETIN

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NEC

NEC Software Assurance update

This Sales and Marketing Bulletin informs about multiple updates within the NEC SWA programme regarding tools, policies and processes. All the tool changes and updates to documentation will become available the 23rd of March 2022.

Software Assurance Mandatory SWA Policy Changes

As earlier announced, NEC will allow mainly user and functional licence expansions on some expired mandatory SWA covered systems. Upgrade requires an active SWA agreement.

For below listed type of systems where expansion will be possible in case of expired SWA. Please consult the "SWA per product" document to see which licences can be expanded without forcing a SWA renewal.

- UNIVERGE SV9300
- UNIVERGE SV9500/SV9500SE
- MA4000 Expense Management
- MA4000 System Management
- Business Connect
- IP DECT
- BCT Compl. Rec

For below system types an active SWA agreement is still required to be able to expand:

- UNIVERGE 3C
- UM4730
- uMobility
- MobiCall LMC, Master & Supervisor
- MobiBox
- BX-series
- UNIVERGE Integration Platform
- NEC Meeting Centre
- Network Operation Engine
- Front Desk Assistant
- Kiosk/SMART Check-in
- MyCalls Call Manager for 3C & SV9500

Systems with Optional SWA can be expanded with all licences without active SWA.

CPQ: Expand system and Renew SWA in one go

As of 23rd March 2022, CPQ support that at the same time you can expand a system and do a renewal. CPQ will first make the expansion and then you can choose to renew on the SWA page.

It is only possible to renew for single systems. Renewal of all systems for a customer still has to be done via SWA Renewal.

CPQ: Expand Expired SWA covered system

CPQ will per 23rd March 2022 support the policy to allow mainly user and functional licence expansions on some expired mandatory SWA covered systems.

CPQ will automatically create a SWA renewal quote if one or more licences require Active SWA. In case the expansion do not require active SWA, no SWA quote will be shown (It is possible to still ask for renewal on the SWA page).

It is only possible to renew for single systems. Renewal of all systems for a customer still has to be done via SWA Renewal.

LMS & Policy changes

LMS will per 23rd of March 2022 support the policy to allow some licence expansions on some expired mandatory SWA covered systems. In case the expansion requires Active SWA, LMS will inform that a SWA Renewal needs to be done before expanding the system.

CPQ: Quote SWA renewal on system belonging to another partner

NEC must allow a customer to go to another partner. In the tools, SWA renewals are connected to the customer and all systems belonging to that customer. This way made it impossible to make a proper SWA renewal quote for a system belonging to another partner. CPQ now allows quote of SWA renewal on a single system which belongs to another partner. By marking "include all hardware keycodes" on the SWA Renewal page it will be possible to get the quote.

Hardware keycodes from customer locations belonging to another partner do not contain customer details.

Please note: Only based on End Customer request will we move a customer/systems from one partner to another, not at partner request.

SWA renewal information

The SWA renewal notifications will be moved to the Customer Base App (CBA) from 23rd March 2022.

Under NEC Programmes/SWA/Notification self service it is possible to create the new rules for notifications.

It is possible to create rules for users from the same company – supported by a dropdown list. For Distributors it is possible to setup notifications for resellers.

The rules can be set for specific customer – supported by a dropdown list with the customer names as defined in the LMS.

The notifications will follow the same rules as in the old application.

The notifications are making use of the BizApp Notification tool, which means that each user will have to enable if they also want the notification as an email.

Please see the BizApp Info App on how to setup rules and notifications.



No existing rules will be migrated to CBA.

Grace Period expiry notification has been phased out.

German SWA certificate

The SWA certificate is now also available in German. On the Agreement detail page, language options are available – EN (English) or DE (German)

SWA Product updates

A short update on the change of UNIVERGE SV9300 End of SWA Date and an update of the Kiosk/SMART Check-in implementation in the tools and documentations

UNIVERGE SV9300 End of Software Assurance Date

It has been agreed to expand the End of SWA Date to 31 March 2026. It is already implemented in the systems.

Kiosk/SMART Check-in

It has been decided to change the licence implementation of Kiosk/SMART Check-in. The system will now only require the UNIVERGE Integration Platform (UIP) HWKC. The Kiosk HWKC will be phased out. The changes are already in the LMS, but not yet in CPQ, SWA certificate and other documentation. It is expected to be in place within the next 3 months.

Licence Desk policy changes

The following policy takes immediate effect:

- To request a replacement of licence carrier, the SWA agreement start date must have passed.
 - E.g. if the SWA is activated the 21st of March 2022 on a dongle based BCT system, the move of licences will first be allowed after 1st of April 2022.

The same policy is also in place for CTP programmes requiring active SWA agreement to transit/migrate.

Reminders

Do not forget the changes for UM4730 and expiration date of the iS3000 SWA campaign as per below.

UM4730

As earlier notified, a new UM4730 will be activated with SWA by NEC at delivery and the Grace Period is 60 days until the end of the month.

iS3000 SWA Campaign

The iS3000 SWA Campaign with limited reinstatement fee of 3 months for new time enrolments and renewals will end 31st March 2022. Make sure to have the SWA activated in the LMS no later than 31st of March to still be able to profit from the campaign.

Documentation

The following documentation will be updated and made available 23rd March 2022:

- SWA Partner presentation
- SWA per product presentation
- Partner FAQ
- BizApp Info App
 - CPQ functions
 - SWA renewal information

Note: The "NEC SWA Setting up Notification" document will be discontinued. The information can be found in BizApp Info App – SWA renewal information.