



# Renewal organizer

## SHI software asset management services



### Simplify management of technology renewals

It can sometimes be challenging for organizations to proactively keep track of all expiring IT maintenance and support agreements. Different programs may be managed by various personnel within the organization, renewal dates are not usually consistent across all manufacturers (or even product lines), and organizations must often rely on the individual publishers to supply renewal notifications and details.

As a value-added component of SHI's comprehensive ITAM services program, the Pro offering can help compile an organization's technology renewal information so it can be easily accessed from a single location. Available at no charge to customers, Pro can help simplify the budgeting and management of technology renewals by presenting a rolling three-year timeline and overall view of all expiring maintenance agreements.

### Benefits of the Pro offering:

- Customized renewal timeline for improved management and budgeting of technology agreements
- Proactive notification of renewal periods for all relevant technologies in customer environment
- Easy participation with no additional costs or contracts with no cost
- Presentation of different renewal options based on specific customer needs and eligibilities
- Cost savings through full utilization of promotions and manufacturer buying programs
- Roadmaps of major IT publisher technologies within the customer portfolio
- Access to team of highly trained and experienced software volume licensing experts, hardware specialists, and certified IT services professionals

### How to take advantage of Pro

SHI has a dedicated SAM team, the industry's best tools, and proven SAM processes to help you understand and address any compliance issues. We understand the license rights for a broad set of publishers and products and know how to measure them. We can ensure that you are in compliance with all the key publisher/product licenses at all times, reducing or eliminating the risk and cost of software audits.

Our SAM solutions are tailored to your unique needs, based on industry-recognized standards and frameworks, and deliver optimal value from all your software license investments.

PRO Authorization Form

| Manufacturer                  | Initial Authorization    | Required Information                              | Manufacturer               | Initial Authorization    | Required Information |
|-------------------------------|--------------------------|---|----------------------------|--------------------------|----------------------|
| <b>Essential Technologies</b> |                          |   | <b>Endpoint Security</b>   |                          |                      |
|                               | <input type="checkbox"/> | All Company/Technology Names<br>All Email Domains |                            | <input type="checkbox"/> | License #            |
|                               | <input type="checkbox"/> |   |                            | <input type="checkbox"/> |                      |
|                               | <input type="checkbox"/> | Org ID key  |                            | <input type="checkbox"/> | Account ID           |
|                               | <input type="checkbox"/> |   | <b>Network Security</b>    |                          |                      |
|                               | <input type="checkbox"/> |   |                            | <input type="checkbox"/> | Serial #             |
|                               | <input type="checkbox"/> | Contract or Account #                             |                            | <input type="checkbox"/> | Serial #             |
|                               | <input type="checkbox"/> |   |                            | <input type="checkbox"/> | Serial #             |
| <b>Backup</b>                 |                          |   | <b>Servers and Storage</b> |                          |                      |
|                               | <input type="checkbox"/> | Contract ID #                                     |                            | <input type="checkbox"/> | Serial #             |
|                               | <input type="checkbox"/> |   |                            | <input type="checkbox"/> | Serial #             |
|                               | <input type="checkbox"/> |   |                            | <input type="checkbox"/> | Account #            |
|                               |                          |   |                            | <input type="checkbox"/> | Serial #             |

To serve your needs as a partner and complete technology solution provider, your SHI Account Team will use your authorization - as indicated on this form - to speak with the applicable software publishers and hardware manufacturers to collect your entitlements and the timeframe they remain active.

Your Account Team will provide a full progress report and work with you to establish a technology maintenance management solution that fulfills the needs of your business.

All information in your report is considered privileged and confidential, and the terms of your existing agreements will not be altered. SHI will not share any of your information with customers, manufacturers, partners or others without the expressed permission of the Primary Contact.

Company Name(s): \_\_\_\_\_ Primary Contact: \_\_\_\_\_  
 Contact Title: \_\_\_\_\_ Email: \_\_\_\_\_  
 Address\*: \_\_\_\_\_  
 Signature: \_\_\_\_\_ SHI Rep: \_\_\_\_\_  
 Date: \_\_\_\_\_

\* Please include all subsidiaries and/or applicable affiliates in the space provided or as an attachment.  
 \*\* For purchase history of the Adobe Marketing Cloud product line only, please contact Adobe at 877-722-7088. Adobe's standard purchase history report will exclude Marketing Cloud products.  
 † This manufacturer requires additional paperwork to formally complete this process. Ask your SHI Account Executive for more details.  
 ‡ SPLA transactions are NOT included in Microsoft's MSL.  
 § The VMware purchase history report includes EULA Agreement licenses as well as any Fusion or Workstation licenses that do not have a support contract.  
 ¶ In order to pull renewal information on legacy EMC products, SHI requires an authorization email from the customer.

SHI International Corp.

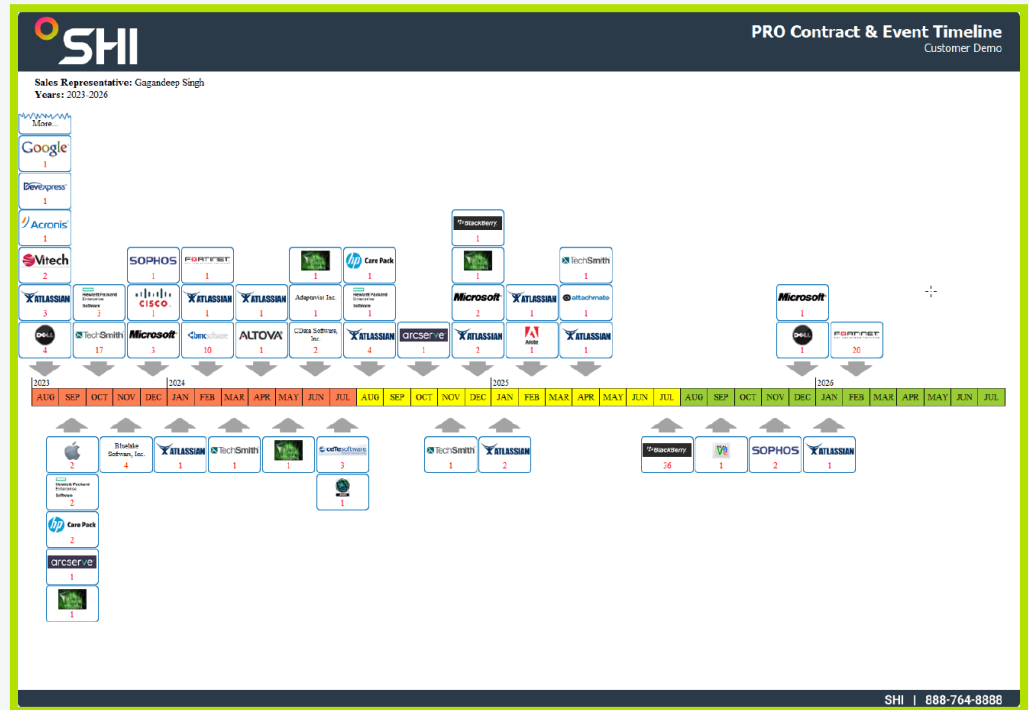
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## Pro deliverables

Customers who take part in Pro will be set up with a [www.SHI.com](http://www.SHI.com) account (if they do not already have one), and be able to access a rolling three-year technology renewal timeline through their “tools and reports” menu. They can drill down further into the details of their renewals by clicking on a month in the timeline to display the specific products, quantities, and dates of maintenance up for renewal.

In addition, the SHI account team will conduct quarterly reviews with the customer. The customer will be proactively notified of any expiring technology maintenance captured through the Pro program, and receive smart quotes from the SHI account team that cover different renewal options, including upgrades or downgrades, co-termination, and competitive products where available.



## Privacy and confidentiality

All information collected through any of SHI’s ITAM services is used solely to provide SHI’s customers with a unique perspective on their own software asset management processes, controls, and capabilities. All information collected as part of these processes is understood to be the customer’s confidential information and will not be shared with software publishers or other third parties without explicit permission and agreement from both the customer and SHI.

Contact your **SHI Account Executive** to get started today!