



Nintex Software Assurance & Premium Support Contract Renewals

Software Assurance vs Premium Support

Nintex provides two cost effective support options enabling you to have peace of mind in your Nintex product investment.

Nintex **Software Assurance** entitles your organization to product updates and/or new releases of your licensed Nintex product/s. Support is provided in the areas of installation, configuration and technical troubleshooting. Our email helpdesk answers functionality questions from both technical and business users. With Nintex Software Assurance, free-of-charge developer licenses (annually renewed with your contract) are provided on a one to one basis with purchased production licenses.

Nintex **Premium Support** provides your organization with higher priority service plus entitles you to unlimited developer licenses (annually renewed with your contract). Nintex Premium Support is a step above Nintex Software Assurance, which must be in place for Premium Support to be purchased.

Both Nintex Software Assurance and Nintex Premium Support are invoiced with the product license purchase and then annually in advance. Multiple years of Software Assurance and Premium Support can also be purchased.

OFFERING	SOFTWARE ASSURANCE	PREMIUM SUPPORT WITH SOFTWARE ASSURANCE
New Releases of the Software	Y	Y
Email Helpdesk	Y	Y
One Free Developer's License per Production License	Y	Y
Live Support (live meeting and phone support at Nintex discretion)	Y	Y
Unlimited Free Developer Licenses	N	Y
Priority Service Level Agreement	N	Y

The renewal process

Direct renewal via Nintex

A quote for renewal is normally sent out around 45 days prior to expiry of the contract. Return of the signed quote, a purchase order or a completed order form will enable Nintex to issue an invoice for the renewal.

Your **Registered production** environment keys **do not expire** even if the Software Assurance/Premium Support contract expiry date is reached or passed. Functionality of the software in your **production** environment will not be affected in this situation. New production licenses with updated contract dates are issued on receipt of payment. These licenses must be installed to enable upgrades of the software to the latest versions. Importing new license keys will not affect running workflows.

IMPORTANT NOTE: Any licenses supplied by Nintex for **non-Production** environments (for example, Quality Assurance, Test, Staging, Development environments) **will expire** with the expiry of the Software Assurance/Premium Support contract. Timely payment will ensure updated non-production keys can be re-supplied before expiry to ensure seamless operation. Temporary keys may be provided until that time at the discretion of Nintex.

Renewal via a Nintex Reseller

The general concepts above apply, however the quote and invoice will be issued by the Nintex Reseller. While Resellers can provide keys, keys are ultimately issued by Nintex and the Software Assurance or Premium Support contract is between the end-customer and Nintex. If the contract is allowed to expire Nintex may contact the End User directly to remedy this.

Policies

Partial cover not permitted

Support cover must be applied uniformly to all licenses the customer holds for a product. Removing a subset of existing licenses from support can only occur as a result of retiring those licenses. In these circumstances, the customer is required to provide certified evidence of license decommissioning.

Continuous cover

Software assurance cover must be applied continuously from the invoice date of the associated license. If cover is allowed to lapse, reinstating the cover requires the lapsed periods to be paid in arrears to a maximum of 2 years plus the current year. If software assurance is not purchased initially and then purchased subsequently, this is considered a lapsed period. This applies to Software Assurance only, not to Premium Support.

Renewal grace period

Support services will continue to be available to customers for a period of up to thirty days after the renewal date in the event that payment has not been received or processed before the renewal date. This provision is at the total discretion of Nintex, subject to assessment of good-faith and intent to pay. Such extension of service does not alter the cover period or price of the renewal.

Synchronizing contract renewal dates

When a customer with an existing support contract purchases additional licenses or upgrades existing licenses, the new support contracts are to be synchronized to the existing renewal dates. The invoice value for the new contract is calculated for the remaining portion of the year (pro rata).

Payment terms

Our standard payment terms are 30 days or as otherwise listed on the invoice.

Temporary migration licensing

Software Assurance subscribers are entitled to run multiple major versions of the software concurrently during major version migrations. Temporary migration licenses are available free of charge within the Support contract period, for a maximum of twelve months. For periods exceeding twelve months, additional Support cover must be purchased for the temporary migration licenses.