THALES

Sentinel EMS

An enterprise-class licensing and entitlement management service for maximizing revenues and streamlining business operations.

Sentinel EMS enables software and hardware device vendors to manage all licensing and entitlement management activities, automate back office processes and gain insight into product usage. Sentinel EMS supports both homegrown and commercial licensing enforcement methods.

Versatile Packaging

Customize product packages and licensing models to meet customer needs and adapt to evolving market trends.
Minimal Development: Build new product packages and license models quickly and easily, without additional engineering. **Flexible Licensing:** Deploy popular and custom licensing models including trial, subscription, perpetual, seat-based and per-use licensing.
Catalog Management: Define a feature-based product catalog to ensure accuracy, simply distribution and increase efficiency.

Customer & Channel Self Service

Deliver a wide range of customer/channel self-service licensing and entitlement management capabilities via an intuitive web interface. With Sentinel EMS, customers can activate, renew, upgrade, and transfer ownership of products without contacting customer support. Distributors, resellers, system integrators and OEM suppliers can distribute, activate and provision customer entitlements. Business partners can access, view and activate entitlements for end-customers.

Vendor-Agnostic Licensing

Support any type of licensing enforcement method including Sentinel, homegrown and third party products.

- **Centralized Management:** Manage different licensing enforcement systems via a single interface.

- **License Generation:** Simplify fulfillment processes and reduce the complexity of license generation with a unified management system.
- **Any Type of Deployment:** Support any type of deployment including on-premises, cloud or hybrid licensing and provisioning.

Back-Office Automation

Streamline your business operations through seamless integration of Sentinel EMS with your back-office systems. When you utilize the Sentinel CRM and ERP back-office connectors you can minimize time-consuming, manual data entry, reduce errors and promote standardized processes to ensure compliance.

Usage Tracking & Reporting

Sentinel EMS usage data helps you to understand how your products are used and which features are most valuable to your customers. Sentinel EMS also includes entitlement tracking and reporting tools to ensure license compliance and generate email notifications to initiate license renewals and product upgrades.

Reliable and Scalable Service Platform

Sentinel EMS provides a secure, resilient, highly available and cloud native software licensing service, while reducing risk and increasing business agility.

- **99.99% SLA:** Deploy with confidence and reduce risk with industry's only guaranteed 99.99% uptime.
- **Reduced Management Costs:** Eliminate the overhead of selfmanagement with 24x7 monitoring and application health checks to ensure efficient application management and maintenance.

- **On-Demand Scalability:** Scale your environment horizontally and vertically to ensure optimal performance for the most demanding use cases and workloads, without any up-front investment in infrastructure.

Our Value Proposition

Sentinel EMS offers the most robust and feature- rich solution available on the market.

- Drive Business Growth: Increase revenues with flexible licensing models that meet customer needs.
- Enhance Customer Satisfaction: Offer a wide range of selfservice licensing and entitlement management options.
- Identify Customer Value: Track usage data and generate reports to find out which features are most valued by your customers.
- Save Time and Reduce Costs: Create efficient automated processes with seamless integration to back-office applications.
- Scale Business Operations: Empower your customers, partners, resellers and distributors with a multi-channel self-service licensing and entitlement management platform.

Benefits of Sentinel EMS-as-a-Service

- Business Continuity: The databases and application servers are all configured in HA (high availability) to support business continuity. Engineered to handle failure of application components, instances, failure of a single Availability Zone, and Data Corruption.
- Compliance: Stay compliant and meet your regulatory and legal obligations with our ISO 27001:2013, SOC 2 and GDPR compliant solution.

About Thales

The people you rely on to protect your privacy rely on Thales to protect their data. When it comes to data security, organizations are faced with an increasing number of decisive moments. Whether the moment is building an encryption strategy, moving to the cloud, or meeting compliance mandates, you can rely on Thales to secure your digital transformation.

Decisive technology for decisive moments.

Technical Specifications*

Deployment	
Sentinel Environments.	Separate development and production environments
Service Level Agreement	99.99%
Redundant Configurations	Configuration of load balancers, DNS, redundant database clusters, multiple data centers and network service providers.
Management	
Global Support	24/7 support from dedicated DevOps team with fast problem resolution.
Peak Application Performance	Optimized Linux AWS stack for Sentinel solutions.
Frequent Release Cycle	Customer scheduled production upgrades and monthly service releases.
Full Stack 24/7 Monitoring	Monitoring of application and infrastructure to detect and prevent service interruptions.
Automated Notification	Automated customer email notifications for outages and service degradation.
Scalability	
Scalable Infrastructure	Horizontal and vertical scaling for environments and supported instances.
On-Demand Scaling	Infrastructure is scalable per customer needs and enables monitoring of application performance based on CPU, memory and database connection usage.
Failure Recovery	
High Availability	Sentinel components are deployed in a high availability manner across multiple availability zones.
Data Backup	Automated snapshot creation for data and Point-in-Time recovery mechanisms.
Data Recovery	Data recovery to any time within a 10 day window (can be increased up to 35-days).
Security	
Vulnerability Management	Active monitoring of application and operating system security to assess risk of publicly disclosed threats and vulnerabilities.
Security Patching	Automated patch installation with no downtime.
Environment Isolation	Isolated application and databases in the production environments. Network traffic and transactions are not shared with any Gemalto customer network devices or segments.
Compliance	ISO 27001:2013, SOC 2 and GDPR compliant.

*Certain use cases may require a non-standard configuration or integration of add-on capabilities. Additional costs and services may be applicable.

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