



Wibu-Systems Services

SECURITY
LICENSING
PERFECTION IN PROTECTION

WIBU
SYSTEMS



Overview of Wibu Services

Wibu Services provides you comprehensive support along the complete lifecycle of your projects. Traditional software businesses dealing with piracy and reverse-engineering attacks, as well as device manufacturers threatened by cyber-physical breaches, tampering and manipulation violations can benefit from the advice of our seasoned specialists. Together we can outline the most reliable and cost-effective approach for your B2C, B2B, M2M, or IoT application. We have the right professional for you, no matter if you deal with computer-based, embedded, or PLC systems.

Our Pre-Sales Consulting Team supports you in evaluating our solutions for protecting and licensing your software.

With Wibu Consulting Services, we support you in the design phase of your solution. In close cooperation with you, our Wibu Consulting Services Team determines the optimal method for protecting, licensing, and securing your software no matter your focus: whether its revenue increases by secure protection or cost reduction by process optimization and licensing integration. Our experts with many years of know-how stand by and guide you with workshops, security audits, concept design and review.

In addition, our Wibu Professional Services Team supports you in implementing your concept. Save your valuable time while implementing our tools. Use our knowledge and experience to meet your individual requirements in a fast, easy, and cost-saving fashion. For example, our service portfolio covers implementing a license update client, graphical customization, individual exception handling modules, and integration into ERP solutions.

With Wibu Training Services, we offer you an easy introduction into the areas of software protection and licensing. Our training courses are available online, as well as to groups at our German headquarters or at your facilities.

Wibu Support Services support you while operating your solution. Our Wibu team assists you in error diagnostics and resolutions: both in the protected software on the end users' PC and in the licensing solution on your servers.

Our Wibu Operating Services Team hosts your licensing solution on our servers. Save the efforts installing and configuring a separate CodeMeter License Central and let us operate your solution while you easily access your licensing data via the internet.



Wibu Pre-Sales Consulting Services

A software publisher or a device manufacturer that chooses to protect his software and his product know-how is determined to change the course of his business. He will enjoy the peace of mind coming from knowing that his intellectual property is safe and can then concentrate on the avenues to revenue boost.

Then comes a critical set of decisions: how to protect the IP? Against which threats? Which tools to use? The selected method will likely have an impact for a decade, if not even more. Only when licenses are in the field will the software vendor find out if he made the right decisions.

Therefore, this is no decision to take lightly; you should own the rudiments of the technology, verify the options, consider the field and geographical markets you want to sell to. If only you know where to lead your business, you might want a helping hand for the software protection aspects.

Wibu Pre-Sales Consulting Services supports you during this evaluation phase by streamlining your decisional process, highlighting the pros and cons of possible alternatives, and identifying potential attack vectors. Our qualified team will transfer our industry, technical, and product knowledge, and accompany you through your journey so that you can plan your next move with the necessary degree of competence.



Wibu Consulting Services

For all cases where the software vendor or the device manufacturer needs to accelerate the system implementation in a particular scenario, usually when multiple back office processes and pre-existing sales models are already in place, the company can avail itself of Wibu Consulting Services.

Wibu-Systems' protection, licensing and security experts will be available to analyze the specific requirements and suggest an effective governance.

In particular, there are three different approaches to collaboration that Wibu-Systems provides:

Business Process Consulting

We help you enhance the usage of your existing resources, reduce bottom line costs, improve automation, and optimize back office and logistics.

Upon sharing the details of the current architecture, the goals for the future, the obstacles you are facing over the transition or the migration from a previous system, if any, our team of consultants can guide you through the complete management of CodeMeter License Central and WebDepot. We'll explain how to setup the online and/or offline activation process, the customization of the graphic user interface, and the enablement of advanced functionalities. A complete knowledge of the product components will escalate your business potential and help you meet your sales targets.

Software Protection Consulting

We assist you in mastering software protection techniques, for the implementation of a hacking proof security system.

If you are dealing with markets that are particularly affected by software piracy, you might prefer the complete independence deriving from integrating CodeMeter APIs. Even if extremely documented, a secure implementation with our Application Program Interfaces requires expert programming skills. By consulting with our specialists, you make sure you end up with top-notch software protection that takes into account all the latest traps, tricks, and best practices to exponentially increase the robustness of your protection against counterfeiting and reverse engineering.

Software Monetization Consulting

We expedite software monetization through the introduction of carefully selected multiple licensing models.

Traditional software selling modalities don't pay off these days anymore; customers are more demanding and expect a personal touch paying only for the service they enjoy. Similarly, marketing techniques have evolved, including those that are beneficial to the software publishing business. Our experts can guide you to the best mix. Together we will evaluate the type of software in relation to your market segments and the current business model. The outcome is a refinement and multiplication of your license schemes to boost revenue growth.



Wibu Professional Services

Wibu-Systems' products represent the state of the art in protection, licensing, and security for the majority of software applications available in the global market; they are user friendly and have been easily adopted by thousands of customers. However, some projects have extra complications to hurdle. For these projects, it's critical that software publishers and device manufacturers carefully consider whether to develop the complete architecture on their own, or save resources and call in Wibu Professional Service Experts.

Whether it is about supporting unusual programming languages, protecting uncommon file formats, extending the integration to other platforms, expanding the array of CRM, ERP, and e-commerce solutions, or realizing brand new features, Wibu-Systems is ready to take the challenge.

Depending on the project specifications, the goal you intend to pursue and a common vision we might share, Wibu-Systems will first submit a custom statement of work, followed by a proof of concept. This course of action will leave enough room for objective definition and refinement along the development process.

Wibu-Systems' headquarters are located in Baden-Wuerttemberg, notably one of the principal centers for innovation in Germany. Through the cooperation with top leading educational and research institutions, we can quickly resize our team, and bring on board new members with the exact set of skills needed to perfect the solution you have envisioned.

Wibu Professional Services are also available through our global certified partner network, so you can receive advice not just in your native language but also inclusive of local market requirements.



Wibu Training Services

When you start familiarizing with protection, licensing, and security, you might take advantage of educational classes that are designed to speed up your understanding of such matters, and ultimately facilitate the adoption of these technologies.

Wibu-Systems' team has over fifty years of combined experience in successfully training companies from basic to advanced knowledge levels. Whether you are a new user, or a seasoned veteran considering migration, the impact of your decision will presumably be long-lasting. A fully immersive dive into this world is set to give you all the key answers for a victorious concept design.

With our individual training, you can book a training session when we will interact only with your company. You are free to join us at our headquarters or we will travel to your facilities and provide you with a comprehensive overview about protection, licensing, and back-office integration.



Wibu Operating Services

Even though hosting CodeMeter License Central at the customer's premises might initially seem a good plan, there are drawbacks to consider. Hidden costs, like prevention of security threats, or hardware and software maintenance interventions, might actually result in unexpected and significant costs in the overall budget. The alternative is having CodeMeter License Central hosted directly at Wibu-Systems. Here a team of experts is constantly on top of security attacks, has the complete expertise about the product, and can intervene swiftly and simultaneously on all resident installations.

When choosing to let Wibu-Systems' take care of your hosted CodeMeter License Central, you can select between four editions:

- Datacenter Edition
- Dedicated Server Edition
- High Performance Edition
- High Availability Package

Scope of Service

Datacenter Infrastructure

Two datacenters in separate availability zones with redundant infrastructure for maximum failover reliability.

Backup Service

Our services include backup of the database.

Installation Service

Our team of experts can either provide support during your installation of CodeMeter License Central in your datacenter, or directly install CodeMeter License Central on your behalf at Wibu-Systems.

Maintenance of the Operating System

Wibu Operating Services includes the maintenance of the operating system. Our experts regularly monitor the availability of updates and patches before the installation takes place to offer the highest possible reliability for your CodeMeter License Central. Updates and patches are installed immediately after clearance to offer you highest security.

Maintenance at Application Level

Our service offer also includes maintenance at the application level. Third-party software like database, application servers, and web servers, as well as the CodeMeter License Central application itself, are maintained by our experts.

Availability Monitoring

Our automatic system continuously checks the availability of your CodeMeter License Central installation. Should your system experience downtime, our experts are immediately notified and start working to bring your system online in the shortest time possible.

Secure Access to CodeMeter License Central

To safeguard your data, we use the most sophisticated security. Your access as a software vendor to your user interface is protected by a client certificate and is available only via https.

Secure access from CRM, ERP and e-commerce solutions is available upon request.

In our Dedicated Server Edition, you have the option to extend CodeMeter License Central, and access the Web Services directly from your application. The access to these interfaces is also protected using https and client certificates.

Service Level Agreement

Wibu Operating Services offers up to 99.9% availability of your CodeMeter License Central in our datacenter.

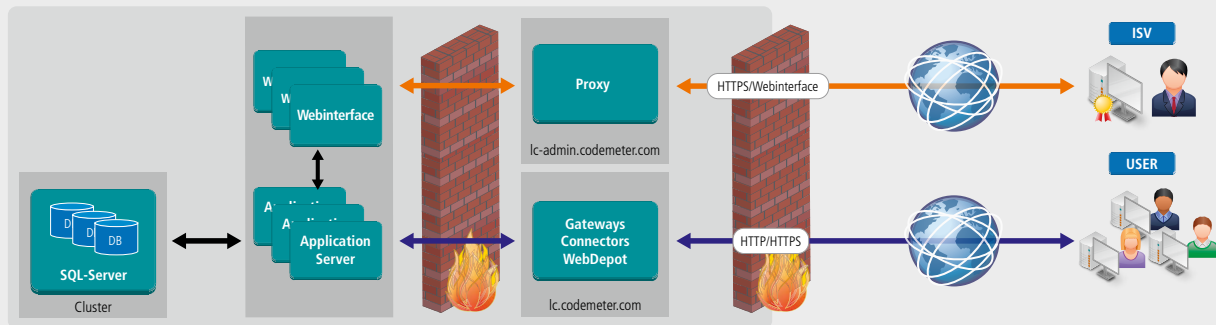
Integration Options

For integration into an e-commerce shop, all connectors are available. The protection of the connection between the shop and CodeMeter License Central is individually configured depending on online shop options. For example, Connectors are available for Digital River, element5, share*it!, Avangate and Cleverbridge shops.

For direct license collecting from within your software our Standard Gateways are available.

Datacenter Edition

The CodeMeter License Central Datacenter Edition presents a cost-effective introductory version, where you share a server with other vendors but with separate databases; it supports up to 1,500 license activations/deactivations per month with 99.5% availability.



CodeMeter License Central Datacenter Edition

The WebDepot pages are completely customizable to your individual corporate design. No restrictions apply.

Access is available using either lc.codemeter.com or lc-admin.codemeter.com.

Dedicated Server Edition

With the Dedicated Server Edition, your CodeMeter License Central installation is running on a separate virtual machine. As part of this option, you are able to use your own extensions and directly access all web services; it supports up to 3,000 license activations/deactivations per month with 99.5% availability.

High Performance Edition

The High Performance Edition is characterized by replication into the second availability zone. In the event of a failure, the replication serves as a quick replacement. Moreover, the High Performance Edition supports up to 25,000 license activations/deactivations per month with 99.7% availability.

High Availability Package

The High Availability Package consists of load balancing service and two lines of High Performance Edition in one single bundle; it supports up to 50,000 activations/deactivations per month with 99.9% availability. The architecture can optionally be extended with additional lines with the processing power of the High Performance Edition, each supporting up to an additional 25,000 licenses activations/deactivations per month.

Features: Comparison Chart

| Service | Datacenter Edition | Dedicated Server Edition | High Performance Edition | High Availability Package |
|---|--------------------|--------------------------|--------------------------|---------------------------|
| Server provided | ✓ | ✓ | ✓ | ✓ |
| Installation and configuring of CodeMeter License Central | ✓ | ✓ | ✓ | ✓ |
| Installation of operating system updates | ✓ | ✓ | ✓ | ✓ |
| Installation of CodeMeter License Central updates | ✓ | ✓ | ✓ | ✓ |
| Monitoring availability | ✓ | ✓ | ✓ | ✓ |
| Monitoring and performing attack counter-measures | ✓ | ✓ | ✓ | ✓ |
| Daily database backup | ✓ | ✓ | ✓ | ✓ |
| Internet connectivity | ✓ | ✓ | ✓ | ✓ |
| Access to vendor's user interface (client certificate) | ✓ | ✓ | ✓ | ✓ |
| Access to Connectors and Gateways | ✓ | ✓ | ✓ | ✓ |
| Customizable WebDepot pages | ✓ | ✓ | ✓ | ✓ |
| Access to all web services | - | ✓ | ✓ | ✓ |
| Customer-specific CodeMeter License Central extensions | | ✓ | ✓ | ✓ |
| No. of CodeMeter License Central lines | 1 | 1 | 1 | 2 |
| Availability | 99.5% | 99.5% | 99.7% | 99.9% |
| Recovery Point Objective (RPO) | <24 hours | <24 hours | <30 minutes | <1 second |
| Recovery Time Objective (RTO) | <3 working days | <3 working days | <4 hours | <1 second |
| Activations and deactivations of licenses per month | Up to 1,500 | Up to 3,000 | Up to 25,000 | Up to 50,000 |
| License queries per month | Up to 50,000 | Up to 250,000 | Up to 250,000 | Up to 500,000 |
| Web service queries per month | - | Up to 250,000 | Up to 250,000 | Up to 500,000 |

CodeMeter License Central Compared

You can upgrade your selected hosting edition at any time.

Please inquire for an individual, custom-tailored offer.



Wibu Support Services

Wibu-Systems provides you three service levels: "Free", "Silver", and "Gold". Select the package meeting your requirements.

Scope of Services

Hotline

Our Wibu Support Services Team assists you in error diagnostics and error fixing and is available to you in Germany workdays (Monday through Friday) from 8 a.m. to 5 p.m. per phone or per e-mail. We provide a First Level Support Hotline for your users and a Second Level Hotline (including a priority phone number) for you as software developer.

Wibu Knowledge Base

The Wibu Knowledge Base is available to you 24 hours, 7 days a week via internet. Here you can find in a FAQ database answers to frequently asked questions.

Support via Remote Access

Our support experts assist you and your users in error diagnostics and error fixing in the protected software via remote access. This requires an internet connection of the relevant PC.

Depending on the selected service level, the remote maintenance additionally covers support when integrating the CodeMeter software protection schemes.

Personal Contact Person

Using the option of a personal contact person provides you with a designated contact person from the Wibu Support Services Team already familiar with your requirements and system environment. On processing your inquiry this contact person will preferentially answer your questions.

Annual Service Review

In service level "Gold", your personal contact person creates a project description of all specific requirements, general conditions and your individual implementation during an annual, one day workshop. This ensures that your service cases will be processed on the highest quality level on base of the latest information.

Response Times

The response time – during the specified hotline hours – is defined as the time period between inquiry receipt and processing start by a Wibu-Systems technician. At the start of processing you will receive relevant feedback. For example, in the case of a response time of 9 hours and an inquiry receipt at 4 p.m. the processing will start no later than 4 p.m. the following day.

The guaranteed response time depends on the service level selected and the priority of your inquiry:

Priority 1: Showstopper

An error which is reproducible for several systems and for which no workaround is available (e.g., several different clients cannot collect licenses from CodeMeter License Central).

Priority 2: Moderate Error

An error that affects a single system (e.g., a special client cannot collect the license form CodeMeter License Central while the other clients work properly).

Priority 3: Flaw

An error having a marginal effect on operating the solution, or for which a workaround already exists (e.g., a display error in CodeMeter License Central).

Service Level Agreements Compared

| Service | Free | Silver | Gold |
|--|------|------------------|------------------|
| Error diagnostics and error fixing support via e-mail | ✓ | ✓ | ✓ |
| Error diagnostics and error fixing support via e-mail for the end user | ✓ | ✓ | ✓ |
| Error diagnostics and error fixing support via phone | ✓ | Priority hotline | Priority hotline |
| Error diagnostics and error fixing support via phone for the end user | ✓ | ✓ | ✓ |
| Error diagnostics and error fixing support via remote access | ✓ | ✓ | ✓ |
| Error diagnostics and error fixing support via remote access for the end user | ✓ | ✓ | ✓ |
| Access to the Wibu Knowledge Base | ✓ | ✓ | ✓ |
| Guaranteed response time (in working hours for priority 1 priority 2 priority 3) | | 2 9 18 | 1 4 9 |
| Individual contact person | | ✓ | ✓ |
| Annual service review | | | ✓ |

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Wibu-Systems is a global leader in cutting-edge cybersecurity and software license lifecycle management. We are committed to delivering unparalleled, award-winning, and internationally patented security solutions that protect the intellectual property embedded in digital assets and amplify the monetization opportunities of technical know-how. Catering to software publishers and intelligent device manufacturers, the interoperable hardware and software modules of our comprehensive CodeMeter suite safeguard against piracy, reverse engineering, tampering, sabotage, and cyberattacks across mainstream platforms and diverse industries.

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