

# Supply Chain Subscription FAQs

Ivanti is moving its' Supply Chain products to a subscription only model. Effective **June 1, 2024**, Ivanti will no longer issue quotes for new perpetual licensing across Ivanti Wavelink/Supply Chain offerings and will stop accepting orders for perpetual licensing after **June 30, 2024**.

The following FAQ's outlines the reasons behind this motion, the customer benefits of subscription and what to sell to new and existing customers.

**Q:** Which Ivanti (supply chain) products are affected?

**A:** The following Ivanti products are moving to subscription.

- Velocity Web
- Velocity TE
- Velocity Voice
- Ivanti Terminal Emulation client
- Ivanti Industrial Browser
- Avalanche

**Q:** What part numbers do I sell going forward?

**A:** The following three sales scenarios outline the most common sales motions:

## Scenario 1:

Customer is purchasing brand new mobile computers or adding additional units to their current deployment.

- The following subscription SKUs are available now, and customers can purchase the appropriate Velocity product SKU from the list below:

Velocity TE	Ivanti Velocity TE Client Annual Subscription	140-SUB-VELOCTE
Velocity TE	Ivanti Velocity TE Client 3-Year Subscription	140-SUB-VELOCTE-3
Velocity Web	Ivanti Velocity Web Annual Subscription	160-SUB-VELOCWEB
Velocity Web	Ivanti Velocity Web Annual 3-Year Subscription	160-SUB-VELOCWEB-3
Emulation TE	Ivanti General TN Client - 2-in-1 Annual Subscription	120-SUB-GENTN2
Emulation TE	Ivanti General TN Client - 2-in-1 3 Year Subscription	120-SUB-GENTN2-3
Emulation Web	Ivanti Industrial Browser Annual Subscription	120-SUB-WIBST0
Emulation Web	Ivanti Industrial Browser 3-Year Subscription	120-SUB-WIBST0-3
Velocity Voice	Ivanti Speakeasy for Velocity Annual Subscription	130-SUB-VELVO
Velocity Voice	Ivanti Speakeasy for Velocity 3-Year Subscription	130-SUB-VELVO-3
Avalanche	Ivanti Avalanche Smart Device Management Sub	320-SUB-SDAVDM
Avalanche	Ivanti Avalanche 1 Mobile Device Management Sub	310-SUB-AVH1AD
Avalanche	Smart Device Remote Control Subscription	310-SUB-SMRC

Avalanche	Smart Device Remote Control Addon Subscription	310-SUB-SMRCADD
Avalanche	Ivanti Avalanche Remote Control Add-on Sub	310-SUB-AVRC10
Avalanche	Avalanche and Remote Control Combo Add-on Sub	310-SUB-AVAVRC
Avalanche	Avalanche Printer Management Subscription	330-SUB-PRINT

### Scenario 2:

Customer has existing Perpetual licenses WITH AN ACTIVE maintenance contract.

- Effective June 1, 2024 customers with an active maintenance contract will be able to convert their current perpetual licenses to subscription by purchasing the corresponding Subscription part number in place of the current maintenance part number. Example: Rather than purchasing the Velocity annual maintenance part number (140-MA-VELOCTE), customers will purchase the Velocity subscription conversion part number (140-CON-VELOCTE).

140-MA-VELOCTE	Is replaced by	140-CON-VELOCTE
140-MA-VELOCTE3	Is replaced by	140-CON-VELOCTE3
160-MA-VELOCWEB	Is replaced by	160-CON-VELOCWEB
160-MA-VELOCWEB3	Is replaced by	160-CON-VELOCWEB3
120-MA-GENTN2	Is replaced by	120-CON-GENTN2
120-MA-GENTN23	Is replaced by	120-CON-GENTN23
120-MA-WIBST0	Is replaced by	120-CON-WIBST0
120-MA-WIBST03	Is replaced by	120-CON-WIBST03
130-MA-VELVO	Is replaced by	130-CON-VELVO
130-MA-VELVO3	Is replaced by	130-CON-VELVO3
320-MA-SDAVDM	Is replaced by	320-CON-SDAVDM
310-MA-AVH1AD	Is replaced by	320-CON-SDAVDM
310-MA-SMRC	Is replaced by	310-CON-AVH1AD
310-MA-SMRCADD	Is replaced by	310-CON-SMRCADD
310-MA-AVAVRC	Is replaced by	310-CON-AVAVRC

### Scenario 3:

Customer has existing perpetual licenses but NO ACTIVE maintenance contract.

- Customers with no active maintenance contract are NOT eligible for software updates or support. Due to the evolving mobile operating system environment and security threats, Ivanti continually updates Velocity with new features, bug fixes and security patches. As such, Ivanti highly recommends that customers stay current with our release schedule.
- To encourage these non-supported customers to move to a supported product version, Ivanti is offering a limited time promotion whereby customers can convert their non-supported perpetual license to subscription without penalty through October 31, 2024 by purchasing the appropriate conversion part number (see table in scenario 2 above). After this date, all existing perpetual customers requiring support or the latest software version will be required to purchase a new Subscription license. (see table in scenario 1 above)

## More FAQs:

**Q:** How do customers benefit from moving to a subscription model?

**A:** Customer benefits of subscription include:

- The ability to purchase software applications under an OP/EX procurement model.
- With shortening device life cycles, customers gain more flexibility in how they purchase and deploy device software.
- Associating a software license with a specific device, reduces the customer's ability to transition to alternate devices or migrate to new device architectures. **Subscription enables customers to easily move a license from a damaged or obsolete device to its' replacement regardless of make and model, at no additional cost.**

**Q:** What happens to customers that have previously purchased a perpetual Velocity license?

**A:** Existing perpetual Velocity licenses holders will be able to maintain their existing license for the life of the original device or they can convert the perpetual license to a subscription when their existing maintenance contract renews. License holders who do not convert to subscription will no longer qualify for software updates or support upon the termination of their existing maintenance contract. These perpetual licenses, per the Ivanti EULA, cannot be used on devices/hardware/handhelds other than the hardware on which they were originally deployed.

**Q:** Can a customer deploy and manage a mixed population of perpetual and subscription licenses?

**A:** YES. However, customers will be required to transition their perpetual license to subscription at the conclusion of their existing maintenance or warranty period in order to have access to support and new software releases.

**Q:** What are my options if I have perpetual licenses that are not currently under maintenance?

**A:** Perpetual license holders not under maintenance can continue to use their software on the existing devices for which they were purchased. However, they are not eligible for transfer, support, or software updates. Ivanti wants to ensure that our customers receive the greatest value possible and as such encourage our customers to follow our release schedule. To encourage that customers who are not currently under a maintenance contract can leverage the benefits of our new subscription model, Ivanti is providing a **limited time offer** whereby out of maintenance customers can convert their existing perpetual license to subscription through October 31, 2024 (see scenario 3 described above). These perpetual licenses, per the Ivanti EULA, can only be used on the hardware on which they were originally deployed.

**Q:** Will Ivanti honor approved quotes, with expiration dates post June 30, 2024, for perpetual licenses?

**A:** No, perpetual license quotes with an expiration date beyond June 30, 2024 will become null and void. These quotes will need to be re-quoted as subscription.