



## 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 his 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 resolution 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 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.

We have structured our academic curriculum as follows around three types of training sessions.

- **Open training seminars**  
These are three-day training sessions open to groups at our headquarters. During the first day, we focus on the fundamentals of CodeMeter runtime, and the mapping of license models. The second day is reserved to the integration of protection and licensing into your application, using AxProtector and CodeMeter API. And the third day is for back office integration with CodeMeter License Central. Depending on your mission, you can attend all, or pick just the one that is the best match for you.
- **Individual training**  
If our calendar doesn't fit your agenda or you can't make it to Karlsruhe, Germany, 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.
- **Secure Code Webinar**  
This free-of-charge formula is your introductory step into Wibu-Systems' world. We will maximize our time together online and deliver one morning session about our protection technology, and an additional class in the afternoon aiming at all available licensing options.

If time is of the essence, book your professional hangout and push on the gas pedal.



## 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

Our datacenter provides state-of-the-art redundant fail-safe systems. Each installation runs in an easily accessed virtual environment. In case of a hardware failure, the installation is automatically moved to a replacement component. The database runs in a server cluster offering maximum performance and reliability. A redundant connection of our datacenter to the Internet guarantees uptime of the whole system. A two-tier installation with Demilitarized Zone (DMZ) offers ultimate security.

#### 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 webservers, 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.

**Security Monitoring**

Our system automatically monitors for intrusion attacks; upon detection, the system can block the hacking attempt automatically or with the prompt assistance of our on-site team.

**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.

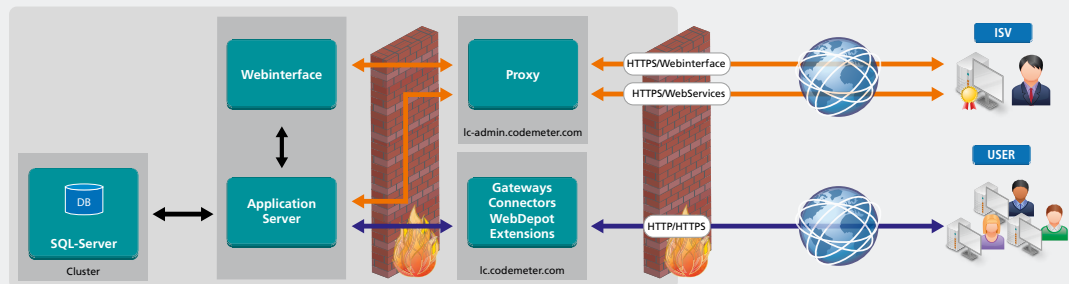
**Datacenter Edition**

The CodeMeter License Central Datacenter Edition presents a cost-effective beginner version. You share a computer with other vendors but databases are separated.

Separated databases do not limit security considerations.

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`.



CodeMeter License Central Datacenter Edition

**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 up to 99.5% availability.



## High Performance Edition

The High Performance Edition supports up to 25,000 license activations/deactivations per month with up to 99.5% availability.

## High Availability Package

The High Availability Package consists of load balancing service and two lines of High Performance Editions in one single bundle; it supports up to 50,000 activations/deactivations per month with up to 99.9% availability. It can be extended by additional lines of High Performance Edition, each adding up to 25,000 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	-	✓	✓	✓
Individual CodeMeter License Central extensions		✓	✓	✓
Amount of vendor's accounts (client certificates)	3	10	10	10
No. of lines	1	1	1	2
Load balancing service	-	-	-	✓
Availability	Up to 99.5%	Up to 99.5%	Up to 99.5%	Up to 99.9%
Maintenance window	60 min	60 min	60 min	5 min
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

A migration from a Datacenter Edition to a Dedicated Server Edition hosting option is available 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			✓

# About Wibu-Systems

## Headquarters



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Wibu-Systems is an innovative technology leader in the global software license lifecycle management market. In its mission to monetize the business of software publishers and intelligent device manufacturers, Wibu-Systems has developed a secure, unique, versatile, and award-winning suite of interoperable solutions that protect the integrity of digital assets, technical know-how, and intellectual property against piracy, reverse engineering, tampering, sabotage, and cyberattacks.

CodeMeter, Wibu-Systems' flagship technology, encrypts software, firmware, and sensitive data with the strongest cryptographic algorithms and methods. The licenses generated are stored in secure elements, including industry-grade portable hardware containers (USB dongles, secure memory cards, ASICs, TPMs), soft containers bound to the digital fingerprint of the endpoint device, and cloud containers.

CodeMeter is available for PC, mobile, embedded, PLC, and microcontroller systems; its seamless integration with existing back-office processes, such as ERP, CRM, and e-commerce platforms, provides an additional boost to operational performance and logistics cost savings.

Ultimately, with CodeMeter, established sales processes can be redesigned to enable new customer-centric business schemes that truly respond to the regional needs of the market.

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