

MyID Customer Handbook Partner Version

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8	October 2024	NRC	All 4.10.1 10	Minor corrections and clarifications MFA/PSM Support contact details extended. Section expanded to include subscription licensing. References to MyID Professional updated as product is no longer available.

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1 Introduction

This handbook provides information to Partners that are responsible for performing Level 2 Support to customers for the Intercede range of MyID products, primarily focusing on Support & Maintenance, licensing and upgrading. The information applies to all Intercede’s MyID products and their variants unless stated otherwise.

2 Support & Maintenance Service Overview

This section details the level of service that Partners can expect from Intercede as part of the Support & Maintenance agreement for their MyID products(s).

Specific options and any exceptions may be defined in a Customer-specific Certificate of Support. (Refer to Appendix A for a sample certificate). Requests from the Partner for pre-sales support, general assistance and consultancy or in relation to Customers that do not have an active Support and Maintenance contract are outside of the scope of this document.

Intercede’s Customer Support encompasses the provisioning of MyID Technical Support and Product Maintenance, e.g. Upgrades & Updates.

Intercede offer two tiers of Support. Refer to section 2.2 for more details.

Intercede provides support using the English language.

2.1 Definition of general Terms

Term	Meaning
Business Days	Monday to Friday excluding public holidays. Refer to your Partner Agreement/SLA for more details on public holidays.
Customer	The organization that uses the MyID products.
Incident	An unplanned interruption to the service offered by the MyID system or failure of the MyID application.
Partner	The organization (or a representative of the organization) that is entitled to receive assistance directly from the Intercede Customer Support team in support of the Customer’s MyID deployment.
Problem	The cause of one or more incidents.
Production System	A MyID deployment that is actively being used by the Customer to meet the needs of their user-base i.e. not for the purposes of application testing or evaluation.
Response Time	The elapsed time from when a request to raise a Support Ticket is first received by Intercede via one of the agreed lines of communication until when Intercede send out an acknowledgement and a statement of the next steps to be performed.
(Support) Ticket	A specific problem raised by the Partner to Intercede’s Support team. A unique reference number will be assigned to the ticket, which must be included in all communications relating to the problem.

2.2 Support & Maintenance Services

The following table summarizes the services available to Partners with an active end-customer Support & Maintenance contract:

Service	Standard	Premium
Hotfixes, updates, upgrades	✓	✓
Porting of Customisations & associated Professional Services (for compatibility with product upgrades) ¹	Chargeable	Chargeable
Technical Support Level	Level – 3	Level – 3
Support Hours ^{2*}	9am–5pm Mon-Fri ³	
On-Call Engineer (Severity 1 issues with the production environment only)	✗	24 x 7
Access to the Support Team	Web Portal ⁴ , Email, phone	Web Portal ⁵ , Email, phone
(US) Toll-free phone access - MyID CMS only	✗	✓
Dedicated Support Line	✓	✓
Access to the Intercede Customer Portal (Partners and their Customers)	✓	✓
Executive Service Review - Intercede & the Partner	Annually	Biannually
Device licenses for Test environments ⁶	Limited	Same as Production

3 Maintenance

Maintenance is the supply of Upgrades, Updates, and other software changes of Intercede’s portfolio of software products. The decision to release an Upgrade or Update and its content is at Intercede’s sole discretion.

Maintenance is not provided for certain development tools, SDK’s and other licensed software. The Certificate of Support & Maintenance Agreement will indicate any limitations of maintenance.

Intercede strongly recommend utilising their Professional Services team to assist with the deployment of Product Upgrades & Updates. Please note that the porting of customisations and any assistance with upgrading the system is usually a chargeable activity, and not covered under the S&M contract.

3.1 Product Upgrade

A Product Upgrade is a significant release of a product that usually provides additional features and improvements to existing core functionality. It will not include customer-specific customizations. Typically, an Upgrade will be indicated by a change in either the major or the minor version number, e.g. V10.8 – V11.4.

3.2 Product Update (Maintenance Release)

A Product Update or Maintenance Release tends to contain bug fixes and feature improvements but may also contain additional new features such as support for a new device. Typically, an Update will be indicated by an update number associated with a specific product version, e.g. V11.3.1.

A product update may be supplied to address a specific issue raised by the Customer. An update will not necessarily have been produced specifically for the Customer and therefore some of the changes within

¹ Relates to customisations to the MyID products undertaken by Intercede
² Excludes UK or USA Public Holidays depending upon Partner Agreement/SLA
³ UK or EST depending upon Partner Agreement/SLA
⁴ Contact Customer Support for details
⁵ Contact Customer Support for details
⁶ Refer to section 10.4 for more details

the update may not necessarily be relevant or of importance to the Customer. Generally, an update (rather than a Hot Fix) is supplied in response to a support request for one of the following reasons:

1. An Update for the product already exists that addresses the customer's issue.
2. Fixing the specific issue raised by the Customer will require changes to multiple modules.
3. Fixing the issue will have an impact on other functional areas and therefore changes to those areas will also be necessary.
4. The Customer requires fixes to a number of issues and for convenience and efficiency for them and Intercede it has been decided to roll up multiple changes into one delivery.

3.3 Definition of Hot Fix and Patch

For the resolution of a defect, typically in a response to a Support Request, Intercede may provide a hot fix or a software patch. The decision as to what to supply will be at Intercede's sole discretion although the Partner will be consulted.

A hot fix will generally contain a solution to one issue only. It may require manual steps to be undertaken in order to deploy the changes rather than using a software installer program. This approach is intended to enable Intercede to produce the fix as quickly as possible and to minimize the risks of adverse impact of applying the change and consequently the degree of testing that the Partner should need to undertake prior to deployment in the customer's production environment.

Note. Critical Security Updates may also be delivered in the form of a Hot Fix.

A patch is likely to contain fixes for multiple issues. It may also contain minor enhancements. A patch will not necessarily have been produced specifically for the Customer and therefore some of the changes within the patch may not necessary be of relevance or importance to them. Generally, a patch is supplied in response to a support request for one of the following reasons:

1. A patch for the product already exists that addresses the Customer's issue.
2. Fixing the specific issue raised by the Partner will require changes to multiple modules.
3. Fixing the issue will have an impact on other functional areas and therefore changes to those areas will also be necessary.
4. The Partner/Customer requires fixes to a number of issues, and in the interests of convenience and efficiency, it has been decided to roll up multiple changes into one delivery.

Hotfixes and patches are typically based on the most recent maintenance release for a particular product version. Therefore an update of the underlying product may be required before the hotfix can be installed.

It is possible that a hotfix or patch may have dependencies on previously released hotfixes, meaning that additional hotfixes may also need to be installed.

3.4 Third Party Products

Maintenance in relation to compatibility with third party products is generally excluded from the Support & Maintenance agreement provided by Intercede.

Before any Updates and Upgrades to such products are applied, the Partner must seek advice from Intercede's Support team of the compatibility of the Update/Upgrade with their MyID solution. Intercede are not obliged to undertake verification testing under the terms of the Support & Maintenance agreement. Examples of such third-party products include, but are not limited to, smart cards, device drivers, card middleware, HSM & CA client software, specialist image capture products, printer firmware.

Compatibility with such 3rd Party products may be limited to the latest MyID product release and therefore an Upgrade may be necessary.

3.4.1 Obsolete Third-Party Products

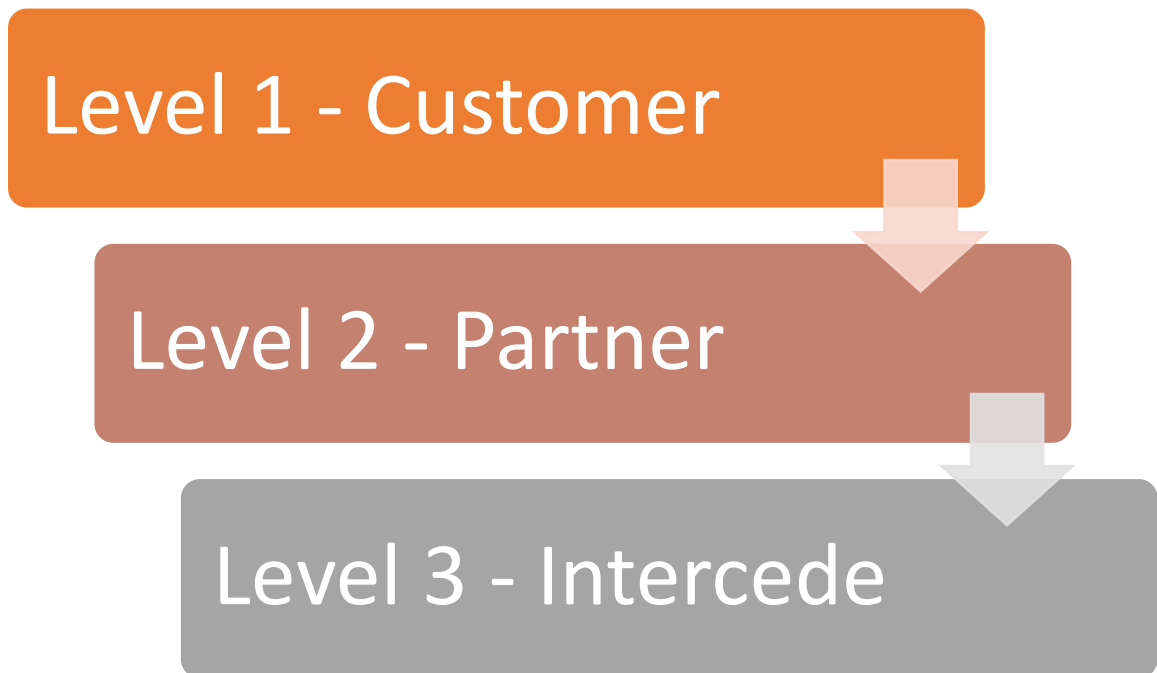
If a manufacturer has issued an end of life/end of support notice on a third-party product that was previously compatible with a MyID product, Intercede will, in future maintenance releases, either

deprecate compatibility or maintain it on a *reasonable endeavors-only* basis. Examples include smart card middleware, card printers and HSM's.

4 Technical Support

4.1 Technical Support Levels

Intercede provides Level-3 Technical Support to its Partners. Level-1 Technical Support is expected to be undertaken by the Customer. Level-2 Technical Support is expected to be undertaken by the Customer, their service provider or the Intercede Partner.



4.1.1 Level-1:

This is the first point of contact for a user of the MyID application requiring assistance. Incidents that should be resolved by the Level-1 Support team typically relate to usage or questions that can be answered by referring to product documentation and/or using inbuilt functionality. Typically, Level-1 Technical Support is undertaken by the Customer's help desk. Intercede's expectation is that the Level-1 Support team are conversant with the use of the MyID product within their organization and are competent in using the additional functions available to them.

4.1.2 Level-2:

Where an issue cannot be resolved through level-1 Technical Support, it is to be handled by the level-2 Technical Support team. This typically would be suitability skilled system or application administrators within the Customer's organization. They would use more advanced troubleshooting techniques such as examining log files, eliminating other subsystems, misconfiguration and incorrect usage as the possible cause, attempting to reproduce the issue within a representative environment etc. Level-2 support also encompasses the identification and resolution of problems through reconfiguration of the product in line with product documentation.

Intercede's Partner may be responsible for directly providing Level-2 Support to the Customer or may be the point of escalation for the Customer's Level-2 Support team. Any incidents or problems raised with the Partner need to be fully understood and investigated. The Partner is expected to provide advice and guidance to the Customer as necessary to assist them with the resolution of the problem. If appropriate, the Partner should attempt to recreate the problem within a representative environment. They are also responsible for working with the Customer to obtain all necessary data and information required by Intercede.

4.1.3 Level-3:

Intercede's Level-3 Technical Support should only become involved after all efforts by Level-1, 2 and the Partner's Support team to resolve the incident or problem have been exhausted, or where a deficiency or limitation of the product exists.

4.2 Service Level Agreement (SLA)

Severity Level (Note 1)	Description	Target Response Time (Note 2)	Status Update Frequency
1 – Critical	Production System is down, or service is severely impacted	Within 2 hours	As agreed with Partner, but no longer than daily
2 – High	Production System is useable, but an operationally important function is not available. For example, the system is unable to issue one particular type of device.	Within 4 business hours	Daily (Business Days)
3 – Medium	Product is useable but with some moderate impact or restriction	Next business day	Every 3 business days
4 – Low	Minor problem, product deficiency or documentation issue	Within 5 business days	To be determined based on the problem reported

Notes:

1. The Severity level of a Support Ticket may be suggested by the Partner/Customer but will be assigned by Intercede.
2. All times are within the appropriate service hours as specified in section 2.2.
3. The underlying problem may be resolved by various methods, for example, the supply of a hotfix, software update, configuration change etc.
4. A Support Ticket that does not relate to a Production System will be assigned a severity no higher than 3.

4.3 Technical Support Requests

Intercede's Technical Support team handles the following request types:

1. **Product Defect.** A defect is defined as a problem within the product that prevents the product from performing in the way that the product documentation claims. The resolution of a defect generally requires an update to the software or possibly a script to modify the data within the database. Where the Customer requires resolution as soon as possible, this is likely to be delivered in the form of a hot fix or software patch. (Refer to section 3.3 for more details). In some cases, Intercede may decide to address the defect in a future product release rather than providing a solution against the Customer's current product revision.
2. **Product Deficiency.** A deficiency is defined as a problem within the product that prevents the product from performing in the way expected by the Customer, is not explicitly documented, but can be regarded as a fair and reasonable expectation of the product. Deficiencies will be assessed by the Support Manager and the Product Manager to determine if they should be treated in the same manner as either a Defect or an Enhancement Request.
3. **Enhancement Request.** Additional product features or capabilities. These will be assessed by the Product Manager for consideration for inclusion on the product roadmap. It may be that the enhancement is considered too customer-specific in which case, the request will be passed on to the Customer's Account Manager for further review. SLAs as defined in section 4.2 do not apply to Enhancement Requests.
4. **Request for Assistance.** Requests that do not fall into the other categories listed above. Examples would be assistance with installation, implementation, configuration and usage of the product. These requests will be assessed by the Support Manager to determine if it would be more appropriate for the request to be handled by another Intercede team, e.g. Professional Services or Sales Engineering. It should be noted that assistance from other teams may be subject to additional fees.

Notes.

1. Each request will be assigned a unique reference number by Intercede, which must be referred to for tracking and reporting purposes.
2. Intercede may create a new request(s) if an existing support request evolves, in order to maintain clarity and focus.
3. The Partner or Customer must provide all information as requested in a timely manner in order for the Support Team to provide an effective and efficient service.
4. If it is determined that an issue raised as a Support Request was not caused by any Intercede product, Intercede reserves the right to charge the Partner for any effort spent on the request.
5. All Support activities by Intercede staff will normally be undertaken at their offices. If an onsite visit is requested by the Customer or deemed necessary by Intercede, the Partner or Customer, Intercede reserves the right to make a charge for their time onsite and any associated expenses.
6. A Support request will remain open until instructed by the requestor, or after 2 weeks of Intercede providing a resolution or waiting on additional information, unless agreed otherwise.
7. For Partners or Customers evaluating a product and wishing to report product questions or defects, the appropriate route is via your Sales Team contact. Product Technical Support is generally reserved to those Partners who have active Support & Maintenance cover in place for the appropriate Customer deployment.

4.4 Support for Production Systems

See section 2.1 for the definition of a Production System.

Support requests relating to a Production System can only be accepted by the Intercede Support team if a formal handover of the Production Environment has been undertaken, resulting in acceptance by the Support team. This handover process is typically performed by the Partner or Professional Services team responsible for the installation and typically takes the form of submission of applicable deployment documentation. This process is designed to ensure that the Support team are best placed, with the necessary background information to respond in an effective and efficient manner to higher severity incidents.

Requests for Support of the Production System prior to the handover will normally be handled by Intercede Professional Services, for which additional charges may be incurred.

4.5 Support for Non-Production Systems

Support for issues identified within development & test environments is usually provided through the Intercede Customer Support team, providing appropriate server licenses have been purchased and the necessary S&M fees have been paid, as applicable.

Support in relation to installing the product in additional or replacement non-production environments is usually handled by Intercede's Professional Services teams as a chargeable engagement.

4.6 Remote Access to Customer's Systems

In order to assist with the investigation of a problem it may be more efficient for Intercede to participate in a remote access / screen share session with the Partner's/Customer's representatives. This is subject to the availability of the appropriate resources within Intercede and the nature of the issue. It is the responsibility of the Partner/Customer to make available the necessary facilities (for example, software) to enable Intercede to participate in such a session. This is to ensure that the Customer's appropriate corporate policies are adhered to. Intercede will only act as an observer & advisor on the session and will not undertake any changes to the Customers' systems.

4.7 Out of Hours Support

When included in the Support agreement, Intercede will provide access to a support engineer outside of normal working hours. The hours of availability are as defined in section 2.2. Out of hours support is only available to assist with a Severity 1 incident affecting the Production environment.

The purpose of Out of Hours Support is to assist with restoring normal service, or at least such that the severity of the incident can be reduced from Severity 1.

4.8 Third-Party Products

MyID Support in relation to integration with third-party products is limited to those products that Intercede has explicitly stated as being compatible with the release of the MyID product in use by the Customer. Examples of such third-party products are smart cards, device drivers, card middleware, HSM & CA client software, specialist image capture products, printer firmware.

The Customer or Partner must seek advice from Intercede's Customer Support before using any third-party product where it is not clear in product documentation that it is already compatible. This also applies to any updates & upgrades of third-party software. Intercede are not obliged to undertake compatibility testing or implement any product changes to obtain compatibility under the terms of the Support & Maintenance agreement.

Compatibility with such products may be restricted to the latest MyID product and therefore an Upgrade may be necessary.

4.8.1 Obsolete third-Party Products

If a manufacturer has issued an end of life/end of support notice on a third-party product that was previously compatible with a MyID product, Intercede will offer Support on a *reasonable endeavors-only* basis. Examples include smart card middleware, card printers and HSM's.

4.9 Support Relating to Non-Intercede Components

Intercede is only able to offer support in relation to components that it has supplied or the integration of its components with 3rd party products (as detailed in section 4.8). Intercede is unable to offer support in relation to the use of 3rd party products, e.g. use of a smart card, even if issued and managed by the MyID System.

4.10 Contacting Intercede Customer Support

Customer Support may be contacted either by email or telephone. New requests will be assigned a unique reference number, and an acknowledgement email will be generated.

Telephone requests should be limited to reporting of Severity Level 1 tickets. Requests relating to lower severity tickets will be prioritised and processed in line with the stated SLA.

The following information must be provided to Intercede when raising a new support request:

- Name and contact details of person raising the request
 - Must be an Authorized Support Contacts in relation to the end-customer. Refer to section 4.11.
- Name of Partner/Customer and end-customer
- Name of the Environment affected by the problem, e.g. Production, Test
- Customer's severity level and justification if Severity 1 or 2. See section 4.2.
- Current System Status Report (if applicable) from the environment experiencing the problem
- Detailed description of the problem
- Details of what investigation has already been undertaken by the customer and also the Partner, along with any actions taken to resolve the problem.
- Relevant extracts of logs, data etc already gathered.
- Email addresses of anyone specific that needs to be included in subsequent email communications relating to the case.
 - Note. By default, Customer Support will do a *Reply To All* to the incoming email support request.

4.10.1 Contact Details

For MyID MFA and PSM related issues:

Email: techsupport@intercede.com

Telephone:

- +44 1344 568903 (Premium Customers Only)
- +1 408 706 2866 (San Jose, CA)
- +1 857 214 2174 (Boston, MA)

For all other issues:

Email: support@intercede.com

Telephone: +44 (0) 1455 244 844

Note. Support requests via the phone may be redirected to an answering service outside of normal business hours. Intercede may only respond to requests for Support from the Partner's or Customer's nominated contacts outside of normal business hours.

4.10.2 Intercede Customer Portal

A Customer Portal is available providing access to information on Intercede's product range including documentation, knowledgebase articles and product notifications. Go to intercede.com/support/ for more information.

4.11 Authorized Support Contacts

Intercede is very conscious of the sensitivity of the data held within, configuration, and usage of their products. Therefore, to protect our customers, the Intercede Customer Support Team are only able to discuss deployment-specific issues with pre-authorized named individuals within the customer or Partner organization. An existing Authorized Support Contact may request additional colleagues to be added to the list by emailing support@intercede.com or your Partner manager.

4.12 MyID Product Training

Intercede strives to provide the best possible support to our partners. To assist us to help you as efficiently and effectively as possible, we strongly recommend that system administrators and others within the customer organization that are responsible for maintaining and supporting MyID products undertake formal training. In addition the Partner must ensure that all members of the team providing MyID support to their customers have appropriate product knowledge. Intercede offer a range of training programs. Contact your Partner Manager for more information.

5 Professional Services

Consultancy and assistance are available as a chargeable service through Intercede's Professional Services Team. A dedicated Technical Consultant and, if appropriate, a Project Manager is assigned to assist with activities such as:

- System Design
- Business Process / Use Case definition
- Developing customisations (custom-specific enhancements or new functionality).
- Porting of existing customisations and associated Professional Services (for compatibility with product upgrades).
- Assistance with installing, configuring, and commissioning new environments.
- Assistance with installing and testing patches.
- Assistance with changes to system configuration.
- Assistance with performing upgrades.
- Training on the use and support of Intercede's MyID range of products
- Undertaking a System Health Check

Contact your Partner manager for more information.

6 Escalation Procedure

A Support Ticket may be escalated by the Partner if deemed appropriate, or by Intercede themselves. Reasons for escalation include failure to meet the Target Response Time(s).

The Partner must escalate the issue in the first instance to the Customer Support Manager (support.manager@intercede.com).

In the unlikely event that the matter still cannot be resolved to the Partner's satisfaction, they may escalate to the Chief Operations Officer (coo@intercede.com).

7 Service Reviews

Intercede offer to undertake periodic Service Review meetings with the Partner to review how both parties are performing against the SLA in terms of open tickets, closed tickets, ageing of tickets, incidents, escalations, customer satisfaction, consumption of resources etc. The meeting may also identify training needs and the ongoing suitability of the current level of cover.

Usually these meetings will be held remotely although opportunities should be identified to have the meetings face to face.

The Partner should encourage their Customers to also participate in the review.

8 Product Lifecycle

MyID continues to be enhanced, with each Product Update offering new capabilities and feature improvements. Typically, Product Updates are released quarterly. Customers with an active Support & Maintenance contract are entitled to standard Product Updates. Any customisations may need to be re-implemented in order to be compatible with the latest product. The porting of customisations and any assistance with upgrading the system is usually a chargeable activity, and not covered under the Support & Maintenance contract.

Notification of the availability of new product releases along with details of "What's New" will be published on the Customer Portal.

8.1 Support & Maintenance

Upon release of a new version of a MyID product, that version becomes generally available as the current release which is sold as a Commercial-off-the-shelf (COTS) solution to be used for all new installations. Unless agreed otherwise, the MyID product will follow the lifecycle as defined below.

8.1.1 Standard Support & Maintenance

For a period of 3 years from general availability, *Standard Support & Maintenance* will be available, whereby Intercede will provide the customer with new Product Releases (when available), Updates and bug fixes. Intercede will also consider the implementation of customizations.

Note. An Update or customization may require the customer to undertake an Upgrade.

8.1.2 Limited Support & Maintenance – MyID CMS Only

Once a product version is no longer under standard support, it moves to *Limited Support* for a period of 2 years.

During this period Intercede will provide the Customer with new Product Releases (when available) and bug fixes for critical issues only. Product Updates will not be available. Where possible, Intercede will provide guidance to work around an issue, for example, by undertaking configuration changes or modifying data. This may require the Customer having to schedule periodic maintenance tasks. Intercede will not usually consider further customizations to a deployment that is in the Limited Support period.

8.1.3 End of Support

At the end of the *Standard* (or if applicable, *Limited*) *Support* period, i.e. usually 3 (or 5) years from general availability of the specific version of the product, Support and Maintenance will no longer be available. The Customer is expected to upgrade to the latest product version before the End of Support date is reached.

8.1.4 Extended Limited Support & Maintenance – MyID CMS Only

The Limited Support & Maintenance period may be extended for a particular deployment, at Intercede's discretion. However, such an extension will incur a levy to be applied to the Support & Maintenance (or subscription) fees commencing on the renewal of S&M following the 5th anniversary of the product release. The levy is calculated as a 25% uplift of the underlying S&M (or subscription) fees for each additional year that Limited Support & Maintenance is agreed to be extended i.e. 25% for Year 1 with an additional 25% for Year 2 etc. For the avoidance of doubt, please note that this uplift is separate to any inflationary uplift as outlined in section 10.

For client customisations, additional costs may be applicable and are subject to separate pricing arrangements.

8.1.5 Maintenance Releases

The timescales stated above apply to major and minor product releases only, Maintenance releases, usually denoted by an increment in the 3rd version number component, follow the same schedule as the minor release that they relate to.

8.2 Feature Lifecycle

From time to time Intercede may need to stop supporting some features and capabilities of the MyID product. This may result in the feature not being present in later releases of the product. As a general rule, notice that a feature will be no longer be supported is stated in the product's release notes. On occasions it may be necessary to issue an End of Support notice for a feature in relation to a currently supported version of the product. Examples are support for third party components such as Certificate Authorities, smart cards, etc.

8.2.1 Deprecated

Deprecated features are still available in the applicable release of software, but at a Limited Support level. Intercede will only provide critical bug fixes on a deprecated feature.

Marking a feature as 'deprecated' is intended to give customers and partners advanced warning a feature is likely to be no longer supported in a future release of the product and customers should plan to transition to a replacement feature or alternative solutions.

8.2.2 End of Sale

If a feature or capability has been flagged as being End of Sale, it means that the feature is not available for use in new deployments. Existing deployments upgrading to this version of the product may be able to continue to use the feature, however, there will be limited support available. The feature will become End of Support in a future product release.

8.2.3 End of Support

End of Support features and capabilities are unlikely to be present in the product, even in upgraded systems, and therefore unavailable for use.

9 Exclusions

The following activities are not covered within the scope of the Support and Maintenance Agreement:

1. Usage of a MyID CMS issued credential outside of the MyID system.
2. Issues with the use or configuration of third-party products. For example, configuration of a Certificate Authority, VPN server etc.

Note. If an issue that manifests itself as a MyID problem is subsequently determined to be due to infrastructure or some other component that is not covered by this agreement, Intercede reserves the right to charge the Partner for time spent and any expenses incurred in Intercede's investigations.

10 Support & Maintenance Procurement

10.1 Renewal Procedure – MyID CMS (Perpetual Licensing)

Support and Maintenance fees are payable annually in advance and are subject to an annual increase in line with inflation. Contact your Intercede Partner Manager for more information.

If the Partner or Customer allows the Agreement to lapse and then subsequently require Support, Intercede reserves the right to levy a reinstatement fee equivalent to one year's fee. If Support has lapsed, Intercede has no obligation to provide ongoing support until such time that additional coverage has been procured. Ad hoc support can be provided through chargeable Professional Services.

If the version of the product that the S&M relates to is in a limited support phase and Intercede has agreed to extend the limited support period, a levy will be applied, refer to section 8.1.4 for more information. The levy will not be applied to subsequent renewals if the production environment has in the meantime been upgraded to a supported product version.

10.2 Renewal Procedure – Subscription Licensing Products

Standard level of Support and Maintenance is included as part of the subscription. To ensure continued use of the MyID system/service and access to Customer Support, renewal of the subscription must be paid prior to the end of the current subscription period. Subscription fees are subject to an annual increase in line with inflation. Contact your Intercede Partner Manager for more information.

Renewal of a subscription will commence from the day after the current subscription ends.

The Customer is encouraged to update their MyID products regularly as software updates become available. A subscription usually cannot be renewed if the MyID product is more than two (2) years old.

10.3 MyID CMS Professional

The MyID CMS Professional Product has now been discontinued. Customers still using this product are required to upgrade to the latest version of the MyID CMS (Enterprise) product, at which point their subscription will transfer to the Enterprise product, offering comparable capability.

10.4 Licensing of Non-Production Environments – MyID CMS

Usually, a limited number of licenses will be issued for non-production environments such as those used for testing purposes, that are valid for the period of the Support & Maintenance agreement. Renewal of the S & M agreement allows for the validity of the license to be extended. Note. Test environments require appropriate Server Licenses to be procured along with the associated S & M fees.

Customers on the Premium Support package will be eligible for complimentary licensing of two Test (non-production) environments with a quantity of devices equivalent to their Production environment. The license for these environments will be valid whilst ever the Premium Support package is in effect. If Premium Support is not renewed, providing appropriate server licenses have been purchased and a standard S&M agreement is active, an appropriate license can be issued with a reduced number of devices.

Note. A MyID license key may only be used in the environment, and for the purpose that it was originally issued for. If the environment is subsequently repurposed a replacement license key MUST be requested from support@intercede.com and applied to the environment.

11 Licensing Implications When Upgrading MyID CMS

When upgrading a MyID CMS system, usually the existing database is utilized, allowing the upgraded system to continue to manage the users, devices & credentials that are already present. Existing configuration, audit logs etc will be retained. Intercede aims to ensure that the existing licence key continues to be valid, however on occasions the upgrade process may require a replacement license key to be applied. A replacement license key is obtained by emailing support@intercede.com.

11.1 Creating a New MyID CMS Database – Perpetual Licensing

Rather than retaining the existing database, the customer may wish to stand up a fresh MyID CMS deployment using the latest product version, which is then used for managing new credentials going forward. The original deployment would need to be kept operational to manage existing credentials until such time that these have been replaced by credentials from the new deployment. In this scenario, both systems will need to be licensed whilst both remain operational.

Providing the existing Support & Maintenance contract remains active, Intercede will provide a temporary license for the new system for a period of up to three (3) months, free of charge. The number of users/devices licensed will be equivalent to the existing license. This is intended to provide time for the existing system to be decommissioned whilst using the new system.

If after three months, you are not in a position to decommission the original system, the temporary license can be extended by up to a further nine (9) months providing additional Support & Maintenance fees are paid for the extended period. The cost of the additional S&M will be a pro-rata of the existing S&M fees.

The temporary license cannot be extended beyond twelve (12) months. However, if the existing system is still required after this time, either a subscription agreement needs to be purchased or licenses (and associated S&M) purchased for the new system. Contact your Intercede account manager for more information.

11.2 Creating a New Database – Subscription Licensing

Rather than retaining the existing database, if the customer wishes to stand up a fresh MyID CMS deployment using the latest product version, a separate, additional, MyID CMS subscription will need to be purchased. Once the original system is no longer required, its subscription would not need to be renewed.

Appendix A - Sample Certificate of Support & Maintenance Agreement

Certificate of Support & Maintenance Agreement

This document states the details of the Support & Maintenance Agreement in relation to the MyID solution deployed at <Customer>.

Customer	<Customer Name & Address>	
Name of Deployment	Internal Users MyID System	
Technical Partner	<Partner>	
Procurement Partner	<Partner>	
Period of Cover	17 th May 2022 – 16 th May 2023	
Level of Cover	Standard – RoW Region	
Supported Environments / License Type	Production	Perpetual, 10,000 Users/Devices
	DR (Fail over)	As production
	Test environment	Time constrained to S&M renewal date, 100 Users / Devices
Variations to Default Level	None	
Health Check	Not included.	
Exclusions	No exclusions	
Special Conditions	None	
Products Purchased	MyID Enterprise 1 x Production server 2 x additional servers 10,000 Device Licenses (Perpetual, Production environment)	
Product Customisations	No customisations Advanced configuration undertaken by Professional Services.	
Partner/Customer Points of Contact	Support Person A: TBC Support Person B: TBC Support Person C: TBC Escalation: TBC Product Notifications: TBC	
Notes	1. Certificate issued due to contract renewal	