



UDS Enterprise subscription system

This document describes the existing subscription systems and associated services for UDS Enterprise software, developed and supported by VirtualCable.

Since its creation, UDS Enterprise software has been adapting to the real needs of different entities through ad-hoc developments.

This development model's philosophy is to offer a multiservice and multiplatform broker to provide virtual desktops and other IP services in all kind of environments.

UDS Enterprise subscriptions

Purchase any UDS Enterprise subscription, you will obtain one UDS Enterprise software bundle with the following modules and associated services:

Integrated modules:

- Broker
- Linux and Windows agents
- Windows, Linux and Mac OS Plugin
- Management environment
- Protocol tunnel
- Connectors for Citrix XenServer, Microsoft Hyper-V, Microsoft Azure, Nutanix Acropolis. KVM oVirt, RHEV, VMware vSphere, vApp
- Connectors for Active Directory, Azure Active Directory, CAS, eDirectory, LDAP, OpenLDAP, SAML, Internal authentication system, authentication system by device, IP, MAC, Hostname... authenticators
- Connectors for HTML5, NX, RDP, RemoteFX, RGS, SPICE, Teradici PCoIP, XRDP, X2GO... connection protocols

Associated services

- 8x5 NBD email technical support
- Notifications of availability of product updates and new available modules
- Connectors for new hypervisors
- Connectors for new protocols
- Connectors for new authenticators
- New modules and improvements bundles



UDS Enterprise subscriptions types

In order to install UDS Enterprise software you will need an active UDS Enterprise subscription for the appropriate user's segment.

In order to simplify the contracting process, the subscription system proposed by VirtualCable is based on different user segments:

- Pack 10 users
- UDS Enterprise up to 50 Users
- UDS Enterprise up to 100 Users
- UDS Enterprise up to 150 Users
- UDS Enterprise up to 250 Users
- UDS Enterprise up to 350 Users
- UDS Enterprise Unlimited Users

Packs of 10 users can only be purchased as an extension of other subscriptions.

Renewal Conditions: Renewal of subscriptions must be done in a concatenated manner, that is, the start date of the renewal of a subscription will always be the day following the last day of the current subscription.

The subscription of these packages can be purchased, in case of subscriptions for the Education Sector for a maximum of 3 years and for the rest of sectors for periods of 5 years maximum.

It will be possible to substitute (upgrade) any subscription system for a superior one during the current period of the previous subscription as long as the desired number of users is more than the number of users in the previous subscription.

When increasing the number of users or the duration, this update will be treated and invoiced as a new subscription:

- The duration of this new subscription should be at least one year
- In case the current subscription is multi-year, and the remaining period is greater than one year, the duration of the new subscription should be at least that of this period
- In any case, the amount of the unpaid proportional part of the current contracted subscription will be discounted from the price of the new subscription with the new number of users and / or duration



General features of the subscription system

By purchasing any of the UDS Enterprise Subscriptions you get the right to UDS Enterprise software updates that are released, improvements, patches, and support via email, in 8x5 NBD format.

For the installation of different instances of the software in different sites of the same entity, you must have a valid serial number for each one of them.

In case there are different Departments within the same entity or organization that require independent support to the centralized one, they must acquire a subscription corresponding to the number of users for the UDS instance of said department.

The rights granted by the subscription are unique for each entity. Its redistribution to third parties is not allowed.

Any type of support that does not appear in the price list may be requested from VirtualCable, and will be agreed between the parties through an independent service proposal.

Support and professional services

VirtualCable sells UDS Enterprise through a subscription model, including product support and updates in segments based on number of users.

Additionally, VirtualCable offers a broad portfolio of professional services to install and configure UDS Enterprise and other virtualization technologies.

For further information visit www.udsenderprise.com or email us at sales@udsenderprise.com