

Optimizing CGS Labs Software License Management

A Comprehensive Guide to CGS Labs Sales Models and Licensing Options

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1. Exploring License Types: A Comprehensive Overview

1.1. Single or Network Licenses:

Depending on the installation method, licenses are categorized as follows:

- **Single-User License (SL):**
A license intended for installation on a single computer, allowing usage by one user at a time. Each single license must possess a unique serial number. (Each order on the partner portal consistently generates only one serial number.) Activation is limited to once (selecting the "Number of Seats" option on the partner portal) on a single computer.
- **Network License (NL):**
A license is installed on a server, accessible to all users with CGS Labs software installed on their computers. Each network license permits usage by one user at a time. For instance, three licenses allow concurrent usage by three users, and so forth. Each network license requires its serial number. Activation is restricted to once (selecting the "Number of Seats" option on the partner portal) on a single server.

1.2. Perpetual and Temporary Licenses

Licenses are categorized based on duration as follows:

- **Perpetual Licenses:**
These licenses allow indefinite usage by the customer as long as the CGS Labs software is physically installed and operational on the computer. If a license is lost, it can be reactivated (refer to Section 4.1.).
- **Temporary Licenses:**
Temporary licenses have a predetermined validity period, ranging from a minimum of seven days to a maximum of three years. Upon expiration of the validity period, the license is no more functional.

1.3. License Types by Purpose

- **Commercial License:** A CGS Labs software license intended for commercial use and is payable. It can be issued by either CGS Labs or a partner. Commercial licenses can be single or network, perpetual or temporary.
- **Home Use License:** This license allows users with a maintenance agreement (CSM) to use the software on a home computer.

- **License Type:** Always issued as a single-user license, even if the customer pays for network license maintenance.
 - **License Requirement:** Available upon request of the buyer only if the buyer has CSM maintenance under the parent license. It can be issued at any time during the maintenance period. The home use license is assigned a unique single-user license serial number, distinct from the parent license.
 - **Number of Licenses:** Only one home use license can be issued for each parent license (single or network). For instance, a single-parent license with included CSM permits the use of one home use license. Five network licenses with CSM enable the use of five single-home-use licenses. Similarly, a network license with five seats allows for the utilization of five single-home-use licenses.
 - **Validity Period:** A temporary license is issued for the duration of the maintenance or subscription of the parent license.
 - **Usage Conditions:** Intended for the parent license user for home use (or on a laptop). Parent and home-use licenses cannot be used simultaneously. It is not allowed for two people to share the same home use license.
 - **Restrictions:** Non-transferable.
 - **Issuance:** Partners can issue home use licenses.
 - It is a free-of-charge license.
- **Developer License:** A license intended for development activities within CGS Labs, issued only by CGS Labs. Developer licenses can be single or network, perpetual or temporary.
 - **NFR (Not for Resale) License:** Intended for internal use by CGS Labs and agents (partners) for testing, software demonstrations, and technical support.
 - **License Type:** Single-user license created for the user (mandatory data: first name, last name, email).
 - **Number of Licenses:** One NFR independent (single user) license covering all software sold under contract for every technician.
 - **Validity:** Temporary, lasting 365 days, and must be actively maintained.
 - **Restrictions:** Non-transferable and not to be rented to customers or used for commercial projects.
 - NFR licenses are created by CGS Labs for partners according to prior agreements.
 - It is a free-of-charge license.
 - **Training License:** Intended for classrooms where CGS Labs or a partner is training users.
 - **License Type:** Single-user license.
 - **Installation:** One single-user license for every computer in permanent or temporary classrooms.
 - **Validity:** Valid for 365 days for permanent classrooms or the duration of the training for temporary classrooms.
 - **Restrictions:** Non-transferable and not to be rented to customers or used for commercial projects.

- Training licenses are created by CGS Labs for partners according to prior agreements.
- It is a free-of-charge license.
- **Trial License:** Issued as a single-user license for customers to test products before purchase. Obtainable via the online form on the CGS Labs website.
 - **Purpose:** Intended for testing A or B products.
 - **Validity:** Issued for up to 14 days for A and B products.
 - **Renewal:** Additional trial license renewals must be approved by CGS Labs.
 - It is a free-of-charge license.
- **Student License:** Intended for students for educational purposes.
 - **License Type:** Single-temporary user license created for the user (mandatory data: first name, last name, email).
 - **Number of Licenses:** One single-user license per personal computer, covering the requested software.
 - **Validity:** Issued based on a valid student status certificate until its expiration date (maximum 1 year).
 - **Proof Required:** Enrollment certificate (foreign-language certificates must be certified in English).
 - **Restrictions:** Non-transferable and not for use on commercial projects.
 - Partners can issue student licenses in accordance with CGS Labs' instructions.
 - It is a free-of-charge license.
- **Educational Licenses:** Licenses provided to universities and high schools for student education or research purposes.
 - **License Type:** Network-user licenses created for the classroom. Single-user licenses, created for the professors.
 - **Number of Licenses:** Partners can issue up to 20 licenses, plus 3 additional licenses for professors or assistants. For larger quantities, partners must contact CGS Labs.
 - **Validity Period:** Issued as subscription 1-year licenses, defined by the software installation agreement between the university and CGS Labs or partners.
 - **Restrictions:** Non-transferable and not for use on commercial projects.
 - Educational licenses are created by CGS Labs for partners according to prior agreements.
 - An agreement on installing CGS Labs software is concluded between the university and CGS Labs or partners before licensing.
 - **Pricing:** in agreement with CGS Labs

2. Exploring License Sales Models

2.1. Options for Purchasing Commercial Perpetual Licenses

Customers have three options for acquiring a commercial perpetual license:

2.1.1. One-time Payment

Customers can purchase a commercial (perpetual or subscription) license with a single one-time payment. When acquiring a new permanent license, 1-year maintenance (CGS Labs Software Maintenance — CSM) is automatically bundled with the purchase. CSM ensures continued support and updates.

2.1.2. CGS Labs Financing a flexible payment solution for Category A software

CGS Labs financing offers customers a financial option for purchasing Category A software (Plateia, Aquaterra, Ferrovia) over an extended period. This financing solution empowers end users to obtain perpetual licenses (single or network), including CSM, with convenient monthly payments, tailored to the software's value and the chosen payment period of 1 or 2 years.

Key Features:

- Customers opting for financing can enjoy up to four additional temporary single licenses during the financing period, each accompanied by agreed maintenance and home use options upon request (maintenance for additional temporary licenses is a paid service). Each temporary license is issued under a separate serial number.
- Temporary licenses are initially issued upon agreement and subsequently renewed monthly according to the repayment schedule.
- After the financing period, the temporary license(s) paid off convert into perpetual licenses. Customers are encouraged to continue maintenance for the purchased licenses. Additional temporary licenses expire upon the conclusion of the financing period.
- The establishment of CGS Labs Financing requires a Quote provided by the Supplier, a confirmed Quote or Order Form signed and stamped by the Customer, and acknowledgment and agreement with [GENERAL TERMS AND CONDITIONS CGS Labs FINANCING for partners.pdf](#) For more detailed information about CGS Labs Financing, please refer to the following link: [Financing](#)

2.1.3. TRY&BUY Option

Customers can explore the TRY&BUY program, offering a trial experience before committing to a purchase. The TRY&BUY sales option offers customers the opportunity to first try CGS Labs software by purchasing a Subscription and then buying a perpetual or longer subscription license at the end of the subscription period. The purchase price equals the perpetual license or longer subscription price

reduced by the initial Subscription value. This option is available for A and B products across all Subscription options, excluding the 3-year Subscription. The Try & Buy option can only be used once.

Special Short-Term Upgrade/Try & Buy Offer: For customers who have purchased a 7-day subscription and wish to upgrade to a 1-year subscription or permanent license within 30 days of their purchase, we will discount the price by the value of the 7-day subscription.

3. CGS Labs Licensing Solutions: Perpetual, Subscription, Maintenance and Upgrade Options

3.1. Perpetual License

This type of license, available as either a single or network license, offers unlimited validity. The new permanent license automatically includes one year of CGS Labs Software Maintenance (CSM – Refer to Chapter 3.3. for detailed information)). Users can operate on all platforms supported at the time of purchase, upgrade, or last update.

- Transfer within the same organization is free of charge if the license is under maintenance. However, if the license is not under maintenance, charges may apply for internal transfers. Charges also apply for transfers to another organization. Refer to Chapter 4.2 for detailed information.
- **Activation is limited to once** (selecting the "Number of Seats" option on the partner portal) on one computer.
- Partners can create the license for the end user upon completion of an order.

3.2. License Subscription

A license issued for a limited period, available as a network or single-user license. CGS Labs SW Subscription grants the right to use a temporary, time-limited license for a predefined duration, extendable by purchasing a new CGS Labs SW Subscription.

- Duration: The license is issued for:
 - A: Plateia, Ferrovia, Aquaterra: 30 days, 90 days, 1 and 3 years (calculated in days, e.g., 2x365 days)
 - B: Autopath: 7 days, 90 days, 1 and 3 years; Autosign: 90 days, 1 and 3 years.
- Subscription Options:
 - For longer subscriptions (30 days or more), the period begins upon license issuance, determining the expiry date.
 - For short-term 7-day subscriptions, the period begins upon license activation.

- The license includes all benefits of CGS Labs Software Maintenance (CSM), providing access to updates, upgrades, and new versions during the subscription.
- Subscription licenses permit the use of an additional home-use (Refer to Chapter 1.3. License Types by Purpose) single license during the subscription period.
- Subscription Renewal: Users can renew for 1 or 3 years, starting 90 days before expiration. Renewal until the current subscription's end grants a discounted price per the CGS Labs price list.
- Licenses can be generated by partners for end-users upon completing an order.

3.3. CGS Labs Software Maintenance (CSM)

Experience uninterrupted software performance with our comprehensive Maintenance (CSM) service, offering a range of benefits:

- **New Versions:** CSM ensures you receive all updates and upgrades released during the maintenance period, keeping your software current and optimized.
- **Free Technical Support:** Access complimentary technical assistance from CGS Labs or its authorized Resellers, ensuring prompt resolution of any software-related queries or issues.
- **Home Use Benefit:** Gain the flexibility to utilize additional licenses at home, empowering your team with the tools they need beyond the office environment. This benefit allows for the installation and activation of the software program at home for business-related tasks, personal education, or training purposes, provided that the number of home licenses does not exceed the number of commercial licenses owned by the customer.
- **License Reactivation:** In the event of a computer failure or similar circumstances resulting in the loss of a license, enjoy free license reactivation provided by our dedicated support team.
- **License transfer:** Transfer your CGS Labs software license from one computer to another within your organization at no additional cost.

3.4. CSM Maintenance Terms and Renewal Details

- **Maintenance Terms (CSM):** Choose a maintenance period of either one or three years to align with your organizational needs.
- **Maintenance Coverage:** When opting for CSM, ensure coverage for all CGS Labs products installed on the same computer. Additional software purchases for the same computer require corresponding CSM agreements.

- **CSM Renewal Conditions:** Renewals are possible from 90 days before the expiration date up to 364 days after, with no penalty or additional charges within the first 30 days post-expiration. Renewals beyond this period necessitate an upgrade instead.
- **CSM Late Renewals:** Expired CSMs between 31 to 364 days qualify for late renewal processing, extending the validity for one year from the previous expiration date. A recommended late renewal fee of 100.00 EUR applies for this service.
- **Upgrade Options:** CSMs expired for more than 364 days are eligible for CGS Labs software upgrades, ensuring continued access to the latest features and enhancements.
- **Activation and Renewal Process:** Partners can initiate maintenance activation or renewal on behalf of end users upon completing the necessary order processes.

3.5. Exclusive Loyalty Program for Plateia, Ferrovia, and Aquattera (A) Products

For Plateia, Ferrovia, and Aquattera (A products), we are introducing the "CGS Labs Loyalty Program," an approach to selling software maintenance for customers with perpetual licenses. The hallmark of this program is that customers enter into a software maintenance agreement, now termed the CGS Labs Loyalty Program agreement, with a reseller. If you have authorization to sell A products, you will find a sample agreement uploaded on the CGS Labs Portal in the partners' accounts. In contrast to the current CSM, the CGS Labs Loyalty Program agreement has no expiry date; it automatically renews every year. This arrangement empowers our partners/resellers to automatically invoice software maintenance to customers annually. Customers can terminate the agreement with a 3-month notice before it automatically renews for another year.

Benefits of the CGS Labs Loyalty Program:

- Free software updates and upgrades
- Free home use licenses
- Free technical support
- Free software license reactivation
- Free Internal license transfer
- 5% lower price as CSM for the same benefits

It's important to note that a license is considered "under maintenance" if the customer has purchased the CGS Labs Loyalty Program or CSM. Customers with CGS Labs Subscription are also regarded as "under maintenance."

3.6. License Upgrades

There are two types of upgrades:

3.6.1. Upgrading to a newer version of the same program (e.g., Plateia Ultimate 2024.0 -> Plateia Ultimate 2025):

- This upgrade is available free of charge for users with valid maintenance (CSM) for their licenses.
- Users without valid maintenance or whose maintenance expired 365 days or more ago can purchase this upgrade.
- The upgrade can be facilitated by a partner following the price list.
- A new order is created for the existing serial number.
- The serial number needs to be reactivated.

3.6.2. Upgrade to a higher package with more features (e.g., Plateia Standard -> Plateia Ultimate, Autopath -> Plateia Ultimate):

- If the customer has valid CSM maintenance for existing CGS Labs software and wants valid maintenance for the upgraded CGS Labs software as well, the upgrade price needs to be coordinated with CGS Labs.
 - License upgrades can be issued by the partners themselves.
 - A new order is created for the existing serial number.
 - The serial number needs to be reactivated.
- If the customer does not have valid CSM maintenance and wants to upgrade to a higher package, then a CSM purchase is mandatory for the upgraded package. The price of such an upgrade is formed in line with the CGS Labs price list.
 - License upgrades can be issued by the partners themselves.
 - A new order is created for the existing serial number.
 - The serial number needs to be reactivated.

3.6.3. Delayed Upgrade Option

CGS Labs software upgrades are outlined in the CGS Labs price list. Upgrades are only available for versions listed in the current price lists. Customers with older licenses are not eligible for upgrades but can purchase a new license with a specified 20% discount on the license fee (not on maintenance). The new license is activated under a new serial number, while the old license remains active.

4. Protocols for License Management with Pricing Policies

4.1. License Reactivation

License reactivation is necessary when the license is lost due to reasons like computer failure or theft. In such cases, we can reactivate the license using the existing serial number.

Important for users with active software maintenance (CSM): If a license is lost and requires reactivation, the CGS Labs team will first verify its non-functionality to prevent multiple activations. Upon verification, the lost license will be reactivated at no extra cost.

Important for users without active software maintenance (CSM): If a license is lost and non-functional, reactivation is not possible. To continue to use the software customer must purchase a new CGS Labs software license from CGS Labs or a reseller.

4.2. License transfer

License transfer involves moving the license installation from one computer to another. For this, the license must be active and functional. At CGS Labs, we differentiate between **internal transfers** within the same company and **external transfers** to another company due to reorganization.

Important for users with active software maintenance (CSM):

- **Internal License Transfer:** CGS Labs' technical support team handles internal license transfers within the same company or organization. They deactivate the license on the original computer and activate it on the second computer at no extra cost.
- **External License Transfer:** If a customer requests an external license transfer to another company, CGS Labs requires legal documentation proving company reorganization. Upon payment of a 200 EUR fee, CGS Labs deactivates the license on the original computer, transfers the license to a new company license account, and activates it on the new computer.

Important for users without active software maintenance (CSM):

- **Internal License Transfer:** CGS Labs verifies the functionality of the license before offering an internal transfer service. Fees for this service are 200 EUR for licenses aged 4 years or younger* and 400 EUR for older licenses. Once paid, CGS Labs deactivates the license on the original computer and activates it on the second computer.
- **External License Transfer:** Similar to internal transfers, CGS Labs verifies the license's functionality and offers the transfer service at a fee of 300 EUR for licenses aged 4 years or younger*, and 500 EUR for older licenses. Once paid, CGS Labs handles the transfer process.

Additional Notes: *The meaning of a 4-year-old license is the following: If the license has been purchased with maintenance and/or if the maintenance has been renewed, then the relevant date is the date of the last maintenance expiration. If the license has been purchased without maintenance, then the relevant date is the date of license purchase. License transfer for users without active maintenance is possible only for versions 2017 and higher.

Payment for License transfers: When paying for CGS Labs services, it is important to know the following:

- Transactions are conducted directly between the customer and CGS Labs via the company's bank account.
- Customers within the EU with a valid EU VAT number will receive an invoice without VAT.
- Customers within the EU without a valid EU VAT number will pay for services through the CGS Labs online store, with additional VAT included according to the tax legislation of their home country.
- Customers outside the EU pay for services without additional VAT.

5. Managing Serial Numbers

5.1. New Single/Network License

Each new license is assigned a unique serial number (SN), whether it is time-limited or permanent. If any modifications are made to the license (such as adding or removing packages, extending or altering maintenance, prolonging time validation, or changing licensing type), the SN should remain consistent across all related orders.

5.2. License Upgrades

License upgrades should be conducted using the existing SN.

5.3. Adding Maintenance

When maintenance is added to a license currently without maintenance, it should be applied to the existing SN.

5.4. Prolonged Licenses

Renewed subscriptions are treated as temporary license renewals and should be generated under the existing SN. This applies to all temporary license renewals (such as financing). Renewed subscriptions should be created under the existing SN, even if the subscription has expired previously.

5.5. Managing Multiple Single-User Licenses

For each single-user license purchased, a unique serial number (SN) is assigned. If additional single-user licenses are purchased, they should be ordered with new serial numbers, except for educational licenses (refer to the Educational Licenses topic).

5.6. Managing Multiple Network Licenses

When a client purchases multiple network licenses, they form one order in the CGS Labs Partner Portal, with all licenses having one SN. If additional network licenses are purchased for the same or different CGS Labs product, it constitutes a new license/order. The client has two options:

We can assign a new SN for the additional licenses, or add the additional licenses to the existing SN, an exception to ensure network licensing operates with a minimum number of SNs.

5.6. Online Purchase

Currently, our web shop doesn't support subscription renewals, so every web purchase of a subscription creates a new license/SN.

5.7. HomeUse Licenses

HomeUse licenses are temporary single-user licenses for users with active maintenance or subscription, used on home computers. Each HomeUse license has its SN, related to the main license. With renewed maintenance/subscription, HomeUse licenses are also renewed, retaining the same SN.

5.8. Additional Licenses (During the Financing Period)

Additional licenses are temporary single-user licenses for users with financing, with up to four additional licenses having the same serial number as the main license. At the end of financing, they should be deactivated. However, if a client signs another financing agreement, they can be reused for the new financing period.

5.9. Trial License

Each trial license receives a new SN, except if the trial period is manually renewed, in which case it should be done under the same SN.

5.10. NFR License

NFR (Not for Resale) licenses are temporary single-user licenses for partners/resellers. SN rules follow those outlined in the single-user license section. Renewals of NFR licenses, typically done annually, should occur under the same SN.

5.11. Student License

Student licenses are temporary single-user licenses for students with valid student certificates. SN rules align with those specified in the single-user license section. Renewals for a new period (for the same student) should be processed under the same SN.

5.12. Educational Licenses

Educational licenses are temporary network licenses, with the possibility of also providing single licenses. SN rules align with those specified in the single-user or network-user license section. Under certain special conditions, it is also possible to create several single licenses under the same serial number. Such exceptions can only be made in agreement with CGS Labs.

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