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GIVA SERVICE MANAGEMENT™ SUITE LICENSE OPTIONS FOR THE CLOUD

# WHAT ARE GIVA LICENSE OPTIONS?

# HOW DO THEY WORK?



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# WHAT ARE GIVA LICENSE OPTIONS? HOW DO THEY WORK?

The whitepaper discusses Giva's three license options and how they work. Giva has Fixed Licenses, Concurrent Licensees/Tokens and Floating Licensees/Tokens. Licenses can be mixed to provide the most economical alternative that matches the resource requirements of our customers.

## GIVA LICENSE OPTIONS

Licenses can be purchased in any combination of Fixed Licenses, Concurrent Tokens or Floating Tokens that makes the most economic sense for your organization. There is a minimum requirement of 5 of any type or combination. For example, 3 Fixed Licenses and 2 Concurrent Tokens would meet the minimum requirement of 5.

This document will help you understand the advantages of each license approach.

### ***Definitions:***

***Users:*** These typically are IT, customer service, etc. employees that have access to the Giva system. Licenses are required.

***Customers:*** These are employees or your customers who are not accessing Giva except if they are using our self-service options. They maybe accessing Giva, but they only have access to their own service requests. Licenses are not required.

### **No License required for most employees/customers:**

Only IT, customer service, HR departments, etc. need a license to log into Giva because they can view all service requests. If your employees/customers are only creating and accessing their own service requests, using the Knowledge Copilot, etc. , then they do not require a license.



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## Fixed Licenses:

A Fixed License enables a User unrestricted access to the Giva system. A Fixed Licensee can access the Giva system at any time. If a User is an Administrator or Super Administrator in any module, then they require a Fixed license. No other roles require a Fixed license. A unique Fixed License is assigned to each User and cannot be shared between multiple Users. A Fixed License can be reassigned at any time to another User due to turnover, reassignment, change in job function, etc.

## Concurrent Licenses and associated Tokens:

A Concurrent License enables a User unrestricted access the Giva system. A Concurrent License Token must be available for a Concurrent Licensee to login to the Giva system. The pool of Concurrent License Tokens purchased is shared by all Concurrent Licensees, so licenses can be shared and costs reduced for more casual users.

When using Concurrent Licenses, you should purchase a sufficient number of Concurrent Tokens to match the total number of logged in Users that you desire to have *simultaneous* access to the Giva system. If a Token is not available when a Concurrent Licensee logs in to the Giva system, then the User will be denied access. The User will be prompted with a message containing all the Users currently utilizing an active Token and their respective phone numbers. Any Concurrent Licensee who has been inactive for 1 hour or more will have their Token made available for any Concurrent Licensees desiring to log in to the Giva system. "Inactive" means that they have not viewed a new page in 1 hour. If a Concurrent Licensee logs out of Giva at anytime, then the Token is returned to the pool of Tokens and available for others.

When Giva sells this license, we require a 3:1 ratio (rounded to the nearest whole number); there needs to be no more than 3 Concurrent Licensees in the system for each Concurrent License Token purchased. The Giva Concurrent License is an innovative way to provide access to a larger group of Level 2/3 people and management.

Concurrent Tokens cost more than Fixed Licenses, since they can be shared. The cost per user is lower since Concurrent Tokens are shared with a group. For example, there can be 15 Concurrent Licensees registered in the Giva system and 5 Tokens will allow any 5 Licensees to be simultaneously logged in.

## Floating Licenses and associated Tokens:

A Giva Floating Licensee can log in and access any modules or sections of the Giva system without requiring a Floating Token at log in (a Concurrent Licensee requires an available Concurrent Token).



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A Giva Floating Licensee can create and look at reports, create service requests, create change requests, search the knowledge base, etc.—all without requiring a Token. A Floating Token is only required to be available at the moment that a Giva Floating Licensee clicks “Save” after editing a service request or a change request.

If a Floating Token is not available, then the User will be denied access to save the edit. The work will **not** be lost. The User will be prompted with a message indicating that a token is not available and to try saving their edit again in 15 minutes. Their work will **remain** in the service request or change request.

Any Floating Licensee who has been inactive for 1 hour or more will have their Token made available for any other Floating Licensee desiring to save an edit. “Inactive” means that they have not viewed a new page in 1 hour. If a Floating Licensee logs out of the Giva system at anytime, then the Token is returned to the pool of Tokens and available for others.

When Giva sells this license, we require a 5:1 ratio (rounded to the nearest whole number); there needs to be no more than 5 Floating Licensees in the system for each Floating License Token purchased. The Giva Floating License is an innovative way to provide access to a larger group of Level 2/3 people and management that will not typically be editing on a regular basis.

Floating Tokens cost more than Concurrent Tokens and Fixed Licenses. However, the cost per user is lower since Floating Tokens are shared with a group. For example, there can be 20 Floating Licensees registered in the Giva system and 4 Tokens will allow any 4 to simultaneously edit a service or change request, but all 20 Users can be logged in to Giva at the same time.



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## ABOUT GIVA

Founded in 1999, Giva was among the first to provide a SaaS suite of HIPAA-Compliant IT service management, help desk and customer service applications architected for the cloud.

Now, with hundreds of customer-driven releases, Giva delivers an intuitive, easy-to-use design that can be deployed in just days and requires only one hour of training.

Giva's robust, fast, and painless reporting/analytics/KPIs quickly measure team productivity, responsiveness and customer satisfaction resulting in faster and higher quality decision making. Customization and configuration are all point and click with no programming or consultants required to deliver a substantially lower total cost of ownership.

Giva is a private company headquartered in Sunnyvale, California serving delighted customers worldwide.

