

Agreement Overview



Snow Software
Snow

Available to purchase until 31/03/2020

Software Asset Management products and services

Key Facts

Benefits

- Unique academic unlimited site licence
- Preferential pricing
- Create Effective License Positions (ELPs) for all software vendors, including Microsoft, Oracle, Adobe and more
- Track software license expenditure
- Monitor usage of deployed assets

Important dates

Agreement start: 1 April 2017

Agreement end: 31 March 2020

Invoice date: Institutions will be invoiced for the three years licence fee immediately, there is no ongoing annual invoicing.

Commitment Period

Institutions may participate in the Agreement at any time during the agreement period, and are bound by its Terms and Conditions, including payments, until the end of the Licence Period.

Licence type

Site Licence.

Trial

Contact [Chest Help](#) for more information.

Eligible Institutions

Higher and Further Education and Research Councils in the United Kingdom, and to Universities and Colleges of Further Education in the Republic of Ireland.

Other organisations aligned with Eduserv's charitable objectives of supporting education, research bodies and the public sector may ask to participate in the Agreement. Eduserv will liaise with the Supplier about any such requests.

Product Information

Supplier Details

Licensor: Snow Software Ltd, (company number 6380181), of Capitol, Oldbury, Bracknell, Berkshire, RG12 8FZ

Product Description

The core package consists of the following five products:

Snow License Manager is the hub of Snow's advanced Software Asset Management (SAM) platform – providing a unified view of all the software and hardware assets, license entitlements and application usage metrics. Snow License Manager supports your businesses with:

- Datacenter Optimization – Make greater savings in the Datacenter and light work of complex licensing models
- Transparency of Software Consumption – Get complete visibility of software usage and successfully optimize your software assets
- Financial Management View – Get insight into the total investment and compliance for whole product family
- Simple Management of Multiple Software Versions - See a consolidated view of your total investment, compliance risk and overspend
- Forecasting and Trending – Understand trends, forecast and future proof your software investment
- Enhanced Management Reporting Dashboard – Get all the information you need at your fingertips - in one single view

Snow Software Recognition Service recognizes commercial software discovered on the network with more than 69,000 software publishers and over 420,000 applications recognized out-of-the-box.

Snow Automation Platform, all unused software installations are automatically identified, providing the ability to easily uninstall and re-harvest licenses

Snow Virtualization Management is designed to not only discover the presence of virtual and physical assets, but understand the configuration and relationship between these devices.

Snow Inventory discovers all assets including hardware configuration, software deployments and usage.

Also available through this Agreement are the following:

- **Installation:** Implementing a new business solution can sometimes be daunting and bewildering. To help accelerate this process and decrease the time to ROI, Snow offers a range of structured services, comprising implementation, upgrades, SAM best practice guidance and assistance with data management. Fully qualified Snow Certified Engineers can help tailor the Snow implementation to your business requirements. Snow services are aimed towards those organisations that want to leverage the deep technical understanding of Snow to complement their internal SAM strategies and complete complex tasks in a fraction of the time.
- **Non-Data Centre Vendor Import & Allocation Services** (available for one to five vendors): Import and Allocation Services: covers data gathering, preparation, import, allocation and then validation for the included vendors. These services help create a licence position within the Snow platform and are critical in supporting the identification of what software the Licensee has deployed, used and is entitled to use under the terms of its vendor licence agreements. The services will help uncover potential compliance risks for recognised software as well as any under-utilisation of software deployments for the covered vendors.
- **Non-Data Centre Vendor Compliance Review Services** (available for one to five vendors): Vendor Compliance Review Services: this more comprehensive service incorporates the Import and Allocation service and builds upon it with supplemental licence consultancy. Licensor's Licensing Specialist will analyse the data visible within the Snow platform and prepare a report that summarises the findings and will be presented to Licensee. The report will include detailed recommendations for further action where necessary. Recommendations will include key insights that could help in future software agreement negotiations with the Licensee's vendors and any identified risk mitigation and risk avoidance strategies. This will place Licensee in a more informed position to proceed with any identified licensing optimisation activities.
- **Oracle Database Snow License and Installation:** Snow's Oracle Management Option, combined with Snow License Manager, empowers the SAM manager to identify all Oracle databases deployed across the estate. The information about these databases, such as deployed editions and enabled management packs and options enables any Oracle stakeholder within the business to understand current financial liability from the hardware and software configurations in use. Oracle-defined Core Factors of the majority of hardware are matched and displayed via Snow's Software Recognition Service, making license calculations straightforward and reducing likelihood of error.
- **Two-Day User Training at Bracknell:** During this two day certified training course Snow will review the potential of Snow License Manager. You will see how it will enable you to maximise your return on the value of your Snow investment. They will discuss how to get started with the procedures required for the functioning of the SAM processes to manage the entire life cycle of your hardware and software assets, including controlling entitlements to tracking actual application usage. Upon successful exam, you will be certified according to the program Certified Snow Professional, CSP. [LEARN MORE ABOUT THE COURSE](#)

- **Snow Specialist Consulting Services:** Snow Professional Services has a dedicated team of Business Consultants who each has more than 10 years' SAM experience. Technology is now driving innovation across every industry and changing at a rapid pace. For organisations, these changes present new opportunities, but also bring challenges due to the increased complexity of the change involved. Snow's Business Consulting services assist organisations navigate the Software Asset Management and Licensing challenges and support them in delivering on the most complex SAM change projects. Snow understand that customers may not be SAM specialists, but by engaging a named Business Consultant an organisation can benefit from a wealth of expertise and years of industry experience. Whether working in a small college or large university, Snow offer a flexible solution to fit specific needs. Business Consulting time is scalable and can be purchased in quantities of days. Once a block of time has been used, more can be purchased.

Price Banding

Site Bands are based on staff and student FTE numbers - if you have a question regarding your Band or can't find your Band please contact [Chest Help](#)

Higher Education sites can find their band in the list below. All other eligible sites, Further Education and Associates, contact [Chest Help](#) or determine their band using the table at the bottom of the page.

HE Institution	Band
Aberdeen, University of	F
Abertay University	B
Aberystwyth University	D
Anglia Ruskin University	E
Aston University	D
Bangor University	D
Bath, University of	F
Bath Spa University	C
Bedfordshire, University of	D
Birkbeck College	D
Birmingham, University College	B
Birmingham, University of	I
Birmingham City University	F
Bishop Grosseteste University	B
Bolton, University of	C
Bournemouth, Arts University	B
Bournemouth University	E
Bradford, University of	D
Brighton, University of	F
Bristol, University of	H
Brunel University London	E
Buckingham, University of	B
Buckinghamshire New University	C

Cambridge, University of	I
Canterbury Christ Church University	E
Cardiff Metropolitan University	D
Cardiff University	H
Central Lancashire, University of	F
Chester, University of	D
Chichester, University of	C
City University London	E
Conservatoire for Dance and Drama	B
Courtauld Institute of Art	A
Coventry University	G
Cranfield University	C
Creative Arts, University for the	C
Cumbria, University of	C
De Montfort University	F
Derby, University of	E
Dundee, University of	F
Durham, University of	G
East Anglia, University of	F
East London, University of	D
Edge Hill University	E
Edinburgh, University of	I
Edinburgh Napier University	D
Essex, University of	E
Exeter, University of	G
Falmouth University	B
Glasgow, University of	H
Glasgow Caledonian University	E
Glasgow School of Art	B
Gloucestershire, University of	C
Glyndŵr University	C
Goldsmiths College	C
Greenwich, University of	E
Guildhall School of Music and Drama	A
Harper Adams University	B
Heriot-Watt University	D
Hertfordshire, University of	F
Heythrop College	A

Highlands and Islands, University of the	B
Huddersfield, University of	E
Hull, University of	E
Imperial College of Science, Technology and Medicine	H
Institute of Cancer Research	B
Keele University	D
Kent, University of	G
King's College London	H
Kingston University	F
Lancaster, University of	E
Leeds, University of	I
Leeds Beckett University	G
Leeds College of Art	A
Leeds Trinity University	B
Leicester, University of	G
Lincoln, University of	D
Liverpool, University of	H
Liverpool Hope University	C
Liverpool Institute for Performing Arts	A
Liverpool John Moores University	F
London, University College	I
London, University of the Arts	F
London (Institutes and Activities), University of	B
London Business School	B
London Metropolitan University	D
London School of Economics and Political Science	E
London School of Hygiene and Tropical Medicine	C
London South Bank University	D
Loughborough University	F
Manchester, University of	I
Manchester Metropolitan University	G
Middlesex University	E
National Film and Television School	A
Newcastle University	H
Newman University	B
Northampton, University of	D
Northumbria University	G
Norwich University of the Arts	A
Nottingham, University of	I

Nottingham Trent University	G
Open University	I
Oxford, University of	I
Oxford Brookes University	E
Plymouth, University of	G
Plymouth College of Art	A
Portsmouth, University of	G
Queen Margaret University, Edinburgh	B
Queen Mary University of London	G
Queen's University of Belfast	G
Ravensbourne	A
Reading, University of	F
Robert Gordon University	D
Roehampton University	C
Rose Bruford College	A
Royal Academy of Music	A
Royal Agricultural University	A
Royal Central School of Speech and Drama	A
Royal College of Art	B
Royal College of Music	A
Royal Conservatoire of Scotland	A
Royal Holloway and Bedford New College	D
Royal Northern College of Music	A
Royal Veterinary College	B
St Andrews, University of	E
St George's Hospital Medical School	C
St Mark and St John, University of	B
St Mary's University, Twickenham	C
St Mary's University College	A
Salford, University of	F
School of Oriental and African Studies	C
Sheffield, University of	I
Sheffield Hallam University	G
South Wales, University of	F
Southampton, University of	H
Southampton Solent University	D
SRUC (Scotland's Rural College)	C
Staffordshire University	D

Stirling, University of	D
Stranmillis University College	A
Strathclyde, University of	G
Suffolk, University Campus	B
Sunderland, University of	E
Surrey, University of	E
Sussex, University of	E
Swansea University	F
Teesside University	E
Trinity Laban Conservatoire of Music and Dance	A
Ulster University	F
Wales (Central Functions), University of	A
Wales Trinity Saint David, University of	C
Warwick, University of	H
West London, University of	C
Westminster, University of	F
West of England, University of the	G
West of Scotland, University of the	D
Winchester, University of	C
Wolverhampton, University of	F
Worcester, University of	C
Writtle College	A
York, University of	G
York St John University	C

Other eligible institutions will be allocated to a band using the formula given

Band	Staff FTE + (Student FTE/6.5)
A	500 or less
B	501 - 1,200
C	1,201 - 2,500
D	2,501 - 3,500
E	3,501 - 4,400
F	4,401 - 5,500
G	5,501 - 8,000
H	8,001 - 10,000
I	10,001 or more

Service and Support

Trials

Contact [Chest Help](#) for more information.

Product Documentation

Available from Snow Software's [website](#).

Training and Training Materials

Making copies of training materials for teaching purposes is permitted.

Technical Support

Support will be provided via a single contact or his/her deputy at each Institution.

Supplier Support Page

System releases, new versions and functionality

Details of system releases and/or new versions and/or new supporting documentation will be notified Snow Software to Licensed Sites as and when they become commercially available.

FAQs

About the Snow Chest Agreement

The Snow Chest Agreement is quite prone to questions, and we have captured as many as we can below. If you have any questions that are not answered either below or by the other resources available on the Snow Chest Agreement webpages please contact help@chest.ac.uk. As other relevant questions come in they will be added to below.

Why can I not call to get my password for my new account?

For security reasons, we email the person who is having the account created and they are to call in to retrieve the password.

What do I have access to with On-Premise Installation?

All Customers will have access to Snow License Manager via the Snow Management and Configuration Center (SMaCC) and the Web application including any additional applications purchased at the point of sale or in the future.

If I have a problem, can I go directly to Snow?

Absolutely. Snow are responsible for any issues you may experience.

How can I obtain our data, and any services you can offer?

Data can be exported in multiple formats including CSV, DDF, XLS/XLSX and XML. A demonstration could be arranged to verify this is suitable

Is the solution capable of interfacing (via open standards-based web services) with enterprise-wide data and application integration platforms?

Yes

Can the solution provide an interface for data exchange (via RDBMS, API or web services interface)?

Yes

Can the authentication for end-user services, provided with the solution, integrate with Jasig CAS or support a SAML 2 compatible sign on solution

SSO via AD only

Chrome, Firefox or Internet Explorer?

All. Preference is Chrome.

How does the product operate on mobile devices (iPhone, iPad, Android and other smart-phones)?

Devices can be enrolled to Snow's MDM solution. If an existing MDM solution exists, Snow will take inventory data from that, removing the need to deploy anything on to these devices.

Describe how your software conforms to the W3C web accessibility guidelines? Provide any supporting information you have, for example, formal accreditation

The Snow web interface supports web enabled devices including touch screen to support users who can't control a mouse. The SAM solution also supports all Chrome, IE & Mozilla and therefore accessibility controls such as zoom to make screen size larger/smaller is supported for those with impaired eyesight. Media support is not necessary as there no sound within the solution for those with impaired hearing. Graphical representations don't rely solely on colour, provides an enhanced contrast between background & text and follow a logical structure/data relationship with consistent navigation of menus. Page language can be changed to 13 different languages including Chinese, German & French. Demonstration of conformity available on request.

How can your product be used to apply data retention schedules, and flexibly delete and archive data?

Automatic rules in place to quarantine devices after not seeing them for a period of 30 days. After a further 60 days, automated rules around archiving or deleting can be enforced. This will also help with automatic re-harvesting of software licenses and entitlement.

Do you have major and minor version, and patch release schedules

Period revisions and updates/patches, every 4-6 weeks. Feature releases every 3-4 months for both Inventory and License Manager including updates to inventory agents. Updates to Applications Library are daily (around 150-200 new applications and updates applied).

What is the notice period for software upgrades?

Minor patches are scanned each night and updated if available. This is carried out via the inbuilt snow update tool. Major updates are manually carried out and communications would need to be sent out to all customers for maintenance to occur.

How can I determine what band my college would be in?

See the Price Banding tab. Bands are based on staff and student FTE. Fees are calculated on a formula which allocates Licensees to one of nine bands, A-I. This formula is: Licensee Staff FTE + (Student FTE/6.5). If in doubt, contact help@chest.ac.uk.

How long does the licence last?

With the Snow Chest Agreement, you are signing up for three years from the date your licence starts.

Terms and Conditions

The Chest Order, together with the Licence Terms and Conditions, and any exceptions listed below, create a legally binding contract between your institution, organisation or company and the Licensor. Therefore please read the terms and conditions carefully and only submit a Chest Order if its terms and conditions are acceptable to your institution, organisation or company and you have the authority to make the financial commitment shown.

Licence Type

This Site licence is subject to the terms and conditions for the [Standard Chest Licence for Software](#). Exceptions to these are terms are shown at the bottom of the page.

Termination Clauses

At the end of a Licence period sites will be required to delete the software from their systems.

It is the intention of Eduserv and Snow Software to renew this three year Agreement. If the Agreement is renewed or extended then new conditions may apply. If the Agreement is not renewed then any extension is a matter between institutions and Snow Software.

Location and Use Permissions

The product(s) may be used by any Authorised User of the Licensee for Educational Purposes which includes the administration and management of the licensee's educational and research operations. These permissions are described in the terms and conditions for the Standard Chest Licence for Software.

Personal Licences

N/A

Exceptions to the Terms and Conditions

Term 5.2 is amended by the appending to it of the words "insofar as is permitted by law".

Term 5.4 is deleted and replaced by the following text: Contacts for support services and for other matters relating to this Licence Agreement will be identified at section 2 of the Chest Order Form. First line technical support shall be provided by Eduserv to Licensees who have purchased the Chest Hosted option. Technical support shall not be provided to Licensees who have purchased the On Premises option; such support shall be provided by the Licensor.

Three additional Terms 5.5, 5.6 and 5.7 are introduced:

Term 5.5 Supplier makes the warranty at 5.1(d) for a period of 90 days from the date of the Order ("Warranty Period"). If the Licensee notifies Supplier in writing of a breach of this warranty within 30 days of the expiry of the Warranty Period Supplier shall, at its sole option, either (a) use commercially reasonable efforts to repair or replace the Software within a reasonable period of time, or (b) terminate the affected Licence(s) by notice in writing to the Licensee and refund or procure a refund of any of the relevant Fees paid by the Licensee as at the date of termination on return of the Software and all copies thereof.

Term 5.6 Supplier warrants that all services provided by it hereunder will be performed with reasonable care and skill. Any breach of this warranty must be notified to Supplier within 30 days of the performance of the relevant services and Supplier's sole obligation shall be to re-perform the services so that the breach is remedied.

Term 5.7 The foregoing limited warranties do not cover repair or replacement of or refunds for any service and/or Software if the nonconformity to such limited warranty is caused, in whole or in part, by: (i) alteration, modification, or correction other than by Licensor; (ii) software, hardware, or interfacing not provided or specified by Supplier; (iii) abuse, misuse, or improper installation; or (iv) a change to Licensee's computing environment that would affect the specific service and/or Software.