

HARDWARE REPLACEMENT & SOFTWARE ASSURANCE



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HIPPOTIZER HARDWARE REPLACEMENT AND SOFTWARE ASSURANCE

Hardware Replacement and Software Assurance are two elements of a program introduced by Green Hippo for Hippotizer V4, V4+ and V4+ MK2 Media Servers to support customers and users accessing the latest Hardware and the Software available and doing so cost effectively.

Hardware Replacement and Software Assurance together give a step by step upgrade path to customers that want to avoid completely replacing their units.

By breaking upgrade costs into manageable, fixed amounts, customers can get a faster return on investment, guarantee the useful life of their Hippotizer and reduce impact on cash-flow.

WHAT IS HARDWARE REPLACEMENT?

Hardware Replacement (HR) is a cost effective path to upgrade to the latest Hippotizer hardware. Hippotizer owners can replace their existing hardware with the latest V4+ MK2 Hippotizer hardware at a low cost. Hardware Replacement swaps the hardware of your current Hippotizer model with brand new, warranted Hippotizer hardware of the latest specification.

Your existing Software license is transferred over, preserving the Software Assurance from the existing to the new system, further reducing the overall cost by reusing your investment in the software.

- V4 and V4+ systems can be Hardware Replaced to the latest Hardware Revision at any time. A HR system is new from the factory and includes a one-year hardware warranty.
- The old system does not even need to work – it still can be replaced.
- Hardware Replacement preserves the Software Assurance duration of the current system – the Software Assurance is transferred onto the new system.
- In most cases, Hardware Replacement can be carried out with only minutes of down-time. For qualifying customers, the new system will be despatched to site the licenses transferred and the old systems returned afterwards ensuring a smooth handover.

WHAT IS SOFTWARE ASSURANCE?

Software Assurance (SA) is a promise by Green Hippo: Hippotizer software will be upgraded and improved and that new software Feature Releases will be available to all systems with a Software Assurance expiry date on or after the release date of a Feature Release. (e.g. 4.6.0) Improvement software releases share the SA Date of their parent Feature Release ensuring you benefit from bug-fixes.

New Hippotizer systems include 3 Years of Software Assurance starting from the day they are activated by the user. This means that you will be able to use any Hippotizer Software with an SA expiry date within that period. Once installed, the software will continue to operate for the life of the hardware. If you would like to access software with an SA Expiry date after your SA period, you can install it in demo mode to try, and access it by purchasing Software Assurance extensions from your Green Hippo Distributor or Dealer.

Software Assurance may be extended through extension licenses. These are per Feature Version, each enabling an additional new software Version (4.6 from 4.5 for example). As before, improvement releases are included with the parent Feature Release. So once you are able to use 4.6, 4.6.1, 4.6.2 etc. will also be allowed regardless of release date.

Software Assurance is additive, so if you have 4.4 and want 4.6 two Feature Releases will be required.

Software Assurance is non-transferable and is valid for the life of the hardware.

WHAT ARE THE BENEFITS OF HARDWARE REPLACEMENT/ SOFTWARE ASSURANCE?

- Confidence in your investment: New Hardware or Software Releases no longer bring the worry of reducing the value of your systems.
- Increased Return on Investment: Upgrade the Hardware or Software as needed to maximize profit.
- Reduced Cost of ownership: Hardware Replacement offers a significant discount over a new system.

SOFTWARE ASSURANCE - FAQs

What is Software Assurance [SA]?

The Software Assurance version of a Hippotizer determines which software versions will install and run on specific hardware. Once installed, Hippotizer software will run indefinitely.

What happens if I install software outside of SA?

The Hippotizer Software will install and run normally with watermarks on the outputs.

How is Software Assurance controlled?

Software Assurance is based on dates. If the SA expiry date of a Hippotizer software version is before or equal to the SA coverage of a system, it will install and run.

Does the Software Release Date always match the true release date of the software?

No. The software release date is set with approximately 9 months between versions, ensuring that every new system receives 4 feature versions.

When does Software Assurance coverage start?

Software Assurance coverage commences when the software is activated by the customer.

Do I have to Buy SA with a Hardware Replacement?

In order to be Hardware Replaced, a system must have enough Software Assurance to install the Minimum Software Version of the new Hardware. For example, the Minimum Software Version for V4+ Hardware is 4.3 – a V4 system Hardware Replaced to V4+ will need SA to install 4.3. If there is not sufficient SA, then it will need to be purchased as part of the Hardware Replacement process.

How much SA do I need for V4+ MK2?

The minimum version for V4+ MK2 Hardware is 4.6.3 which is an expiry date of 2-Feb-2020.

Can I skip a version?

Software Assurance must be continuous – should it lapse, it must first be made current before extending into the future.

What if i restore my system?

Software Assurance is managed through the Hardware Dongle and is not affected by restoring the system.

What if i have an old V4 with only a software license?

V4 systems purchasing Software Assurance will be given a free dongle.

Can I move Software Assurance from one system to another?

Software Assurance is non-transferable; it is bound to the system it is applied to.

- Volume License Agreements are available for customers with large fleets of Hippotizers. Please ask your distributor or Hippotizer representative for pricing. Under a Volume License Agreement all systems within the fleet are given the same SA expiry date and an annual price agreed with Green Hippo.
- Software Assurance is sold through local distribution.

HARDWARE REPLACEMENT - FREQUENTLY ASKED QUESTIONS

What is Hardware Replacement [HR]?

Hardware Replacement is a trade-in for new hardware; a customer returns a V4 or V4+ system for a new V4+ MK2 system.

- Hardware Replacement systems are new and include a one-year Return To Base hardware warranty as new Hippotizer units.
- Customers may opt to keep capture cards and transfer them to the Hardware Replacement systems at their discretion. Green Hippo recommends purchasing new capture cards to preserve warranty.
- Old systems must be returned to Green Hippo – please enquire if an exception is required. (E.g. excessive shipping cost or import duty).
- The old system must be complete and contain original components (e.g. motherboard, GPU, drives etc.) but does not need to be functional in order to qualify for Hardware Replacement. Green Hippo reserves the right to reject an HR if the old system is found to be incomplete.
- Hardware Replacement can be used to trade-up. (e.g. Hardware Replace an Amba+ with a Karst+ MK2). This is referred to as a Cross-grading. Please enquire for pricing.
- Shipping costs for return of the old and delivery of the new system are borne by the customer.
- Hardware Replacement is sold through local distribution.

FEEDBACK AND QUESTIONS

We know that HR/SA is a new way to own a media server: there will be questions and concerns. Please do feel free to contact us directly.

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Disclaimer:

By purchasing Software Assurance you are not guaranteed any software, only if a new version is released. There are no refunds if no software is released by the software expiry date.