

# Understanding Your Software License, Support Agreement, and Support Cancellation Rights



To suggest that software providers' licensing, support policies, and practices are needlessly complex is an understatement. Their principal objective is to lock customers in and make it difficult to cut ties. Therefore, at all times, it is necessary to understand software license and software support agreements.

Your organization has usage rights that cover you should you cancel software vendor support.

This section covers the fundamental legal conditions and licensing policies every organization must understand when preparing to transition to a third-party support provider.

## License Rights

Review your master software license agreements and understand critical terms:

- A **'license set'** refers to all products related to each other via code base, such as Oracle Enterprise Edition, extra-cost options such as partitioning and management packs.
- **'Common support level'** means that products on an individual ordering document are to be maintained at the same service level, i.e., Platinum, Enterprise, Standard, etc.
- **'Matching service levels'** refer to Oracle's policy that prohibits canceling support of a subset of products from within a license set. Together, these two policies dictate Oracle's all-or-nothing approach to software support. SAP incorporates its own terms to accomplish the same essential outcomes.
- **'Common license sets'** are sets of licenses for which there is a common foundation of code if you own different versions under separate agreements. SAP and Oracle will argue that the same support terms bind these. However, as long as each is on a separate ordering document referencing unique terms, each is governed differently. Thus, you can transition pieces of your application footprint in the timing sequence dictated by the maintenance end date.

Make sure to confirm that license use allows the licensee (you) and authorized representatives to use and modify the code and create inventories of owned licenses currently in and not in use.

## Support Agreement Rights

Review your SAP or Oracle support services agreement(s) and note which “licensed products” are governed by a specific contract. Confirm rights explicitly related to the use of software publisher tools (i.e., SAP’s Solution Manager) that are granted per the terms of the support agreement rather than under a perpetual use license agreement.



## Support Cancellation Rights

Confirm the terms and conditions of canceling your existing support contract(s), which vary by the software provider. These include the contract

expiration date, cancellation notice period (often 90 days), where and to whom cancellation is submitted, and the delivery format, i.e., email, written letter, or other.

It’s no secret that Oracle and SAP earn substantial revenue on software license updates and product support. However, expensive, inflexible support renewals and complicated contracts garner the loudest complaints about Oracle. Knowing and exercising your rights will help you counter Oracle and SAP sales tactics and enable a smooth transition to third-party support.

If you would like to get more information about our Support services, please contact your local sales representative or contact us at [spinnakersupport.com](https://spinnakersupport.com)

### ABOUT US

Today’s leaders are navigating an increasingly uncertain and ever-changing world. They can’t be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.