

# Support Announcement: ServiceCenter Work Management

April 15, 2005

In order to complement the recent advances in Peregrine's Service Management offering, Peregrine conducted an extensive search of the strongest work management solutions available. Peregrine is pleased to announce a migration plan to WorkManager/WorkCenter offered by Peregrine's Preferred Partner Indus International, Inc. (Indus). Please visit [www.Indus.com](http://www.Indus.com) to learn more about Indus and the WorkManager/WorkCenter product.

In order to provide time to determine the best migration approach, Peregrine will continue the support of its Work Management module through June 30, 2006, at which time support will end.

Through June 30, 2006, the following customers are eligible for the license exchange\* by establishing a standard one year Silver Level maintenance agreement with Indus:

- **Peregrine customers with an active WM maintenance agreement.** Peregrine active WM customers are entitled to the license exchange\* to WorkManager/WorkCenter, provided that, by June 30, 2006, the WM customer signs the Indus standard Software License and Maintenance Agreement and Order Form. Indus will honor the remaining term of the customer's Peregrine maintenance contract at no charge to the customer.
- **Peregrine inactive WM customers.** Peregrine inactive WM customers are entitled to the license exchange\* from WM to WorkManager/WorkCenter, provided that, by June 30, 2006, the inactive WM customer:
  - Signs a one year Indus Software License and Maintenance Agreement and Order Form, and
  - Brings their Peregrine WM maintenance current with Peregrine to the date of the signed Indus Software License and Maintenance Agreement.

\* 1 Named User of WM = 1 Named User of WorkManager/WorkCenter

\* 1 Floating User of WM = 10 Named Users of WorkManager/WorkCenter

## Migration to Indus WorkManager/WorkCenter

Submit a formal letter of request to Indus to verify your eligibility and to request the migration to the new product. Please begin by contacting Matt McAluney, Director Sales Channels at Indus, at 770-989-4156 or [matt.mcaluney@indus.com](mailto:matt.mcaluney@indus.com).

A template for the letter of request can be found as part of the [ServiceCenter Work Management Migration Checklist \(74KB\)](#).

All remaining Peregrine WM customers who do not migrate to Indus' WorkManager/WorkCenter product by the End of Service date, June 30, 2006, will be considered new end users and Indus shall license the WorkManager/WorkCenter product to the customer as negotiated between the customer and Indus.

## Resources

To assist in the successful migration of Peregrine's Work Management to Indus' WorkManager/WorkCenter, Indus is ready and available to help. Please contact Indus to get started today.

Indus contact:

Matt McAluney, Director Sales Channels

Indus International, Inc.

3301 Windy Ridge Parkway

Atlanta, GA 30339

[matt.mcaluney@indus.com](mailto:matt.mcaluney@indus.com)

770-989-4156

## Migration Checklist

A migration checklist is offered to assist with the planning for the migration to Indus' WorkManager/WorkCenter product. [The checklist can be found at here \(74KB\)](#) .

Product	General Availability Date	End of Service Date	Recommended Upgrade or Migration Option	Additional Details
ServiceCenter Work Management	April 20, 2000	June 30, 2006	Indus WorkManager/WorkCenter	Applies to all versions of ServiceCenter from 3.0 to 6.0

### Glossary of terms:

**General Availability:** the first date the specified version of the product is available for production use by customers.

**End of Service:** The withdrawal of support for a specified product or version of a product. The maintenance for this product can not be renewed. The "End of Service date" is the last date support calls will be accepted for the specified product or version of a product.

**Recommended Upgrade/Migration:** product and version to which we strongly recommend customers upgrade or migrate.

**Additional Details:** this may include the recommended version to which users should upgrade, or the recommended product to which users should migrate, based on the End of Service date.

**Release Labeling Example:** ServiceCenter 5.0.3.2 indicates version 5.0, maintenance pack 3, patch 2.

For general questions or more specific details about this offer, please contact your Peregrine sales representative. If you do not know who your representative is, go to the Contact Us section of the Peregrine website.

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