

Loftware NiceLabel Cloud Frequently Asked Questions

For Loftware and Loftware Channel Partner Internal Use Only. Do Not Share This Document With End Users.

© Loftware Inc, November 2021

Answers to Questions from End User Customers

Trials, ordering, renewals and cancellation

Are there trials available for Software NiceLabel Cloud?

Yes, a free 30-day trial is available for registered projects. You can request a trial on our website or from your supplier of NiceLabel software.

What is the minimum term for a Software NiceLabel Cloud subscription?

The minimum Software NiceLabel Cloud subscription is 12 months.

If I subscribe during or after the trial, can I keep my label templates and data?

Yes, you can continue using the existing system and settings. We will just convert your trial into a payable subscription account.

What are the limitations of the trial account?

Besides time, there are no other limitations, and all features of the selected product can be evaluated.

How does the invoicing work?

We invoice annually in advance of the subscription.

Does the service renew automatically?

Renewals are not automatic. We will send you a renewal quote 2 months before the expiration of the subscription term. You renew simply by accepting the quote and paying the respective invoice.

How do I cancel my subscription?

You can cancel your subscription by submitting a cancellation request to your account manager. Your subscription will terminate on the next expiry date. Unused subscription fees are not refundable, but you will be able to use the system until the expiration of the term that was already paid for.

Consumption and add-ons

Is printer count based on printers used within a certain period?

When you use a printer for the first time it consumes one license seat and decreases the number of available printer seats by one. If the same printer is not used for a 7-day period, the license seat for this printer is released and can be used by another printer. The above mentioned 7-day period is referred to as retention time. Additionally, licenses can be reserved for selected printers. [More information on licensing and activating NiceLabel.](#)

Is there a grace period if a printer needs to be replaced?

Yes. There is a 30-day grace period during which we allow you to use more printers than what is included in your subscription. This period is meant to be used for printer replacement. If you are adding additional printers, you need to upgrade your subscription to enable continuous usage after 30 days.

How do I add more printers to my subscription? Can I add them any time?

You can add more printers to your subscription at any time. We will invoice you for the additional printers at a prorated amount to align with your current subscription.

What if I need fewer printers?

The system will clearly inform you on the number of used printers on the dashboard. When you renew your subscription, you can redefine the number of printers.

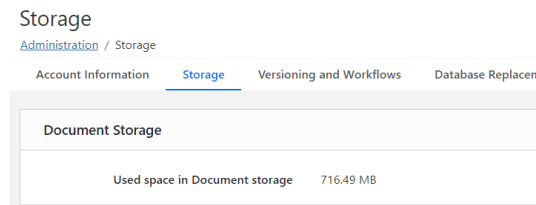


Can I purchase more storage space?

Yes, you can purchase more storage space at any time.

How do I know I am approaching the storage limit?

You can monitor storage usage in the administration panel of the document management system:
Control Center > Administration > Storage > Used space in Document Storage.

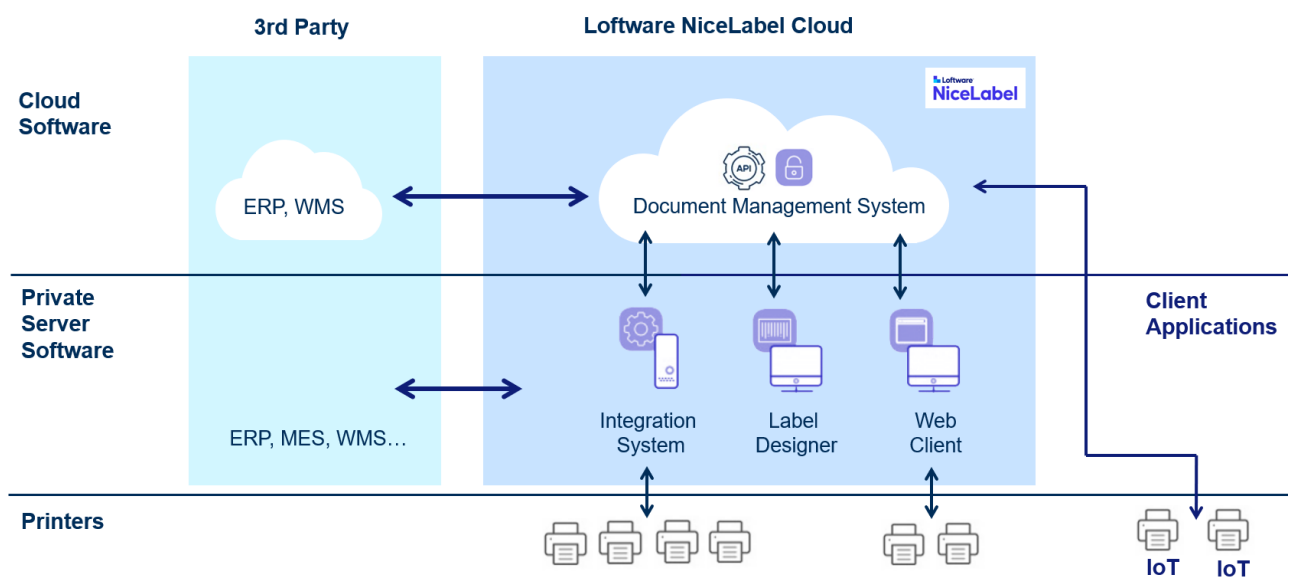


Loftware NiceLabel Cloud Architecture

What is the IT architecture of Loftware NiceLabel Cloud?

Loftware NiceLabel Cloud includes:

- a modern HTML **web-based Document Management System** that represents the heart of Loftware NiceLabel Cloud and stores all label documents and configurations in a central database. You can think of it as SharePoint for labeling.
- an easy-to-use **Label Designer** that empowers business users to create labels without IT assistance. It comes with a familiar Microsoft Word-like user experience, so no IT and coding knowledge is needed to design labels. The designer also comes with an application builder, that enables users to design special label printing forms or other label applications.
- a **Web Printing System** that enables users to centrally manage all printing applications and easily deploy them to multiple sites, locations and third-party suppliers, contractors, and vendors. With a single click, via a web browser.
- an **Integration system** that integrates label printing with SAP or other business systems to increase label accuracy, printing efficiency and to establish a single source of truth for your labeling data.



Hosting & Security

Where are you hosting the application and data?

Loftware has many years of experience of offering Cloud labeling solutions to some of the most demanding customer environments. Loftware NiceLabel Cloud is hosted on Microsoft's reliable Azure platform, ensuring world-class infrastructure and [availability](#). Loftware NiceLabel Cloud architecture prioritizes high security and availability and eliminates single points of failure with multiple redundancies. We work in collaboration with Microsoft architects to build Loftware NiceLabel Cloud following best practices. Microsoft features Loftware NiceLabel Cloud in their global catalogue of Azure-based solutions.

How do you ensure security?

Loftware makes significant efforts to ensure NiceLabel Cloud security. We implement the latest security standards and perform automatic and manual security checks. By running on Microsoft Azure, Loftware NiceLabel Cloud inherits many platform and infrastructure security approaches and best-practice implementations. We're committed to providing you trustworthy service while applying policies, technologies, and controls to protect data you entrust to Loftware NiceLabel Cloud.

What security testing has been conducted on Loftware NiceLabel Cloud?

To enhance cloud-based security in Loftware NiceLabel Cloud, Loftware engaged Veracode, an application security company, to provide security and penetration testing for NiceLabel Cloud. Veracode also completes weekly check-ups of the software to provide proactive reviews that can prevent security issues before they happen.

What authentication methods are supported with Loftware NiceLabel Cloud?

Loftware NiceLabel Cloud natively supports authentication with Microsoft and Google accounts. In addition, users can also use their existing authentication provider by integrating it with Open ID Connect. For more information, see the [Loftware NiceLabel Cloud Getting Started guide](#).

Are data centers physically secured?

Yes, absolutely, more information is available on [Microsoft's website](#).

Performance and availability

What SLAs are in place for system availability and uptime?

We openly showcase the reliability of Loftware NiceLabel Cloud on our NiceLabel Cloud Status pages where you can view live status information on the services that are part of Loftware NiceLabel Cloud platform. The status page is accessible at: <https://status.onnicelabel.com>. We guarantee 99.95% service uptime for Loftware NiceLabel Cloud. While the service can also deal with connectivity interrupts, reasonably reliable internet connectivity needs to be assured by the end user.

What happens if the internet connection to Loftware NiceLabel Cloud is lost?

Uninterrupted label printing is Loftware NiceLabel Cloud's most mission-critical process. NiceLabel web applications are designed to run in offline mode so you can still print while being offline. With system configuration, you can print in offline mode for up to 5 days. After a connection is re-established, Loftware NiceLabel Cloud will also synchronize print history to the document management system. For more information, see the knowledge base article "[Offline Access](#)".

Data

Is my data comingled with other tenants' data in Loftware NiceLabel Cloud?

No. Each customer's data is stored in a separate cloud database.

Does Software have access to my data in Software NiceLabel Cloud?

No. Your data is encrypted and can only be accessed with sufficient access rights. As a standard, neither Software nor your supplier have access rights. You may provide your supplier of NiceLabel software with access rights, so that you can share label templates and collaborate on their design and approval. Here's Microsoft's [information regarding data accessibility](#).

Where can data for my labels come from?

With the Software NiceLabel Cloud Business and Software NiceLabel Cloud Compliance Editions, you get your own SQL Azure cloud database which you can configure to store the data for you labels. If your data already resides in a 3rd party business system (ERP, MES, WMS) we recommend you integrate printing with that system using our integration system. With Software NiceLabel Cloud Essentials you can simply use Excel and Access files which you store and manage in Software NiceLabel Cloud's document management system.

Miscellaneous

What Software NiceLabel support service is included with Software NiceLabel Cloud?

Software NiceLabel Cloud Essentials comes with basic free support from Software. Software NiceLabel Cloud Business and Software NiceLabel Cloud Compliance come with Standard SMA support (priority support during regional office hours, unlimited phone access). Support service can be upgraded to Premium support all editions at an extra cost.

Can I use Software NiceLabel Cloud to print to my cloud-enabled printers?

Yes. Through Software's partnership with Zebra and Sato, Software NiceLabel Cloud works seamlessly with cloud-connected printers. You can print from your cloud-based business applications directly to your cloud-connected printers. No local NiceLabel footprint, no local print servers and no printer driver installation and maintenance needed.

Would it be easy to switch from on premise Software NiceLabel LMS to Software NiceLabel Cloud? Are documents compatible? Are there any promotions available for existing on premise NiceLabel users?

All documents are fully compatible between the on premise and cloud versions of NiceLabel making a switch and even interoperability seamless. Contact your Software NiceLabel supplier to review the promotional options.

What are the main Document Management System (DMS) differences between the different Software NiceLabel Cloud editions?

All editions come with full digital Document Management System (DMS) including versioning, approval workflows, label comparison, print history and more. Software NiceLabel Cloud Business and Software NiceLabel Cloud Compliance, also include support for organizational users (integrate with Windows Active Directory or Open ID Connect), a change and transport system, printer management, more space for documents and longer print history. On top of Software NiceLabel Cloud Business, Software NiceLabel Cloud Compliance adds features that are important for regulated environments: three-tier environments (DEV, QA, PROD), compliance software release cycle with a 3-month testing window period, Validation Acceleration Pack (VAP) and twelve years of print history. See the [edition comparison](#) for more details.

What integration capabilities are available in Software NiceLabel Cloud?

Software NiceLabel Cloud Business and Software NiceLabel Cloud Compliance can be used to tightly integrate label printing into your existing cloud or on-premise IT infrastructure (e.g. ERP system). We have developed out-of-the box integration connectors with some of the business systems (e.g. SAP, Workday, MS Dynamics) to promote best practice and simplify integrations.

Answers to Questions from members of the Loftware Partner Program

How do I get access to a Loftware NiceLabel Cloud demo system?

Loftware partner program members at the Integrator and Partner levels can apply for free Loftware NiceLabel Cloud dealer demo accounts by filling in the online form available [here](#). Loftware partner program members at the Reseller level may apply for 3-month demo accounts by contacting their Loftware NiceLabel sales representative.

How do I request a free trial for my customer? How do I extend the trial? What happens when the trial finishes and they have not ordered? How do I order Loftware NiceLabel Cloud for a customer with a trial running?

To get a free 30-day trial for your customer, you first need to register a project with Loftware. The project registration form is available under Sales Resources on the NiceLabel Partner Portal. You can extend the trial by contacting your Regional Sales Manager or Loftware NiceLabel Partner Support Representative. The trial ends after 30 days. If the customer decides to buy, he can continue using the existing system and settings. Contact your Regional Sales Manager to convert your customer's trial into a payable subscription account.

What discount is applied to my orders for Loftware NiceLabel Cloud?

The Loftware discount policy by product type is detailed in your Partner Program invitation letter.

Since Loftware NiceLabel Cloud is based on subscription, do I get a discount only for the initial purchase or for the renewals as well?

We apply the Loftware NiceLabel Cloud discount to your purchase orders for the original subscription and all subsequent renewals.

How do I order subscriptions for my customers? Can subscriptions be purchased online?

No, as a business system, a Loftware NiceLabel Cloud account needs to be requested and is then provisioned by Loftware. Partners will be able to provide necessary data like account owner, subscription plan, number of printers, etc. Loftware will then provision the new account.

What happens if my customers use more printers than their subscription supports?

When the number of printers that are being used exceeds the subscription, then Loftware will simply ask you to increase your customers' subscription. More questions on this topic? Check out section 3.4 in [Master Software Subscription and Services Agreement](#).

Are single printer licenses available?

Loftware NiceLabel Cloud subscriptions start with a minimum of three printers. After that, a single printer can be added to the subscription.

How is printing to Cloud-Connected printers enabled?

There is a process using Loftware NiceLabel Cloud's REST API to connect to Cloud-Connected printers. Join the technical training class on Loftware NiceLabel Cloud to get technical instructions.

How does Loftware manage renewals?

The Loftware renewal process for Loftware NiceLabel Cloud subscriptions is the same as our renewal process for Software Maintenance Agreements. We send out notifications to the Channel Partner who sold the original subscription. You renew the subscription with your customer, and then you order a renewal with Loftware.



Will on premise versions of LMS continue to be available?

Yes. Software NiceLabel Cloud is an addition to the Software NiceLabel product line. All on premise products are still available.

What are the benefits of cloud-based labeling for my customers?

There are many benefits that come with a cloud based labeling solution as opposed to a locally installed solution. Here are just some of the most important ones:

- With Software NiceLabel Cloud your customers can be up and running in minutes.
- Minimal or even no IT resources are needed for set up.
- Your customers don't need to have any local server infrastructure (we take care of that).
- Your customers can log on and design labels from any computer in any location.
- Your customers are no longer tied to one computer, the only one that has a license key.
- Your customers can access the latest, up-to-date label templates anytime, anywhere, securely, from a web browser.
- Your customers can easily add printers to their Software NiceLabel Cloud accounts. So, they can start with 3 printers and keep adding without changing their software.
- Your customers avoid the difficulties of a capital expenditure by paying on subscription.
- Software updates Software NiceLabel Cloud regularly without your customers' IT needing to be involved.

What are the benefits to me of offering cloud-based labeling to my customers?

Software NiceLabel Cloud helps to position you as a value-added service provider for your customers. A Cloud business model means that you can:

- Earn subscription revenue every year.
- Offer your customers new revenue-generating services remotely at a reduced cost.
- "Seed" your customers with scalable, flexible Software NiceLabel Cloud instead of selling multi-user Designer and PowerForms.
- Successfully conduct demos or install full label management systems in the Cloud, in less time, remotely, without the need to travel to site.
- Scale out implementations more effectively by easily setting up multiple users in multiple locations.
- Refresh old hardware with cloud-connected printers.
- Monitor your customers' supplies usage and manage replenishments.
- Design and print collaboratively with your customers so that they will enjoy a better experience.

For which customers is Software NiceLabel Cloud appropriate?

Companies of all sizes are adopting Software NiceLabel Cloud, especially those who:

- Aspire to the concept of having zero on-premise IT footprint.
- Are in the process of adopting Cloud for other critical business processes (e.g. ERP, CRM, WMS).
- Print in more than one location.
- Manage label printing with more than one business user.

Why are large companies adopting Software NiceLabel Cloud? Are they in a specific vertical market?

Large companies with the following characteristics in all industries are adopting Software NiceLabel Cloud:

- The supply chain is complex since they have multiple suppliers, contract manufacturers and 3rd party logistics.
- Operations are distributed across multiple facilities.
- Multiple users in multiple locations are designing or updating label templates.
- Mission critical printing that uses the same label templates, takes place on multiple sites.
- IT resources are stretched and are required to reduce their involvement with labelling.
- Deployment needs to be fast.
- Upgrades need to be streamlined.
- Keen on paying on subscription.

Why are mid-sized companies adopting Software NiceLabel Cloud? Are they in a specific vertical market?

Mid-sized companies with the following characteristics in all industries are adopting Software NiceLabel Cloud:

- Several users are designing or updating the labels.
- Printing takes place in several disconnected locations that should be connected.
- Want to be able to easily share and collaborate label templates and applications.
- IT infrastructure and IT resources are limited.
- Deployment needs to be fast and simple.
- Upgrades need to be streamlined.

Note: In the past, you offered multi-seat PowerForms or Designer Pro Licenses for customers with these requirements. But in future you will offer Software NiceLabel Cloud because its benefits are so much greater.

How can I justify the price for Software NiceLabel Cloud when I am talking with customers who would traditionally buy traditional, on-premise software like Designer Pro or PowerForms? Software NiceLabel Cloud seems more expensive.

Software NiceLabel Cloud is paid for by annual subscription. The subscription to Software NiceLabel Cloud Essentials works out at only €8 per printer per week. Take a look your customer's user experience to justify moving to a subscription from a traditional, on-premise, perpetual license. Software NiceLabel Cloud offers so much more:

Requirements	User Experience with Software NiceLabel Cloud	User Experience with Traditional, On-premise software
Easy set-up	On start-up, log in and use.	Distribute and install your software on each user's computer.
Easy system maintenance	Automatic upgrades, no IT involvement needed.	Download the new version, search for the license key (on each user's computer).
Enable several users to design and print labels	Design and print label templates on any computer.	Design and print label templates using the PC on which you installed the license key.
Be able to add more users to design and print labels	Add users with a click.	Buy a new license.
Be able to share and collaborate label templates and applications	Share label templates with as many colleagues, suppliers, QA, Production management, or IT contractors as you wish.	Not possible with Designer and PowerForms. Buy a new LMS license.



Americas
+1 262 784 2456
sales@loftware.com

EMEA
+386 4280 5000
sales@loftware.com

Germany
+49 6104 68 99 80
sales@loftware.com

China
+86 21 6249 0371
sales@loftware.com
