

FREQUENTLY ASKED QUESTIONS

TRY & BUY - FAQs

Swivel Secure's multi-factor authentication (MFA) solution, AuthControl Sentry® is one of the most intelligent and dynamic solutions available and is an ideal solution for organisations of all sizes.

Whether authentication is required for employees or customers, AuthControl Sentry® offers an intelligent MFA solution that can automatically provide the appropriate level of authentication.

What is a Try and Buy (TAB) program?

Swivel Secure's TAB program is a tool that provides a streamlined process for approved customers to try our award winning MFA in their own networks for a 30 day trial period, allowing them to automatically buy the equipment with no network downtime.

Can a TAB order be placed without a purchase order?

No. Each TAB order requires a purchase order at the time of submission.

Can the Try and Buy trial period exceed 30 days?

A 30-day extension may be requested on or before the 25th day of the original agreement. Requests with a valid reason will be considered at the discretion of Swivel Secure.

How is a Try and Buy order placed?

- We define the scope for a full deployment and produce a Statement of Work for the project.
- We then agree the price and implementation date.
- Customer/VAR/VAD send us the signed PO, statement of work and Try and Buy Order Form, which includes agreement to the TAB process.

When does the Try and Buy trial time period begin?

The TAB trial period begins when the Swivel Secure Solutions Engineer sends an email confirming that the agreed upon Software is installed and configured and ready for use.

What happens if a customer decides to cancel the Try and Buy during the Evaluation Period?

The customer must notify us in writing via tryandbuy@swivelsecure.com email address, within the 30 days Evaluation Period, then remove all Swivel Secure Limited (SSL) licenses from their system and cease using any SSL products or services.

Are there any additional financial liabilities that the customer may incur during the trial period?

There are no additional financial liabilities, unless the customer requires post-sales support or professional services outside of the initial scope.

Which types of support services are available under the Try and Buy program?

Standard 24x7 support is provided for the duration of the trial period.

Who can use the TAB program?

Any Swivel Secure Partner or Distributor who is able to access the Deal Registration process.

Can early invoicing be requested?

Yes, the request can be sent to: tryandbuy@swivelsecure.com Please include the sales order number and the approval, in writing, of the company that submitted the order and is now requesting early invoicing. The early invoice will apply to the order in its entirety.

How does the Try & Buy program work?

Swivel Secure's TAB program is a global service that allows prospective Swivel Secure customers the opportunity to try our products for a short period of time before buying them. It is a 30-day trial with an automatic invoice on the 31st day unless the TAB is cancelled within the 30 days.

Visit www.swivelsecure.com/contact to find out more about how multi-factor authentication can keep you secure.

