

1. Find an annual software support contract or Excel file that contains data such as this:

## SERVICE DETAILS

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Database Enterprise Edition - Processor Perpetual		4		FULL USE	1-Apr-17	31-Mar-18	40,320.15
Oracle Partitioning - Processor Perpetual		4		FULL USE	1-Apr-17	31-Mar-18	10,080.03

2. Note the Products, Metrics and (renewal) Prices for the line items you seek to analyze for effective discounting.
  - o Ignore CSI# and the other columns for now.
3. Search by Category to find the appropriate Product and Metric.
4. Enter the appropriate Quantity and *annual support*-Price.
  - o This analysis requires USD so please convert from other currencies as necessary.
  - o Don't worry about commas or dollar signs.
5. Click ADD ROW to insert the line item based on selections and entries.
  - o Click the trash can to delete the example rows.
6. Once complete, click ARE YOU GETTING A GOOD DEAL? to expose effective discounting.
  - o A valid email is required to proceed from this point.
7. Color-coding denotes Remend's assessment of discount effectiveness:
  - o **GREEN** represents a good deal.
  - o **YELLOW** is questionable, depending on original license order volume.
  - o **RED** represents poor discounting for which efforts to optimize are advisable.
  - o **In all cases, shelfware (un-used software) erodes discounting.**
8. Quantity and Price may be edited by clicking on the pencil icon for each row.

Don't hesitate to email us at [info@remend.com](mailto:info@remend.com) with questions and comments.