THALES

Sentinel® Up

Reduce operational costs and improve customer experience with automated software updates.

Sentinel Up enables software vendors and device manufacturers to automate the distribution of software updates, improve user experience and gain valuable insight about product usage. Sentinel Up is an enterprise-grade software update solution that integrates seamlessly with Sentinel products to support the entire licensing and entitlement management lifecycle.

Improve User Experience

Sentinel Up improves user experience by reducing the time and effort it takes to get the latest software version and updates. Sentinel Up gets rid of the hassle and frustration for users with fast simple updates delivered via an intuitive "Click & Go" client application.

Automate Manual Processes

Sentinel Up overcomes the limitations of time-consuming and inefficient manual update methods.

- **Streamline Operations:** Deliver a fully automated user experience with built-in authentication, distribution and installation of updates and full integration with back-office systems.
- **Eliminate Human Error:** Make sure only entitled users get the right update for the right target device.
- **Reduce Support Costs:** Integrate Sentinel Up with internal support systems to reduce the volume of support calls and costly on-site updates.

- **Zero Coding Integration:** Sentinel Up is platform independent and enables you to establish a consistent corporate-wide update process with zero coding integration.

Collect Install Base Insights

Sentinel Up helps you to understand where and how your software is used and to gain valuable information about your end users.

- **Control Updates:** Distribute software version updates to entitled users only.
- **Improve Decision Making:** Make more informed decisions based on information about your users including operating environment, product version and geographical location.
- **Utilize Telemetry Data:** Decide how to invest in your products based on customer update behavior.

Our Value Proposition

Sentinel UP delivers fast, simple and timely updates to make sure users get the most up-to-date software versions, hotfixes and updates.

- **Save Time and Reduce Costs:** Create an efficient autoupdate process with seamless integration to back-office applications.
- **Increase Customer Satisfaction:** Deliver rule-based product updates and notifications directly to users.

- **Drive Business Growth:** Increase revenues with automated renewals and upgrades.
- **Capture Update Data:** Track version updates and generate reports to find out which versions are used by your customers.

Reduce Customer Churn

Keep users up-to-date about the latest software versions with frequent in-app notifications. Discover how many customers use out-dated versions and respond quickly with the delivery of updates to reduce the number of lost clients. Sentinel Up is the ideal solution to increase customer satisfaction and reduce churn!

About Thales

The people you rely on to protect your privacy rely on Thales to protect their data. When it comes to data security, organizations are faced with an increasing number of decisive moments. Whether the moment is building an encryption strategy, moving to the cloud, or meeting compliance mandates, you can rely on Thales to secure your digital transformation.

Decisive technology for decisive moments.

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