SOLIDWORKS Network License Manager (SNL) – Managed Hosting Tiers

Tier comparison of Basic NLS, Essentials NLS, and Enterprise NLS — managed hosting offering for the SOLIDWORKS Network License Manager service.

Item	Basic NLS	Essentials NLS	Enterprise NLS
Service Scope			
Dedicated/isolated host for SNL service	✓	✓	✓
Initial SNL install & configuration	✓	✓	✓
Monthly Microsoft Security Rollup patching (+ emergency out-of-cycle patching for serious vulnerabilities)	✓	✓	✓
Managed EDR – agent kept current + alert monitoring & triage	✓	✓	✓
Secure remote access (VPN/MFA); firewall scoped to SNL ports	✓	✓	✓
Basic uptime/service-check monitoring	✓	✓	✓
Daily backup – SNL config/license data (7–14 day retention)	✓	✓	✓
Full system image backup	✓	✓	✓
Hardened security configuration – periodic review/audit	–	✓	✓
Proactive resource monitoring (disk, CPU, memory)	–	✓	✓
License usage analysis / optimization	–	–	✓
Named technical account manager	–	–	✓
Entra ID / Active Directory integration support; coordination with client's internal IT on policy as needed	–	–	✓
Version planning / upgrade execution	–	–	✓

Item	Basic NLS	Essentials NLS	Enterprise NLS
Support & Availability			
Support hours	Business hours (5x8)	7 days/week, extended hours (7x12)	24/7
Support channel	Email only	Phone or email (business hours); phone-in only off-hours	Phone or email, anytime
Service-down / availability-impacting response	Same business day, best-effort	1-hour response, best-effort	1-hour response, best-effort
Routine request response	Same business day	Same business day	4 hours

Item / Scope Definitions

Dedicated/isolated host for SNL service — A server (physical or virtual) used exclusively, or logically isolated, for hosting the SOLIDWORKS Network License Manager.

Initial SNL install & configuration — One-time setup of the license manager software and activation against the client's SOLIDWORKS license.

Monthly Microsoft Security Rollup patching — OS patches applied on a defined monthly cadence (Patch Tuesday rollups), during a scheduled maintenance window, off-hours where possible. Serious security vulnerabilities (e.g., active zero-days, critical CVEs) are patched out-of-cycle regardless of tier — this is a baseline commitment, not a paid differentiator.

Managed EDR — Endpoint detection & response agent kept current, with alerts monitored and triaged. If something happens, it is handled by Aviar without requiring client involvement or visibility into the underlying alert.

Secure remote access / firewall scoping — Administrative access restricted to VPN and multi-factor authentication; firewall rules limit exposure to only the ports the SNL service requires.

Basic uptime/service-check monitoring — Automated check confirming the SNL service process is running and responsive.

Daily backup — Backup of SNL configuration and license data only (not a full server image), retained 7–14 days, allowing fast recovery of license activation/configuration without re-issuing licenses from scratch.

Full system image backup — Complete image of the host server (OS, applications, configuration), enabling full server restoration in the event of hardware failure or catastrophic loss, in addition to the lighter daily config/license backup.

Hardened security configuration – periodic review/audit — Ongoing review of the security configuration, not just a one-time setup, included at Essentials NLS and above.

Proactive resource monitoring — Disk space, CPU, and memory thresholds monitored at Essentials NLS and above, to catch capacity issues before they cause an outage.

License usage analysis / optimization — Reviewing seat usage patterns to advise on adding or removing seats, license type changes, or load balancing across servers.

Named technical account manager — A consistent, named point of contact for the account rather than general queue-based support.

Entra ID / Active Directory integration support — Supporting integration of the SNL host/service with the client's Entra ID or on-premise Active Directory environment, and coordinating directly with the client's internal IT resources where company policy or domain configuration needs to be respected.

Version planning / upgrade execution — Planning SOLIDWORKS license manager version upgrades around the client's SOLIDWORKS release schedule, and executing those upgrades — including rollback planning — at Enterprise NLS.

Service-down / availability-impacting response — Defined response time (acknowledgment and start of triage, not resolution) when SOLIDWORKS users are unable to check out licenses, within the supported hours window for that tier.

Routine request response — Response time for non-urgent items such as configuration questions or change requests.