Some Help With

How to Successfully Renew Your AnyDesk License: Key Considerations for Government Procurement

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In public procurement processes, such as auctions or tenders, it is common for government entities to seek to acquire or renew critical software solutions like AnyDesk. However, these processes can attract bidders lacking the necessary experience, mistakenly believing that renewing an AnyDesk license is as simple as purchasing a new product online.

This lack of understanding can lead to significant operational, security, and compliance issues for the entity. Therefore, it is crucial for the government entity to carefully structure its renewal process from the terms of reference.

Here are some common issues and how to avoid them.

⚠️ Potential Problems from Mismanaged Renewals

If the procurement process is not specific enough, the entity exposes itself to significant risks:

1. Delivery of an incorrect license to cut costs

An inexperienced or unscrupulous bidder might offer a lower-tier license to win the bid at a cheaper price.

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- **Example:** The entity needs to renew its **Standard** license (which permits certain management functions), but the provider delivers a **SOLO** license (designed for a single user) because it is more affordable. This leaves the entity without the necessary features to operate.

2. Delivery of a new license instead of renewing the existing one

This is one of the gravest errors. Instead of extending the validity of the current license, the provider simply purchases a brand-new license.

- **Consequences:**
  - **Loss of configurations:** All security settings, address books, session logs, and the entity's customized branding are lost.
  - **Mass redeployment:** The new license must be installed and configured manually across the organization's entire equipment fleet, leading to huge operational costs and downtime.

3. The license is registered under the provider's name (not the entity's)

The provider makes the purchase in its own name and then "assigns" use to the entity. This creates a dangerous dependency and numerous risks:

- **Support difficulties:** When the entity attempts to contact AnyDesk's technical support, it will not be able to do so directly, as it does not appear as the license owner.
- **Security risks:** The provider (a third party) has administrative control over the license, potentially accessing sensitive information or, in the worst-case scenario, blocking access.
- **Compliance issues:** The software ownership is not in the entity's name, leading to problems during license audits and compliance checks.

📋 Recommendations for a Successful Government Renewal

To ensure that the renewal of your AnyDesk license is carried out correctly and without complications, we recommend incorporating the following points into your procurement process:

1. Accurately define the requirements Always consult with an authorized local distributor to validate the current license and confirm that its features and the number of users continue to meet the entity's needs.

2. Be explicit in the Terms of Reference (ToR) The terms of reference should clearly state:

- That the object of the contract is a **RENEWAL** of an existing license.
- That **new licenses** requiring software redeployment will **not be accepted**.

- That **licenses of a different type** (e.g., SOLO instead of Standard) than what is being renewed will **not be accepted**, unless it is an upgrade request made by the entity.

3. Require certified bidders Ask that all bidders demonstrate their qualifications. The best way to do this is to require them to be **certified and supported by the authorized local distributor**, which should be accredited through an official letter issued by that distributor.

4. Plan ahead Public procurement processes can be lengthy. Start the process early enough so that the award and payment can be finalized **before the current service expires**. This will avoid interruptions in the entity's operations.

By doing so, the entity ensures that the renewal will be executed correctly, maintaining the integrity of its platform, protecting its investment, and guaranteeing uninterrupted operational continuity.

Contact us to address all your questions!

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