

Customer FAQ- Legal Entity

Q: Why is One Identity creating its own legal entity?

A: Operating the One Identity business as a separate legal entity affords several strategic and financial advantages. First and foremost is granting One Identity the latitude necessary to continue its strong trajectory within the IAM market. From a financial standpoint, separating One Identity enables more streamlined and accountable contracting with our customers and vendors. From a strategic standpoint, creating a separate legal entity for One Identity enables both One Identity and broader Quest to pursue relationships with partners that serve the individual entities' best interests

We are confident that the additional autonomy afforded by this move will result in an increased level of focus and accountability, will enable us to deliver even better IAM solutions, foster more responsive and comprehensive support, and accelerate innovation that helps bring our customers' IAM practices to where they want it to be.

Q: Did anything change in the way I work with One Identity?

A: There are a few notable, positive changes in how you can work and interact with One Identity. First, we have launched our new [oneidentity.com](http://support.oneidentity.com) website, secondly, we have a new support site at <http://support.oneidentity.com> that will help you get ready access to the people and resources you need to continue to drive your IAM strategies forward. Our leadership has remained intact, with John Milburn continuing as president and general manager of the One Identity business, reporting to Jeff Hawn, who serves as chairman and CEO of both the Quest and One Identity entities.

Through this business status change, as with the previous ownership change, the business remains strong, intact and poised for growth, with existing proven leaders in place who continue to drive a successful customer engagement model that remains solely focused on delivering world-class IAM solutions for identity governance, access management, privileged management, and IAM as a service.

Q: How do I get support for my One Identity solution(s) now? What numbers do I call? What URL do I use?

A: One Identity's commitment to your success remains unchanged. In addition to launching our new oneidentity.com website on March 31, we also launched a new, updated support portal at <http://support.oneidentity.com>. It still offers the same great searchable information and access to our skilled support engineers, just at a new address and with a new look and feel.

With the exception of terms and conditions already provided to you, by and large the same staff, agreements, and offerings will go forward. For a limited time following our legal entity creation, our older email addresses (dell.com, software.dell.com, quest.com) will continue to work.

Q: Where can I find the new terms and conditions for One Identity?

A: Our customers have been sent our new terms and conditions from a legal standpoint, which can be viewed again <https://www.oneidentity.com/legal/>.

Q: I'm a professional services customer, where can I find the new terms and conditions for One Identity that pertain to PSO agreements?

A: Our new terms and conditions for Professional Services agreements can be found at <https://www.oneidentity.com/legal/service-agreements.aspx>.

Q: What are your future plans for the One Identity product(s) I own?

A: All of the current One Identity products will continue to be developed and supported in accordance with our product roadmap. In fact, this move enables us to invest more heavily in innovation within the existing product line and expanding to new, valuable solutions.

Q: How do I know that your owners are committed to this IAM business in the long term?

A: Our new owners, Francisco Partners and Evergreen Capital, have a proven track record of helping growing companies continue on their positive trajectory. In fact, they have already begun to invest in our growth and take necessary steps to maintaining a healthy and competitive business. This move to a separate legal entity is additional evidence in the commitment to the IAM business.

Q: Will One Identity continue to be a business unit of Quest Software?

A: Yes, while One Identity is an independent entity, we will continue to operate as part of the Quest Software organization for back-office systems and areas where economies of scale make sense. There will continue to be tight cooperation between Quest and One Identity, particularly where product synergies benefit you, the customer. However, One Identity will operate independent of Quest and be responsible for its own success and direction.

Q: Now that One Identity has begun operating as its own legal entity, what does that mean for the Partner Circle?

A: Launched on May 2, the One Identity Partner Circle will continue to operate as the new partner program aligned to One Identity business partners. Though the One Identity Partner Circle takes on many of the Quest Partner Circle attributes including tiering, deal registration and incentives, these programs will be separate. They will, however, share a common set of IT resources and will be supported by the Partner Operations Team.

Q: What legal entities will be issuing One Identity invoices starting June 1?

A: The various One Identity entity names outlined by country are outlined below.

If you require additional assistance or documentation, please contact vendorprofiles@quest.com

Cou ntry	New Contracting/Invoicing Entity	Territory of Incorporation of New Contracting/Invoicing Entity
BRAZIL	One Identity SOFTWARE Ltda.	BRAZIL
CANADA	One Identity Canada Inc.	CANADA
EMEA and APJ	One Identity Software International Limited	IRELAND
US and Latam (excluding Brazil)	One Identity LLC	UNITED STATES
Japan	ONE IDENTITY SOFTWARE INTERNATIONAL LIMITED	IRELAND

China	ONE IDENTITY SOFTWARE INTERNATIONAL LIMITED	IRELAND
Mexico	ONE IDENTITY LLC	UNITED STATES

Q: Where do I go with questions about invoicing and billing?

A: You may contact our Accounts Receivable Department with any questions or concerns at Accountsreceivable@quest.com. You will find many of your contacts have remained the same, and you will be notified of any changes. Emails to our team address will be assigned to the appropriate team member and responded to in the order received.

Note that both the collector of record and the bank information for payment can be found on the individual invoices, if it is unclear as to who to contact or where to send the payment for those invoices.