Improving your software delivery

We're modernizing how we deliver your software

Waters is pleased to announce that we've invested in a cutting-edge platform to digitally deliver software and licenses to our customers, both at point-of-sale and for software maintenance updates. The new digital delivery platform provides:

- A simple process for software and license access, with the ability to view your software maintenance contract status.
- Immediate access and email notification of the latest version of software if you're currently on a software maintenance plan.
- Access to service releases, feature releases, hot fixes, and other key software updates in a single view.
- The ability to view the latest release notes and install guides together with their appropriate software versions.
- The ability to easily search and share your software entitlements securely within your organizations.
- A clear, hierarchical license installation management view detailing license activation (coming in January 2023)

When will the platform be available?

The digital delivery platform is available now for Empower software, with NuGenesis and waters_connect product lines coming in the second half of the year.
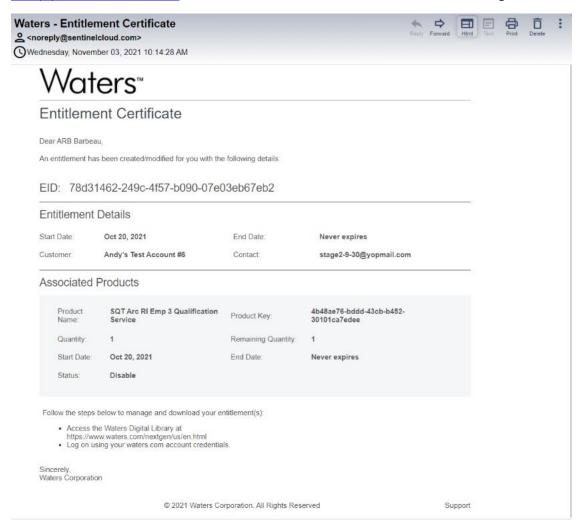
What do we need from you now?

To ensure your organization can access the digital delivery platform, we'll need to connect with your software manager. Software managers are the designated contacts responsible for your digital entitlements (software and licenses) within your organization, such as your business owner, system administrator or someone responsible for implementing new versions and licenses. Within the platform, the software managers will have the ability to manage and grant access to software entitlements securely to others within your organization, without these others having direct access to the platform, thus providing you greater control to manage your software assets from Waters.

How do you access the Digital Delivery platform?

Once you have completed the on-boarding process with your Waters sales representative, access will be granted from a software download link within your waters.com registered user account on your Profile page.

Notifications from the Digital Delivery platform?

Customers will now receive proactive email communications from the platform around new entitlement orders, new software releases and a welcome message for Software Managers. Notifications will come from noreply@sentinelcloud.com which are official emails from Waters and the new Digital Software Delivery platform.

Please work directly with your Waters sales representative to begin the secure on-boarding process.

We're looking forward to making access to your software easy!