Flexera User Group Charter 2023

Contents

Flexera User Group Charter

and Rules of Engagement

Purpose

Flexera User Groups are a place to connect with experts from Flexera and other customers to share experiences, learn about Flexera products and services and influence the direction of Flexera's product roadmaps.

Flexera goals for User Groups	Member goals for User Groups
Drive success for our customers	Influence Flexera's product and service offerings
Hear directly from our customers on product, services, marketing and more	Engage with Flexera's leaders to learn about product features, functionality and what's coming
Test ideas	Learn how to get the greatest value from a product
Hear industry feedback	Engage with peers to learn best practices and tips
	Build connections for support from Flexera and peers

User Groups are for anyone who is

- A Flexera customer with an active maintenance agreement
- Willing to share knowledge and expertise with Flexera and other customers

The goals of Flexera User Groups

- To provide a conduit for Flexera customers to:
    - Meet and ask questions; discuss topics related to Flexera products
    - Share approaches, solve issues and business challenges
    - Share their collective views and perspectives that help the development of Flexera's software and services that will drive customers' success
- To provide a channel for Flexera to:
    - Share product information: new releases, upcoming features, discovery projects
    - Share industry thought leadership
    - Test ideas and concepts

What User Groups are not

- A sales or marketing platform for Flexera products or services
- A place for consultants, contractors or system integrators to participate
- Somewhere to complain. While we always want your feedback, the purpose of User Groups is to facilitate constructive conversation. If a customer is facing a specific issue that needs to be addressed, this will be managed in a one-on-one meeting/call with the appropriate Flexera team member(s).

Expectations for members of a User Group

- Customers will actively and constructively share their feedback and insights with Flexera
- Customer should utilize the User Group to network with other members by:
    - Attending meetings (virtual or in-person)
    - Engaging on the community site by responding to questions and/or sharing tips and best practices
    - Volunteering to participate on the User Group Customer Council or as a reference
- Members who are unable to engage in a positive manner or who are disruptive may be asked to resign from the User Group

User Group management and events

Customer Council: Each User Group will have a council consisting of a minimum of 3 - 5 active customers who have volunteered to assist with planning and execution of the User Group. Duties include:

- Determining annual meetings (types, cadence, agendas)
- Determining workshops or in-person events
- Engaging in the Community; providing updates or announcements

Flexera Core User Group Team: Each User Group will have a core team from Flexera consisting of representatives from product management, marketing, support, customer success and any additional departments who will help drive the success of the group. Duties include:

- Planning with the Customer Council
- Providing meeting links/invites to User Group members
- Coordinating external speakers, if requested
- Communicating with User Group members at large (meetings, product updates, etc.)

Flexera Core User Group team and the Customer Council will jointly decide the annual plans for the User Group. These events may include scheduled meetings, webinars, and/or roadmap and discovery workshops (virtual). Each User Group may decide to hold an annual in-person event(s).

Confidentiality

Flexera and members of any Flexera User Group understand that confidential information may be shared within the User Groups including information that may or may not be labelled confidential. Each individual will take reasonable steps to protect such confidential information as it would its own. Flexera may, at its discretion, use information shared in the Users Group(s) for the purpose of improving Flexera's products and services. Flexera will own all rights and title in and to any feedback relating to its products and services.

Similarly, members of the User Group shall be entitled to use the information received in the Groups for the purpose of informing and improving their use of Flexera products and services.

Additionally, each user acknowledges and agrees that information received in the user group is shared under Chatham House Rule, with the objective of encouraging free and open discussion. As such, each user represents, warrants and undertakes not to use any information gleaned during a user group (i) in a manner which would reveal the identity or affiliation of the user providing the information; or (ii) to the detriment of the user sharing the information.

Membership Agreement

☐ **Checking this box means you have read and understood Flexera's User Group Charter and Rules of Engagement. Thank you.**

About Flexera

Flexera delivers SaaS-based IT management solutions that enable enterprises to accelerate digital transformation and multiply the value of their technology investments. We help organizations *inform their IT* with definitive visibility into complex hybrid IT ecosystems, providing unparalleled IT insights that allow them to seize technology opportunities. And we help them *transform their IT* with tools that deliver actionable intelligence across an ever-increasing range of dimensions to effectively manage, govern and optimize their hybrid IT estate.

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