



legacy-meraki@ingrammicro.com

Desk hours - 8:30-8:00 Eastern

<https://meraki.cisco.com/>

Market Development

Colin Rauen

Collin.Rauen@ingrammicro.com

Ext. 66092

Vendor Program Overview

Top of the Line 802.11n Access Points

With enterprise-class chipsets, hardware-accelerated encryption, and Priority Voice QoS, Meraki's 802.11n Aps deliver Ethernet speed without the wires. Each AP is constantly monitored and optimized from the cloud, so the network automatically adapts to changing interference conditions. Multi-radio, multi-channel mesh routing and automatic mesh failover offer fault tolerance, and provide fast coverage in hard-to-wire areas

Easy to Deploy and Manage

When you plug in a Meraki access point, it automatically connects to the Cloud Controller over the web, downloads its configuration, and joins your network. As a result, Meraki deployments take hours - not days or weeks. Automatic cloud-based optimization and monitoring, and intelligent, self-healing APs keep the network fast, reliable, and hassle free.

Centrally Managed Over the Web

Full Enterprise Feature Set

Application aware traffic shaping

Cost-Slashing Hosted Architecture

Key Products

- Meraki MR 18 High-Performance WLAN (does not come with a power supply)
- MS220-24P-HW Switch
- Meraki MX64 Security Appliance

Maintenance/Support

Meraki supports 1-3-5-7-10 year licenses for all their hardware.

Cloud-based centralized management, eliminates on-site hardware controller

Seamless firmware and security update

Media

Managed on the cloud, you will only need a web browser to manage your network.

Authorization Requirements

A Meraki and Cisco Select partner Authorization is required for any discount programs. Any partner can purchase via standard pricing.

Ordering Requirements

To assure prompt processing of your Meraki Purchase, please be sure to include the following information when placing your order with us:

- Ingram Micro Account Number
- Reseller PO number

- End user business name
 - End user full Address
 - End user contact name
 - End user contact e-mail address
 - End user phone number
 - Full Ship to Address
 - Ingram Micro Quote Number (required for all Special Pricing Orders)
 - If Try and Buy Order, please clearly state **"BILL ONLY DO NOT SHIP"** on your PO to avoid product being shipped
 - For expedited shipping, please provide exact method of shipping (Priority, Standard Overnight, 2-day) and freight account number
- ✓ NO changes can be made to any portion of the order once it has been received for processing
 - ✓ An email confirmation will be provided to you upon completion of the order
 - ✓ All overnight orders need to be received by **11:00 AM EST** with your freight account number for the order to ship **NEXT** day. The email must also reference *****Overnight Order***** in the Subject Line to ensure timely processing.

Product Delivery

Units will ship out from Meraki warehouse in Fremont, California. Confirmations will be provided from Meraki once the order is shipped.

Renewals

Renewals for Enterprise service must be purchased within 30 days of the renewal date of the license.

Important Notes

Meraki has a very small window for expedited orders. Meraki processes overnight orders 8-11am EST.

**Effective October 1st 2015, the Meraki licensing desk no longer has phone support.
All requests must be submitted via email**

RMA Requests

Meraki has a strict 30 day return policy – no exceptions
Meraki maintains a direct return policy, product must be returned directly to Meraki to receive a RMA.
Once Meraki receives the product, they issue a RTC (Cisco GPL) or RTN (Legacy) number.
Expected turn-around time for a Meraki return is approximately 6 weeks.
Posting of credit to your Ingram Micro account is approximately an additional 2-3 weeks.
RMA requests & questions should be directed to CS-Engagement-Team@ingrammicro.com

Other Requests

In need of Meraki technical support = ext. 76152

In need of how to become Cisco registered or upgrading partner level = ext. 76799 or email team below:

CiscoMDNortheast@ingrammicro.com - WV, VA, MD, DE, NJ, PA, NY, MA, NH, CT, RI, VT, ME

CiscoMDSouth@ingrammicro.com - TX, OK, AR, LA, MS, AL, GA, TN, SC, NC, FL

CiscoMDCentral@ingrammicro.com - ND, SD, MN, WI, MI, OH, IN, KY, MO, KS, NE, IA, SD, IL

CiscoMDWest@ingrammicro.com - WA, MT, OR, ID, WY, NV, UT, CO, CA, AZ, NM, HI

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