



Software Licensing Contact Sheet



Vendor Name	* indicates Reprints are in Licensing Locator (R) indicates Vendor is in RenewVue	800-456-8000 Extension	email ***@IngramMicro.com	Inits.	Hours of Operation
Acronis * ®		76789	Acronis-Licensing	PM	8:30am-6:30pm EST
Adobe ®		76578	Adobe-Licensing	GE	8:30am-8:00pm EST
AlienVault * ®		76581	AlienVault-Licensing	PM	8:30am-6:30pm EST
Arcserve * ®		76402	Arcserve-Licensing	PM	8:30am-6:30pm EST
Arctic Wolf		76527	ArcticWolf-Licensing	FG	8:30am-6:30pm EST
Autodesk * ®		76027	Autodesk-Licensing	GE	8:30am-8:00pm EST
Binary Defense		76524	BinaryDefense-Licensing	PM	8:30am-5:30pm EST
Bitdefender ®		76597	Bitdefender-Licensing	PM	8:30am-6:30pm EST
Blancco ®		77919	Blancco-Licensing	PM	8:30am-6:30pm EST
Check Point * ®		76483	Checkpoint-Licensing	JX	8:30am-7:00pm EST
Citrix ®		76484	Citrix-Licensing	GE	8:30am-8:00pm EST
Code 42 ®		76523	Code42-Licensing	PM	8:30am-6:30pm EST
Cofense		76526	Cofense-Licensing	FG	8:30am-5:30pm EST
ConduSiv * ®		76487	ConduSiv-Licensing	AC	8:30am-8:00pm EST
Corel * ®		76485	Corel-Licensing	AC	8:30am-8:00pm EST
Digital Hands		77919	DigitalHands-Licensing	PM	8:30am-6:30pm EST
EKAHAU ®		77919	EKAHAU-Licensing	PM	8:30am-6:30pm EST
Erwin * ®		76151	Erwin-Licensing	PM	8:30am-6:30pm EST
ESET ®		76853	Eset-Licensing	PM	8:30am-6:30pm EST
EVA Team (Various Vendors- listed on second tab)		<i>E-mail Only</i>	EVA-Team	BA	8:30am-8:00pm EST
F5 * ®		76623	F5-Team	JP	8:30am-8:00pm EST
Fire Eye * ®		76479	FireEye-Licensing	JP	8:30am-8:00pm EST
Forcepoint * ®		76797	Forcepoint-Licensing	JX	8:30am-7:00pm EST
Fortinet/Meru * ®		76439	Fortinet-Licensing	LL	8:30am-8:00pm EST
Google Solutions * ®		76887	Google-Solutions	FG	8:30am-6:30pm EST
IBM Software * ®		76043	IBM-Licensing	DM	8:30am-8:00pm EST
IGEL * ®		76459	Igel-Licensing	FG	8:30am-6:30pm EST
Infragistics * ®		<i>E-mail Only</i>	Infragistics-Licensing	PM	8:30am-6:30pm EST
Ivanti (Shavlik, AppSense, LANDesk) * ®		77954	Ivanti-Licensing	PM	8:30am-6:30pm EST
Juniper Networks * ®		76441	Juniper-Licensing	LT	8:30am-8:00pm EST
Kaspersky * ®		76752	Kaspersky-Licensing	PM	8:30am-6:30pm EST
Kofax		76528	Kofax-Licensing	AC	8:30am-8:00pm EST
Lookout * ®		<i>E-mail Only</i>	Lookout-Licensing	PM	8:30am-6:30pm EST
McAfee * ®		76574	McAfee-Licensing	LT	8:30am-8:00pm EST
Microsoft Open Licensing (MOLP) * ®		76163	Microsoft-Licensing	LP	8:30am-8:00pm EST
Microsoft CSP		76163 op 8	Microsoft-Licensing	LP	8:30am-8:00pm EST
Microsoft Campus & School Agreements		76163 op6	Open.Value	LP	8:30am-8:00pm EST
Microsoft Open Value		76163 op4	Open.Value	LP	8:30am-8:00pm EST
Microsoft SPLA		76163 op5	Microsoft-SPLA	LP	8:30am-8:00pm EST
Milestone * ®		76893	Milestone-Licensing	AC	8:30am-8:00pm EST
Mimecast		76572	Mimecast-Licensing	FG	8:30am-6:30pm EST
Mist		76529	Mist-Licensing	LT	8:30am-5:30pm EST
NetScout (Airmagnet) * ®		77611	Netscout-Licensing	PM	8:30am-6:30pm EST
Nuance * ®		76449	Nuance-Licensing	AC	8:30am-8:00pm EST
Nyotron		77919	Nyotron-Licensing	PM	8:30am-6:30pm EST
OffsitedataSync		77919	OffsitedataSync-Licensing	PM	8:30am-6:30pm EST
Onelogin		77919	Onelogin-Licensing	PM	8:30am-6:30pm EST
Proofpoint * ®		76496	Proofpoint-Licensing	PM	8:30am-6:30pm EST
Pulse Secure * ®		77967	PulseSecure-Licensing	LT	8:30am-8:00pm EST
Purple WiFi		77919	PurpleWiFi-Licensing	PM	8:30am-6:30pm EST
Quickbooks Support		76108	Quickbooks Support	AC	8:30am-8:00pm EST
Red Hat * ®		76409	RedHat-Licensing	JC	8:30am-6:30pm EST
RSA * ®		76058	RSA-Licensing	JP	8:30am-8:00pm EST



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SMART		76416	Smart-Licensing	FG	8:30am-6:30pm EST
Silver Peak * ®		77951	Silverpeak-Licensing	PM	8:30am-6:30pm EST
SonicWall ® (Renewal Quotes & Resends Only)	click License	76491	SonicWall-LicQuotes	FG	8:30am-6:30pm EST
SonicWall SECaaS (Security As A Service)		76521	SonicWall-SECaaS	FG	8:30am-6:30pm EST
Sophos * ®		76448	Sophos-Licensing	JR	8:30am-8:00pm EST
SUSE * ®		76936	Suse-Licensing	PM	8:30am-6:30pm EST
Symantec * ®	click License	77181	Symantec-Licensing	DM	8:30am-8:00pm EST
Syncplicity * ®		77919	Syncplicity-Licensing	PM	8:30am-6:30pm EST
TIBCO ®		77919	Tibco-Licensing	PM	8:30am-6:30pm EST
Tenable * ®		77938	Tenable-Licensing	JR	8:30am-6:30pm EST
Trend Micro * ®	click License	76494	Trend-Licensing	JX	8:30am-8:00pm EST
Veeam * ®		76582	Veeam-Licensing	GE	8:30am-8:00pm EST
Veritas * ®		76715	Veritas-Licensing	JX	8:30am-8:00pm EST
Votiro		77919	Votiro-Licensing	PM	8:30am-6:30pm EST
Vmware * ®	click License	76488	VMWare-Licensing	JR	8:30am-8:00pm EST
VMware - Public Sector *		77648	VMWare-Licensing	JR	8:30am-8:00pm EST
Zebra * ®		76173	Zebra-Licensing	FG	8:30am-6:30pm EST
Ziften		77919	Ziften-Licensing	PM	8:30am-6:30pm EST
Zoom * ®		77964	Zoom-Licensing	PM	8:30am-6:30pm EST

Cloud Sales Team	800-705-7057	email ***@IngramMicro.com	Inits.	Hours of Operation
Cloud Management Services	Option 1	Cloud.Management	MG	8:30am-8:00pm EST
Cloud Security	Option 2	Cloud.Security	MG	8:30am-8:00pm EST
Cloud Applications & Platform	Option 3	Cloud.Applications	MG	8:30am-8:00pm EST
Cloud Infrastructure	Option 4	Cloud.Infrastructure	MG	8:30am-8:00pm EST
Cloud Communication & Collaboration	Option 5	Cloud.Communication	MG	8:30am-8:00pm EST
<i>Ingram Micro Cloud Services Line Card</i>	MG = Michael Giambanco 66659 Michael.Giambanco@ingrammicro.com			

Renewal Services	Vendor Specific Proactive Renewals General Inquiries	VMware	RenewalServices-VMware	LL	8:30am-5:30pm EST
		Renewals Desk	RenewalServices	LL	8:30am-5:30pm EST
		Adobe Renewals	Adobe-Renewals	LL	8:30am-5:30pm EST
		Veeam	Veeam-Renewals	LL	8:30am-5:30pm EST

Integration Services	Total System Configurations/Solutions	77961	ConfigRequests	JD	8:30am-5:30pm EST
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Licensing Department	
Fax Number	716-616-2006
There is now one fax number for all licensing desks	

Escalation Only - Team Lead	Ext.	email ***@ingrammicro.com
AC = Ana Lyn Cinco	35512	Ana.Cinco

Escalation Only - Managers	Ext.	email ***@ingrammicro.com
DM = Danielle Morris	65175	Danielle.Morris
FG = Frank Gamel	66225	Frank.Gamel
GE = Greg Eyrick	66213	Greg.Eyrick
JD = Jeff Drager	67758	Jeffrey.Drager
JP = Jimmy Payne	65204	James.Payne
JR = Jared Rojek	65300	Jared.Rojek

Escalation Only - Managers	Ext.	email ***@ingrammicro.com
JX = Judy Denler	66254	Judy.Denler
JC = Julie Czubinski	65224	Julie.Czubinski
LL = Lisa LoFaso	67163	Lisa.LoFaso
LP = Lori Pratt	66962	Lori.Pratt
LT = Lynn Tarrant	67476	Lynn.Tarrant
PM = Paula Mancini	67259	Paula.Mancini



EVA Team Essential Vendor Advocates



The EVA team was created to provide limited reseller support for various programs, such as licensing programs not currently supported by the Partners Licensing Group. Other types of direct ship vendor programs are also supported by this desk. EVA will provide quoting, order management, and basic communications for the vendors listed below. We continually refresh the list of vendors we support.

If requesting order status, please include your Ingram account number, purchase order number, order date, and vendor name.

We communicate by email: EVA-team@IngramMicro.com

Vendor Name	* indicates Reprints are in Licensing Locator
HID/AMT	
Samsung Business Services	
Samsung Knox	
Samsung Warranties	
Licensing Department	
Fax Number*	716-616-2006
Hours of Operation	
Licensing Desks	8:30am-8:00pm Eastern
* There is now one fax number for all licensing desks	
Escalation Only - Team Lead	800-456-8000 x33504
BA= Bienmarty Aramil	Bienmarty.Aramil

Some programs require vendor authorization.
Our vendor program list will be updated on an ongoing basis.