



1-800-456-8000 x76448

Sophos-Licensing@Ingrammicro.com

Desk hours - 8:30a-8:00p EST

Market Development – Amy White

Amy.White@ingrammicro.com

www.sophos.com

Vendor Program Overview

Sophos is a developer and vendor of security software and hardware, providing endpoint, encryption, email, web, mobile and network security as well as Unified Threat Management products. Sophos is largely focused on providing security to small and mid-market businesses.

Key Products

EndUser Products – Cloud (now named Central, EndUser Protection & Suites, Data Protection & Mobile Protection)

Network Products - UTM Total Protect, UTM SG Hardware Appliances & TotalProtect, UTM Hardware Appliance & HW Licenses, UTM Software Licenses, UTM EndPoint Protection, UTM Peripherals (RED, AP, EP, IPsec, Accessories)

****Please note End-of-Sale (EoS) date for the following Network Security products will be June 30, 2017:**

- All Sophos UTM Series appliances
- AP 30 Ceiling-mount Access Point

Services - Professional Services, Enhanced Support

Authorization Requirements

Sophos restricts the sale of product to Sophos partners only. Please reach out to Amy Richards Amy.Richards@ingrammicro.com for the initial process.

Subscriptions

All Sophos subscription SKUs are available in specific, fixed term lengths: 12 months, 24 months, 36 months and 1 month extensions.

- Note that one month extension SKUs are a special type of SKU that can only be purchased along with another yearly multiple SKU. One month SKUs are not available for purchase on their own.

Ordering Requirements

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

Please note that orders with Special Pricing/Deal Registration would have to be done through the Licensing desk; please contact Sophos-Licensing@Ingrammicro.com

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)
7. License ID (required for all renewals)

8. Expiration date for all licenses and co-term dates (if applicable)

Product Delivery

Sophos's normal processing time on orders is 1-2 business days. Licenses are delivered via email and delivery can be expected within 24 hours. The delivery will go to the end user, the partner and Ingram Micro via a license schedule which contains a PO number, product description, quantities, license keys, deployment assistance and Sophos Customer Care information.

Renewals

Renewals must be purchased within 30 days of the renewal date of the license. All renewals require License IDs at time of purchase.

Adding licenses to an existing asset

New licenses cannot be added to existing assets, they must be co-termed with the current expiration date and ordered with renewal SKUs. Please reach out to the Sophos licensing desk for assistance with this process.

Important Notes

The following changes to UTM subscriptions are managed through <http://myutm.sophos.com> and cannot be done through Click2License.

- Co-termination of all subscriptions within a specific license
- Upgrade users-band of software-platform installations in exchange for a term reduction
- Enable clustering or increasing the number of active nodes on an existing license.

Returns Overview

Returns are available on a case by case basis and must be approved by Sophos. Please contact the CS Engagement Team at CS-Engagement-Team@ingrammicro.com for any Sophos RMA requests.

Please contact our licensing desk with any questions.

April 2017