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Acronis Program Overview

Acronis is a leading provider of easy-to-use disaster recovery and data protection solutions across physical, virtual and cloud environments.

Key Products

Acronis Backup & Recovery 11 – data protection and disaster recovery for servers and workstations

Acronis Backup & Recovery 11 Virtual Edition – unified backup for physical and virtual machines

Acronis vmProtect 7 – data protection for VMware vSphere environments

Acronis Backup & Recovery Online – cloud based online data storage

Acronis Snap Deploy 4 – imaging and deployment solution

Acronis Disk Director 11 – disk partitioning and management

Maintenance/Support

The first year of support service is included with the purchase of any Acronis corporate product. There are two support and maintenance subscription plans available:

✓ **Acronis Advantage Standard** - Offers access to 12 x 5 support services Monday through Friday, 8am-8pm EST via chat, email and phone with one of our dedicated support professionals. In the event of a critical system error, a support professional will respond within one business day.

✓ **Acronis Advantage Premier** - Offers access to 24 x 7 support services available via chat, email and phone. Acronis Advantage Premier Customers receive priority support. In the event of a business-critical system error, Customers will receive the initial response within one hour. The first year of support service is included with the purchase of any Acronis corporate product.

Authorization Requirements

Acronis restricts deal registration to Acronis Silver, Gold and Platinum Partners only.

Acronis Volume Discounts

Acronis offers a tiered pricing structure, designed to benefit end-users who buy several licenses of Acronis in a single order.

Discount Levels:	10-24	25-49	50-99	100-249
# of Licenses:				
Discount:	8%	15%	20%	24%

Ordering Requirements

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

1. Acronis corporate address:

Acronis International GmbH (5511249)

Euro Haus, Rheinweg 9

Schaffhausen 8200

2. PO number

3. End-user agency/organization/company name

4. End-user shipping address, street, city, state and zipcode

5. End-user contact name – first and last required

6. End-user contact phone number

7. End-user contact email address

8. Acronis Partner/Reseller company name

9. Acronis Partner/Reseller shipping address, street, city, state and zipcode

10. Acronis Partner/Reseller contact name

11. Acronis Partner/Reseller contact phone number

12. Acronis Partner/Reseller contact email

13. Acronis SKU, quantity of licenses, line item description and total amount to Acronis

14. Ingram quote number or special pricing number

15. Payment terms

Product Delivery

Acronis' average processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery must go directly to the end user; however, resellers are copied on the license email.

Maintenance Renewals

Customers holding contracts for Acronis' existing AMPS program will be served under the terms of those agreements up until the renewal date. When the contract come up for renewal, a customer will be offered one of the new Acronis Advantage programs.

Reinstatement fees can be applied to renewal orders for customers whose maintenance has expired.

Acronis can only backdate up to 60 days after maintenance expires. Acronis Advantage program will start on the invoice date for any maintenance renewals placed 60 days after expiration.

Reinstatement path after Acronis maintenance end date:

Day 1 – 6 months Reinstatement Fee + Renewal Pricing

6 months – 1 year Reinstatement Fee + Renewal Pricing OR Version Upgrade

1 year and longer Version Upgrade

Customers who purchase regularly throughout the year will have the option to co-term their Acronis Advantage program.

Renewal Request Form:

End-user business name:

End-user ship to address:

End-user contact name:

End-user phone number:

End-user email address:

Quote Duration (1, 2 or 3 year):

co-term date if needed:

Acronis Advantage level (AAP 24x7 or AAS 12x5):

Optional:

Contract Numbers:

Serial Keys:

Instance Numbers:

Any other Info, notes or comments:

Acronis Government and Non-Profit Pricing

Acronis offers discounted pricing for federal, state and local government agencies as well as qualified non-profit organizations. The 10% off suggested retail pricing is built into the Acronis government SKUs.

Example SKU differentiator:

Commercial SKU for Acronis Backup & Recovery 11 Advanced Server: TIEMPLENS11

Government SKU for Acronis Backup & Recovery 11 Advanced Server: TIEMPLENG11

Acronis Academic Pricing

Public and private educational institutions can be able to purchase Acronis products at a specially discounted rate. 30% off of suggested retail pricing for qualified customers is built into the Acronis educational SKUs.

Example SKU differentiator:

Commercial SKU for Acronis Backup & Recovery 11 Advanced Server: TIEMPLENS11

Educational SKU for Acronis Backup & Recovery 11 Advanced Server: TIEMPLENE11

Acronis Does Not Accept Returns

*RMAs will only be considered if placed within 30 days of the invoice, and must be accompanied by a replacement order of equal or greater value.

Customers must:

1. Return the entire purchase order
2. Submit a replacement order of equal or greater value
3. Return the original license certificate or submit a signed letter of deletion to Acronis

**All other RMA requests must be routed through Acronis support and then directly to sales management for review.

Requests must be submitted to Acronis by the purchaser who must complete the following:

1. Provide completed RMA request form
2. Provide letter of deletion signed by the end-user
3. Provide the original PO
4. Return the original invoice
5. Note Acronis support ticket and approval from management